



Overview

Legal Aid SA is a national public entity established in terms of section 2 of the Legal Aid South Africa Act 39 of 2014, a key contributor to South Africa's constitutional democracy, providing quality legal services to indigent and vulnerable persons. The organisation has a national footprint and its culture is rooted in leadership, driven by the value and advancement of human rights.

Legal Aid SA hereby invites suitably qualified and reputable service providers to submit proposals for supply of an electronic library platform as well as support and maintenance for a period of three (3) years.

The platform must provide up-to-date access to South African legislation, legal research tools, case law, government gazettes, legal journals, commentaries, regulatory material.

1. Technical Requirements

Supply, delivery and installation of an electronic library platform as well as support and maintenance for a period of three (3) years.

The electronic library platform must have the basic publications for a law firm comprising of

Section 1

1.1. Legislation and Law reports (Core Publications)

1.1.1. National legislation – Acts, Regulations and Bills and Statutes

1.1.2. Law reports 1947- to date of termination of the Agreement

1.1.3. Criminal Law Reports

1.1.4. Constitutional Law Reports

1.1.5. Government Gazettes

1.1.6. Current Judgements

1.2. Criminal Law

- 1.2.1. Standard Criminal Law Textbook
- 1.2.2. Sentencing Law
- 1.2.3. Criminal Procedure -Commentary
- 1.2.4. Evidence
- 1.2.5. Publications dealing with sexual offence law
- 1.2.6. Publications dealing with domestic violence
- 1.2.7. Child Justice Act

1.3. Civil Law

- 1.3.1. Civil procedure in the High Court
- 1.3.2. Civil procedure in the Lower Courts
- 1.3.3. Publications dealing with children's law
- 1.3.4. Text or reference material dealing with pleadings and precedents

1.4. Land Law

- 1.4.1. Publications dealing with Eviction law
- 1.4.2. Publications dealing with Land rights

1.5. Immigration Law

- 1.5.1. Publication dealing with Immigration Law of South Africa

1.6. Constitutional and Administrative Law

- 1.6.1. Publication dealing with Constitutional Law of South Africa (Include PAIA, PAJA and POPIA)

1.7. Family Law

- 1.7.1. Publication dealing with Family Law of South Africa

1.8. Labour Law

- 1.8.1. Publication dealing with Labour Law of South Africa

1.9. Administration of Estates

- 1.9.1. Publication dealing with Administration of Estates in South Africa

1.10. South African Legal Journals covering Criminal Law

1.11. South African Legal Journals Civil Law

1.12. South African Legal daily newsletter covering Criminal Law

1.13. South African Legal daily newsletter covering Civil Law

2. User Requirements

Section 2

2.1. Users and pricing

2.1.1. The proposed solution must cover **150** users

2.1.2. Pricing proposals must be furnished detailing costing of the

2.1.2.1. Concurrent user licence module.

and

2.1.2.2. Individual user licence module

- **Individual users licence based on 150 licence users**
- **Concurrent user Licence based on 150 users**

2.1.3. The solution must be capable of being reviewed each year to allow for an increase or decrease in licence numbers if required by Legal Aid SA.

2.2. Monitoring and reporting

2.2.1. The service provider must furnish Legal Aid South Africa with detailed data on the platform's monthly usage

2.2.2. Electronic library platform must be accessible via standard browsers

2.2.3. Secure login and access management.

2.2.4. The service provider shall be responsible for submitting monthly reports to Legal Aid SA throughout the contract period on or before the 7th of the following month.

2.2.5. The usage must list the total number of users who accessed the platform

2.2.6. The names of the user who have accessed the platform

2.2.7. The products accessed.

2.3. Downloadable content options.

2.3.1. All documents must be capable of being downloadable in Word format and PDF format.

2.3.2. All documents must be capable of being saved in Word format and PDF format

2.3.3. All documents must be capable of being printed in Word format and PDF format

2.4. Additional online features

2.4.1. Searchable database with filtering options

2.4.2. Content capable of legal citation

2.4.3. Content capable of being bookmarked and saved.

3. Maintenance and Support

Section 3

- 3.1. Information Technology (IT) technical support must be available when required.
- 3.2. The supplier software solution should ideally have customer service and helpdesk support available between the hours of 08h00 and 16h00 or longer.
- 3.3. Maintenance and Support – downtime to be limited to 24 hours and only scheduled for weekends and advance notice must be provided to Legal Aid SA
- 3.4. **Training and support**
 - 3.4.1. The supplier must also be able to provide online training to Legal Aid SA staff if required
 - 3.4.1.1. Onboarding – weekly training in the commencement month of the contract.
 - 3.4.1.2. Quarterly
 - 3.4.1.3. Whenever there are changes to the platform
 - 3.4.2. Bidders must also indicate if they have any products that cater for visually impaired users
 - 3.4.3. Bidders must indicate what legal products are available at no costs to the users

4.

Conditions of the Bid

The successful bidder is expected to enter into a Service Level Agreement (SLA) with Legal Aid South Africa after the award of the contract.

The appointed bidder will be expected to comply with legislation relevant to the goods or services of this bid.

- 4.1. The terms of this specification and all contracts will be subject to the General Conditions of Contract.
- 4.2. The bidder shall not perform any work or render any services unless in receipt of a purchase order signed by the delegated Legal Aid South Africa official.
- 4.3. The bidder shall have all relevant licenses and permissions for the relevant goods and services for users to access.
- 4.4. Itemised invoices must reflect the order number, supplier's banking details, full company name, SARS income tax number, VAT number (where vendor is registered).
- 4.5. The bidder shall maintain confidentiality of all credentials and users' personal information and usage patterns and statistics.
- 4.6. Bidders must comply with the provisions of the Protection of Personal Information Act 4 of 2013 (POPIA).
- 4.7. Legal Aid South Africa reserves the right to terminate the contract, should the successful bidder fail to perform according to the requirements stipulated in the SLA.

Product Scheduled

Must be filled without reference to price

Item No	Item Description	Product offered (Specify the Name of the product)	(Details of the product offered)
1.1.	Legislation and Law reports (Core Publications)		
1.1.1	National legislation – Acts, Regulations and Bills and Statues		
1.1.2	Law reports 1947- to date of termination of the Agreement		
1.1.3	Criminal Law Reports		
1.1.4	Constitutional Law Reports		
1.1.5	Government Gazettes		
1.1.6	Current Judgements		
1.2	Criminal Law		
1.2.1	Standard Criminal Law Textbook		
1.2.2	Sentencing Law		
1.2.3	Criminal Procedure - Commentary		
1.2.4	Evidence		
1.2.5	Publications dealing with sexual offence law		
1.2.6	Publications dealing with domestic violence		
1.2.7	Child Justice Act		
1.3	Civil Law		
1.3.1	Civil procedure in the High Court		
1.3.2	Civil procedure in the Lower Courts		
1.3.3	Publications dealing with children's law		
1.3.4	Text or reference material dealing with pleadings and precedents		
1.4	Land Law		
1.4.1	Publications dealing with eviction law		
1.4.2	Publications dealing with Land rights		
1.5	Immigration Law		
1.5.1	Publication dealing with Immigration Law of South Africa		
1.6	Constitutional and Administrative Law		

1.6.1	Publication dealing with Constitutional Law of South Africa		
1.7	Family Law		
1.7.1	Publication dealing with Family Law of South Africa		
1.8	Labour Law		
1.8.1	Publication dealing with Labour Law of South Africa		
1.9	Administration of Estates		
1.9.1	Publication dealing with Administration of Estates in South Africa		
1.10.	South African Legal Journals Criminal Law		
1.11	South African Legal Journals Civil Law		
1.12	South African daily Legal newsletters covering Criminal Law		
1.13	South African daily Legal newsletters covering Civil Law		

Pricing schedule

To be filled with unit price, VAT and total price

Item No	Item Description	Product offered (Specify the Name and details of the product)	Unit Price	VAT	Total Price
1.1.	Legislation and Law reports (Core Publications)				
1.1.1	National legislation – Acts, Regulations and Bills and Statues				
1.1.2	Law reports 1947- to date of termination of the Agreement				
1.1.3	Criminal Law Reports				
1.1.4	Constitutional Law Reports				
1.1.5	Government Gazettes				
1.1.6	Current Judgements				
1.2	Criminal Law				
1.2.1	Standard Criminal Law Textbook				
1.2.2	Sentencing Law				
1.2.3	Criminal Procedure - Commentary				
1.2.4	Evidence				
1.2.5	Publications dealing with sexual offence law				
1.2.6	Publications dealing with domestic violence				
1.2.7	Child Justice Act				
1.3	Civil Law				
1.3.1	Civil procedure in the High Court				
1.3.2	Civil procedure in the Lower Courts				
1.3.3	Publications dealing with children's law				
1.3.4	Text or reference material dealing with pleadings and				

	precedents				
1.4	Land Law				
1.4.1	Publications dealing with eviction law				
1.4.2	Publications dealing with Land rights				
1.5	Immigration Law				
1.5.1	Publication dealing with Immigration Law of South Africa				
1.6	Constitutional and Administrative Law				
1.6.1	Publication dealing with Constitutional Law of South Africa Include PAIA, PAJA and POPIA				
1.7	Family Law				
1.7.1	Publication dealing with Family Law of South Africa				
1.8	Labour Law				
1.8.1	Publication dealing with Labour Law of South Africa				
1.9	Administration of Estates				
1.9.1	Publication dealing with Administration of Estates in South Africa				
1.10	South African Legal Journals Criminal Law				
1.11	South African Legal Journals Civil Law				
1.12	South African daily Legal newsletters covering Criminal Law				
1.13	South African daily Legal newsletters covering Civil Law				

Pricing Schedule Concurrent user licence

Total Concurrent licence				
Item	Description	Quantity	Unit Amount	Total Amount
	Electronic library solution concurrent licence	150		
	Support & Maintenance fee – if any			
Subtotal				
VAT				
Total				

Pricing Schedule individual user licence

Total Individual licence				
Item	Description	Quantity	Unit Amount	Total Amount
	Electronic library solution single user licence	150		
	Support & Maintenance fee – if any			
Subtotal				
VAT				
Total				

Functionality Evaluation

Functionality will be scored against the following criteria.

Please note that bidders will be disqualified where the minimum score of 80 points is not achieved.

Focus area	Max Points	Criteria	Points
Company Experience	20	Company profile provided spanning more than thirty (30) years in the field of legal library services	20
		Company profile provided spanning more than ten (10) years but less than thirty (30) years in the field of legal library services	10
		Company profile provided spanning more than five (5) years but less than ten (10) years in the field of legal library services	5
		Company profile provided spanning less than five (5) years in the field of legal library services	0
Written references	20	3 positive reference letters attached	20
		2 positive reference letters attached	10
		0 reference letters attached	0
Technical requirements	30	All 31 requested electronic library material available on the electronic platform namely: Legislation and Law reports (Core Publications) National legislation – Acts, Regulations and Bills and Statutes Law reports 1947- to date of termination of the Agreement Criminal Law Reports Constitutional Law Reports Government Gazettes Current Judgements Criminal Law Standard Criminal Law Textbook Sentencing Law Criminal Procedure -Commentary Evidence Publications dealing with sexual offence law Publications dealing with domestic violence Child Justice Act Civil Law Civil procedure in the High Court Civil procedure in the Lower Courts Publications dealing with children's law Text or reference material dealing with pleadings and precedents	30

		Land Law Publications dealing with Eviction law Publications dealing with Land rights Immigration Law Publication dealing with Immigration Law of South Africa Constitutional and Administrative Law Publication dealing with Constitutional Law of South Africa (Include PAIA, PAJA and POPIA) Family Law Publication dealing with Family Law of South Africa Labour Law Publication dealing with Labour Law of South Africa Administration of Estates Publication dealing with Administration of Estates in South Africa South African Legal Journals covering Criminal Law South African Legal Journals Civil Law South African Legal daily newsletter covering Criminal Law South African Legal daily newsletter covering Civil Law	
		All 9 core publications and titles listed under Criminal Law, Civil Law, Land Law, Immigration Law, Constitutional and Administrative Law, Family Law, Labour Law, Administration of Estates Law. Legislation and Law reports (Core Publications) National legislation – Acts, Regulations and Bills and Statutes Law reports 1947- to date of termination of the Agreement Criminal Law Reports Constitutional Law Reports Government Gazettes Current Judgements Criminal Law Standard Criminal Law Textbook Sentencing Law Criminal Procedure -Commentary Evidence Publications dealing with sexual offence law Publications dealing with domestic violence Child Justice Act	20

		Civil Law Civil procedure in the High Court Civil procedure in the Lower Courts Publications dealing with children's law Text or reference material dealing with pleadings and precedents Land Law Publications dealing with Eviction law Publications dealing with Land rights Immigration Law Publication dealing with Immigration Law of South Africa Constitutional and Administrative Law Publication dealing with Constitutional Law of South Africa (Include PAIA, PAJA and POPIA) Family Law Publication dealing with Family Law of South Africa Labour Law Publication dealing with Labour Law of South Africa Administration of Estates Publication dealing with Administration of Estates in South Africa	
		All 9 core publications and titles listed under Criminal Law, Civil Law, Land Law, Immigration Law, Constitutional and Administrative Law, Family Law, Labour Law, Administration of Estates Law. Legislation and Law reports (Core Publications) National legislation – Acts, Regulations and Bills and Statutes Law reports 1947- to date of termination of the Agreement Criminal Law Reports Constitutional Law Reports Government Gazettes Current Judgements Criminal Law Standard Criminal Law Textbook Sentencing Law Criminal Procedure -Commentary Evidence Publications dealing with sexual offence law Publications dealing with domestic violence Child Justice Act	10

		Civil Law Civil procedure in the High Court Civil procedure in the Lower Courts Publications dealing with children's law Text or reference material dealing with pleadings and precedents Land Law Publications dealing with Eviction law Publications dealing with Land rights Immigration Law Publication dealing with Immigration Law of South Africa Constitutional and Administrative Law Publication dealing with Constitutional Law of South Africa (Include PAIA, PAJA and POPIA) Family Law Publication dealing with Family Law of South Africa Labour Law Publication dealing with Labour Law of South Africa Administration of Estates Publication dealing with Administration of Estates in South Africa	
		Only 9 core publications available Legislation and law reports National legislation – Acts, Regulations and Bills Statues Law reports 1947- to date of termination of the Agreement Criminal Law Reports Constitutional Law Reports Government Gazettes Current Judgements	5
		Core publications not available Legislation and law reports National legislation – Acts, Regulations and Bills Statues Law reports 1947- to date of termination of the Agreement Criminal Law Reports Constitutional Law Reports Government Gazettes Current Judgements SLA does not comply with minimum requirements	0

User requirements	20	- The proposed solution must cover 150 users and allow for upward and downward scalability. - Legal Aid South Africa must be provided with a detailed data on monthly usage The data must list - usage (the total number of users who accessed the platform) - The names of the user - The products accessed. - All documents must be capable of being downloadable in Word format and or PDF format. - All documents must be capable of being saved in Word format and or PDF format - All documents must be capable of being printed in Word format and or PDF format	20
		- The proposed solution must cover 150 users and does not allow for upward and downward scalability. - Legal Aid South Africa must be provided with a detailed data on monthly usage The data must list - usage (the total number of users who accessed the platform) - The names of the user - The products accessed. - All documents must be capable of being downloadable in Word format and or PDF format. - All documents must be capable of being saved in Word format and or PDF format - All documents must be capable of being printed in Word format and or PDF format	10
		- The proposed solution must cover 150 users and does not allow for upward and downward scalability. - Legal Aid South Africa cannot be provided with a detailed data on monthly usage - All documents cannot be capable of being downloadable in Word format and or PDF format. - All documents are not capable of being saved in Word format and or PDF format - All documents are not capable of being printed in Word format and or PDF format	0

Maintenance and Support	10	• Offer a helpdesk and ongoing technical support which must be available every day from 8h00 to 16h00, excluding weekends and public holidays. • A maximum turnaround time of 24 hours to address queries, requests for assistance and to resolve issues • The supplier must also be able to provide online training to Legal Aid SA staff • Onboarding – weekly training in the commencement month of the contract on how to use the electronic platform • Quarterly training on use of electronic platform • Whenever there are changes and or new features introduced to the electronic platform • Bidders must also indicate if they have any products that cater for visually impaired users • Bidders must indicate what legal products are available at no costs to the users • Maintenance and Support – downtime to be limited to 24 hours and only scheduled for weekends and advance notice must be provided to Legal Aid SA	10
		• Offer a helpdesk and ongoing technical support which must be available every day from 8h00 to 16h00, excluding weekends and public holidays. • A turnaround time greater than 24 hours to address queries, requests for assistance and to resolve issues • The supplier must also be able to provide online training to Legal Aid SA staff • Onboarding – weekly training in the commencement month of the contract on how to use the electronic platform • Quarterly training on use of electronic platform • Whenever there are changes and or new features introduced to the electronic platform • Bidders must also indicate if they have any products that cater for visually impaired users • Bidders have no legal products are available at no costs to the users • Maintenance and Support – downtime to be limited to 24 hours and only scheduled for weekends and advance notice must be provided to Legal Aid SA	5
		• No helpdesk and ongoing technical support available. • A turnaround time greater than 24 hours to address queries, requests for assistance and to resolve issues • The supplier must also be able to provide online training to Legal Aid SA staff • Onboarding – weekly training in the commencement month of the contract on how to use the electronic platform	0

		- Quarterly training on use of electronic platform - Whenever there are changes and or new features introduced to the electronic platform - Bidders must also indicate if they have any products that cater for visually impaired users - Bidders have no legal products are available at no costs to the users - Maintenance and Support – downtime to be limited to 24 hours and only scheduled for weekends and advance notice must be provided to Legal Aid SA	
Total	100		

NB: Bidders who score less than **80 points** of the 100 points for functionality will be disqualified and will not be evaluated further.

Qualifying bidders will be evaluated on Specific Goals whereby the Preference Point System of 80/20 with the maximum points as follows: Price = 80 points and 20 points are for preferential procurement requirements on Historically Disadvantaged Individuals (HDI).

Evaluation on Price and Historically Disadvantaged individual (HDI) will be calculated as per the below table;

Preferential points will be awarded in terms of the Historically Disadvantaged individual (HDI) which must be substantiated as follows **(kindly refer to form SBD 6.1 for more details and fully complete to claim the points):** -

NO	PRICE AND Historically Disadvantaged individual (HDI)	POINTS
1.	Total bid price offered (inclusive of all applicable taxes)	80
2.	Historically Disadvantaged individual (HDI)	20
	TOTAL	100

Bidders must submit a valid CSD registration or B-BBEE status level verification certificate, or a sworn affidavit confirming annual turnover and level of black ownership in case of an EME and QSE as proof to substantiate the HDI points claimed as per SBD 6.1.

Bid conditions

All bids must be submitted in both soft copy (USB) and hard copy.

If there are any discrepancies between the two copies, the hard copy shall supersede.

Bidders may be requested to attend a meeting where they may be given the opportunity to present their proposal to the Bid Evaluation Committee.

Bids must be submitted in line with the detailed specifications.

Failure to bid accordingly shall invalidate the bid.

The General Conditions of Contract as stipulated by the National Treasury will be applicable.

9. OBJECTIVE CRITERIA

- 9.1 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on a Legal Aid SA operation. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Legal Aid SA will investigate any negative and positive news on the particular supplier/contractor/consultant before doing any business and will make an informed decision about association. Negative news includes reports on research misconduct, comprising fabrication, falsification, misrepresentation and/or plagiarism in proposing and/or performing research and/or reporting research results. Negative news also extends to business practices of a supplier, and any reports on fraudulent and unethical behaviour.
- 9.2 In the event a bidder is found to not satisfy/meet the conditions or requirements set under par. 9.1 above, Legal Aid SA shall exercise its right in awarding the bid using applicable prescripts as provided for under the PPFA (section 2(f), which states, *"the contract must be awarded to the tenderer who scores the highest points, unless objective criteria in addition to those contemplated in paragraphs (d) and (e) justify the award to another tenderer;"*.

LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE PROPOSALS.