



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramakhoase Street
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0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE FOR THE PROVISION OF DOMAIN NAME SERVICE (Annual subscription)

CLOSING DATE: 13 May 2024

TIME: 11:00

Should you want to submit quotation, please submit to the email: Quotations@nlsa.ac.za

1. BACKGROUND

1.1. National Library of South Africa (NLSA), hereafter referred to as NLSA, is a world class African National Library and Information Hub. The NLSA is responsible for collecting, recording, preserving, and making available the national documentary heritage of South Africa. The NLSA promotes awareness, appreciation, and access to published documents, nationally and internationally and in doing so contributes to the development and prosperity of South Africa. The NLSA has Campuses in Pretoria and Cape Town.

2. SCOPE OF WORK

2.1. NLSA seeks to appoint a service provider to supply and manage a Domain Name Service for the NLSA's domains (**nlsa.ac.za** and **salibraries.ac.za**).

2.2. The Domain Name Service should be provided and maintained for one year.

2.3. Included in the Domain Name Service offered by the service provider should be the following:

Content Delivery Network (CDN)

A vast number of distributed copies of the websites to various secure data centres across the world to provide visitors with location-based access to the websites, while removing latency and improving performance.

Advanced DDoS Protection

Keep websites safe and secure from DDoS attacks. DDoS Protection based on Border Gateway Protocol (BGP) routing.

Smart Routing

Utilisation of real-time global network information, to route traffic around brownouts, cable cuts, packet loss, and other problems on the Internet.

Unmetered DDOS Protection

We, the client should not be subject to a “surge pricing” for DDoS attacks.

Web Application Firewall (WAF)

Prevent attacks with world-class analysis of web traffic to our applications.

The Firewall should provide an intuitive dashboard which enables an admin to build powerful rules through easy clicks, and should also provide Terraform integration.

Every request to the WAF should be inspected against a single integrated rule engine, and the threat intelligence curated from protecting millions of websites. Suspicious requests should be blocked, challenged or logged as per the needs of the user, while legitimate requests are routed to the destination, agnostic of whether it lives on-premise, or in the cloud.

The Firewall should be able to allow for new rules to be active within a matter of seconds for instant protection.

Secondary Domains

Allow for multiple A-name and CNAME records to be added on the current hosted domains.

Fast and Easy-to-Use DNS

Fast responsive times globally and near-instant updates.

Free Managed Ruleset

The Service Provider should offer a Free managed ruleset, protecting against the highest severity vulnerabilities.

Uptime

A Service Level Agreement that guarantees 99,95% uptime of the service.

Package – Service Offering

- 24/7/365 email and emergency phone support,
- on-demand technical resource guides,
- best practice product implementation, and
- advanced reporting capabilities
- a designated success team assigned to our account, that provides highly customized tuning, and strategic assistance at every step along the way.

3. NLSA'S RIGHTS

3.1. The NLSA is entitled to amend any RFQ conditions, RFQ validity period, RFQ terms of reference, or extend the RFQ's closing date, all before the RFQ closing date.

4. DURATION OF THE PROJECT

4.1. The appointed service provider shall make an undertaking that the delivery shall be concluded withing 30 days after issuing the Purchase Order.

5. CONDITIONS OF RFQ

5.1. The NLSA reserves the right not to accept the lowest proposal.

5.2. The NLSA reserves the right to appoint one or more Bidders.

5.3. The NLSA reserves the right not to award the contract.

5.4. The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.

5.5. The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.

5.6. No upfront Payment will be done by NLSA.

5.7. The quotation is valid for a period of 30 days and may be extended at the discretion of the NLSA.

6. EVALUATION CRITERIA

6.1. Pre evaluation (standard bid documents)

6.1.1. Fully completed SBD 4 and SBD 6.1, forms.

6.2. Evaluation stage one (1): Technical Evaluation

Requirement	Technical Specification	Yes/No
Content Delivery Network	Offers a vast number of distributed copies of the websites to various secure data centres across the world, to provide visitors with location-based access to the websites	

Advanced DDoS Protection	Keep websites safe and secure from DDoS attacks	
Smart Routing	Utilisation of real-time global network information, to route traffic around brownouts, cable cuts, packet loss, and other problems on the Internet.	
Unmetered DDOS Protection	There will be no additional charges for DDOS attack protection	
Web Application Firewall (WAF)	The offering provided by the service provider should have a Web Application Firewall with single integrated rule engine that will protection web applications. Changes to rules should be active within seconds.	
Secondary Domains	The solution provided by the service provider should allow for multiple A-name and CNAME records to be added to the domains.	
Uptime	Guaranteed uptime of 99.95% on the Domain Name Service.	
Support	A dedicated support team that offers email and emergency phone support.	

NB: Bidders who fail to meet all the technical requirements would not be considered for the pricing evaluation stage.

6.3. Preference Point System

In terms of Regulation 5 of the Preferential Procurement Regulations of 2022/23, Gazette Number 47452 dated 4 November 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 80/20-preference point in terms of which points are awarded to bidders based on: -

- The bid price (maximum 80 points)
- Specific Goals (maximum of 20 points):

The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender, inclusive of all applicable taxes.

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where-

P_s = Points scored for price of tender under consideration;

P_t = Price of tender under consideration; and

$P_{\min}$ = Price of lowest acceptable tender.

- Specific Goals (maximum of 20 points): -

100% Black owned (20 points), 10 points for other than 100% black owned.

6.4. Evaluation Criteria Stage 2: Pricing

6.4.1. Quotation must provide a pricing schedule which clearly sets out the cost of providing the services including any applicable charges.

6.4.2. The pricing schedule must clearly indicate the unit or item price as well as total price for the requested.

6.4.3. **All cost items must be inclusive of VAT.**

7. ENQUIRIES

All enquiries regarding this RFQ must be directed to the SCM Office:

For any RFQ related enquiries please sent to the following email address quoting the RFQ Reference Number, Bid. Description as a Reference; lebogang.maleka@nlsa.ac.za and quotations@nlsa.ac.za OR (012) 402 3017