



NATIONAL LIBRARY OF SOUTH AFRICA

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TERMS OF REFERENCE FOR UPGRADING OF LINUX AND WINDOWS OPERATING SYSTEMS, AS WELL AS ASSOCIATED APPLICATIONS AND SERVICES.

CLOSING DATE: 28 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. 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 services for upgrading of Linux and Windows operating systems, as well as associated applications and services.

2. SCOPE OF WORK

- 2.1 The National Library of South Africa invites proposals from suitably qualified and experienced service providers for the provision of the following services: upgrading of Linux and Windows operating systems, as well as associated applications and services:
- 2.2 Licenses for the operating systems should be included as well as the twelve terminal server licenses to ensure seamless remote access.

2.3 Decommissioning of the on-premises Exchange server.

Requirement	Technical Specification
Upgrades of: Linux and Windows Server operating systems	Current Operating Systems to be Upgraded - Four Servers running on Windows Server 2016 Standard Operating System. - 12 Servers running on Windows Server 2019 Standard Operating System. - Three Servers running on SUSE Linux Enterprise Server 15 SP4 - Two Servers running on Ubuntu Linux - o Version 22.04.2 - o Version 20.04.2 - Upgrade Vsphere client version from 7.0.3.00100 to the latest version. - Upgrade Vmware EXSi version 2016.03.02 (vSphere 60U2) to the latest Services: - Active Directory Single Sign-on for all the users including Wi-Fi. - Active directory setup to be revised according to best practice for optimal security. - Decommissioning of On-Premises Exchange Server and Removal of Hybrid Configuration with Microsoft 365 Exchange Online

NLSA'S RIGHTS

2.4 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.

3. DURATION OF THE PROJECT

- 3.1 The appointed service provider shall configure and deliver the requested equipment / service within 30 days after a Purchase Order is issued.

4. CONDITIONS OF BID

- 4.1 The NLSA reserves the right not to accept the lowest proposal.
- 4.2 The NLSA reserves the right to appoint one or more Bidder.
- 4.3 The NLSA reserves the right not to award the contract.
- 4.4 The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.
- 4.5 The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.
- 4.6 No upfront Payment will be done by NLSA.
- 4.7 The NLSA reserves the right to purchase and request delivery of the equipment in phases.
- 4.8 The quotations shall remain valid for a period of 60 days and may be extended at the discretion of the NLSA.

5. EVALUATION CRITERIA

5.1 Pre evaluation (standard bid documents)

- 5.1.1 Fully completed SBD 4 and SBD 6.1, forms.
- 5.1.2 All Bidders must be registered on the National Treasury Central Supplier Database (CSD) and must attach a copy of the most recent report.

5.2 Mandatory:

5.2.1 Qualifications for Project Roles

- Ubuntu Certified Professional
- Certified SUSE Linux Enterprise Server (CSA)
- Microsoft Certified: Windows Server Hybrid Administrator Associate
- Project Management certification

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

5.3 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.	Experience of the service provider in providing similar services as required by the NLSA. 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. • 5 and more reference letters with all the required elements listed = 5 points • 4 reference letters with all the required elements listed = 4 points • 3 reference letters with all the required elements listed = 3 points • 2 reference letters with all the required elements listed = 2 points • 1 reference letter with all the required elements listed = 1 points • 0 reference letters = 0 points NB. If a reference letter does not meet all the requirements listed, it will not be considered.	50		
2	Technical 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	50		
	TOTAL POINTS		100	
	Minimum points to pass this evaluation stage		60	

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

5.4 Preference point system.

5.4.1 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:

5.4.2 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).

7.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.**

8. 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; Judy.Moshige@nlsa.ac.za and quotations@nlsa.ac.za OR (012) 402 3017