



## 1. 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 a single source software solution for Smart Document Generation which integrates with either of Legal Aid SA existing electronic libraries and the Legal Aid Administration system (eLAA)

Reference to Smart Document Generation means the ability to generate a legal document using client information captured from the legal aid application form and merging this information with information obtained via a set of relevant legal questions in the form of an interview.

Any new information captured must also be retained for use in the generation of any further documents in the same matter, thus ensuring that information only needs to be captured once for further use in subsequent documents.

The information must then combine with the relevant legal precedent and must be verified against the relevant court rules pertaining to the specific jurisdiction where that legal document will be used.

Legal document assembly and workflow must be constantly updated with the latest rules and legislation when promulgated.

Changes to the style and layout must conform with the requirements of the various courts and jurisdictions in South Africa.

The service provider must also convert our existing templates into the new software solution. A sample of some templates are included in this proposal. We have 163 existing templates. Legal Aid SA has decided to conduct a selection process of proposals to provide a software solution for Smart Document Generation. We invite your organisation to participate and submit a proposal. Success in this process will result in a contract that will cover the period of three (3) years from date of award.

## 2. Technical Requirements

Supply, delivery, installation and maintenance of a Smart Document Generation Software with integration into electronic reference platform and eLLA.

Legal Aid SA is currently utilising the Hotdocs Document Generation solution to automate documents. The solution is web-based with a Microsoft SQL database backend for storage of data and documents. Once the template has been completed, the output in the form of a Word document or PDF is generated and stored in the database or file system. These documents will need to be migrated into the new system as part of the RFP. The current quantity of generated documents in Hotdocs ranges between 150,000 and 200,000.

Service providers must note that providing an integrated software solution for Smart Document Generation must be compatible with our current systems, including our case management system.

### 3. Scope of Work

- 3.1. The proposed solution must be customised to the needs of Legal Aid SA.
- 3.2. The supplier must have the at least one person who has a recognised legal qualification in their content development team.
- 3.3. It is preferred that the development team/s that develop legal precedents and templates include specialists such as attorneys, editors, content enhancement specialists and electronic product developers.
- 3.4. A preliminary timeline of six months/project plan must be submitted detailing development of legal templates/precedents and for the conversion of existing templates, e.g., Divorce and Administration of Estates.
- 3.5. The appointed bidder must provide a detailed project plan and scheduling for all work prior to the finalisation of the contract award.
- 3.6. The programme/software must allow for monthly updates and revision of templates when legislation is enacted, amended or when business needs require document changes.
- 3.7. The document solution must have built in analytical tools accessible to authorised staff of Legal Aid SA.
- 3.8. Proposals must cover the cost of the conversion of existing templates developed by Legal Aid SA and integration into the new platform.
  - 3.8.1. See detailed list of existing documents marked Annexure A.
- 3.9. The document solution must be capable of integration with either of Legal Aid SA existing electronic libraries.
- 3.10. The document precedent bank must be capable of categorisation according to topic in specific folders.
- 3.11. The platform must have electronic guides to assist practitioners through the process of document generation.
- 3.12. The envisaged platform should allow practitioners to use saved answers and data from answers in each client matter to generate other documents from questionnaires instead of manually entering information each time.
- 3.13. All documents must be capable of being downloadable in Word format to allow for editing or directly into PDF format.
- 3.14. The Legal Aid SA matter reference number should be integrated.
- 3.15. Backward integration using the address on to the eLAA platform is necessary.

- 3.16. The system should provide for two-way integration, with the created template being able to search for and complete fields already recorded from the eLAA system via the South African ID Number, Application Reference Number, or Instruction Number fields.
- 3.17. The created template must be securely stored in the eLAA system's SharePoint Database Management System once it has been entirely completed against the applicant or instruction in question.
- 3.18. All proposals must detail the cost of document automation for both a simple document and for a complex document.
  - 3.18.1. e.g., Simple Document Notice of Appearance to Defend
  - 3.18.2. e.g., Complex Document Divorce Particulars
- 3.19. Any proposed software solution must provide options regarding the minimum 500 users and maximum 3,000 users that the platform can accommodate increasing in increments of 500 users.
- 3.20. Bidders must provide details of the security and integrity of the proposed solution.
- 3.21. Annual subscription fee must be specified, if subscription-based.
- 3.22. Detailed costing of the user licence module used with a clear indication if the licencing is per user or concurrent users.
- 3.23. Any other fees that are required, not limited to maintenance fees/warranty and/or subscription fees must be disclosed.
- 3.24. The supplier is to indicate if there is any restriction on the number of documents that can be generated either monthly or annually.
- 3.25. The supplier must also be able to provide online training to Legal Aid SA staff if required.

## 4. Warranty

- 4.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract.
- 4.2 The supplier further warrants that all goods supplied under this contract shall have no defect arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 4.3 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise.
- 4.4 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 4.5 Upon receipt of such notice, the supplier shall, within the period specified and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 4.6 If the supplier, having been notified, fails to remedy the defect(s) within the period specified, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

## 5. Maintenance and Support

- 5.1. Technical support must be provided, comprising professionals with skills in API and SQL.
- 5.2. Maintenance and updating of smart precedents when changes are made to legislation and court directives to ensure they continue to meet requirements and needs of Legal Aid SA.
- 5.3. The supplier software solution should ideally have customer service and helpdesk support available between the hours of 09h00 and 15h00 and costs included under support if any.
- 5.4. Forty-eight (48) hour response time and resolution of software problems.

## 6. Pricing Schedule

Item	Description	Quantity	Unit Amount	Total Amount
6.1.	Document automation (new)	Each		
6.2.	Software/programme upgrades	Per event		
6.3.	Conversion of existing templates	Each		
6.4.	Training of Staff (in-person/virtual)	Once-off		
6.5.	Subscription fee (if applicable)	36 months		
6.6.	Support & Maintenance fee	36 months		
			Subtotal	
			VAT	
			Total	



## 7. Documents Checklist

No.	Document	(√) Tick applicable box				Reference Page
		Yes		No		
7.1.	Company Profile – this <b>must</b> also indicate company experience in similar projects, completed project list of a similar nature, technical staff complement, company organogram (to service Legal Aid SA) and existing clients in document generation					
7.2.	CV and Qualifications of Project Manager					
7.3.	CV and Qualifications/Certifications of installation technical resources. The CVs must be accompanied by valid certifications/licences where applicable					
7.4.	<p>Project Implementation Plan:</p> <p>Provide overview of the project management methodology to be used and the phases included in the methodology in line with the delivery of the project methodology provided.</p> <p>A detailed Project Implementation Plan (including but not limited to Work Breakdown Structure (WBS), Resource Allocation and Timelines) with respect to operational readiness within a six (6) months' period must be provided together with a Project Risk Assessment.</p>					
7.5.	At least two (2) reference letters from previous/current clients on the company's letterhead. The letter <b>must</b> reflect the following:					

No.	Document	(√) Tick applicable box				Reference Page
	<ul style="list-style-type: none"> <li>- Type of work completed – Smart Document Generation</li> <li>- Duration of the contract</li> <li>- Client’s name and contact details</li> <li>- The position of the person writing the letter</li> <li>- Client stamp or signature (dated)</li> </ul> <p>Letters must not be older than 12 months from date of closure of the tender</p>					
7.6.	Detailed SLA as per Section 5 (Maintenance and Support )					
7.7.	Proposed solution outlining the architecture and functionality					
7.8.	OHSA (Occupational Health and Safety) form					

## 8. 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
<b>Company Experience</b>	20	Company profile provided spanning more than five (5) years in the field of legal document drafting/assembly/generation	<b>20</b>
		Company profile provided spanning more than three (3) to five (5) years in the field of legal document drafting/assembly/generation	<b>15</b>
		Company profile provided spanning less than three (3) years in the field of legal document drafting/assembly/generation	<b>10</b>
		Company profile provided spanning less than one (1) year in the field of legal document drafting/assembly/generation	<b>0</b>
<b>Written References</b>	10	2 positive reference letters attached	10
		1 positive reference letters attached	5
		0 positive reference letters attached	0
<b>Quality of Project Manager</b>	10	Project Manager with requisite project management qualification and more than five (5) years' experience in legal document drafting/assembly/generation	<b>10</b>
		Project Manager with requisite qualification and less than five (5) years' experience in the field of legal document drafting/assembly/generation	<b>5</b>
<b>Quality of Project Technical Team</b>	10	> 5 content developers with more than five (5) years' experience in the field of legal document drafting/assembly/generation including attorney editors, content enrichment specialists and electronic product developers	<b>10</b>
		4 - 5 content developers with more than five (5) years' experience in the field of legal document drafting/assembly/generation including attorney editors, content enrichment specialists and electronic product developers	<b>8</b>

Focus Area	Max Points	Criteria	Points
		2 - 3 content developers with more than five (5) years' experience in the field of legal document drafting/assembly/generation including attorney editors, content enrichment specialists and electronic product developers	6
		< 2 content developers with more than five (5) years' experience in the field of legal document drafting/assembly/generation including attorney editors, content enrichment specialists and electronic product developer's generation	2
		< 2 content developers with less than five (5) years' experience in the field of legal document drafting/assembly/generation including attorney editors, content enrichment specialists and electronic product developer's generation	0
<b>Project Implementation Plan</b>	15	Project management methodology and a well-presented detailed Project Implementation Plan including the following six (6) aspects: <ul style="list-style-type: none"> <li>- Project timelines with clear phases</li> <li>- Work breakdown structure</li> <li>- Project risk assessment</li> <li>- Resource allocation based on technical experience</li> <li>- Intuitive Document Building</li> <li>- Integration into either electronic legal libraries</li> </ul>	<b>15</b>
		Project management methodology and an average Project Implementation Plan: Plan does not address all six (6) outlined aspects	<b>10</b>
		No project management methodology and Project Implementation Plan	<b>0</b>
<b>Functional Requirements</b>	25	Solution offered considers all the key technical functionalities as required under Technical Requirements (Section 2)	
		All technical requirements met Supply, delivery, installation and maintenance of a Smart Document Generation Software with integration into an electronic reference platform and eLAA, and migration of existing documents	<b>25</b>
		Supply, delivery, installation and maintenance of a Smart Document Generation Software with an	<b>10</b>

Focus Area	Max Points	Criteria	Points
		integration into electronic reference platform and eLAA, and no migration of existing documents	
		Supply, delivery, installation and maintenance of a Smart Document Generation Software without integration into an electronic reference platform and eLAA, and no migration of existing documents	0
After Sales Support (maintenance)	5	SLA complies with the minimum specification <ul style="list-style-type: none"> <li>- Forty-Eight (48) response time</li> <li>- Two business days' resolution</li> <li>- Monthly proactive maintenance</li> </ul>	5
		SLA does not comply with minimum requirements	0
Training	5	Availability of online training, customer service and helpdesk support	5
		No Online training available, customer service and helpdesk support	0
<b>TOTAL</b>	<b>100</b>		

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

The bids that would have achieved 80% or more from the Functionality Evaluation will be further evaluated on the 80/20 points system where 80 points are for pricing, and 20 points are for preferential procurement requirements.

Preferential points will be awarded in terms of the B-BBEE Status level of contribution which must be substantiated as follows (please refer to Form SBD 6.1 for more details):

Bidders must submit a valid B-BBEE status level verification certificate, which must be issued by a Verification Agency accredited by SANAS or a sworn affidavit for EMEs and QSEs.

## **9. Bid Conditions**

- 9.1. Bids must also be submitted electronically using a USB (no CD/DVD allowed).
- 9.2. Bidders may be requested to attend a meeting where they will be given the opportunity to present their proposal to the Bid Evaluation Committee.
- 9.3. Bids must be submitted in line with any attached Annexure and detailed specifications. Failure to bid accordingly shall invalidate the bid.
- 9.4. Legal Aid SA reserves the right to award the bid to one or more service providers.
- 9.5. Legal Aid SA reserves the right to award the bid in whole or only partially.
- 9.6. The General Conditions of Contract as stipulated by the National Treasury will be applicable.

## **10. Annexure A**

See Annexure A.