

Name of Institution	South African Library for the Blind
Bid Number	SALB 2017/03/01
Description	Request for bid/proposal: Information Technology Technical and Operational Support Services
Date Published	02/03/2017
Closing Date	22/03/2017
Compulsory Briefing Session	n/a
Contact	Siya Mini: siya.mini@salb.org.za Tel: 27 46 622 7226
Scoring	80/20 preference point system



SOUTH AFRICAN LIBRARY FOR THE BLIND

**INFORMATION TECHNOLOGY TECHNICAL
AND OPERATIONAL SUPPORT SERVICES
SPECIFICATION DOCUMENT**

MARCH 2017

1. BACKGROUND

The South African Library for the Blind (“SALB”) is a Schedule 3A public entity. SALB is based in Grahamstown in the Eastern Cape Province, and provides Library services throughout South Africa to blind and visually impaired people.

SALB Mission

To render a library and information service to blind and visually impaired people through the production of accessible South African reading material in development of a comprehensive library collection and rendering of advisory services to promote access to information. More Information about SALB can be found on our website, www.salb.org.za

2. REQUIREMENT

The SALB requires interested companies to submit a bid/proposal to administer the Information Technology (I.T.) Technical and Operational Support Services portfolio of the Library.

Scope:

The contract will be for a period of 36 months starting from 1 April 2017 to 31 March 2020.

The 80/20 evaluation principle will apply to this bid/proposal, however furthermore, the other functionality areas, on which the tender/proposal will be evaluated/assessed, are:

- Geographical area of Service Provider, preference will be given to companies located in Grahamstown due to the nature of the support services required.
- Company Profile.

Main areas of responsibility for the support services are as follows:

- i. On-site support - 2 hours per day.
- ii. In line with the I.T. Policy objectives of the Library the following must be attended to:
 - a. Disaster recovery planning and business continuity setup and testing.
 - b. User account management using Ms Windows Server 2012 R2 standard.
 - c. Adhering to the change request management policy.
 - d. Monitoring the security and risk aspects relating to the Library I.T. environment including Antivirus; Firewalls.
- iii. Configuration management.
- iv. Maintenance and installation of the software and hardware.
- v. Service request and incident management.
- vi. Performing functions of an I.T. system administrator on behalf of SALB and working together with the current SALB employee who is under training/development.
- vii. Advising SALB Management on major I.T. projects (example system changes) and compiling monthly reports to be submitted to the Senior Manager IT or CIO of the Library, to be specified on the SLA.
- viii. Regular (daily/weekly) Backup of network and related hardware.
- ix. Conducting annual assessments of I.T. equipment and reporting to the Senior Manager IT/ CIO of the Library.

- x. Providing the Senior Manager IT / CIO of the Library with:
 - Quarterly logs of backup success/failures.
 - Report of anti-virus, firewall, active directory logs/general drive; latest patches installed for windows server.
- xi. Server Maintenance and data clean-up
- xii. Cabling and installation of new network points (on request)
- xiii. Network monitoring
- xiv. Monitoring and reporting to the Senior Manager IT / CIO of the Library on Internet abuse and over utilisation
- xv. Advising SALB Management on I.T. Strategic matters in collaboration with the Senior Manager IT / CIO of the Library.
- xvi. Other Considerations:
 - a) Adhering to the ticketing/call logging system of the Library within reasonable timeframes captured under SLA.
 - b) The Service Provider will also be required to assist the Senior Manager IT / CIO of the Library with Audit requirements and I.T. Governance aspects.
 - c) Service provider will be required to assist SALB with transition arrangements to systems and I.T. related matters as and when these are planned.
 - d) Liaising with the Senior Manager IT in respect of the Library Information system queries.
 - e) The Service Provider will also be required to attend training of the Library management system (system administrator), to be determined on SLA.

A dedicated workspace within the SALB premises will be allocated from which the appointed Service Provider can work from. The Service Provider or his/her designated employee must report to a SALB contact person determined by SALB Management and must report at 08:30 daily. If there are no recorded faults at that time; the two hours daily allocated time will be carried forward to be used at other times during the day or during the month.

The proposal/bid price must clearly indicate:

- Hourly rate charged, and monthly billing based on 2 hours per day on average working month.
- After-hours support rate
- Call-out charges if applicable
- Any other information that is used to compile monthly billing rate.

Bids/Proposals will only be considered from Suppliers whom are registered on the Treasury Centralised Supplier Database (CSD).

3. PERIOD OF COVERAGE

- i. The contract duration will cover a period of three years from date of award.
- ii. A service level agreement(SLA) will be drafted to ensure the responsibilities of the two parties (SALB and Service Provider) are clearly outlined.

4. TERMS & CONDITIONS

- i. The Management of the South African Library for the Blind reserves the right not to accept any bid or proposal or to sign any Agreement related to this request.
- ii. Annual increases must be linked to inflation (will be based on the monthly billing proposal submitted) and discussed and approved with SALB Management prior to taking effect.
- iii. All bids/proposals received will be acknowledged in writing. Unsuccessful applicants will be informed in writing after the Adjudication process. SALB Library Management will not engage in any further communication after this notification.

5. SUBMISSION PROCESS

Bid/Proposal can be submitted to Malibongwe Nquma via email at admin@salb.org.za and also hand-delivered to SA Library for the Blind 112B High Street Grahamstown by 22 March 2017 at 12:00. No late submissions will be considered. The sender is responsible to confirm delivery and SALB will confirm receipt only.