

Name of Institution	South African Library for the Blind
Bid Number	SALB 2017/09/01
Description	Request for bid/proposal: Information Technology Technical and Operational Support Services
Date Published	06/09/2017
Closing Date	29/09/2017
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**

SEPTEMBER 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 November 2017 to 31 October 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 rate including Strategic 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 in line with IT Comprehensive policy objectives.
 - b. User account management using Ms Windows Server 2012 R2 standard.
 - c. Adhering to the change request management policy.
 - d. Monitoring security and risk aspect relating to I.T. Environment including Antivirus; Firewalls.
- iii. Configuration management.
- iv. Maintenance of Software and Hardware.
- v. Service request and incident management.
- vi. Performing function of I.T. system administrator on behalf of SALB and working together with the current employee who under training/development.
- vii. Advising on Major I.T. projects (example system changes) and compile monthly reports to be submitted to the Senior Manager IT or CIO.
- viii. Regular (daily/weekly) Backup of Network and related hardware.
- ix. Annual assessment of I.T. equipment and reporting to Senior Manager IT/ CIO.

- x. Removal of I.T. equipment from SALB premises in compliance to asset policy/procedure; thus, ensuring movement accounted for and accepting responsibility.
 - xi. Providing Senior Manager IT / CIO with:
 - Weekly logs of backup success/failures report,
 - Daily windows log report, and
 - Report of anti-virus, firewall, active directory logs/general drive; latest patches installed for windows server.
 - xii. Server Maintenance and data clean-up
 - xiii. Cabling and installation of new network points (on request)
 - xiv. Network monitoring
 - xv. Monitor and report on Internet abuse and over utilisation
- Other Considerations:
- a) Adhering to the ticketing/call logging systems (Spiceworks).
 - b) There will be regular performance monitoring and reporting on services rendered to the Library by service provider and will be done in conjunction with clause 8 and 13 of the contract agreement.
 - c) Services will be required to assist Senior Manager IT with auditors requirements when it comes to IT operations.
 - d) Service provider will be required to assist SALB with transition arrangement to systems and I.T. related matters.
 - e) Two hours per working day will be spent at the Library; in which a dedicated workspace will be allocated to Service provider's personnel to work from. This employee must report to the contact determined by SALB Management and must report at 09:00 daily. If there are no faults recorded; the time will be carried forward to be used in the day/month.
 - f) Liaising with the Senior Manager IT in respect of the Library Information system queries.
 - g) Service provider will be required to attend training of the *new* Library management system (system administrator).

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 09:00 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:

- i. Hourly rate charged, and monthly billing based on 2 hours per day on average working month.
- ii. After-hours support rate
- iii. Call-out charges if applicable
- iv. Any other information that is used to compile monthly billing rate.
- v. This is a re-advertisement, those suppliers that tendered previously must resubmit their proposals. Exemption for the tender admin fee from those tenderers must be confirmed in writing with SALB Accountant.

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 29 September 2017 at 12:00. No late submissions will be considered. The sender is responsible to confirm delivery and SALB will confirm receipt only.