



SOUTH AFRICAN LIBRARY FOR THE BLIND
REQUEST FOR QUOTATION (RFQ)

RFQ REFERENCE NUMBER:

DATE ISSUED: 27 August 2025

CLOSING DATE AND TIME: 25 September 2025

CONTACT PERSON: Ms Noncedo Brukwe

CONTACT EMAIL/PHONE: noncedo.brukwe@salb.org.za

RE: FORMAL REQUEST FOR QUOTATION FOR DISASTER RECOVERY PLAN SOLUTION AND IMPLIMENTATION FOR 36 MONTHS

1. INTRODUCTION AND NEED STATEMENT

On behalf of the SA Library for the Blind (SALB), I hereby request you or your company representative to provide a quotation for goods/services as stipulated below.

Your quotation/proposal will be assessed as per the internal guidelines regarding procurement at the SALB and we appreciate your formal response to the request as soon as possible and within the required timeframe as stipulated further in this document.

2. DETAILED SPECIFICATION: DETAILS OF GOODS OR SERVICES REQUIRED

Description of goods/services required	Quantity of units or number of months	Special conditions / notes
Supply and Implement a Disaster recovery Backup Solution for the Period of 36 Months See attached detailed specification of our requirements and Server hardware and software internal environment	36 months	
Pricing		- Provide an detailed summary of payment structures for Example monthly, annually(12 months) and duration(36 months) of contract Total. - Disbursement costs - Pricing must be inclusive of VAT.

3. MANDATORY REQUIREMENTS

The following documents **must be submitted** with your quotation:

- ☐ Original or Certified Copy of Company Registration Documents (CIPC)
- ☐ Valid Tax Clearance Certificate / PIN issued by SARS
- ☐ B-BBEE Status Level Certificate or Sworn Affidavit (for preference points)
- ☐ Completed and Signed SBD Forms (SBD 1, 4, 6.1, 8, 9)
- ☐ Proof of Registration on the Central Supplier Database (CSD)
- ☐ Proof of qualifications and or professional affiliations e.g B-degree (computer science or information systems) and CISA

Proof of three reference letters from reputable companies, including contactable phone numbers.

Quotations not accompanied by the above documentation may be disqualified.

Example of pricing for the period of contract:

Quantity	Product/Service	Price per month (VAT inclusive)	Total Amount (12 months)	Total Amount (36 months)
		[insert price]	[insert total for 12 months]	[insert total for 36 months]

4. PROCUREMENT THRESHOLDS AND SPECIFIC REQUIREMENTS

Threshold	Requirements
1.1 petty cash up to a transaction value of R2 000 (inclusive of all applicable taxes):	• SALB may procure goods and services by means of petty cash up to the value of R2 000 (inclusive of all applicable taxes) without inviting price quotations or following a bidding process. • The above must be done in accordance with petty cash procedures of the SALB. • For petty cash purchases only one written quotation is required.
1.2 Written price quotations above the transaction value of R2 000 but not exceeding R1 000 000 (inclusive of all applicable taxes)	• At least three (3) written price quotations must be obtained from three (3) different suppliers registered on the CSD. • Quotations between the value of R2 000 and R1 000 000 will be subject to 80/20 price/preference points evaluation. • A minimum number of days for the invitation of price quotations is: ➢ 3 days for up to R30 000, ➢ 7 days for up to R30 001- R500 000 ➢ and 14 days for up to R500 001- R1 000 000

	• Procurement between R30 000 and R1 000 000 is subject to evaluation and approval by the Supply Chain Management Committee (SCMC).
1.3 Above the transaction value of R1 000 000 (inclusive of all applicable taxes):	• Invite open competitive bids for all procurement above R 1 000 000 (inclusive of all applicable taxes). • Competitive bids must be advertised in at least the eTender Portal. • SALB shall also advertise competitive bids on their SALB's website and in any other appropriate media • SALB shall publish the awards of bids in the eTender Publication Portal and SALB Website • Competitive bids must be advertised for at least 21 days. • Subject to evaluation by the 3 committee system.

5. EVALUATION CRITERIA

- **Price = 80%**
- **Specific Goals = 20%**
(For purchases between R30,000 and R500,000)

Additional Functionality Criteria (if applicable):

- ☐ Compliance to Specifications
- ☐ Delivery Lead Time
- ☐ Experience and References

6. SPECIFIC GOALS

- Preferential Procurement in SALB will be implemented in line with the 80/20 and 90/10 framework of the PPPFA. In the absence of any regulation to the contrary, the following thresholds shall apply:
 - 80/20 preference point system for acquisition of goods or services for Rand value equal to or above R2 000 and up to R50 million;
 - 90/10 preference point system for acquisition of goods or services with Rand value above R50 million.
- SALB will establish a preferential procurement scoring system, including specific goals referred to in the PPPFA, that may be utilised independently or to augment any preferential regulations that may be promulgated from time to time.
- SALB shall utilise the following criteria, The lowest price will score a maximum of 80 or points and the PPR points will be awarded as follows:

Specific goal	Level of ownership level	90/10	80/20 Preference Points	Reference to supporting document
Persons historically disadvantaged	51% plus ownership of by women	2	4	A
	51% youth ownership	2	4	A
	51% owned by persons living with disabilities	2	4	B
	51% Black owned	2	4	A

	Bidders located in the Eastern Cape	2	4	C
	TOTAL	10	20	

Examples of supporting evidence to claim the point:

A: 51% Youth and Women Ownership proof:

- Shareholders' Agreement or Company Registration Documents (e.g., CIPC CK/CM documents) clearly showing women hold 51% or more of the equity and showing youth (aged 18–35) own 51% or more.
- Certified ID copies of the women shareholders and Youth shareholders.
- B-BBEE Affidavit or Certificate confirming level and percentage of black women ownership.
- Share certificates or proof of shareholding.

B: 51% Owned by Persons Living with Disabilities

- Company ownership documents showing 51% or more ownership by disabled persons.
- Certified ID copies of the owners.
- Medical confirmation or disability certificate from a registered medical professional confirming the disability status.
- B-BBEE Affidavit or Verification Certificate confirming ownership by persons with disabilities, if applicable.
- Declaration/affidavit from the owners confirming their disability status and participation in the business.

C: Location in Eastern Cape

- Lease agreement / Municipal account

7. Deviations from the above

There may be valid reasons or mitigating circumstances to deviate from the above-mentioned guidelines, for example:

- Where goods/services are only available from suppliers/service providers abroad; or
- Where a South African supplier/service provider is the only supplier/service provider (sole supplier) of such goods or services in South Africa; or
- There are additional relevant services/benefits linked to the offer made by other service providers, such as delivery of the goods/services directly to site, which would have incurred more costs for the SALB if such service was not included in the quotation.
- Other valid and reasonable considerations.

8. Other factors may also impact negatively on a prospective bidder's success in securing the order/tender.

Some examples are:

- The bidder being listed in the register for tender defaulters and/or the list of restricted suppliers at National Treasury.

- The potential supplier/service provider having rendered inferior or unacceptable service/goods to the SALB which could not be amicably resolved.
- The price attached to the quotation for goods/services to be received does not seem reasonable in terms of industry norms and standards.
- There being strong suspicions of, or reports/complaints of collusion, fraud, corruption, etc. on the part of the prospective supplier/service provider, or between such potential supplier/service provider (or any of his/her employees) and one or more employees at the SALB.
- One of the owners/Directors/key management personnel on the side of the bidder being a close family member of one of the management staff at the SALB.

9. GENERAL CONDITIONS

- The lowest or any quotation will not necessarily be accepted.
- Quotations must be valid for at least **30 days** from the closing date.
- All prices must be **inclusive of VAT** and **quoted in South African Rand (ZAR)**.
- Delivery must be within the stipulated timeframe and to the specified location.
- The successful bidder may be required to enter into a Service Level Agreement (SLA).

10. SALB contact or enquiries

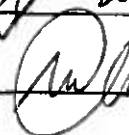
For any queries kindly contact the office at 046 6227226

11. Approval

Compiler signature and date: Ronsley Saayman

 26/08/2025

Approved (line manager) name, signature and date:

 27/08/2025



TERMS OF REFERENCE (TOR) - PROCUREMENT OF DISASTER RECOVERY PLAN (DRP) SERVICES FOR SOUTH AFRICAN LIBRARY FOR THE BLIND (SALB)

1. Background and Context

The South African Library for the Blind (SALB) is a Schedule 3A public entity under the Department of Sport, Arts, and Culture mandated to provide accessible library and information services to blind and visually impaired persons in South Africa.

Given the critical importance of safeguarding ICT systems, information resources, and operational continuity, SALB requires service provider to design, implement, and support effective backup, recovery, and continuity mechanisms for ICT infrastructure, business processes, and library services.

2. Objectives

The main objective is to procure a competent service provider to:

- Implement a **comprehensive Disaster Recovery Solutions** (ICT and operational). Relevant to the capacity provided below in section 11
- Ensure **business continuity** for critical SALB functions, including access to braille/audio collections, member services, and financial/administrative operations.
- Provide **secure data backup and recovery solutions**, both on-site and off-site.
- Enhance organisational resilience against cyber threats, ICT failures, natural disasters, and other disruptions.

3. Scope of Work

The service provider will be required to:

3.1 Design & Development

- Develop a tailored Disaster Recovery Solution and Business Continuity Strategy. (Based on available technology solutions).
- Define Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs).
- Provide architecture for backup and replication solutions.
- Document ICT and operational recovery procedures.

3.2 Implementation

- Implement secure and compliant backup and recovery solutions (onsite and offsite).
- Establish protocols for restoring ICT services during disruptions.
- Train SALB staff on DRP activation and execution.

3.3 Testing & Validation

- Conduct simulation exercises to test the DRP.
- Provide test reports with gaps, improvements, and recommendations.

3.4 Ongoing Support & Maintenance

- Provide support, monitoring, and periodic testing (minimum quarterly).
- Update the DRP in line with SALB's changing ICT and operational needs.

4. Deliverables

- Comprehensive Disaster Recovery and Business Continuity Plan (document).
- Documented backup and recovery procedures.
- Implementation of backup solutions (software, hardware, or hybrid).
- Training and awareness sessions for staff.
- Quarterly DRP test and compliance report.

5. Compulsory Requirements:

5.1 DISASTER RECOVERY ACTION PLAN - Backup(s) and off-site storage procedures for Pastel Financial Management System, VIP Payroll, Domain Controller, IIS server and 2 file servers shall be as follows:

- Daily Incremental backup (Monday to Thursday).
- Weekly full backup (every Friday).
- Monthly full backup (last day of the month).
- Yearly backup must be done on the closing day of the year end.
- All backups must be stored on the DRP site.

5.2 DR TESTING

- Minimum of one full test per quarter
- Daily/weekly/monthly Backup report
- A skills transfer training to SALB ICT team.
- Quarterly failover test.

5.3 SERVER REPLICATION SERVICES - The successful Service providers must ensure that full virtual and physical servers in SALB's production environment are replicated daily using appropriate technologies.

5.4 INFORMATION SECURITY - Service providers must ensure that SALB's information security is not compromised by ensuring that they adhere to the Information Security policies of SALB. Bidders are required to ensure that information from SALB's ICT systems are not accessible or disclosed to another ICT system of other clients.

5.5 ICT DR TRAINING - It is required that regular ICT DR training be provided to relevant SALB staff in order to perform their ICT DR functions. In the event of significant changes to their services and related environment, training for all relevant SALB ICT DR staff.

6. Pre-qualifying Criteria

Proposals will be considered with the submission of the following documents:

Criteria	Sub-Criteria	Yes/No
Experience & Expertise	Proven track record in DRP/ICT continuity services . Proven experience and expertise in providing Business Continuity Services (IT disaster recovery services).	

	signed comprehensive contactable reference letters of a person or company that can confirm the reference letter. Minimum of three reference letters not older than 5 years	
Capacity & Resources	• Qualifications of team, certifications (e.g., ISO 22301, ITIL, CISSP, CISM) or Certification of the company and a team member in providing Disaster Recovery and Business Continuity Services (IT Disaster Recovery services) • Lead Consultant qualifications – A minimum of Degree in Computer Science, Information Systems/ Engineering or relevant equivalent to NQF Level 7 and; • Professional certification such as Project management, or Disaster Recovery Certified Specialist Planner (DRCS), or Certified Business Continuity Planner (CBCP). Backup Certification; Systems Administration certification (Microsoft server, Linux, Oracle). And; • Experience of the team on Backup and replication tool. Attach CV and Proof of Qualifications and Professional Registration	
Implementation Plan & Support	Realistic work plan, support model, training provisions. Detailed proposal of a solution based on the requirements stated on section 11 and 12. The solution must have enough storage to last up to 5 - 10 years(range minimum of 80 – 120TB estimate).	

7. Duration

- Initial DRP development and implementation: **2 months**.
- Ongoing support and testing: **3 years**, renewable subject to performance.
- Contract Duration = 3 years / 36 months

8. Compliance and Standards

The service provider must ensure compliance with:

- SALB ICT policies and data protection requirements.
- ISO/IEC 22301 (Business Continuity Management), ISO/IEC 27001 (Information Security).
- POPIA, PFMA, National Treasury Regulations, Instruction Notes and other applicable laws.

9. Reporting and Governance

- Service provider will report to the ICT Manager/CEO and SALB Executive Committee.
- Quarterly progress and compliance reports required.

10. Submission Requirements - Compulsory

Bidders must submit:

- Company profile and proof of relevant experience.
- Technical proposal addressing scope, deliverables, and methodology.
- CVs and certifications of proposed team.
- Project plan with timelines.
- Financial proposal (cost breakdown for initial implementation and ongoing support). As per pricing schedule provided below in section 15.

10.1 Mandatory documents

The following documents **must be submitted** with your quotation:

- ☐ Original or Certified Copy of Company Registration Documents (CIPC)
- ☐ Valid Tax Clearance Certificate / PIN issued by SARS
- ☐ B-BBEE Status Level Certificate or Sworn Affidavit (for preference points)
- ☐ Completed and Signed SBD Forms (SBD 1, 4, 6.1, 8, 9)
- ☐ Proof of Registration on the Central Supplier Database (CSD)

Proof of three reference letters from reputable companies, including contactable phone numbers.

Quotations not accompanied by the above documentation may be disqualified.

11. At Minimum - The following data/files/system(s) needs to be backup daily:

11.1 Daisy File Server

Server Name	CPU cores	RAM	HDD size	HDD used
File Server (Daisy)	16 Cores	32 GB	7.9 TB	2.8 TB
Specification				
OS Name	Microsoft Windows Server 2019 Standard			
Version	10.0.17763 Build 17763			
OS Manufacturer	Microsoft Corporation			
System Name	DAISY			
System Manufacturer	HPE			
System Model	ProLiant DL180 Gen10			
System Type	x64-based PC			
System SKU	P19563-B21			
Processor	Intel(R) Xeon(R) Silver 4208 CPU @ 2.10GHz, 2095 MHz, 8 Core(s), 16 Logical Processor(s)			
BIOS Version/Date	HPE U31, 10/26/2020			
SMBIOS Version	3.2			
Embedded Controller Version	2.33			
BIOS Mode	UEFI			
Baseboard Manufacturer	HPE			
Baseboard Product	ProLiant DL180 Gen10			
Platform Role	Enterprise Server			

11.2 Josie DC

Server Name	CPU cores	RAM	HDD size	HDD used
DC (Josie)	4 Cores	16 GB	1 TB	816 GB
Specification				
OS Name	Microsoft Windows Server 2016 Standard			
Version	10.0.14393 Build 14393			

Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	JOSIE
System Manufacturer	Supermicro
System Model	X10SLM-F
System Type	x64-based PC
System SKU	To be filled by O.E.M.
Processor	Intel(R) Xeon(R) CPU E3-1220 v3 @ 3.10GHz, 3101 Mhz, 4 Core(s), 4 Logical Processor(s)
BIOS Version/Date	American Megatrends Inc. 2.0, 24/04/2014
SMBIOS Version	2.7
Embedded Controller Version	255.255
BIOS Mode	Legacy

11.3 Keller LIS Server

Server Name	CPU cores	RAM	HDD size	HDD used
LIS Server (Keller)	32 Cores	32 GB	1.08 TB	334
Specification				
OS Name	Microsoft Windows Server 2016 Standard			
Version	10.0.14393 Build 14393			
OS Manufacturer	Microsoft Corporation			
System Name	KELLER			
System Manufacturer	HP			
System Model	ProLiant DL380 Gen9			
System Type	x64-based PC			
System SKU	843557-425			
Processor	Intel(R) Xeon(R) CPU E5-2620 v4 @ 2.10GHz, 2098 Mhz, 8 Core(s), 16 Logical Processor			
Processor	Intel(R) Xeon(R) CPU E5-2620 v4 @ 2.10GHz, 2098 Mhz, 8 Core(s), 16 Logical Processor(s)			
BIOS Version/Date	HP P89, 2017/10/25			
SMBIOS Version	2.8			
Embedded Controller Version	2.55			
BIOS Mode	UEFI			

11.4 Finance and HR Pastel Server

Server Name	CPU cores	RAM	HDD size	HDD used
HR/Finance(Pastel)	4 Cores i5	8 GB	1 TB	298 GB
Specification				
OS Name	Microsoft Windows Server 2012 R2 Standard			
Version	6.3.9600 Build 9600			
OS Manufacturer	Microsoft Corporation			
System Name	SALB000772			
System Manufacturer	Acer			
System Model	Veriton M2640G			
System Type	x64-based PC			
Processor	Intel(R) Core(TM) i5-7400 CPU @ 3.00GHz, 3001 Mhz, 4 Core(s), 4 Logical Processor			
BIOS Version/Date	Acer R02-A2, 03/05/2017			
SMBIOS Version	3.0			
Embedded Controller Version	1.03			
BIOS Mode	UEFI			

12. Other Information

12.1 NETWORK ATTACHED STORAGE (NAS) SERVER (REPURPOSE AND CONFIGURE)

Current set-up / situation of the server:

- NAS is a Synology RS3617RPxs with 12 x 3.6TB disks in a RAID 5 configuration, self-healing, providing 38 TB of storage space.
- 37 TB in use
- Storage fluctuates by several hundred GB from month to month, as raw audio files are processed, and digital masters created.
- A full GFS backup of this data would require massive capacity, in excess of 30TB
- or more for current volume in use.

- Please note that both NASStores in identical specifications

The solution must have enough storage to last up to 5 - 10 years(80 – 120TB estimate).

Serial number	1870NTN266100
Model name	RS3617RPxs
CPU	INTEL Xeon D-1521
CPU clock rate	2.4 GHz
CPU cores	4
Total physical memory	8192 MB
Power supply1	Healthy
Power supply2	Healthy
Thermal status	● Normal
Fan Speed Mode	Quiet mode
PCIe Slot 1	-
PCIe Slot 2	-
Time	
NTP Server	josie.blindlib.org.za
Time zone	(GMT+02:00) Harare, Pretoria
System time	24/07/2025 15:08:32
Uptime	54 day(s) 6 hour(s) 12 minute(s) 33 second(s)

12.2 Internet connection speed : implemented May 2025

- 500Mbps upload and 500Mbps download primary
- 200Mbps upload and 200Mbps download secondary(Failover)

13. END OF CONTRACT TERMS - The duration of the DRP support contract is three (3) years, whilst the once off purchase of the servers will remain the property of SALB.

14. TERMS & CONDITIONS

- The Management of the South African Library for the Blind reserves the right not to accept any or proposal or to sign any Agreement related to this request.
- Proposals must clearly indicate once-off purchases as well as the three-year support separately. Sub-totals and overall costs including Vat must be accurately calculated and captured on the proposals submitted. Only proposals from compliant Centralized Supplier Database (CSD) suppliers will be considered.
- All bids/proposals received will be acknowledged in writing. Unsuccessful applicants will be informed in writing after the Evaluation process. SALB Library Management will not engage in any further communication after this notification.
- A complete proposal will consist of the following documents: Company profile, Central Supplier Database report and SBD4 form.
- The backed-up data must reside within The Republic of South Africa.
- The SALB reserves the right to terminate the contract should the performance of the service provider be unsatisfactory.

15. Pricing Schedule

15.1 PRICING INSTRUCTIONS

- a. All prices must be quoted in South African Rand (R) and must be inclusive of VAT.
- b. Prices quoted must remain firm for the duration of the contract unless otherwise specified.
- c. Bidders must complete all items. Failure to complete the schedule may render the bid non-responsive.
- d. Travel and accommodation costs, if applicable, must be included in the total bid price.

Cost Component	Unit of Measure	Quantity	Unit Price (R)	Total incl. VAT (R)
Initial DRP Assessment & Gap Analysis	Once-off	1		
DRP Development & Documentation	Once-off	1		
Backup Solution (hardware/software/Certificates)	Per license/user/server	Refer to section 11 & 12		
Once-off procurement of servers	Based on capacity requirement in section 11 & 12	Refer to section 11& 12		
Implementation & Configuration	Once-off	1		
Training & Awareness Sessions	Per session			
Annual DRP Testing & Reporting	Annual	3 years		
Ongoing Support & Maintenance	Monthly	36 months		
Total Bid Price				

15.2 REQUIRED DECLARATION

I/We agree that the **bid price shall remain firm** for the contract period (initial 3 years), unless otherwise provided for in the bid document.

Signature of Bidder: _____

Name of Signatory (print): _____

Capacity under which this bid is signed:

Date: 27/08/2025

A handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke, positioned to the right of the text "Capacity under which this bid is signed:".

