



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramokhoase Street
Private Bag X397
Pretoria
0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE FOR THE SERVER ROOM MAINTENANCE

RFQ CLOSING DATE: 17 March 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
- 1.2 The National Library of South Africa wishes to appoint a service provider to carry out maintenance in the server room at the Cape Town Campus. The required maintenance includes moving network equipment and cables to a bigger network cabinet and replacing existing UPS systems.

2. SCOPE OF WORK

- 2.1 The National Library of South Africa wishes to appoint a service provider to carry out maintenance in the server room at the Cape Town Campus. The required maintenance includes moving network equipment and cables to a bigger network cabinet and replacing existing UPS systems.

2.1.1 Transferring network equipment to a bigger network cabinet

The existing 27U network cabinet is at full capacity and the contents thereof should be transferred to a bigger cabinet (47U 600 x 1000mm [depth] to be supplied and installed by the service provider).

Besides the PDUs that will be transferred to the new cabinet, the service provider should supply and install an additional 10-way PDU, to cater for additional network equipment that will be added to the cabinet in future.

Some of the contents of the existing network cabinet includes:

- Routers
- Firewalls
- Network switches with connected cables
- Patch panels with connected cables from endpoints

The service provider should mark all cables/connections prior to disconnection, and before removing equipment from the existing cabinet. This is to ensure that once the equipment has been transferred to the bigger cabinet (supplied and installed by service provider), all cables are plugged/connected back into their original locations on the relevant equipment.

Service provider should include in their quotation all consumables that may be required during installation of the new cabinet, and transferring of equipment from the existing cabinet to the new cabinet.

After the equipment has been installed in the new network cabinet, all network connections to the cabinet should be labelled at the patch panel/network switch and at the endpoint (e.g. computer/printer).

The work should be carried out over a weekend (Saturday/Sunday), and labour and travel costs should therefore cater for after hour rates.

2.1.2 Replacing existing Uninterruptible Power Supply (UPS) system

The existing UPS supply to the server room equipment consists of three (3) 5kVA UPS'es and their battery packs/modules. These UPS'es are faulty/end of life and need to be replaced, preferably with a single UPS catering for all equipment in the server room.

The service provider should supply and install the UPS('es) and battery packs/modules, as well as all components required for the UPS system to be fully functional and meet safety requirements, e.g. enclosures, rail kits, UPS supply breakers, UPS output breakers, DB Board(s), UPS input/output cabling, sockets and plugs, cabling, etc.

All equipment (e.g. breakers, sockets, plugs, cables, etc.) should be labelled.

Electrical work should be carried out by a qualified electrician.

Installation should include a maintenance bypass switch to make servicing easier and minimise downtime due to maintenance.

The work should be carried out over a weekend (Saturday/Sunday), and labour and travel costs should therefore cater for after-hour rates.

Requirement for scope of work	Yes	No
All cables/connectors will be clearly marked/labelled <u>before</u> equipment is disconnected from existing network cabinet, and moved to new network cabinet and cables are reconnected in their original location on the relevant equipment.		
All consumables required for moving the network equipment from the existing network cabinet to the new network cabinet are catered for in the quotation.		
After the network equipment has been transferred to the new network cabinet, all network connections (cabling) will be labelled at the patch panel/network switch and at the endpoint side (e.g. computer/printer)		
All electrical work related to the UPS installation will be carried out by a qualified electrician.		
All equipment (e.g. breakers, socket, plugs, cables, etc.) for the UPS installation will be labelled.		
All parts/components required for the UPS installation to be fully functional and meet the necessary safety requirements are included in the quotation.		

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 Bid 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 Bid response to ensure that they are kept updated on any amendments in this regard.

4. DURATION OF THE PROJECT

4.1 The appointed contractor shall make an undertaking that the work shall be completed within 30 days after issuing of Purchase Order

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 General Conditions of Contract will be applicable to this Bid.
- 5.6 The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the Bid.
- 5.7 The Bidder may be required to prepare for a possible presentation should the NLSA require such and the Bidder shall be notified thereof in good time before the actual presentation date. Such presentation may include a practical demonstration of products or services as called for in this Bid.
- 5.8 No upfront Payment will be done by NLSA.
- 5.9 The quotations shall remain valid for a period of 30 days, and may be extended at the discretion of the NLSA.

6. EVALUATION CRITERIA

6.1 Evaluation Pre-evaluation

- 6.1.1 Fully completed SBD 4, SBD 6.1 forms.
- 6.1.2 All bidders must be registered on the National Treasury Central Supplier Database

7. Evaluation Stage Two (2): Technical Evaluation

Bidders are expected to obtain a minimum of seventy (70) 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	Criteria	Weight	Point	Score
1	DETAILED PROPOSAL Proposal detailing the following: implementation plan, timelines, support, communication plan and risk methodology. • Providing a detailed proposal with implementation plan, timelines, support, communication plan and risk methodology = 5 points • Providing a detailed proposal with four of the required elements = 4 points • Providing a detailed proposal with three of the required elements = 3 points • Providing a detailed proposal with two of the required elements = 2 points • Providing a detailed proposal with one of the required elements = 1 point • Failure to submit detailed proposal with requirements listed = 0 points	40		
2	Experience of the service provider in similar work as required by NLSA to institutions. Provide contactable reference letters. The letters must be on the company's letterhead including contact name(s), address, phone number, indication of when the work was done, a brief description of the services that you provided and the level of satisfaction. • CV with five years experience provided = 5 points • CV with four years experience provided = 4 points • CV with three years experience provided = 3 points • CV with two years experience provided = 2 points • CV with one year experience provided = 1 point • No experience = (Points = 0) Please note: Reference letters that do not contain all the requirements will not be considered.	30		
3.	Provide detailed CV to indicate the experience of the Head Engineer/Technician with UPS installation and server room maintenance.	30		

	• 5 years and more with relevant experience (Points = 5) • 4 years with relevant experience (Points = 4) • 3 years with relevant experience (Points = 3) • 2 years with relevant experience (Points = 2) • 1 year with relevant experience (Points = 1) • 0 years' experience (Points = 0)			
	TOTAL POINTS	100		
	Minimum threshold for technical	70		

8. PRICING

8.1 Provide a detailed quotation covering all the works to be done as per scope of work.

8.1.1 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):

Bid price

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.

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

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): -

Company based in the Western Cape Province = 20 points.

Companies based outside of the Western Cape Province =10 points.

NB. Central Supplier Database Report will be used to verify the above.

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

9. ENQUIRIES

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

For any Bid related enquiries please sent to the following email address quoting the Bid Description as a Reference; Quotations@nlsa.ac.za OR (012) 401 9776