



NATIONAL LIBRARY OF SOUTH AFRICA

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5 Queen Victoria Street
Cape Town
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TERMS OF REFERENCE / SPECIFICATIONS FOR PROCUREMENT FOR ANNUAL LICENSE RENEWAL FOR CLOUD-BASED PRODUCTIVITY PLATFORM SOLUTION (1 YEAR).

CLOSING DATE: 28 April 2026

TIME: 11:00

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

1. BACKGROUND

- 1.1 The National Library of South Africa, 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.
- 1.2 The National Library of South Africa (NLSA) wishes to appoint a service provider to render the service for procurement for an annual license renewal for Cloud-Based Productivity Platform Solution for a period of 12 months (1 year).

2. SCOPE OF WORK

- 2.1 The National Library of South Africa (NLSA) wishes to appoint a qualified and experienced service provider to render the service for an annual license renewal for Cloud-Based Productivity Platform Solution for a period of 12 months (1 year).

- 2.2 The service provider shall supply and renew licensing for a secure, scalable, and cloud-based productivity solution that enhances collaboration, communication, and operational efficiency across the organisation.
- 2.3 The solution will provide users with access to productivity tools, email services, document management and collaboration platforms from any location.
- 2.4 The service provider shall provide professional services on our email system and email security system.
- 2.5 Configure Microsoft Defender to scan links and attachments in real time before they reach end-users.
- 2.6 Configure DMARC, SPF and DKIM records to strengthen email authentication and prevent spoofed emails.
- 2.7 Configure identity protection policies to detect unusual login behavior and trigger automated alerts and responses.
- 2.8 The NLSA requires **250 licenses** for the Cloud-based Productivity Platform Solution.

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. All Bidders, to whom the quotation documents have been issued and where the NLSA have record of such Bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the NLSA's website under the relevant Bid information. All prospective Bidders must, therefore, ensure that they visit the website regularly and before they submit their quotations response to ensure that they are kept updated on any amendments in this regard.

4. DURATION OF THE PROJECT

- 4.1 The appointed service provider shall configure and deliver the requested equipment withing 30 days after a Purchase Order is issued.

5. CONDITIONS OF BID

- 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 Bidder.
- 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 All delivery of the requested equipment must be made at the specified National Archives and Records Services of South Africa.
- 5.8 The NLSA reserves the right to purchase and request delivery of the equipment in phases.
- 5.9 The quotations shall remain valid for a period of 60 days and may be extended at the discretion of the NLSA.

6. EVALUATION CRITERIA

- 6.1 Mandatory - Bidders must provide a valid **Original Equipment Manufacturer (OEM)** authorization letter confirming that they are an authorized reseller or partner permitted to supply and support the proposed solution.
- 6.2 All Bidders must be registered on the National Treasury Central Supplier Database (CSD) and must attach a copy of the most recent report
- 6.3 Completed SBD 4 and SBD 6.1 forms.
- 6.4 NB: Failure to submit the documents listed above shall result in the disqualification of your Bid.
- 6.5 Bidders to indicate with a Yes/No in the below table, failure to indicate will result in disqualification.

Bidders to indicate with a Yes/No

Capabilities	YES or NO
· Audit logs and security monitoring	
· Compliance with regulations (POPIA, GDPR)	
· Data Loss Prevention (DLP)	
· Threat protection	
· Data encryption (at rest and in transit)	
· Multi-factor authentication (MFA)	
· Does it provide advanced threat protection?	
· Are audit trails available?	

· Does it support Single Sign-On (SSO)?	
· Does the platform support collaboration across departments?	
· Does it allow real-time document editing?	
· Project and task management tools	
· Forms and surveys	
· Workflow automation	
· Collaboration tools	
· Cloud storage and file sharing	
· Document creation and editing	
· Email and calendaring	

6.6 Technical Criteria

Only those service providers / contractors who responded exactly as per scope of work and to the satisfaction of the NLSA shall be considered.

6.7 Preference point system.

6.7.1 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 on the basis of:

6.7.2 The bided price (maximum 80 points)

The following formula must be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

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

- 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.

6.7.2. Specific Goals (maximum of 20 points):

- 100% Black owned (20 points), Less than 100% Black owned (10 points).

7. Pricing

- 7.4.1. Quotation must provide a pricing schedule which clearly sets out the cost of providing the goods including any applicable charges.
- 7.4.2. The pricing schedule must clearly indicate the unit or item price as well as total price for the requested.
- 7.4.3. **All cost items must be inclusive of VAT.**

8. 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 Bid Number, Bid Description as a Reference; patience.shiburi@nlsa.ac.za and quotations@nlsa.ac.za OR (012) 401 9770