



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramokhoase Street
Private Bag X397
Pretoria
0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE / SPECIFICATIONS FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF AN APPLICATION TO MEASURE, BOOST AND MONITOR EMPLOYEES' CYBER SECURITY AWARENESS FOR THE NATIONAL LIBRARY OF SOUTH AFRICA (NLSA) FOR A PERIOD OF 1 YEAR.

CLOSING DATE: 01 July 2026

TIME: 11:00

NB: All proposal/quotation must be submitted to Quotations@nlsa.ac.za, kindly note that failure to submit via this email address will result in your proposal /quotation being rejected and disqualified.

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 deliver an application to Measure, Boost and Monitor Employees' Cyber-Security Awareness.

2. SCOPE OF WORK

- 2.1 The National Library of South Africa (NLSA) wishes to appoint a qualified and experienced service provider to deliver an application to Measure, Boost and Monitor Employees' Cyber-Security Awareness for period of 1 year (12 months).

2.2 Security Awareness Training

The solution must provide a comprehensive security awareness training platform capable of:

- Delivering user-tailored training content based on user roles and risk profiles
- Covering essential cybersecurity topics, including:
 - Phishing awareness
 - Password security
 - Social engineering
 - Safe internet usage
 - Email security
 - Data protection and privacy
 - Remote work security
- Automating training reminders and notifications
- Tracking user progress, completion rates, and assessment scores
- Providing downloadable reports and analytics dashboards
- Supporting multimedia training content (videos, quizzes, interactive modules)

2.3 Simulated Phishing

The solution must support phishing simulation capabilities that include:

- Automated phishing simulation campaigns
- Customizable phishing templates
- Identification of at-risk users through campaign results
- Instant training or remediation for users who fail simulations
- Real-time reporting and campaign analytics
- Scheduling of recurring phishing simulations
- Departmental or group-based targeting
- Measurement of user susceptibility trends over time

2.4 Dark Web Monitoring

The solution must provide dark web monitoring functionality capable of:

- Detecting compromised organizational credentials and data breaches
- Monitoring exposed email addresses and domains
- Identifying the source and nature of breaches where possible
- Providing visibility into exposed information
- Alerting administrators to early-stage threats and credential leaks
- Generating actionable incident reports and recommendations

2.5 Policy Management

The solution must include policy management capabilities that provide:

- Readily available policy templates

- Centralized policy storage and management
- Electronic policy acknowledgement/signature tracking
- Automated reminders for pending acknowledgements
- Version control for policies and procedures
- Reporting on user compliance status
- Easy accessibility for all users through a centralized portal

2.6 Reporting and Dashboard

- Centralized management dashboard
- Executive and technical reporting
- Compliance reporting
- Exportable reports (PDF, Excel, CSV)

2.7 Technical Support and Maintenance

- Vendor technical support
- Software updates and patch management
- SLA requirements
- User onboarding and administrator training

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 within 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 requirements

- 6.1.1 ISO 27001: 2022 (Information Security Management Systems)
- 6.1.2 ISO 22301: 2019 (Business Continuity Management Systems)
- 6.1.3 ISO 9001: 2015 (Quality Management Systems)

NB: Failure to submit the documents listed above shall result in the disqualification of your Bid.

6.2 Pre evaluation (standard bid documents)

- 6.2.1 Completed SBD 4 and SBD 6.1 forms.
- 6.2.2 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 Technical Criteria

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

6.4 Preference point system.

- 6.4.1 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:

- 6.4.2 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