



NATIONAL LIBRARY OF SOUTH AFRICA

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TERMS OF REFERENCE FOR THE PROCUREMENT OF NETWORK EQUIPMENT AND CONFIGURATION SERVICES

CLOSING DATE: 28 November 2024

TIME: 11:00

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

1. BACKGROUND

The National Library of South Africa (NLSA) is a premier African institution tasked with the collection, preservation, and dissemination of South Africa's national documentary heritage. As a custodian of this heritage, NLSA promotes awareness, appreciation, and access to published works both nationally and internationally, contributing significantly to the country's cultural development and prosperity. The NLSA operates from its campuses located in Pretoria and Cape Town. The National Library of South Africa (NLSA) invites qualified service providers to submit proposals to address network stability, redundancy, and configuration issues across its Pretoria and Cape Town campuses. The NLSA requires improved stability for its telephony system, and robust firewall redundancy.

2. SCOPE OF WORK

2.1. NLSA seeks to appoint a qualified service provider to procure the necessary network equipment and provide configuration services.

The appointed service provider will perform the following tasks:

2.2.1 Redundancy Switch Provision and Configuration

- **Supply and Installation:** Provide and install a network switch to support firewall redundancy for four Sophos firewall devices (two per campus).
 - 24 Port PoE Switch
 - SFP Compatible LC Single Mode Transceiver Module, Full Duplex, 10000Mbit/s
 - The switches must support seamless integration with the iMaster NCE-Campus platform for unified network management and automation.
- **Automatic Failover Configuration:** Configure the switch to ensure automatic failover, maintaining continuous network availability without manual intervention.
- **Validation and Testing:** Test and validate the configuration to ensure seamless redundancy.

2.2.2 Network Stability for Yealink T33G Telephony System

- **Analysis and Diagnostics:** Review and analyze the current network configuration of six Cisco SG50052P switches connected to the Yealink T33G telephony system.
- **Issue Resolution:** Address duplex mismatches and Link Layer Discovery Protocol (LLDP) configuration issues to reduce phone connectivity drops.
- **Stability Enhancements:** Apply configurations or recommend solutions to ensure consistent network stability for telephony services, minimizing interruptions.

2.2.3 DHCP Configuration and Active Directory Integration for Wireless Networks

- **DHCP Configuration for Dual SSIDs:** Configure DHCP on the core switch to support two separate SSIDs, ensuring appropriate IP address allocation for each network.
- **Active Directory Integration:** Integrate Active Directory with both SSIDs for authentication, enabling secure and controlled access based on user credentials.

2.2. Deliverables

2.2.1. The expected deliverables include:

- **Hardware Procurement and Installation:** Provision and installation of the required redundancy switch.
- **Redundancy Configuration:** Configuration and validation of the firewall redundancy solution.
- **Switch Configuration for Stability:** Reconfiguration of Cisco SG500-52P switches for improved telephony network stability.

- **DHCP Configuration for Dual SSIDs:** Configure DHCP on the core switch to support two separate SSIDs, ensuring appropriate IP address allocation for each network.
- **Active Directory Integration:** Integrate Active Directory with both SSIDs for authentication, enabling secure and controlled access based on user credentials.

2.3. Service and Support Requirements

2.3.1. The service provider must provide:

- **Project Timeline:** A detailed project timeline, including estimated completion dates.
- **Support During Configuration and Testing:** On-site and remote support during configuration and testing phases.
- **Post-installation Support:** Post-installation troubleshooting and reconfiguration support as required. (for 3 Month which is January, February and Marc)

2.4. Vendor Requirements

2.4.1. Prospective vendors must demonstrate:

- **Experience in Firewall Redundancy and Network Configuration:** Proven experience in setting up firewall redundancy and network configurations for medium-to-large organizations.
- **Cisco Switch Expertise:** Expertise in configuring Cisco switches and diagnosing network errors, specifically for VoIP systems.
- **Wireless Network and Security Expertise:** Experience in configuring DHCP for multiple SSIDs and integrating wireless networks with Active Directory for authentication

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 organization.
- 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. Mandatory: Bidder to produce letter/certificate stating that the bidder is authorized to provide the proposed solution.

6.3. Evaluation stage one (1): Technical Evaluation

6.3.1. Qualifications for Project Roles

Network Engineer – Provide a detailed CV to support the below requirements:

Education: Btech Degree in Computer Science / Information Technology or equivalent.

Experience and Expertise:

- Minimum of 5 years IT Technical experience, with a focus on Networking, Firewalls, Wireless, VoIP and Server (DHCP and Active Directory configuration)
- Proven track record in providing network stability, redundancy, and configuration services for medium-to-large organizations.
- Specific experience with firewall redundancy setups, including configurations for multiple firewall devices.
- In-depth knowledge of Sophos firewall devices, including configuration for redundancy and failover capabilities.
- Expertise in configuring Cisco switches, particularly the Cisco SG500-52P, with a focus on resolving duplex mismatches and implementing Link Layer Discovery Protocol (LLDP) errors.
- Experience with VoIP systems, specifically with Yealink T33G phones and their integration with network switches.

- Ability to analyze and troubleshoot telephony network issues, ensuring stable connectivity.
- Experience in configuring DHCP for multiple SSIDs and integrating wireless networks with Active Directory for authentication
- **NB! We also have 12 malfunctioning Cisco SG 500 switches with issues ranging from hardware failures to firmware glitches. This must be checked and fixed.**

Certifications:

- CCNP
- CCDP
- Sophos Certificate

6.4. 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.

6.5. Evaluation Criteria Stage 2: Pricing

- 6.5.1. The quotation must provide a pricing schedule which clearly sets out the cost of providing the services including any applicable charges.

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

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

6.6. Pricing schedule for NLSA procurement of network equipment and configuration services

Item Description	Quantity	Unit Price	Total Price
Redundancy Switch Provision and Configuration			
DHCP Configuration for Dual SSIDs			
Other required hardware (specify)			
Hourly Rate			
Total Equipment Cost			

Additional Costs

Description	Cost
Travel Expenses (if applicable)	
Three Months Post Support (per hour) 10 hours for each month (January, February and March)	
Additional Software Licenses (if needed)	
Total Additional Costs	

7. ENQUIRIES

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

For any RFQ related enquiries please send to the following email address quoting the RFQ Reference Number, Bid. Description as a Reference; judy.moshige@nlsa.ac.za and quotations@nlsa.ac.za OR (012) 401 9766