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Pretoria

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0001

REQUEST FOR QUOTATION (RFQ) NUMBER:	RFQ/NRF-SAASTA 45/2026-2027 (Please use this number as reference when sending quotations and supporting documentation)
DESCRIPTION	The NRF-SAASTA wishes to appoint a suitable service provider to conduct media monitoring, analysis and reporting for a period of 6 months.
RFQ ISSUED DATE	12 June 2026
RFQ VALIDITY PERIOD	60 days from the closing date.
CLOSING DATE	26 June 2026
CLOSING TIME	11:00 AM
EXPECTED DATE SERVICES IS REQUIRED	Within One (1) Week After the Issuance of the Purchase Order (PO)
MANDATORY REQUIREMENTS <i>NB: Bidders who do not submit all the required mandatory documents will be considered non-responsive and will not proceed to the next stage of the evaluation.</i>	Kindly refer to page 28 of the RFQ document below.
NON-COMPULSORY BRIEFING SESSION.	Thursday 18 June 2026 (online) Microsoft teams: Join: https://teams.microsoft.com/meet/345877361649809?p=2MoV8vYJBpGq5FgLB2 Meeting ID: 345 877 361 649 809 Passcode: ha2We7Th Time: 10:00 am
DELIVERY ADDRESS OF GOODS/SERVICES	SAASTA, 211 Nana Sita Street, Pretoria CBD
RFQ RESPONSES MUST BE EMAILED TO:	All quotations should be emailed to quotes2@saasta.nrf.ac.za . Failure to follow these instructions will result in your quote not being considered.

Important Notes to this RFQ:

- Service providers/suppliers should ensure that RFQ responses are emailed to the correct email address, (quotes2@saasta.nrf.ac.za)
- If the quotation is late, it shall not be accepted for consideration.
- The NRF-SAASTA reception is generally accessible 8 hours a day (07h45 to 16h00); 5 days a week (Monday to Friday) for delivery of goods.
- Supplier to complete and sign all Annexures to this document (Standard Bidding Documents and Mandatary Requirements);
- Supplier must provide a copy of the valid Tax Clearance Certificate or CSD no (MAAA.....)
- Supplier must provide an Original certified SANAS accredited BBBEE Certificate or Sworn Affidavit in order to claim for specific goals;

Prohibition of Gifts & Hospitality:

“Except for the specific goods or service procured by the NRF-SAASTA, service providers/suppliers are required not to offer any gift, hospitality or other benefit to any NRF-SAASTA official. To avoid doubt, branded marketing material is considered to be a gift.

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Annex A : TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

SERVICE PROVIDER/SUPPLIER:

REGISTRATION NUMBER:

CSD REGISTRATION NUMBER:

ADDRESS:

CONTACT PERSON:

TEL:

1. NRF-SAASTA's standard conditions of purchase shall apply.
2. Late submissions will not be accepted.
3. The recommended service provider will be required to complete and sign all Standard Bidding Documents (SBDs) and Annexures. Please duly complete and sign the **SBD 1, 4, SBD 6.1** forms respectively
4. All service providers/suppliers must adhere to the General Conditions of Contract as prescribed by National Treasury.
5. Any service provider/supplier who has reasons to believe that the RFQ specification is based on a specific brand must inform the NRF-SAASTA before the RFQ closing date and time.
6. It is the responsibility of the service provider/supplier to ensure that the NRF-SAASTA is in possession of the valid Tax Clearance Certificate (TCC). The onus is on the service provider/supplier to ensure that the NRF-SAASTA receives a valid TCC as soon as the validity of the said certificate expires.
7. No goods or services shall be delivered before the issuing of an official authorised NRF-SAASTA Award Letter or Purchase Order (PO) signed by the authorised NRF-SAASTA official. The NRF-SAASTA reserves the right not to make payment or accept the goods or services should the goods or services be delivered to the NRF-SAASTA before the NRF-SAASTA Award Letter or PO is issued. (An official authorised NRF-SAASTA PO should have the Supply Chain Management (SCM): Manager signature or such other official duly authorised in terms of the NRF-SAASTA's Delegations of Authority and Approval Framework), Description of the item, Quantity of items purchased, Date of delivery of the item, Total amount of the items purchased inclusive of Vat where applicable.
8. This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a Rand value of R2 000 up to a rand value of R1 000 000 000. 00. (all applicable taxes included).
9. Please note that RFQ responses should be sent to email address mentioned on the cover page of the RFQ document, failure to do so, it shall not be accepted for consideration.
10. Service providers/suppliers are required to be registered on the Central Supplier Database (CSD).
11. After 14 days of closing date of Request For Quotation (RFQ) without receiving a signed purchase order by a properly delegated official, please consider your Quotation unsuccessful.
12. Append/Submit your correct banking details on your quotation and should be in the correct payee name as per CSD verification.
13. Banking details on the invoice must correspond with those verified on CSD
14. **By responding to this RFQ you agree to all terms and conditions of the Government Procurement: General Conditions of contract, July 2010. You can log on www.saasta.ac.za/procurement/openbids to access this document.**

*1 Which is referred to as tenders in the PPPFA and Preferential Procurement Regulations, 2022 include advertised competitive bids, written price quotations or proposal.

*2 It should be noted that written price quotation / RFQ bidding method is applicable to written price quotations from R2 000.00 up to the rand value of less than R 1 000 000. 00. (Vat inclusive).

I, the undersigned (NAME).....certify that :

I have read and understood the conditions of this RFQ;

I have supplied the required information and the information submitted as part of this RFQ is true and correct.

Signature: _____

Date: _____

Capacity: _____

<https://www.saasta.ac.za/procurement/guidelines/>

<https://www.nrf.ac.za/sites/default/files/documents/General%20Conditions%20of%20Contract.pdf>

Annex C : RFQ SPECIFICATION

1. BACKGROUND TO THE NATIONAL RESEARCH FOUNDATION|SOUTH AFRICAN AGENCY FOR SCIENCE AND TECHNOLOGY ADVANCEMENT

The South African Agency for Science and Technology Advancement is a business unit of the National Research Foundation (NRF) tasked with coordinating public awareness, appreciation and engagement in science, technology and innovation (STI) across South Africa to foster a scientifically literate nation.

2. BACKGROUND OF THE PROJECT

The National Research Foundation (NRF), through the Department of Science, Technology and Innovation (DSTI) and its implementing agency, SAASTA, seeks to appoint a suitably qualified and experienced service provider to deliver comprehensive media monitoring services covering all relevant platforms—broadcast, digital, print, and social media- **for a six-month period**. The purpose of this appointment is to enable proactive tracking, analysis, and reporting of media coverage related to the DSTI, NRF, and its National Facilities. The appointed service provider will be expected to provide real-time access to media data, interactive analytics dashboards, AI-driven insights, and tailored reporting to enhance institutional visibility, manage reputational risk, and support strategic communication planning. This service forms part of the broader science engagement and communication mandate to measure the impact of science in society and ensure evidence-based media insights across the National System of Innovation (NSI). The required services are as follows: Broadcast, Digital, Print and Social Media Monitoring, including an interactive dashboard with alerts and reporting.

3. DETAILED SPECIFICATION

No.	BRIEF DESCRIPTION OF ITEM(S)/SERVICE(S) REQUIRED	UNIT OF MEASURE	QUANTITY OF ITEM(S)
1.	Broadcast Media Monitoring. Monitoring and analysis of identified national and community television and radio stations for coverage relating to DSTI, NRF, and all facilities. - Database of broadcast mentions - Audio/visual clips and transcripts - Sentiment and reach analysis Period For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports	Monthly	6
2.	Digital Media Monitoring and analysis of identified national and community television and radio stations for coverage relating to DSTI, NRF, and all facilities. - Digital coverage repository- Keyword-based analysis- Trend identification For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports	Monthly	6

No.	BRIEF DESCRIPTION OF ITEM(S)/SERVICE(S) REQUIRED	UNIT MEASURE	OF	QUANTITY OF ITEM(S)
3.	<p>3. Print Media Monitoring. Systematic monitoring of national and community newspapers and magazines for editorial coverage.</p> <p>Scanned clippings with metadata- Sentiment and journalist byline data- Coverage summaries</p> <p>For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports</p>	Monthly		6
4.	<p>4. Social Media Monitoring. Tracking of mentions across major social platforms (e.g., X/Twitter, Facebook, LinkedIn, YouTube, Instagram).</p> <p>Real-time social analytics dashboard- Hashtag, keyword, and influencer insights- Engagement metrics</p> <p>For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports</p>	Daily		6
5.	<p>5. Interactive Dashboard. Development and maintenance of a real-time, user-friendly dashboard with AI-driven analytics.</p> <p>Cloud-hosted, multi-entity access dashboard- Filters by date, topic, spokesperson, etc.- Exportable charts, visuals, and insights</p> <p>24/7 access; Monthly performance review</p>	Daily		6
6.	<p>6. Media Alerts. Timely alert system for sensitive or emerging issues.</p> <p>Daily summary alerts- Instant notifications for critical coverage- Live feed integration during key events- Report release alerts</p> <p>Daily and instant as required</p>	Daily		6
7.	<p>7. 10. Data Storage & Backup. Secure data hosting and cloud-based backup of all monitored material.</p> <p>- Accessible cloud repository- Regular backup reports- Data retention compliance certificate</p> <p>Continuous; Monthly verification</p>	Monthly		6

Detailed Statement of Work

1. Specifications of the services to be procured

1.1. Media Monitoring Services Breakdown

Media Monitoring will include the following platforms:

1.1.1. Broadcast Media Monitoring

Conduct monitoring, collect data from, and report on all identified national and community television and radio broadcast media outlets.

1.1.2. Digital Media Monitoring

Conducting media monitoring, collecting data from, and reporting on all digital and online media platforms.

1.1.3. **Print Media Monitoring**

Conduct monitoring, collect data from, and report on all editorial print media, including national and community newspapers and magazines.

1.1.4. **Social Media Monitoring**

Conduct monitoring, collect data from, and report on all mainstream social media platforms.

1.2. **Media Reporting Dashboard**

The data, as collected and captured, must be accessible through a customisable, interactive dashboard for analysis and reporting. The dashboard should enable users to filter, segment, and draw insights using *the variables listed below*:

- *Date*
- *Keyword*
- *Spokesperson*
- *Publication*
- *Platform*
- *Media type*
- *Sentiment*
- *Byline*
- *Geographic reach*

The dashboard must support:

- **Search and filtering:** Users can query data by keyword, topic, spokesperson, time period, or media channel.
- **Comparisons:** Users can generate comparative reports across timeframes (e.g., month-to-month, year-on-year) or across agents/entities.
- **Visualisation:** Automatic generation of charts, graphs, and trend lines to highlight peaks, sentiment shifts, and media coverage patterns.
- **Export functions:** Capability to export data into formats such as Excel, PDF, or PowerPoint for reporting.
- **User access control:** Entity-specific access for NRF Facilities, SAASTA, and other DSTI entities.

Preferably, the dashboard should be supported by AI-driven insights, such as automated sentiment analysis, anomaly detection, and trend identification, to enhance the depth and speed of reporting.

1.3. Media Alerts

To enable timeous reporting, the service provider must:

1.3.1. I provide daily and/or instant media alerts;

1.3.2. Lag sensitive media articles and/or clips; Provide occasional live news feeds on a needs basis

1.3.3. Provide of monthly and quarterly report alerts

To enable timeous reporting, the service provider must provide a responsive alerting system that promptly notifies stakeholders of relevant media coverage. This includes:

- Daily alerts: scheduled email or platform-based alerts summarising all relevant coverage for the day.
- Instant alerts: immediate notifications when critical or sensitive coverage is detected.
- Sensitive content flagging: automatic identification and flagging of reputationally significant or high-risk items.
- Live news alerts: provision of live news feeds or rolling updates during high-profile events, on a needs basis.
- Report availability alerts: notifications to designated stakeholders when monthly, quarterly, or annual reports are finalised and available for access.

1.4 Account Management: Provide SAASTA with access to a key account manager or service consultant. All other DSTI entities will be provided with access to entity-specific information.

2. Expected Outcomes and Deliverables

2.1. Expected outcomes:

2.1.1. To conduct media monitoring services for the DSTI, NRF and its business Units and National Facilities

2.1.2. To conduct media monitoring services on scientific topics/subjects as per the keyword list.

2.1.3. To report on the monitoring activities as expected.

2.1.3.1. To provide an interactive real-time platform for the use of the DSTI, NRF and its Business Units and National Facilities.

2.1.3.2. To provide cloud backups of all monitored media to the NRF and the project leader

2.1.3.3. Bi-Annual Technical training to be provided to all users at the DSTI, NSI, NRF Facilities and SAASTA as needed. Initial training for all users and systems, ongoing training for new users, and updates required due to system changes are to be provided.

2.2. Breakdown of required Media Monitoring: Keywords and Spokespersons

The list of agents and spokespersons below applies to sections that refer to media monitoring.

Agent	Keywords
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<p>Department of Science, Technology and Innovation Acronym (DSTI)</p>	<p>African Origins / Indigenous Knowledge Systems (IKS) / Palaeontology; Antarctic Research; Aquatic Sciences; Astronomy; Biotechnology; Energy; Nanotechnology; Science, Technology, Engineering, Mathematics and Innovation (STEMI); Space Science</p>
<p>National Research Foundation Acronym (NRF)</p>	<p><i>Keywords to be taken into account and often mentioned in conjunction with NRF:</i></p> <p>National System of Innovation (NSI), Research, Innovation, Impact Support and Advancement (RIISA); Applied Research, Innovation and Collaboration (ARIC); Grants Management and Systems Administration (GMSA); Human & Infrastructure Capacity Development (HICD); Reviews and Evaluation (RE); Institutional Engagement & Partnership Development (IEPD); International Relations and Cooperation (IRC); Research Chairs and Centres of Excellence (RCCE); Knowledge Fields Development (KFD); Technology and Human Resource for Industry Programme (THRIP); South African Nuclear Human Asset and Research Programme (SANHARP); Bioinformatics and Functional Genomics Support Programme; 2ENRICH; Research and Technology Fund (RTF); National Research Facilities; Human Capacity Programme; Institutional Capacity Programme; SA PhD Project; Strategic Platforms Programme; South African Research Chairs Initiative (SARChI) and Centres of Excellence (CoE); International Council for Science Secretariat (ICSU); Knowledge Interchange and Collaboration (KIC); Africa and Multi-lateral Cooperation (AMC); Africa and Multi-lateral Cooperation (AMC); Overseas Collaboration (OC); International Research Grants (IRG); Strategic Knowledge Fields Grants (SKFG); Scholarships and Fellowships Programme; Next Generation and Emerging Researchers (NGER); Presidential PhD Programme (PPhD)</p> <p>Spokesperson/s:</p> <p>Dr Fulufhelo Nelwando; Ms Tandi Maputaka; Mr Dumile Mlambo; Dr Gugu Moche; Dr Angus Patterson; Dr Thandi Mgwebi; Mr Bishen Singh; Dr Mbulelo Ncango; Dr Sello Manoto; Dr Zolani Dyosi; Mr Michael Nxumalo; Dr Prudence Makhura; Dr Dorothy Ngila; Dr Patrick Nonjola; Dr Sepo Hachigonta</p>

<p>iThemba LABS</p> <p>iThemba Laboratory for Accelerator-Based Sciences</p> <p>iThemba Labs</p>	<p><i>Keywords to be considered and often mentioned in conjunction with iThemba Labs:</i></p> <p>Experimental nuclear physics; Materials research; Radiation biophysics; Research and development pertaining to particle accelerators; Accelerator-based radionuclides</p> <p>Energy / Alternative Energy / Renewable Energy / Sustainable Energy</p> <p>Basic and Applied research, Nanotechnology, Neutron physics, Radiation protection, Analysis techniques, Particle Physics (SA-CERN)</p> <p>Spokesperson/s: Prof Makondelele Victor Tshivhase; Dr Rudolph Nchodu; Dr Rudzani Nemutudi; Dr Gillian Arendse</p>
<p>South African Radio Astronomy Observatory</p> <p>Acronym (SARAO)</p>	<p><i>Keywords to be considered and often mentioned in conjunction with SARAO:</i></p> <p>Karoo Array Telescope; Karoo Array Teleskoop; SKA Telescope; SKA Teleskoop; MeerKAT Telescope MeerKAT Teleskoop Karoo Array Telescope Karoo Array Teleskoop; Square Kilometre Array; Square Kilometer Array SARAO; Space Geodesy; Radio Astronomy; HartRAO; Astronomy outreach; Pulsar Timing; VLBI (Very Long Baseline Interferometry); Astronomy Space Science; AVN (African VLBI Network); SLR (Satellite Laser Ranging); CRF (Celestial Reference Frame); Astrometry; Hydrogen Epoch of Reionization Array HERA Hydrogen Intensity and Real-time Analysis Experiment HIRAX; Astro Tourism, Astro guide, AGA, Radio control, geo odyssey, Laser ranging, GPS calibration, Satellite tracking</p> <p>Hartebeesthoek Radio Astronomy Observatory</p> <p>Spokesperson/s:</p> <p>Ms Pontsho Maruping; Dr Adrian Tiplady; Ms Milisa Kentane; Dr Fernando Camilo, William Garnier, Jessica Dempsey, Lindsay Magnus, Tracy Cheetham</p>
<p>South African Astronomical Observatory</p> <p>Acronym (SAAO)</p>	<p><i>Keywords to be considered and often mentioned in conjunction with SAAO:</i></p> <p>Southern African Large Telescope (SALT); Sutherland Observatory; SA Groot Teleskoop; Office for Astronomy Development (OAD); Astronomy Space Science; South African</p>

	Astronomical Observatory;
<p>South African Agency for Science and Technology Advancement</p> <p>Acronym (SAASTA)</p>	<p>Spokesperson/s:</p> <p>Dr Rosalind Skelton, Dr Daniel Cunnama, Dr Encarni Romero Colmenero, Mr Kevin Govender Prof. Stephen Potter, Dr Ramotholo Sefako, Dr Daniël Groenewald, Mr Hitesh Gajjar, Mr Sivuyile Manxoyi</p> <p><i>Keywords to be considered and often mentioned in conjunction with SAASTA:</i></p> <p>Science Engagement, African Science Communication Conference (ASCC); Astronomy quiz (AstroQuiz); Department of Science and Technology (DSTI) Science and Technology Olympiads and Competitions (FESTOC); National Science Week; National Supplementary Tuition Programme; National Youth Service (NYS); Nurturing Talent in Science, Engineering and Technology (SET); Programmatic Support Grant Intervention; National Schools Debates; Natural Science Olympiad; Primary School Science Intervention; Primary School Science Initiative; Primary School Science Intervention; Public Understanding of Biotechnology Programme (PUB); Science advancement; Science Camps for Learners with Potential; Science Centre Capacity Building; Science Festival; Science Olympiad; Science Outreach and Awareness; South African Quantum Physics Camp; Southern African Science Lens Competition (SA Science Lens); STEMI Olympiads and Competitions; Techno Youth; World Space Week; Young Science Communicator's Competition; Youth Into Science, Citizen Science, Engaged research</p> <p>Spokesperson/s:</p> <p>Dr Mamoeletsi Mosia; Dr Anton Binneman; Ms Daphney Molewa; Dr Moloko Matlala; Ms Joyce Mabale; Mr Shadrack Mkansi</p>

<p>South African Environmental Observation Network Acronym (SAEON)</p>	<p><i>Keywords to be taken into account and often mentioned in conjunction with SAEON:</i></p> <p>Ecosystem; Ecology; Hydrology; Oceanography; Environmental observation; Long-term ecosystem research; Environmental change; Coastal systems; Marine systems; Atmospheric systems; Human-ecology interface; Environmental policy; State of the environment; Biodiversity; Natural resources; Carbon cycling; Rivers; Wetlands; Karoo; Grassland; Savanna; Forest; Fynbos; Environmental science education; Information management; Data management; Climate change; Land use change; Alien invasive species; Biological conservation; Natural disaster; Eco-informatics</p> <p>Antarctic Research; Arid Lands; Estuaries; Data systems; Data portal; Global Change; SAEON Node(s); Agulhas-Somali Current; Mountain ecosystems; Land degradation; Global Change; Climate Change; Graduate student network.</p> <p>Spokesperson/s:</p> <p>Dr Mary-Jane Bopape; Ms Kogie Govender</p>
<p>South African Institute for Aquatic Biodiversity Acronym (SAIAB)</p>	<p><i>Keywords to be taken into account and often mentioned in conjunction with SAIAB:</i></p> <p>NRF SAIAB Acoustic Tracking Array Platform (ATAP); African Coelacanth Ecosystem Programme (ACEP); Barcode of Life; Biobank; Bioinformatics; Catch and Release Angling (CARA); Collection Facility; Ichthyology and Fisheries Science (DIFS), Isimangaliso Wetland Authority; Rhodes University; FishBOL; Fisheries management; International Barcode of Life (IBOL); JLB Smith; Margaret Smith Library; Marine Protected Areas; Marine Research Platform; Molecular laboratory; National Fish Collection; NEM:BA; NFEPA; Ocean Tracking Network (OTN); Professor Alan Whitfield; Professor Olaf Weyl; Professor Paul Cowley; R/V uKwabelana; Remote Observation Vehicle (ROV); Sodwana Bay; South African Sustainable Seafood Initiative (WWF-SASSI); Western Indian Ocean Amphibians; angling; Antarctic; aquatic; aquatic invertebrates; biodiversity; biodiversity informatics; coelacanth; conservation biology; diversity; diving; east coast; estuaries; estuarine ecology; ecosystems; evolution;</p>

	<p>evolutionary biology; fishes; fishing; freshwater; frogs; gene; invasion biology; marine; molecular biology; natural history collections; ocean systems; oceans; palaeontology; research vessel; rivers; sea; selekant; specimen; subsistence fisheries; systematics; telemetry; underwater; underwater optical system; wetlands; zoology.</p> <p>Spokesperson/s: Prof. Albert Chakona; Mr Lucky Dhlamini; Prof. Julie Coetzee</p>
<p>South African Research (Each theme has to be tracked)</p>	<p>African Origins / Indigenous Knowledge Systems (IKS) / Palaeontology Antarctic Research; Aquatic Sciences; Astronomy / Space Science Biotechnology; Energy; Nanotechnology; Innovation (STEMI);</p>
<p>Human Science Research Council Acronym (HSRC)</p>	<p>Research, Science, perceptions, DSTI</p>
<p>Technology Innovation Agency Acronym (TIA)</p>	<p>Innovation, technology, Biotechnology, Platforms, ICT, funding, Skills development, commercialisation, THENSA, AI,</p>
<p>South African National Space Agency Acronym (SANSA)</p>	<p>Research, innovation, Space Science, Astronomy, Satellites</p>
<p>Academy of Science of South Africa Acronym (ASSAF)</p>	<p>SASJA, Quest Magazine, SciELO, SfS Newsletter</p>

2.3. Expected deliverables in terms of Print, Broadcast, Digital and Media

The general expected deliverables and outcomes are expected in broadcast, print, digital, online and social media; these are:-

- 2.3.1. A comprehensive annual report on all media monitored must be submitted at the end of the NRF financial year
- 2.3.2. Monthly reports to be submitted on the monitored media, providing all relevant reporting criteria.
- 2.3.3. All Reports and data must be Electronic and retrievable through the online platform.
 - 2.3.3.1. An online platform with the reports that can be accessed by the Business Units and National Facilities needs to be created.
 - 2.3.3.2. The Online platform should be interactive.
 - 2.3.3.3. Two daily e-mail alerts, morning and afternoon, capturing all the stories published that day, will link to the story or online database where the story has been stored.
 - 2.3.3.4. Research Chairs should be tracked where the name of the researcher and their institution are found in the same proximity.
 - 2.3.3.5. Reports should display trends.
 - 2.3.3.5. With all keyword searches, Boolean operators, proximity, and frequency need to be considered to eliminate irrelevant items.
- 2.3.4. RAMS and AMPS need to be updated regularly.
- 2.3.5. All media must be monitored.
- 2.3.6. The list of Research Chairs should be updated annually.
- 2.3.7. Spokespeople need to be updated as their information changes.
- 2.3.8. Keywords should be updated to reflect changes in the business units.
- 2.3.9. All monitored media content related to South African research and the DSTI should be provided to SAASTA in a format that allows for in-depth analysis.
- 2.3.10. When sampling was conducted, the basis of that sampling had to be justified by means of RAMS, AMPS, and TAMS, as well as its application in the selection process.
- 2.3.11. All reports should consist of graphic representations of media statistics.
- 2.3.12. Each of the corporate agents stated above must be reported on separately.
- 2.3.13. Reports on the different agents should be presented in a way that facilitates comparison between agents and monthly comparisons within each agent.
- 2.3.14. Reports should be structured so that trends, developments, and media coverage peaks are easily identifiable over time.
- 2.3.15. Reports, reporting structure and format should be consistent between months and for the various agents.
- 2.3.16. Reports should be presented in a neat, edited fashion and should have a professional appearance and layout.
- 2.3.17. Reports should be available electronically.
- 2.3.18. Reports should be available in real time.
- 2.3.19. RSS feeds should be available.
- 2.3.20. There should be consistency in reporting across and within agents.
- 2.3.21. Service providers must ensure that broadcast media (audio/video). New media are accessed daily and archived to prevent data from expiring.
- 2.3.22. The service provider must accept responsibility for reports for a period of one year after the

completion of the contract and submission of the final reports.

Service providers using subcontractors must list them and provide proof that the subcontractors can perform the work.

2.3.23 Should errors be identified in reports after submission, the service provider will be responsible for providing complete sets of corrected reports and data sets at no additional cost to the NRF.

2.3.24. All data (raw data and reports) should be stored and made accessible on an interactive, access-controlled, web-based portal that enables the NRF to access information at any time.

2.3.25. The service should include an interactive, web-based analysis system that will allow users with access to produce weekly, monthly, or periodic reports with live graphic representations of data and have functionalities that can produce or generate the following: A basic Excel report, which includes clip count, area measurement, AVE- / RAMS- / TAMS value.

i Circulation value; Readership / listenership / viewership; PR Value; Advertising Value

ii Equivalent(AVE), Media type; Geographic reach

2.3.26. Comparative periodic reports (week-on-week / month-on-month / year-on-year, etc.)

2.3.27. Graphic presentations of any media statistics generated through the use of this system

2.3.28. Access must be provided to online tools for at least 20 users (NRF, the Facilities and Business Units)

2.3.29. Technical support must be available.

2.3.30. Induction and periodic training should be provided at least twice a year, as needed.

2.3.31. SAASTA will have unlimited use of all information provided by the service provider, the NRF. The NRF and SAASTA will be free to duplicate and distribute any part or parts of reports, or entire reports, as they see fit.

2.3.32. The appointed service provider will commit to a performance management agreement.

2.3.33. The Performance management agreement will align with the Specifications and expected outcomes.

2.3.34. Penalties will be applied in accordance with Government and Treasury legislation and guidelines, as well as those outlined in the Contract.

2.3.35. The provided media list needs to be monitored; if any of the media cannot be monitored, the service provider should indicate this.

2.3.36. SAASTA must be able to conduct searches across all different platforms and across all agents

3. Monitoring Services

3.1. Print Media Monitoring

3.1.1. The contracted service provider is expected to:

3.1.1.1. I provide media monitoring services (tracking, collection and archiving of media data) for print media published and distributed within South Africa.

3.1.1.2. Print media refers to traditional print media, which includes paper-based newspapers, magazines, journals or periodicals, and any other paper-based media that might be relevant.

3.1.1.3. Conduct media monitoring on the following agents:

CORPORATE AGENT	
1	National Research Foundation / NRF / RISA
2	South African Astronomical Observatory / SAAO
3	South African Institute for Aquatic Biodiversity / SAIAB
4	South African Radio Astronomy Observatory/SARAO / HartRAO
5	iThemba LABS
6	South African Agency for Science and Technology Advancement / SAASTA
7	South African Environmental Observation Network / SAEON
8	African Origins / Indigenous Knowledge Systems (IKS) / Palaeontology Antarctic Research; Aquatic Sciences; Astronomy / Space Science Biotechnology; Energy; Nanotechnology; Innovation STEMI;
9	DSTI / Department of Science, Technology, and Innovation
10	HSRC/ Human Science Research Council
11	TIA /Technology Innovation Agency
12	SANSA/ South African National Space Agency
13	ASSAF/ Academy of Science of South Africa

- i. Refer to the list of agents and keywords provided.
 - ii. The thirteen scientific agents in the table above only need to be monitored in the South African context.
 - 3.1.3.1. Provide for a 20% variation in the keywords provided above. Allowing SAASTA to update keywords to ensure optimal monitoring.
 - 3.1.3.2. Eliminate false positive hits, for example, Meerkat vs MeerKAT, the telescope is the focus, the animal needs to be excluded, SAASTA will manage this for facilities with the appointed service provider.
 - iii. Provide for the NRF to review all keywords and spokespeople provided on a six-monthly basis, in line with the original unit costs proposed.
- 3.1.4. Expected deliverables in terms of Print Media

- i. Monitoring of print media, which includes media data tracking, collection and archiving, for the periods specified under each respective agent.
- ii. All media data, including advertorials and public opinion pieces, but excluding advertisements, should be monitored.
- iii. Data should be provided in a format that is easily accessible and that will resemble the original appearance of the data as it was published.
- iv. Data for each agent is to be categorised by agent and stored separately in chronological order by agent to ensure ease of access and identification.
- v. Three sets of data discs and an electronic copy for each agent are supplied on a monthly basis.
- vi. Each clip should be accompanied by at least the following information:
 - a) Name of publication
 - b) Date/issue of publication
 - c) Advertising Value Equivalent (AVE) (values indicated in South African Rand)
 - d) Circulation/readership
 - e) Page number
 - f) Name of journalist/author
 - g) Living Standard Measure (LSM)
 - h) Demographic information
 - i) Distribution (national/regional / community / other)
- vii. A complete list of publications tracked should be provided. It should be clear how many publications are national, regional, community, and other, as well as the number of publications for each category: national, provincial, and others.
- viii. The number of print publications monitored, and particularly South African publications, will be a strong consideration during the evaluation of proposals.

3.2. Monitoring of Broadcast Media

The contracted service provider(s) are expected to:

- i. Provide media monitoring services (tracking, collection and archiving of media data) for broadcast media aired within South Africa.
- ii. Monitor broadcast media, including television, radio and digital broadcasting.
- iii. The contracted service provider(s) expected to:

CORPORATE AGENT	
1.	National Research Foundation / NRF / RISA
2.	South African Astronomical Observatory / SAAO

3.	South African Institute for Aquatic Biodiversity / SAIAB
4.	South African Radio Astronomy Observatory /SARAO
5.	National Zoological Gardens / NZG
6.	iThemba LABS
7.	South African Agency for Science and Technology Advancement / SAASTA
8.	South African Environmental Observation Network / SAEON
9.	African Origins / Indigenous Knowledge Systems (IKS) / Palaeontology Antarctic Research; Aquatic Sciences; Astronomy / Space Science Biotechnology; Energy; Nanotechnology; Innovation (STEMI);
10.	DSTI / Department of Science, Technology, and Innovation
11.	HSRC/ Human Science Research Council
12.	TIA /Technology Innovation Agency
13.	SANSA/ South African National Space Agency
14.	ASSAF/ Academy of Science of South Africa

- iv. Refer to the list of agents and keywords provided.
- v. Provide for a 20% variation in the keywords provided above.
- vi. Provide the NRF with transcripts of broadcasts for detailed content analysis.

3.2.3. Expected deliverables in terms of Broadcast Media

- i. Monitoring of broadcast media, which includes media data tracking, collection and archiving for the periods specified under each respective agent.
- ii. All broadcast media content, including advertorials and public commentary, but excluding advertisements, should be monitored.
- iii. All media data should be archived and made available to the NRF and SAASTA via transcripts, web-

based portal(s) and electronic soft copies on DVD / Blu-ray discs.

- iv. Data should be provided in a format that is easily accessible and that will resemble the original appearance of the data as it was published.
- v. The NRF|SAASTA needs to be provided with transcripts of broadcast media.
- vi. Data for each agent is categorised by agent and stored separately in chronological order by agent to ensure ease of access and identification.
- vii. Three sets of data discs for each agent are supplied on a monthly basis. The following information should be provided for each broadcast clip tracked:
 - a) Station / Channel
 - b) Date of broadcast
 - c) Duration of broadcast
 - d) RAMS / TAMS (values indicated in South African Rand)
 - e) Broadcast footprint
 - f) Time of broadcast
 - g) Viewership / Listenership
 - h) Demographic information
 - i) Name of programme
 - j) Name(s) of journalist/presenter/interviewer/interviewee (if applicable)
 - k) Nature of programme (i.e. news programme / talk show / investigative programme / magazine programme / speciality programme / documentary / educational programme / children's programme / leisure programme / advertisement / other)
 - l) Programme type (i.e. live broadcast / scheduled broadcast/repeat broadcast)
 - m) Language
- viii. Audio / visual media data should be provided and archived in an accessible format that will resemble the original format.
- ix. A synopsis should be provided for each broadcast clip tracked, containing the following information:
 - a. Topic/theme
 - b. Main points or issues: Level and nature of audience participation (if any)
- x. A complete list of broadcast platforms for each radio, television and digital tracked should be provided. It should be clear how many platforms fall under each broadcast category — specifically, whether they

are national, regional, community, or other — and the number of broadcast platforms tracked under each category for national, provincial, and other purposes.

- xi. The number of broadcast stations/channels monitored, and exceptionally South African stations/channels, will be a strong consideration during the evaluation of proposals.

3.3. Monitoring of Digital, Online, and Social Media

The contracted service provider(s) are expected to:

- i. Provide media monitoring services (tracking, collection and archiving of media data) for new media, including online media, social media and mobile telephony.
- ii. Conduct media monitoring on the following agents and all their owned media as listed:

CORPORATE AGENT	
1.	<p>National Research Foundation / NRF / RIISA/ Corporate</p> <p>https://www.facebook.com/NRFSouthAfrica</p> <p>https://www.linkedin.com/company/national-research-foundation/</p> <p>https://x.com/NRF_News</p> <p>https://www.youtube.com/@NationalResearchFoundation</p>
2.	<p>South African Astronomical Observatory / SAAO</p> <p>https://www.facebook.com/SAAOnews</p> <p>https://twitter.com/saao/</p> <p>https://www.youtube.com/user/saltsaao/</p> <p>https://www.facebook.com/SAAOnews</p> <p>https://twitter.com/saao/</p> <p>https://www.youtube.com/user/saltsaao/</p> <p>https://www.facebook.com/SATelescope/?fref=ts</p> <p>https://twitter.com/SALT_Karoo</p> <p>https://twitter.com/search?f=tweets&q=SALTAstro&src=typd</p>
3.	<p>South African Institute for Aquatic Biodiversity / SAIAB</p> <p>https://twitter.com/ACEP_ZA;</p> <p>https://www.facebook.com/Phuhlisa</p> <p>https://www.facebook.com/pages/ATAP-Tracking-fish-movements/634748203321082</p>

	http://saiablibrary.blogspot.com/
4.	Hartebeesthoek Radio Astronomy Observatory / HartRAO
5.	National Zoological Gardens / NZG https://twitter.com/natzoo https://www.facebook.com/pages/National-Zoological-Gardens-of-South-Africa/90604111534
6.	iThemba LABS https://www.linkedin.com/company/ithemba-labs https://twitter.com/iThembaLabs https://www.facebook.com/iThembaLABSCape
7.	South African Agency for Science and Technology Advancement / SAASTA https://twitter.com/NRF_News https://www.facebook.com/www.NRFlectureseries.ac.za/ https://plus.google.com/104001166710511726391/ http://www.linkedin.com/company/national-research-foundation https://www.youtube.com/channel/UCsof_PNs5UoAiEK7CbUNlaQ https://www.facebook.com/mzansiforscience https://twitter.com/Mzansi4Science
8.	South African Environmental Observation Network / SAEON www.linkedin.com/company/saeon
9.	NRF SARAO https://www.facebook.com/pages/Hartebeesthoek-Radio-Astronomy-Observatory/400530416715168?fref=ts https://twitter.com/Radio_Astronomy LinkedIn: South African Radio Astronomy Observatory Facebook: SARAO X / Twitter: SKA Africa Instagram: saraoweb Youtube: SARAO Web TikTok: SARAO Official Whatsapp Channel: Whatsapp Channel
10	African Origins / Indigenous Knowledge Systems (IKS) /

	Palaeontology Antarctic Research; Aquatic Sciences; Astronomy / Space Science Biotechnology; Energy; Nanotechnology; Innovation (STEMI);
11	DSTI https://www.facebook.com/DSTIgovza
12	HSRC to be provided
13	TIA to be provided
14	SANSA to be provided
15	ASSAF to be provided

iii. Refer to the list of agents and keywords provided.

iv. Provide for a 20% variation in the keywords provided above.

3.3.3. Expected deliverables in terms of Digital, Online and Social Media

- i. Monitoring of new media platforms, which will include data tracking, collection and archiving.
- ii. All new media data, including advertorial and public opinion pieces, but excluding advertisements, will be monitored.
- iii. All new media data should be archived and made available to the NRF and SAASTA via web-based portal(s) and electronic soft copies on DVD/Blu-ray discs.
- iv. Data should be provided in a format that is easily accessible, and that will resemble the original appearance of the data as it was published.
- v. Data for each agent is categorised by agent and stored separately in chronological order by agent to ensure ease of access and identification.
- vi. Cloud backups to be provided on a monthly basis
- vii. The following information should be provided for each broadcast clip tracked:
 - a. Platform / Website

- b. Original source
- c. Date of communication / first published
- d. Number of hits/downloads
- e. Journalist / reporter / personality / organisation / individual / entity
- f. Web link (where applicable)
- g. Sentiment
- h. Mentions and posts
- i. Followers

Unique reach

- viii. Web links or URLss://twitter.com/saao/ not be sufficient. Media data must be stored in a format that is easily accessible offline and retains its original representation.
- ix. The service provider will be expected to ensure that all audio/visual media clips are saved before access expires.
- x. All text-based and audio/visual new media data should be provided and archived in an accessible format that will resemble the original format.
- xi. The number of new media platforms monitored, and particularly South African platforms, will be a strong consideration during the evaluation of proposals.
- xii. All data obtained through this process will be the property of the NRF

Bidders must provide the requisite documents that substantiate their responses to these specifications.

3.4. Services and corresponding performance levels

- The contracted service provider(s) will work in collaboration with the Monitoring and Evaluation Unit at SAASTA, as well as the Corporate Communications and Branding Unit of the NRF, as follows:
- A designated person within the NRF Corporate Communications and Branding Unit will be assigned as the contact person for all media monitoring and media analysis related to the corporate agents. A designated person within the SAASTA Monitoring and Evaluation Unit will be assigned as the contact person for all media monitoring related to the science and technology agents.
- The service provider is to assign a designated project manager to the project.
- Performance meetings will be conducted on a quarterly basis for the first year of the contractual period, and once every four months thereafter.
- Challenges should be identified and communicated within twenty-four (24) hours.
- All queries should be responded to and resolved within twenty-four (24) hours.
- Electronic access to data portholes and archives should be provided to all individuals identified by NRF

and SAASTA as users, which might include third parties such as external service providers.

- Daily newsfeed alerts should be forwarded to all individuals identified by the NRF and SAASTA as users on a daily basis.

The NRF and SAASTA should be alerted, and data made available as follows:

- 3.4.3. No more than eight (8) hours after publication, broadcast or streaming for print, broadcast, online and social media
 - i No more than eight (8) hours for downloaded materials
 - ii Information needs to be made available in real-time.
 - iii Technical support should be provided within twenty-four (24) hours of lodging a support request.

Annex D : EVALUATION CRITERIA

Stage 1: Mandatory requirements.

The evaluation criteria will be based on the following requirements:

No.	Document/ Requirement	Criteria (All criteria are weighted equally to each other)	Grading Scheme
1.	Company profile, including CV's of project lead	The bidder's key business focus must be media monitoring, reporting, and analysis for a minimum continuous period of 24 months. The Project Lead must have at least 3 years of demonstrable experience in managing media monitoring contracts.	Go/No Go
2.	At least Three contactable references and three reference letters/ testimonial letters in media monitoring	The bidder must provide at least three (3) signed contactable reference letters/testimonials from clients for whom similar media monitoring services have been rendered within the last 36 months.	Go/No Go
3.	Sample of company's current media monitoring system (provide an interactive real-time platform)	Bidder must provide access to an interactive real-time media monitoring platform capable of tracking print, broadcast, and online media (including social media). The system must allow customised reporting, dashboard visualisation, and keyword tracking.	Go/No Go
4.	Ability to provide reports	Bidder must demonstrate ability to generate automated and analytical reports, including sentiment, reach, share of voice, and media exposure analysis.	Go/No Go
5.	List of media coverage	Bidder must list all monitored sources (radio, TV, print, online, social media) with geographic and linguistic diversity.	Go/No Go
6.	Risk management plan	Bidder must provide a risk and continuity plan addressing data loss, service disruption, cybersecurity, and backup provisions.	Go/No Go
7.	Capacity to Provide Quarterly Reports and Presentations	Bidder must show capacity to deliver quarterly media monitoring reports	Go/No Go
	Capacity to deliver service for 6 months	Implementation plan for one week after the order is issued	Go/No Go

Stage 2: Price and NRF-SAASTA specific goals as per the below NRF Generic Scorecard for Bids ≤ R1 million:

SPECIFIC GOALS AS PER BID INVITATION		
CATEGORY	Sub-Category	Allocated Points
B-BBEE Level - Maximum 8 Points	Level 1 to Level 3	8
	Level 4 to Level 6	6
	Level 7 to Level 8	2
Ownership - Maximum 8 Points	Supplier that is at least 51% Black-owned.	3
	Supplier that is at least 51% Black female-owned.	3
	Supplier that is at least 51% owned by Black youth.	1
	Supplier that is at least 51% owned by People with Disabilities.	1
Company Size - Maximum 4 Points	EME	4
	QSE	
TOTAL POINTS ALLOCATED		20

NB: Proof or documentation that may be considered to claim points for specific goal related to this scorecard may include, amongst others;

- **Valid B-BBEE certificate.** A bidder must submit proof of its B-BBEE status level of contributor in the form of a valid B-BBEE certificate as issued by a SANAS-accredited agency;
- **Valid sworn affidavit.** A certified sworn affidavit by the person or person acting on behalf of an enterprise indicating the level of ownership in the enterprise.
- **Ownership Certificate** issued by the Companies and Intellectual Property Commission (CIPC).

This RFQ will be evaluated based on the 80/20 preference point system applicable to bids with a rand value of up to R1 000 000. 00. (All applicable taxes included).

Annex E : COST BREAKDOWN

1. The service provider/supplier is required to provide a full cost breakdown for each item required on official company letterhead;
2. The service provider/supplier is required to list all additional costs associated with the services listed above, with the conditions of when such costs will apply;
3. All prices must be VAT inclusive (if VAT registered) and must be quoted in South African Rand (ZAR);
4. No price changes will be accepted after the official Purchase Order (PO) is issued.

NB: Price calculation Guide to be aligned to the quotation

No	Description	Unit of Measure	Quantity	Unit Price	Total VAT inclusive
1.	<p>Broadcast Media Monitoring. Monitoring and analysis of identified national and community television and radio stations for coverage relating to DSTI, NRF, and all facilities.</p> <ul style="list-style-type: none"> - Database of broadcast mentions - Audio/visual clips and transcripts - Sentiment and reach analysis <p>Period</p> <p>For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports</p>	Monthly	6		
2.	<p>Digital Media Monitoring and analysis of identified national and community television and radio stations for coverage relating to DSTI, NRF, and all facilities.</p> <ul style="list-style-type: none"> - Digital coverage repository-Keyword-based analysis- Trend identification <p>For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports</p>	Monthly	6		
3.	<p>3. Print Media Monitoring. Systematic monitoring of national and community newspapers and magazines for editorial coverage.</p> <p>Scanned clippings with metadata-Sentiment and journalist byline data- Coverage summaries</p>	Monthly	6		

	For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports				
4.	<p>Social Media Monitoring. Tracking of mentions across major social platforms (e.g., X/Twitter, Facebook, LinkedIn, YouTube, Instagram).</p> <p>Real-time social analytics dashboard- Hashtag, keyword, and influencer insights- Engagement metrics</p> <p>For 6 months: Daily collection and notifications; Monthly & Quarterly consolidated reports</p>	Daily	6		
5.	<p>Interactive Dashboard. Development and maintenance of a real-time, user-friendly dashboard with AI-driven analytics.</p> <p>Cloud-hosted, multi-entity access dashboard- Filters by date, topic, spokesperson, etc.- Exportable charts, visuals, and insights</p> <p>24/7 access; Monthly performance review</p>	Daily	6		
6.	<p>Media Alerts. Timely alert system for sensitive or emerging issues.</p> <p>Daily summary alerts- Instant notifications for critical coverage- Live feed integration during key events- Report release alerts</p> <p>Daily and instant as required</p>	Daily	6		
7.	<p>10. Data Storage & Backup. Secure data hosting and cloud-based backup of all monitored material.</p> <p>- Accessible cloud repository- Regular backup reports- Data retention compliance certificate</p> <p>Continuous; Monthly verification</p>	Monthly	6		
Total VAT inclusive					

Annex F :

STANDARD BIDDING DOCUMENTS

[SCM-Bid documents SBD 1](#)

[SCM-Bid documents SBD 4](#)

[SBD 6.1 in terms of PPR 2022](#)