



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramakhoase Street
Private Bag X397
Pretoria
0001

5 Queen Victoria Street
Cape Town
8001

REQUEST FOR A QUOTATION IN RELATION TO THE PROVISION OF FORENSIC INVESTIGATION SERVICES – DATA BREACH INVOLVING FALSIFIED PAYMENT

CLOSING DATE: 14 AUGUST 2025

TIME: 11H00

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) seeks to appoint a qualifying company to render Digital Forensic Investigation services to obtain more information and understanding of the root-cause and source of document received resulting in a payment to a fraudulent bank account. The service provider is also expected to work with other investigators appointed by the banker of the NLSA and the bank that received the payment as well as the cybersecurity provider and SAP system providers of the NLSA.
- 1.3 The Service Provider is expected to submit a detailed Project Implementation Plan which demonstrates costed milestones for the project. The fee structure will include the capped hours, specifying rate per hour and rate per day per member of the team to undertake the investigation.

- 1.4 The number of team members and their competence profiles and details of their experience on similar projects should be provided with the company profiles and at least three contactable references for the company.
- 1.5 The implementation plan should consider the urgency of the project and demonstrate the ability to finalise the investigation in **10 business days** from the date of receiving the appointment letter.

2. SCOPE OF WORK

The scope of the investigation must cover the following:

- 2.1 Multi-factor verification of the credentials of the fraudulent document
Assess whether credentials have been compromised and whether they have been used for unauthorised access.
- 2.2 Multi-factor verification of the source of the fraudulent document and conclude on whether there is any irregular conduct by NLSA official. Assess the scope of data accessed, exfiltrated or modified using forensic image capture of affected endpoints and mailboxes.
- 2.3 Identify the root cause of the breach and assess the adequacy of the controls in the value chain of the payment's workflow.
- 2.4 Determine when and how the breach occurred. Trace fraudulent document origin using email header analysis, metadata, and mail routing, and map the events timeline on the document workflow process.
- 2.5 Identify credentials of who effected the breach. Identify affected users, devices, and systems.
Interview impacted personnel to understand suspicious behaviors or submitted credentials
Assess any internal or external communication or user accounts and identify any other actions e.g. links, credential submissions to determine if any elements of internal fraud have taken place
- 2.6 Advise the NLSA of any emerging risk exposures that can lead to the recurrence of a similar incident by assessing the payments workflow and providing improvement recommendations

3. PROJECT MANAGEMENT

- 3.1 The Forensics Team Leader will work with the Internal Audit Manager and report to the Audit and Risk Management Committee of the NLSA.
- 3.2 The Project Lead is the Internal Audit Manager, reporting administratively to the CEO.
- 3.3 With support from the NLSA Internal Audit Manager, the service provider will be responsible for coordination of any activities related to the project as well as project-related meetings in consultation with the project manager.

- 3.4 The service provider will be expected to present the first report presenting findings made in the first **5 days** (preliminary report) and the final report (**in 10 days**) to the NLSA's Audit and Risk Committee or a nominee as confirmed by the Chairperson of the Committee
- 3.5 Advise the Project Lead of any risk issues impacting on the investigation (during the investigation process)
- 3.6 Service provider must prepare the report considering that the Investigation Report will be used (if necessary) for internal /external hearings which may include disciplinary, civil and criminal proceedings, therefor the service provider may also be required to also testify (if required) at the agreed rate of the project team member per fee structure in the service provider's approved proposal.

Project Deliverables

- 3.8 Forensic investigations report
- 3.9 Data breach impact assessment
- 3.10 Chain of custody documentation
- 3.11 Recommendations for remediation and control improvements

The Investigation Report should include the following:

- 3.12 Executive summary
- 3.13 Timeline of attack and response.
- 3.14 Technical findings and indicators of compromise
- 3.15 Impact of data loss estimation.
- 3.16 Summary of engagements with other authorities
- 3.17 Recommendation for remediation and future prevention.

4 CRITERIA FOR ASSESMENT

4.1 Project Team

- 4.1.1 Qualifications and Certifications of a lead consultant and a team of consultants who will be assigned to the project
- 4.1.2 Justification provided for team composition

4.2 Experience

- 4.2.1 Minimum 5- 15 years professional experience in commercial crime, digital forensics and related projects
- 4.2.2 References and reference letters provided
- 4.2.3 Relevance to the scope of work

4.3 Project Implementation Plan

4.3.1 Digital Forensic Methodology

4.3.2 Project Plan with Milestones Cost

4.4 Understanding of the Public Sector supply chain environment

4.4.1 The service provider's is requested to demonstrate understanding of the public sector supply chain environment and SAP payments systems.

5.DURATION OF THE CONTRACT

5.1 Duration: **Ten (10)** business days from date of appointment.

6.CONDITIONS OF BID

- The NLSA reserves the right not to accept the lowest proposal.
- The NLSA reserves the right to appoint one or more Bidders.
- The NLSA reserves the right not to award the contract.
- The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.
- The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.
- No upfront payment will be done by NLSA.
- The quotations shall remain valid for a period of 30 days and may be extended at the discretion of the NLSA.

7. EVALUATION CRITERIA

7.1 Stage 1: Pre-Evaluation (standard bid documents)

7.1.1 Fully completed SBD 4 and SBD 6.1 forms.

7.1.2 All bidders must be registered on the National Treasury Central Supplier Database

7.2 Evaluation Stage 2: Technical Evaluation

No.	Element	Weight	Points	Score
	Technical criteria			100
1	QUALIFICATIONS AND CERTIFICATIONS OF A PROJECT MANAGER: Provide Certified Copies of Qualifications and Certification (not more than 3 months certified) of the Project Manager that meet the following minimum requirements: - Postgraduate qualification (NQF Level 8) in Cyber Security, Information Security, Computer Auditing, Information Technology or equivalent. ▪ Project Manager with the relevant qualifications = 10 points. ▪ Project Manager with no relevant qualifications = 0 points. - Certificate in at least one of the following: Certified Information Security Manager (CISM), Certified Information Systems Auditor (CISA), Certified Information Systems Security Professional (CISSP), Certified Ethical Hacker (CEH), Certified Fraud Examiner (CFE) or equivalent fraud investigation related certification. ▪ Project Manager with the relevant certification = 10 points. ▪ Project Manager with no relevant certification = 0 points.	20		
2	QUALIFICATIONS OF THE PROJECT TEAM MEMBERS: Provide Certified Copies of Qualifications and Certification (not more than 3 months certified) of the Project Team members that meet the following minimum requirements: <u>Project Team Members:</u> - Postgraduate qualification (NQF Level 7) in Cyber Security, Information Security, Computer Auditing, Information Technology or equivalent for every team member ▪ Team Members with the relevant qualifications = 10 points ▪ Team Members with no relevant qualifications = 0 point <i>(Justification should be provided for the team composition)</i>	10		
3	PROFESSIONAL EXPERIENCE OF A PROJECT MANAGER: Provide detailed CV (including 3 contactable references) to indicate the experience of the Project Manager that meets the following minimum requirements: - At least 10 - 15 years professional experience in commercial crime, digital and related forensics projects.	15		

	▪ Project Manager with more than 15 years' relevant experience = 15 points ▪ Project Manager with 10 – 15 years' relevant experience = 10 points ▪ Project Manager with less than 10 years' relevant experience = 0 points			
4	PROFESSIONAL EXPERIENCE OF TEAM MEMBERS: Provide detailed CV (including 3 contactable references) to indicate the experience of the Project Team Members that meet the following minimum requirements: - At least 5 - 10 years of professional experience in similar forensic investigations. ▪ Project Team Members with more than 10 years' relevant experience = 15 points ▪ Project Team Members with 5 – 10 years' relevant experience = 10 points ▪ Project Team Members with less than 5 years' relevant experience = 0 points	15		
5	PUBLIC SECTOR EXPERIENCE: The service provider's similar digital forensics and related projects experience in the public sector supply chain environment and payments systems. - Provide contactable reference letters for similar work done in the public sector within the past ten (10) years. The letters must be on the client's official letterhead, must be dated and must include the referee's name, signature, contact number, and scope of work. ▪ 5 or more compliant reference letters = 20 points ▪ 4 compliant reference letters = 16 points ▪ 3 compliant references letters = 12 points ▪ 2 compliant reference letters = 8 points ▪ 1 compliant reference letter = 4 points ▪ No reference letter or letters not compliant letters = 0 points	20		
6	PROJECT PLAN AND METHODOLOGY: The Service providers demonstrate processes, systems and tools to be utilized in completing the respective project. - A commercial and digital forensic methodology demonstrating various phases:	20		

	▪ A clear digital forensic methodology submitted = 10 points ▪ A digital forensic methodology not submitted = 0 points - A project plan with a breakdown of project deliverables, human resources, schedule and cost: ▪ A project plan covering all the required aspects = 10 points ▪ No project plan, or omission of certain aspects = 0 points			
	TOTAL POINTS	100		
	Minimum points to pass at this stage	70		

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

8. PRICING

8.1 Preference point system

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.

8.2 Quotations

Provide a detailed quotation covering the services to be provided as per the scope of work. Quotation to indicate the consultancy's hourly rate (inclusive of VAT and disbursements).

8.3 Specific Goals

Specific Goal: Locality

- 20 points if the bidder is in Gauteng Province.
- 10 points if the bidder is based outside of the Gauteng Province.

Please note that CSD registration will be used to verify locality.

9. ENQUIRIES

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

For any bid-related enquiries please send to the following email address quoting the Bid

Description as a Reference; Judy.Moshige@nlsa.ac.za and Quotations@nlsa.ac.za

[\(012\) 402 3017](tel:(012)4023017)