



## **NATIONAL LIBRARY OF SOUTH AFRICA**

228 Johannes Ramakhoase Street  
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### **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE MAINTENANCE AND PROFESSIONAL SERVICES FOR THE NAO6 ROBOT AT THE PRETORIA AND CAPE TOWN CAMPUSES**

**CLOSING DATE: 27 MARCH 2024**

**TIME: 11:00**

**NB.** Note that Saturday will be treated as the normal working day. Should you want to submit quotation, please submit to the email: [Quotations@nlsa.ac.za](mailto:Quotations@nlsa.ac.za)

## **1. BACKGROUND**

1.1. National Library of South Africa (NLSA), 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.

## **2. SCOPE OF WORK**

- 2.1. NLSA seeks to appoint a service provider to provide maintenance and professional services for the NAO6 robots at the Pretoria and Cape Town campuses.
- 2.2. Maintain and ensure the robots software is up to date and ensure patches are applied as and when available. Patches should be tested before being applied to the robots to mitigate against cyber security breaches and threats.

- 2.3. Replace any faulty machinery and parts. Parts to be provided should be from the original manufacture of the robots and proof should be attached.
- 2.4. Update the coding to ensure the robots perform tasks as per NLSA needs.
- 2.5. The appointed service provider shall be responsible for repairs and maintenance of the solution in accordance with the agreed Service Level Agreement (SLA).
- 2.6. Minimum of twelve (12) months direct support, including software updates and remote support available and coding if new functionality is required.
- 2.7. Bidder must be able to provide remote assistance when needed, the maximum turnaround time for support should be 24 hours.
- 2.8. Full training on usage and updating of robot functionality.

### **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.

### **4. DURATION OF THE PROJECT**

- 4.1. The appointed service provider shall enter into a 12-month Service Level Agreement with the NLSA.

### **5. CONDITIONS OF RFQ**

- 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 Bidders.
- 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. Maintenance of the robots must be done at the NLSA Cape Town and Pretoria campuses.
- 5.8. The quotation is valid for a period of 30 days and may be extended at the discretion of the NLSA.

## 6. EVALUATION CRITERIA

### 6.1. Mandatory

6.1.1. The bidder must submit proof that they are the manufacturer of the proposed solution, or the bidder must submit valid proof of accreditation from their proposed solution's OEM.

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

### 6.2. Pre evaluation (standard bid documents)

6.2.1. Fully completed SBD 4 and SBD 6.1, forms.

6.2.2. Prospective bidders must be registered on Central Supplier Database.

### 6.3. Evaluation stage one (1): Technical Evaluation

Requirement	Technical Specification	Yes/No
Software	Maintain and ensure the robots software is up to date and ensure patches are applied as and when available. Patches should be tested before being applied to the robots to mitigate against cyber security breaches and threats.	
Part Replacement	Replace any faulty machinery and parts. Parts to be provided should be from the original manufacture of the robots and proof should be attached.	
Coding	Update the coding to ensure the robots perform tasks as per NLSA needs.	
Support	Minimum of twelve (12) months direct support, including software updates and remote support available and coding if new functionality is required. Bidder must be able to provide remote assistance when needed, the maximum turnaround time for support should be 24 hours.	
Training	Full training on usage and updating of robot functionality.	

#### 6.4. 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):

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.

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

Where-

$P_s$  = 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): -

• Specific Goals – Ownership	Points
100% Black ownership	20 Points for companies that are 100% black owned
	10 points for companies that are less than 100% black owned

**NB: All cost items must be inclusive of VAT.**

- Quotation must provide a pricing schedule which clearly sets out the cost of providing the services including any applicable charges.
- The pricing schedule must clearly indicate the unit or item price as well as total price for the requested.

## 7. 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 RFQ Reference Number, Bid. Description as a Reference; [patience.shiburi@nlsa.ac.za](mailto:patience.shiburi@nlsa.ac.za) and [quotations@nlsa.ac.za](mailto:quotations@nlsa.ac.za) OR (012) 401 3017/9700/81