

**REQUEST FOR INFORMATION: SUPPLY, DELIVERY, MAINTENANCE AND SUPPORT OF A RFID
LIBRARY MANAGEMENT SYSTEM WITH SELF SERVICE KIOSK AND WORLDSHARE
LIBRARY SYSTEM INTEGRATION**

RFI NUMBER: RFI32-2025/2026

This RFI calls for suitably qualified suppliers to provide information to Competition Commission of South Africa (CCSA) regarding a Supply, delivery, maintenance and support of a RFID Library Management System With Self Service Kiosk And Worldshare Library System Integration.

Issue date: 18 February 2026

Closing Date: 25 February 2026 11:00

For enquiries contact CCSA Supply Chain Management E-mail: tenders@compcom.co.za

This RFI is an invitation for person(s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between CCSA and any Respondents unless and until CCSA has executed a formal written contract with the selected supplier.

REQUEST FOR INFORMATION (RFI)

RFI NUMBER : RFI32-2025/2026
RFI TITLE : SUPPLY, DELIVERY, MAINTENANCE AND SUPPORT OF A RFID LIBRARY MANAGEMENT SYSTEM WITH SELF SERVICE KIOSK AND WORLDSHARE LIBRARY SYSTEM INTEGRATION

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	18 February 2026
RFI Available from	18 February 2026
Non-Compulsory Briefing Session & Date & Time	20 February 2026 at 10:00
Venue for Briefing Session	https://teams.microsoft.com/meet/34336886723108?p=36JMb4WmfekTjC3tc9
RFI Closing Date and Time	25 February 2026 at 11:00
Delivery Venue: Electronics Submission	tenders@compcom.co.za
Contact details	tenders@compcom.co.za

CCSA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to CCSA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

1. MANDATORY DOCUMENTS

- 1.1 Proof of registration on CSD report (Central Supplier Database)

2. REQUEST FOR INFORMATION:

2. DEFINITIONS

- 1.1 **“RFI”** - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 1.2 **“RFI response”** - a written response in a prescribed form in response to an RFI.
- 1.3 **“Respondent”** – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded through a competitive bid process.

3. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the CCSA, written approval to divulge such information will have to be obtained from CCSA.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This bid remains at all times the property of the Competition Commission of South Africa (CCSA). No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

Respondent's contact person: Name: _____

Telephone: _____

Mobile: _____

Fax.: _____

E-mail address: _____



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4. The manner of submission of the RFI

- 4.1** Respondent shall submit RFI response in accordance with the prescribed manner.
- 4.2** Respondent shall submit one ***emailed submission*** including relevant supporting documents.
- 4.3** The original copy must be signed by an authorised employee, agent or representative of the respondent.
- 4.4** The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
- 4.5** Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

1. BACKGROUND

- 1.1 The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, No. 89 of 1998 (the Act). It is one of three, independent competition regulatory authorities established in terms of the Act, with the other two being the Competition Tribunal and the Competition Appeal Court. The Commission is empowered by the Competition Act to investigate, control and evaluate restrictive business practices, abuse of dominant positions, mergers, undertake market inquiries and advocacy in order to achieve equity and efficiency in the South African economy.
- 1.2 CCSA is a public entity listed in schedule 3A of the Public Finance Management Act (PFMA), and acts in compliance with section 217 of the Constitution of South Africa and applicable Public Procurement Regulations and Prescripts.

2. SITUATION ANALYSIS

- 2.1. The current library processes require improved efficiency, accuracy, and security in the management of books and reference materials.
- 2.2. To support operational efficiency and strengthen control over library resources, the Commission intends to implement a Radio Frequency Identification (RFID)–based library management solution. The system will automate the tagging, issuing, returning, tracking, and security of library materials, improve inventory visibility, and enhance user experience while ensuring compliance with governance and audit requirements.

3. OBJECTIVES

- 3.1. The primary objective of this project is to implement a Radio Frequency Identification (RFID)–based library management system within the Competition Commission’s Information Resource Centre (IRC)/Registry to enhance efficiency, security, and accountability in the management of library materials.
- 3.2. The specific objectives are as follows:
 - 3.2.1. To automate the circulation processes, including book issuing and returning, through RFID-enabled self-service and staff-assisted solutions.
 - 3.2.2. To improve inventory accuracy and enable real-time visibility of library resources.
 - 3.2.3. To strengthen security controls by preventing unauthorised removal of library materials through RFID security mechanisms.
 - 3.2.4. To reduce manual administrative workload and minimise human error in circulation and stock management processes.



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- 3.2.5. To enable faster and more efficient stock-taking using handheld RFID inventory scanning devices.
- 3.2.6. To ensure integration with the existing library management system to support seamless data synchronisation and reporting.
- 3.2.7. To enhance user experience by providing a streamlined, secure, and efficient borrowing and return process.

4. SCOPE OF WORK

- 4.1. This document describes **how the RFID-based Information Resource Centre (IRC) / Registry Management System will operate end-to-end** within the Competition Commission environment. The system is designed to support:
 - 4.1.1. RFID tagging of physical records, files, books, and reference materials
 - 4.1.2. Controlled self-service lending and return of IRC materials
 - 4.1.3. Booking (reservation) of records and reference items
 - 4.1.4. Secure tracking of sensitive files and assets
 - 4.1.5. Full integration with the **OCLC WorldShare Library Management System (WMS)** as the core records and circulation platform
 - 4.1.6. Maintenance and support
- 4.2. The document focuses on **operational behaviour, workflows, and controls**, aligned to the Competition Commission's governance, audit, and records management requirements.

5. OPERATING CONTEXT: COMPETITION COMMISSION IRC / REGISTRY

- 5.1. The IRC / Registry serves Competition Commission staff including:
 - 5.1.1. Investigators
 - 5.1.2. Legal Services
 - 5.1.3. Economics and Research Units
 - 5.1.4. Executive Management
 - 5.1.5. Approved External Stakeholders (where applicable)
- 5.2. Materials managed include:
 - 5.2.1. Investigation files
 - 5.2.2. Merger and cartel case records
 - 5.2.3. Legal reference books and reports
 - 5.2.4. Archived and semi-active records
- 5.3. The RFID system enhances **accountability, traceability, and access control** for these materials.

6. SYSTEM ARCHITECTURE OVERVIEW

- 6.1. **High-Level Architecture** - The solution operates as an **enterprise-grade records control ecosystem** consisting of:
 - 6.1.1. RFID-tagged IRC / Registry materials
 - 6.1.2. RFID readers and antennas



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- 6.1.3. Self-service issue/return kiosks
- 6.1.4. Controlled circulation desks
- 6.1.5. RFID security gate systems
- 6.1.6. RFID middleware layer
- 6.1.7. WorldShare Library Management System (WMS)
- 6.1.8. Centralised administration and audit dashboard
- 6.2. WorldShare WMS remains the **authoritative system of record**, while the RFID layer automates and enforces physical movement control.

7. CORE SYSTEM COMPONENTS AND ROLES

- 7.1. **RFID Tags (IRC / Registry Materials)** - Each physical file or reference item is fitted with a **unique HF RFID tag**. The tag stores:
 - 7.1.1. Unique Tag Identifier (UID)
 - 7.1.2. Item or File Reference ID (linked to WorldShare)
 - 7.1.3. Security status indicator
 - 7.1.4. No sensitive case content is stored on the tag itself. All metadata and access rules are enforced through WorldShare WMS.
- 7.3. **RFID Middleware** - The RFID middleware performs the following functions:
 - 7.3.1. Real-time reading of RFID tags
 - 7.3.2. Validation of authorised movement
 - 7.3.3. Activation/deactivation of security bits
 - 7.3.4. Enforcement of circulation and access rules
 - 7.3.5. Secure communication with WorldShare WMS via APIs
 - 7.3.6. The middleware ensures **transaction integrity, non-repudiation, and auditability**, which are critical in a regulatory environment.
- 7.5. **WorldShare Library Management System (WMS)**
Within the Competition Commission IRC / Registry, WorldShare WMS manages:
 - 7.5.1. Records catalogue and classification
 - 7.5.2. Staff user profiles and permissions
 - 7.5.3. Circulation and access rules
 - 7.5.4. Loan periods and return conditions
 - 7.5.5. Reservations and holds
 - 7.5.6. Full transaction history
 - 7.5.7. All lending, returning, and booking actions are **authorised and recorded in WorldShare**.

8. USER AUTHENTICATION AND ACCESS CONTROL

- 8.1. Access to IRC / Registry materials is restricted and controlled. Authentication mechanisms include:
 - 8.1.1. Staff RFID access cards
 - 8.1.2. Network credentials (username and PIN)
 - 8.1.3. Institutional Single Sign-On (SSO)
 - 8.1.4. WorldShare validates:
 - a) User role



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- b) Access rights to specific record categories
- c) Borrowing limits and authorisation level

9. SELF-SERVICE AND CONTROLLED ISSUE OF RECORDS

9.1. Operational Workflow

- 9.1.1. Authorised staff member approaches the IRC circulation point or self-service kiosk
- 9.1.2. User authenticates using approved credentials
- 9.1.3. Authentication request is validated against WorldShare WMS
- 9.1.4. User places one or more authorised files or reference items on the RFID reader
- 9.1.5. RFID reader captures all item identifiers simultaneously
- 9.1.6. Middleware submits issue request to WorldShare
- 9.1.7. WorldShare:
 - a) Verifies user authorisation
 - b) Applies circulation and records governance rules
 - c) Records the transaction
- 9.1.8. Middleware deactivates the RFID security bit
- 9.1.9. System confirms successful issue and displays return conditions
- 9.1.10. The staff member exits the IRC without triggering security alarms.

9.2. Governance Controls

- 9.2.1. Certain records may be restricted to **in-IRC use only**
- 9.2.2. Some items may require **managerial approval** before issue
- 9.2.3. All exceptions are logged for audit purposes

10. RETURN OF RECORDS AND FILES

10.1. Operational Workflow

- 10.1.1. Staff member places returned file(s) on return station or circulation desk
- 10.1.2. RFID reader identifies item(s)
- 10.1.3. Middleware submits return request to WorldShare
- 10.1.4. WorldShare updates item status and validates condition of return
- 10.1.5. RFID security bit is reactivated
- 10.1.6. Confirmation is displayed and logged

10.2. Secure After-Hours Returns (Optional)

- 10.2.1. RFID-enabled secure return cabinet
- 10.2.2. Transactions automatically logged in WorldShare
- 10.2.3. Items flagged for inspection upon next business day

11. BOOKING AND RESERVATION OF RECORDS

11.1 Reservation Workflow

- 11.1.1. Authorised user searches records via WorldShare
- 11.1.2. User places a reservation or hold on an item

- 11.1.3. WorldShare updates item status to "Reserved"
- 11.1.4. Notification is sent when the item becomes available

11.2. RFID Handling of Reserved Items

- 11.2.1. Returned reserved items are automatically flagged
- 11.2.2. Items are routed to controlled hold areas
- 11.2.3. Security bits remain active until formal issue

12. SECURITY GATE OPERATION AND LOSS PREVENTION

RFID security gates enforce physical movement control:

- 12.1. Items issued correctly pass without alarm**
- 12.2. Unauthorised removal triggers audible and visual alerts**
- 12.3. Events are logged and associated with CCTV where integrated**
- 12.4. This ensures compliance with records management and information security policies.**

13. INVENTORY, AUDIT AND COMPLIANCE

13.1. Inventory Verification

- 13.1.1. Handheld RFID scanners are used for audits
- 13.1.2. Files are scanned without physical handling
- 13.1.3. System identifies:
 - a) Missing records
 - b) Misfiled items
 - c) Unauthorised movement
- 13.1.4. Results are reconciled against WorldShare records.

14. LOGGING, AUDIT TRAILS AND REPORTING

- 14.1. All RFID and circulation events are logged
- 14.2. Logs include user, item, date, time, and action
- 14.3. Reports support:
 - 14.1.1. Internal audits
 - 14.1.2. AGSA reviews
 - 14.1.3. POPIA and records compliance

15. AVAILABILITY, PERFORMANCE AND SCALABILITY

- 15.1. Designed for business-critical operations
- 15.2. Supports multiple IRC / Registry locations
- 15.3. Scalable to additional record categories
- 15.4. Cloud or hybrid WorldShare deployment supported

16. OPERATIONAL BENEFITS TO THE COMPETITION COMMISSION

- 16.1. Improved control of sensitive records
- 16.2. Clear accountability and traceability

- 16.3. Reduced manual handling errors
- 16.4. Enhanced audit readiness
- 16.5. Alignment with regulatory governance standards

17. CONTRACT PERIOD

- 17.1.** The contract once off (optional maintenance and support)

18. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENT

E-mail: tenders@compcom.co.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT