



## NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramakhoase Street  
Private Bag X397  
Pretoria  
0001

5 Queen Victoria Street  
Cape Town  
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### TERMS OF REFERENCE FOR THE PROCUREMENT OF SERVER & APPLICATION MONITORING SOLUTION (LICENCED FOR 12 MONTHS).

**CLOSING DATE: 12 December 2024**

**TIME: 11:00**

**NB.** Note that Saturday will be treated as the normal working day. Should you want to submit quotation, please submit to the email: [Quotations@nlsa.ac.za](mailto: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.

#### 2. SCOPE OF WORK

- 2.1. The scope of work for implementing a cloud-based Server and Application Monitoring Solution includes monitoring all critical components of the organization's IT environment, such as servers, network devices, databases, applications and services for a period of 12 months / 1 year.
- 2.2. The system should provide alerts, reports and visualizations to facilitate effective decision making and prompt issue resolution. It should provide continuous monitoring, alerting and reporting on server and application health and performance.
- 2.3. Furthermore, the solution should be platform-agnostic and capable of running seamlessly on all major operating systems, including Windows, Linux and MacOS.

2.4. The solution should be evaluated based on its compatibility, ease of deployment, scalability and support for specified requirements:

2.4.1. Real-time monitoring of servers, network devices, databases, applications and services.

2.4.2. Historical data retention and trend analysis for performance optimization.

2.4.3. Role-based access control to ensure data security and privacy.

2.5. The solution should centrally manage the entire technology environment with a full-stack monitoring and observability solution that delivers comprehensive and robust performance monitoring across both on-premises environments and cloud services, including networks, servers, applications, hypervisor environments, storage devices, and cloud infrastructure capabilities,

2.6. The solution should be able to Improve database performance by quickly detecting the root cause of issues

2.7. Gain operational visibility into network and infrastructure, device health, availability, applications, and more with intuitive dashboards and deep analytics.

2.8. The following capabilities must be included and configured for monitoring:

2.8.1. Infrastructure, network, and application performance observability

2.8.2. Physical and virtual hosts, device, and VoIP monitoring

2.8.3. Application-centric database monitoring

2.8.4. IP address management

2.8.5. Log management and analysis

2.8.6. Automated discovery and dependency mapping

2.8.7. Historical and real-time dashboards

2.8.8. Intelligent alerting and customizing reporting

2.8.9. Distributed polling for remote environments

2.8.10. Metric and event correlation and anomaly detection intelligence

## **2.9. Training Requirements:**

Training must be provided for five administrators, covering all the capabilities and elements of the system:

- 2.9.1.1. Navigating the management dashboard
- 2.9.1.2. Adding and managing users and groups
- 2.9.1.3. Overview and effective utilization of all console elements
- 2.9.1.4. Provision of comprehensive training manuals for reference.
- 2.9.1.5. Training may be conducted virtually

### **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. Mandatory:**

- 6.2.1. **Bidder to produce letter/certificate stating that the bidder is authorized to provide the proposed solution.**

6.2.2. **Datasheet for the solution proposed to ensure that all requirements are met.**

6.2.3. **Qualifications for Project Roles**

**Server and Application Engineer – Provide a detailed CV to support the below requirements:**

**Education:** Bachelors or BSc in computer science.

**Experience:** Minimum of 5 years in Cloud infrastructure

**Certifications:**

- Project Management certification
- Certified Monitoring professional

### 6.3. Evaluation stage one (1): Technical Evaluation

Bidders are expected to obtain a minimum of sixty (60) points out of one hundred (100) points available to proceed to the next evaluation stage. Failure to obtain the prescribed points will automatically disqualify the bidder from proceeding to the next evaluation stage.

| No |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Weight | Point | Score |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------|-------|
| 1. | <p><b>Experience of the service provider in providing similar services as required by the NLSA in Server and application monitoring solution</b></p> <p>Provide five (5) contactable reference letters of the service provided within the past ten (10) years. The reference letters must be on a signed company's letterhead including, contact name(s), address, phone number, date and period of the contracted project, a brief description of the services that you provided and the level of satisfaction from the client.</p> <ul style="list-style-type: none"><li>• 5 and more reference letters with all the required elements listed = 5 points</li><li>• 4 reference letters with all the required elements listed = 4 points</li><li>• 3 reference letters with all the required elements listed = 3 points</li><li>• 2 reference letters with all the required elements listed = 2 points</li></ul> | 50     |       |       |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |            |  |  |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--|--|
|          | <ul style="list-style-type: none"> <li>1 reference letter with all the required elements listed = 1 points</li> <li>0 reference letters = 0 points</li> </ul> <p>NB. If a reference letter does not meet all the requirements listed, it will not be considered.</p>                                                                                                                                                                                                                                                                                                        |            |  |  |
| <b>2</b> | <b>Technical Evaluation</b><br><br><b>A detailed proposal clearly outlining the following:</b> <ul style="list-style-type: none"> <li>Approach and the process to be followed, to implement the Server and application monitoring solution, with reference to how the solution will adhere to/address the requirements as mentioned in the scope of work.</li> <li>Proposed timelines</li> </ul> <p>Both requirements for proposal = 50 points</p> <p>Scope of work only = 30 points</p> <p>Timelines included only = 20 points</p> <p>Zero / no requirement = 0 points</p> | <b>50</b>  |  |  |
|          | <b>TOTAL POINTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>100</b> |  |  |
|          | <b>Minimum points to pass this evaluation stage</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>60</b>  |  |  |

#### 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. 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 Server and Application Monitoring Solution

| Item                              | Description                                                                     | Unit Cost (ZAR) | Quantity | Total Cost (ZAR) |
|-----------------------------------|---------------------------------------------------------------------------------|-----------------|----------|------------------|
| <b>1. Solution Procurement</b>    | Server and Application Monitoring Solution                                      |                 |          |                  |
| <b>2. Configuration and Setup</b> | Initial configuration and reconfiguration as needed.                            |                 |          |                  |
| 2.1. Initial Configuration        | Setup of server and application solutions and integration into existing systems |                 |          |                  |
| 2.2. Customization                | Tailoring the solutions to fit NLSA's specific needs                            |                 |          |                  |
| <b>3. Training</b>                |                                                                                 |                 |          |                  |
| 3.1. Administrator Training       | Training for administrators on solution navigation and management               |                 |          |                  |
| 3.2. Training Manuals             | Comprehensive training manuals for administrators                               |                 |          |                  |
| <b>4. Maintenance and Support</b> |                                                                                 |                 |          |                  |
| 4.1. Annual Maintenance           | Yearly maintenance and support services                                         |                 |          |                  |
| 4.2. Technical Support            | Ongoing technical support and troubleshooting                                   |                 |          |                  |
| <b>6. Total Project Cost</b>      |                                                                                 |                 |          |                  |

## 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; [lorraine.mongwe@nlsa.ac.za](mailto:lorraine.mongwe@nlsa.ac.za) and [quotations@nlsa.ac.za](mailto:quotations@nlsa.ac.za) OR (012) 401 9766