



NATIONAL LIBRARY OF SOUTH AFRICA

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0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE / SPECIFICATIONS FOR PROCUREMENT FOR ANNUAL LICENSE RENEWAL FOR A CLOUD-BASED SERVER & APPLICATION MONITORING SOLUTION (1 YEAR).

CLOSING DATE: 13 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 render the service for procurement for an annual license renewal for a Cloud-Based Server and Application Monitoring 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 Server & Application Monitoring Solution for a period of 12 months (1 year).
- 2.2 The service provider shall supply and renew license and support of the existing server monitoring solution to ensure uninterrupted monitoring, alerting and reporting of environmental conditions for both Pretoria and Cape Town.
- 2.3 The solution must have access to real time monitoring dashboard, alerts, reporting features, mobile / web access and visualizations to facilitate effective decision making and prompt issue resolution.
- 2.4 The solution should provide continuous monitoring, alerting and reporting on server and applications' health and performance, utilising AI-enabled server and application monitoring tools to proactively detect, analyse and resolve system performance issues.
- 2.5 The solution must leverage intelligent analytics and automation capabilities to support faster root-cause analysis, reduce downtime and improve overall system reliability.
- 2.6 The solution should be platform-agnostic and capable of running seamlessly on all major operating systems, including Windows, Linux and MacOS.
- 2.7 The service provider shall provide proof of license renewal / subscription.
- 2.8 The service provider should be able to provide technical support during the license period.
- 2.9 The solution should include comprehensive support, encompassing full configuration, ongoing support for a period of 12 months / 1 year as well as **training of four (4)** NLSA administrators.
- 2.10 The service provider should take note that the above scope of work is for both campuses (Pretoria and Cape Town).

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

6.2 SCM Compliance (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

7. 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
· Real-time server and application monitoring	

· CPU, memory, disk and network utilisation tracking	
· Real-time alert generation for system and application events	
· Email notification	
· Escalation rules for critical systems and application alerts	
· Alert history and logging	
· AI-driven anomaly detection and predictive issue identification	
· Centralized monitoring dashboard for servers and applications	
· Real time system health visualisation	
· Export Reports (PDF, CSV, EXCEL)	

7.1 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.

7.2 Preference point system.

7.2.1 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:

7.2.2 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).

8. 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.**

9. 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