



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramokhoase Street
Private Bag X397
Pretoria
0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE / SPECIFICATIONS FOR VETTING OF THREE (3) SLA'S.

CLOSING DATE: 23 April 2025

TIME: 11:00

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 service of vetting of three (3) SLA's (Service Level Agreements)

2. SCOPE OF WORK

- 2.1 It is to ensure the SLA aligns with the desired outcomes and specific services being provided.
- 2.2 Evaluate the metrics and performance indicators outlined in the SLA, to assess whether they are specific, measurable, attainable and relevant.

- 2.3 Review the responsibilities and roles assigned to each party as well as verify that the roles are aligned with the capabilities of the service provider.
- 2.4 Evaluate the processes and procedures outlined in the SLA for service providers, incident management, problem resolution and change management.
- 2.5 Review the escalation and dispute resolution mechanisms specified in the SLA.
- 2.6 Assess the reporting requirements and communication channels outlined in the in the SLA to verify that they facilitate regular and transparent communication between service providers and customers.
- 2.7 To further evaluate whether the reporting mechanisms capture the necessary information to monitor service performance effectively.
- 2.8 Verify that there is a process for updating the SLA based on feedback and changing needs.
- 2.9 Assess the three (3) SLAs with a combination of 37 pages.
- 2.10 Review the legal and compliance aspects of the SLA, including data protection, confidentiality, intellectual property, and any applicable regulations and industry standards to ensure that the SLA complies with all relevant laws and regulations and protects the rights and interests of all parties.

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 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.

4. DURATION OF THE PROJECT

- 4.1 The appointed service provider shall render and deliver the requested service withing 30 days after a Purchase Order is issued.

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 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 All delivery of the requested equipment must be made at the specified National Archives and Records Services of South Africa.
- 5.8 The NLSA reserves the right to purchase and request delivery of the equipment in phases.
- 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 Pre evaluation (Standard bid documents)

- 6.1.1 Completed SBD 4 and 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.

6.2. Stage 2: Technical Evaluation

N/A

6.3. 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 on the basis of:

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;

Pt = Price of tender under consideration; and
Pmin = 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