

Name of Institution	SOUTH AFRICAN LIBRARY FOR THE BLIND (SALB)
Bid Number	SALB 2022/09/30
Description	ICT Strategic Support and ICT Business Continuity Services to SALB
Date Published	30 September 2022
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Compulsory Briefing Session	N/A
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Scoring	80/20 preference point system



**REQUEST FOR PROPOSAL:
ICT STRATEGIC SUPPORT AND ICT BUSINESS
CONTINUITY SERVICES TO SALB**

SEPTEMBER 2022

SOUTH AFRICAN LIBRARY FOR THE BLIND

1. BACKGROUND

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

The SALB is the only library for the Blind on the African continent and was initiated by Josephine Wood in Grahamstown in 1919. Over the years the library developed into a recognized South African National Library for the Blind with more than 7 000 members, a book collection of more than 12 000 titles and a circulation of more than 125 000 items per annum.

The current SALB business model relies heavily - and increasingly so - on Information Systems (IS) and Information and Communication Technology (ICT) to reach its target market. Therefore, ICT plays a key role in SALB’s daily operations and long-term strategic objectives.

SALB must ensure that these resources are protected in line with the approved SALB Information Security Policy, which prescribes that an ICT Disaster Recovery Plan and ICT Business Continuity Plan will be maintained and tested regularly for all mission critical information, applications, systems and networks of SALB.

Information security and integrity, data privacy and protection, information access, cybercrime, ecommerce, electronic signatures, electronic contracts, and legal disclaimers are critical considerations for SALB’s ICT environment and its effective operation. SALB must therefore be poised to respond to any data corruption and recover within predetermined target times and keep critical business applications available to run from an alternative location in cases of a disaster.

2. OBJECTIVES

Like other organisations, SALB has become increasingly reliant on Information and Communications Technology (ICT) and computer Information Systems (IS) as a vital part for the execution of most of its business processes. These computer information systems and ICTs are an integral part of SALB, and most of its business processes depend on ICTs and IS for their day-to-day functions. Therefore, it becomes imperative that these systems function efficiently and effectively without excessive interruptions.

ICT strategic objective:

- To provide economical, secure and effective ICT solutions to support SALB internal business operations and processes
- To provide an agile platform to enable SALB to deliver its services, programmes and product

3. PURPOSE

The purpose of this request for proposal is to appoint a suitably qualified service provider who will provide comprehensive ICT Strategic Support and ICT Business Continuity Services to SALB that builds organisational resilience such that it continues the delivery of products and/or services at acceptable predefined levels generally and/or following a disruptive incident.

4. REQUIREMENTS

- In provision of the ICT Strategic Support Services to SALB, bidders must assess and conduct risk analysis and explore ways to mitigate, manage and monitor these risks in the ICT environment.
- Implement viable solutions
- Assess ICT organizational objectives and strategies.
- Engage various operational sections within the library and determine as well as attend within reason and budgetary limitations to their ICT needs in terms of ICT strategic support.
- Develop and present a quarterly report to the SALB ICT steering committee.

ICT Key Focus Ares:

- Compliance with government regulations, including POPIA and PAIA.
- Cybersecurity And Anti-Virus Implementation.
- Penetration/Attack/Vulnerability Resilience Testing.
- Network Segmentation & Ip Subnetting.
- Firewall Management.
- DRP - Backup/Restore.
- Virtual Private Network Accessibility, and Monitoring Tool.
- Ongoing Training and Support to SALB Staff (ICT Security Awareness).
- Telephony.
- Cloud Services and Digitalisation
- Migration Of Server Room.
- Migration To Microsoft for Business.
- General server and computer hardware and software analysis and control with the goal of recommending updates and or upgrades.

This will provide assurance to SALB that the ICT Support Services implementation follows due consideration of unforeseen events that could affect the ability to fulfil service obligations, and related risk mitigation through prior arrangements with other service providers in the industry.

Bidders must provide the basic service capabilities required by SALB that include qualified staff (with the potential of one on-site, mornings only, IT technician), the capacity to support simultaneous invocations of ICT plans by different clients, all capabilities and services offered to SALB must be audited on a regular basis, which include their own fully documented and tested business continuity and disaster recovery.

The Solution can be a cloud or virtual site (Effective cloud disaster recovery to provide continuity for services and the ability to fail over to a second site if there is a hardware or software failure of IT systems in the primary Datacentre) or Physical Offsite (The site must be populated with servers, cooling, power, and office space (if applicable)) and meet the requirements of the server rooms or Mirror-Site or Replication-site.

Server Replication Services

The successful bidder must ensure that full virtual and physical servers in SALB's production environment are backed up replicated daily using appropriate technologies.

Information Security

Bidders 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.

ICT Security Awareness Training

It is required that regular ICT security training be provided (at least twice a year) to relevant SALB staff / SALB I.T. Support Service Provider to perform their ICT protection functions, which must be scheduled appropriately, and records kept of the training delivered. In the event of significant changes to our services and related environment, training for all relevant SALB ICT staff must be provided to keep staff up to date; and ensure that they remain competent in performing their assigned tasks.

ICT System Testing

Bidders are required to ensure that all ICT systems essential for disaster recovery are tested regularly to ensure their continuing capability to support ICT DR plans; especially when there are any significant changes in SALB requirements or changes in the successful bidder's service provider capacity and capability that affect services to SALB.

5. Contract Duration

The duration of the ICT strategic support contract is One (1) year.

6. TERMS & CONDITIONS

- a) The Management of the South African Library for the Blind reserves the right not to see this process through to the adjudication phase. Management may reject or not consider any bid that is received from a service provider that is not registered on the central supplier database of National treasury, and/or that is not tax compliant at the time of evaluating the bids, and/or that appears on the list of restricted suppliers with National Treasury, or for any other legitimate reason.
- b) Proposals must clearly indicate once-off purchases as well as the one-year support separately. Sub-totals and overall costs including Vat must be accurately calculated and captured on the proposals submitted.
- c) Bids from compliant Centralised Supplier Database (CSD) suppliers will only be considered.
- d) All bids/proposals received will be acknowledged in writing. Unsuccessful applicants will be informed in writing after the SALB Library Management will not engage in any further communication after this notification.

7. SUBMISSION PROCESS

Bids/Proposals must be submitted for attention to Malibongwe Nquma via email at admin@salb.org.za or hand-delivered to the SA Library for the Blind 112B High Street Makhanda (Grahamstown) 31 October at 12:00 pm. No late submissions will be considered. The sender is responsible to confirm delivery and SALB will confirm receipt only.



Pumla Mahanjana (Ms)
Acting Chief Executive Officer