



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 SUBSCRIPTION RENEWAL FOR THE BACKUP SOLUTION AND SERVER SUPPORT

CLOSING DATE: 19 NOVEMBER 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 wished to appoint a service provider to render support for four (4) backup servers (two servers per campus) and to provide the subscription renewal on the Backup Solution Data Platform Advanced Universal Subscription (including Enterprise Plus) licenses (Cape Town and Pretoria Campus) for a period of one year. The support should offer 9x5, NBD Response coverage for all four backup servers.

2. SCOPE OF WORK

The appointed service provider will be required to perform the following tasks:

- Provide subscription renewal on the Backup Solution Data Platform Advanced Universal Subscription (including Enterprise Plus) licenses for a period of one year (for both campuses).
- Provide 9x5, Next Business Day (NBD) response support renewal for four (4) backup servers - two located at the Cape Town Campus and two (2) located at the Pretoria Campus.
- Ensure continued system stability and license compliance for both campuses during the renewal period.
- The license for the Cape Town Campus must cater for a workload of 05 instances, and the license for Pretoria Campus must cater for 15 instances.

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 60 days, and may be extended at the discretion of the NLSA.

6. EVALUATION CRITERIA

6.1 Evaluation Stage One (1):

- 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 (CSD) and must attach a copy of the most recent report.

Mandatory Requirements.

- 6.1.3 A bidder should provide an accreditation/OEM letter of recognition stating that he/she is an authorised reseller for the software.

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

7. Evaluation Stage Two (2): Technical Evaluation

Not Applicable.

8. PRICING

- 8.1 Provide 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):-

- 100% Black owned (20 points), Less than 100% Black owned (10 points).

The Central Supplier Database report will provide evidence of Black Ownership status.

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 send to the following email address quoting the Bid Number, Bid Description as a Reference; Judy.Moshige@nlsa.ac.za and Quotations@nlsa.ac.za OR (012) 402 3017