

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLY QUALIFIED BIDDER FOR THE PROVISION OF MANAGED BACKUP SERVICES FOR THE DEPARTMENT OF MINERAL AND PETROLEUM RESOURCES (DMPR) FOR A PERIOD OF THREE (3) YEARS, INCLUDING THE IMPLEMENTATION OF CLOUD BACKUP SOLUTION AND MAINTENANCE AND SUPPORT.**

**1. BACKGROUND**

**Current Backup and Disaster Recovery Infrastructure:** The Department of Mineral and Petroleum Resources (DMPR) currently utilizes Veeam Backup & Replication, deployed at the SITA. For long-term retention and off-site storage, DMPR uses physical LTO backup tapes. However, the backup hardware infrastructure is outdated and requires replacement as part of the managed backup service.

**Virtualization Technology:** VMWare at SITA (main site).

**Long-term Backup Retention and Offsite Storage:** Utilizes LTO tape technology. The service provider is encouraged to propose the most reasonable solution, not limited to tapes for off-site storage.

**Current Challenges:** The backup hardware infrastructure is out of warranty and has reached the end of its life, making spares or replacement parts unavailable and limiting vendor support.

The Department intends to appoint a service provider with suitable skills and experience to provide backup and disaster recovery services for all DMPR core applications.

**DEPLOYMENT SITES**

The new backup solution will be deployed at the Johannesburg Regional site to ensure adequate separation between the production environment and the backup system, while also taking into account the recommended geographic radius for disaster recovery.

**Table 1: List of DMPR sites**

Province	Office
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1. Gauteng	JHB Regional
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## 2. CONTRACT PERIOD

The duration of the contract is 36 months from the date of signature of the service level agreement.

## 3. OBJECTIVE

The objective is to supply backup services for the Department to ensure data availability in the event of a failure or disaster. This service includes.

**Backup-as-a-Service:** The Department intends to implement Backup-as-a-Service. The service must include:

DMPR currently uses the Veeam Availability Suite, which includes Veeam Backup & Replication and Veeam ONE, to protect their virtual and physical servers.

The Department is not prescriptive on the backup hardware infrastructure brand; however, the proposed hardware infrastructure **MUST** be compatible with the current setup to allow comprehensive migration to the newly proposed solution and meet the minimum acceptable criteria.

**Deduplicating Storage:** Implement deduplicating storage as a replacement for the existing external SAN backup storage.

- **Disaster Recovery.**
  - The service provider may propose a solution that meets the minimum acceptable criteria for DR as per the DPSA cloud framework/policy.
- **RPO and RTO**
  - The RPO and RTO are outlined in the Department's backup policy, which will be shared with the successful bidder during implementation.

## 4. SCOPE OF WORK

The Department needs backup:

4.1 Proactive Managed Backup Service - The cost of the service must be included in the monthly service fee.

4.1.1 Daily onsite or remote monitoring of the Veeam Backup and Replication infrastructure.

4.1.2 Day-to-day backup administration, Backup performance tuning and optimisation and Backup solution software patching

4.1.3 Ad-hoc backup configuration and ad-hoc restores

4.1.4 General backup troubleshooting

4.1.5 Monthly reporting

4.1.6 24x7 Proactive Remote managed backup support and standby engineers for the Veeam Backup and Replication as well as the new backup hardware infrastructure.

### 4.2 Backup Data storage

4.2.1 The required backup target-based deduplication appliance/s must be made available by the service provider for Veeam Backup and Replication to function optimally. The current backup storage requirement of 95.3TB should be used as a base with an assumed minimum daily change rate of 5% and a yearly assumed growth of 5% and must make provision for the required retention as set out. Not restricting service provider expertise to propose any efficiencies regarding sizing and scaling.

4.2.1.1 Current Backup Servers per site

Site Name	Physical/Virtual	Storage Capacity	Used Capacity
Sita (DMPR)	Physical	165 TB	95.3 TB

4.2.2 The backup storage must be an All-Flash appliance for quick restores and be capable of:

4.2.2.1 In-line deduplication

4.2.2.2 Immutable snapshots

4.2.2.3 Veeam data mover service integration

4.2.2.4 Capacity on demand storage growth

4.2.2.5 Rapid Recovery

4.2.2.6 Second backup copy needs to be on tape or the proposed offsite solution

### **4.3 Availability and Disaster Recovery**

4.3.1 Departments requires 95 % availability. SLA breach by the service provider to meet this target will result in penalties payable as per predetermined penalty clauses.

4.3.2 The service provider must make use of tier-two data centres to provide the stipulated services to DMPR.

4.3.3 Disaster recovery tests of DMPR hosted servers in Disaster Recovery site must be conducted every six months by the service provider and the results reported to DMPR.

4.4.3.2 Fail over to DR Site of the critical virtual machines will be agreed upon between the service provider and the Departments as per priority list of servers that need to be protected after the configuration of the backup environment.

### **4.5 Backup Requirements**

4.5.1 The service provider must provide a managed backup service for DMPR that meets the requirements listed below.

#### **4.5.1.1 Backup schedule:**

4.5.1.1.1 Daily incremental backups from Monday to Thursday.

4.5.1.1.2 Weekly full backups on weekends.

4.5.1.1.3 Monthly full backups on the last Friday of the month.

4.5.1.1.4 Yearly full backups on the last Friday of the last month of the year.

#### **4.5.1.2 Retention periods:**

4.5.1.2.1 Daily backups retained for four (4) weeks

4.5.1.2.2 Weekly backups retained for four (8) weeks

4.5.1.2.3 Monthly backups retained for twelve (12) months

4.5.1.2.4 Yearly backups retained for five (5) years

#### **4.5.2 System Performance**

4.5.2.1 When failing over DMPR systems and applications to the disaster recovery site infrastructure, the experience of the end-user must remain the same or improve. The service provider must indicate how system performance will be measured to ensure that performance degradation does not occur. Feedback on system performance must be provided at monthly SLA meetings between the DMPR and the service provider.

#### **4.5.3 Data Ownership**

4.5.3.1 Should DMPR change to a new service provider at any time, Departments must be guaranteed to have full access to all its data to be able to move it to a new service provider. The service provider must provide proof that the Department data has been destroyed once it has been transferred from the service provider's datacentres.

4.5.3.2 All data stored by the system is solely owned by the Department, should be always accessible and its residency hosted in south Africa.

4.5.3.3 The service provider's offered services must be compliant with the POPI Act.

#### **4.6 Backup of Microsoft O365 Email**

- The service provider must provide backup services for the MO365 and Azure applications servers and users data.
  - Total number of user active is 1120 for DMPR
  - Each user mailbox capacity is 100Gb
  - Each user one drive capacity is 1Tb
  - Total number of users per Department as per below table:

#### **4.7 Azure Mining Application**

- The DMPR mining application is hosted on the Microsoft Azure cloud platform. As part of the backup and disaster recovery strategy, the service provider shall ensure that the entire system—including application data, configurations, and all relevant resources—is regularly and securely.

This process must meet the following technical and operational requirements:

- **Backup Frequency:** Full backups must be performed at least once every **24 hours**, with incremental backups as needed to ensure minimal data loss.
- **Data Transfer Protocols:** Secure and encrypted data transfer mechanisms must be used, such as SFTP, VPN tunnels, or Azure Site Recovery, to ensure confidentiality and integrity during replication.
- **Automation:** The backup process must be automated and monitored, with alerts configured for failures or anomalies.
- **Retention Policy:** Backups must be retained in accordance with applicable regulatory and organisational policies, with a minimum retention period of 5 years.
- **Integrity Verification:** Each backup must undergo integrity checks to confirm successful replication and usability for restoration.
- **Restoration Assurance:** The service provider must demonstrate the ability to restore the system from the on-premises backup within the agreed Recovery Time Objective (RTO) and Recovery Point Objective (RPO).

## **5.1 DELIVERABLES OR PROJECT OUTPUT AND OR OUTCOME**

5.1 The expected outputs are:

5.1.1 Project Charter

5.1.2 Project Plan and Risk Management Plan

5.1.3 Provide managed services for Veeam Backup and Replication.

5.1.4 Provide new licenses for Veeam Availability Suite.

5.1.5 Provide long-term backup retention of backup data.

5.1.6 Provide backup hardware infrastructure.

5.1.7 Facilitate Disaster Recovery from the central backup repositories.

5.1.8 Provide a Minimum 50Mbps x 2 (redundant) Internet Fiber lines for Internet Connectivity DMPR.

- 5.1.9 All software and hardware supplied must include maintenance and support for a minimum of 3 years.
- 5.1.10 Solution Requirements Document for both departments.
- 5.1.11 Departments Group Policy Implementations document
- 5.1.12 Detailed project schedule and WBS
- 5.1.13 Sample solution technical/ solution management reports
- 5.1.14 Bi-Weekly and monthly status and progress reports
- 5.1.15 Project closing Report: Project conclusion documentation outlining work completed, lessons learned and recommendations for next steps.
- 5.1.20 SLA document will be drawn up with a successful bidder. Service provider to provide draft with clear deliverable, categories/ classification of service, turnaround times as a minimum
- 5.1.21 Review or develop Backup policies, procedures and processes
- 5.1.22 Backup architecture
- 5.1.23 Assessment report of current setup, data utilization and improvements thereof with aim to reduce any existing inefficiencies
- 5.1.24 Warranty Document detailing what will be covered and duration as minimum and License Packs/Portal
- 5.1.25 Skill transfer plan

## **6. EVALUATION CRITERIA**

**This bid will be evaluated in four stages, i.e. functionality, mandatory requirements, administrative compliance and point scoring system, service providers whose scores above 60 will be required to come and present their proposal.**

## **6.1 Gate 01 – Mandatory requirements**

The following requirements are mandatory. Bidders who do not comply with the mandatory requirements will be disqualified.

- (i) Bidders must be accredited by the Original Equipment Manufacturer (OEM), (Proof of accreditation must be submitted on the OEM's official letterhead).
- (ii) Bidders must be accredited as partners by the Original Equipment Manufacturer (OEM) for the relevant software (Proof of accreditation must be submitted on the OEM's official letterhead).
- (iii) Bidders must be accredited as partners by the Original Equipment Manufacturer (OEM) for the relevant hardware. (Proof of accreditation must be submitted on the OEM's official letterhead).
- (iv) Project Manager must have certification in Project Management and the certification of the proposed solution(s)
- (v) Team members must have certification in backup solution proposed
- (vi) Bidders must have at least two key personnel who are engineers with a minimum Veeam Certified Engineer (VMCE)

## **6.2 Gate 02 - Functionality**

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is 60%. Bidders who score less than 60% will be disqualified. Only bidders that score 60% and more will be considered further.



NO	CRITERIA	SCORING	WEIGHTS
1	<p><b>Company Experience:</b></p> <p>(i) Bidders should have successfully implemented <u>enterprise</u> backup projects with minimum 1250 number of users in the past 7 years.</p> <p>(ii) Bidders must demonstrate successful implementation backup projects at multiple sites (regional presence)</p> <p>(Provide proof in the form of <b>either</b> an appointment letter or purchase order or contract document <b>AND</b> testimonial indicating that they have successfully implemented an enterprise backup project, what the user base was, contract period and geographical presence. The testimonial(s) must be signed and on a letterhead of company that received the services,)</p> <p><b>NB:</b> “Successfully implemented” means that the solution has been</p>	<p>5 or more projects = 5 points</p> <p>4 projects = 4 points</p> <p>3 projects = 3 points</p> <p>2 projects = 2 points</p> <p><b>1 or less project 0 point or Evidence did not attach 0 point</b></p>	20

	configured in the client's production environment.		
2	<p><b>PROJECT MANAGER EXPERIENCE</b></p> <p>The project manager should have relevant experience specifically in the project management of the implementation of Veeam enterprise backup projects including. Proof of CV attached.</p>	<p>Five (5) years or more = 5 points</p> <p>Four (4) years = 4 points</p> <p>Three (3) years = 3 points</p> <p>less than three (3) Years = 0 points or Evidence not attached.</p>	20
3.	<p><b>TEAM MEMBERS EXPERIENCE</b></p> <p>(iii) The technical team members should have relevant experience specific to the configuration and implementation of Veeam backup solution proposed. <b>Proof of CV attached</b></p>	<p>More than four (4) years = 5 points</p> <p>four (4) years = 4 points</p> <p>three (3) years = 3 points</p> <p>two (2) years = 2 points</p> <p>One (1) year = 1 point</p> <p><b>If CV did not attach 0 point will be allocated</b></p>	20
4	<p><b>PROJECT PLAN AND METHODOLOGY</b></p> <p>Project methodology to be used to execute and deliver the artifacts of the project in line with</p>	<p>Seven or more aspects covered = <b>5 points</b></p>	20

	<p>the scope of work's seven (7) aspects stated hereunder.</p> <ul style="list-style-type: none"> <li>➤ Defined tasks</li> <li>➤ Timelines</li> <li>➤ Resources responsible for tasks as per provided CV.</li> <li>➤ Clear dependencies.</li> <li>➤ Rollout plan for implementation at for all the sites.</li> <li>➤ Migration plan of historical backup data from old to new infrastructure.</li> <li>➤ Skills transfer plan and implementation thereof</li> </ul> <p>(The proposal should detail the dependencies of the Department to ensure successful implementation of project)</p>	<p>Less than the seven (6-5) aspects covered = <b>3 points</b></p> <p>Less than the five (5) aspects or not attached = <b>0 points</b></p>	
<b>5</b>	<p><b>TECHNICAL PROPOSAL</b></p> <p>The company's technical proposal should clearly demonstrate that they understood the TOR requirements. In line with scope of work point from <b>(4.1 to 4.6)</b></p>	<p>Company proposal attached in line with TOR and scope of work, proposal aligned to implementation and methodology = <b>5 Points</b></p> <p>Company proposal attached not in line with TOR and scope of work, and proposal not aligned to implementation and</p>	<b>20</b>

		methodology OR not attached = <b>0 Points</b>  <b>If proposal did not attach 0 points will be allocated</b>	
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**Formula;  $\frac{A}{B} \times 100 = C\%$**

Where: A = Total score for the bid under consideration  
B = Maximum possible score  
C = Percentage score for the bid under consideration

### **6.3 Gate 03 - Administrative compliance**

- (i) Compliance to the specification / Terms of Reference.
- (ii) Fully completed SBDs (Duly signed and dated) listed hereunder:
  - SBD 1
  - SBD 4
  - SBD 6.1
- (iii) The following will be regarded as noncompliance.
  - Price amendments / other amendments without signature/initials.
  - Use of correctional fluid
  - Completion of the bid document in coloured ink other than black ink

### **6.4 Gate 04 – Point Scoring System**

Bids will be evaluated on the 80/20 preference point system as outlined in the Preferential Procurement Regulation of 2022.

- Price points = 80
- Preferential points = 20

- 6.4.1 The bidder that scores the highest points in this phase will be awarded the tender.
- 6.4.2 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.
- 6.4.3 Should there be more than one bidder who score the same number of points overall and same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.
- 6.4.4 Should there be more than one bidder who score the same number of points in all aspects, the bid will be determined by the drawing of the lot.
- 6.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.
- 6.4.6 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

Specific Goal	Number of points (80/20 Preference System)	Means of Verification
Enterprise owned by Black people	4	Company registration documents with indication of directorship/ ownership e.g. CIPC certificate
Enterprise owned by Women	4	Identity Document and/or CIPC
Enterprise owned by Youth	4	Identity Document and/or CIPC
Enterprise owned by disabled persons	4	Medical certification
Enterprise owned by SMMEs (QSE or EME)	4	B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit

E.g.,    Number of women directors                 = 01  
             Shares owned by women                      = 20%

Specific goal for women	= 4 points
Points claimable for women ownership	= $\frac{20}{100} \times 4 = 0.8$ points

## 7. TECHNICAL PROPOSAL

- 7.1 The company's technical proposal should clearly demonstrate that they understand the TOR requirements, have adequate resources (be able to service all regions) to execute the project within the stipulated turnaround times.
- 7.2 The proposal should also include a detailed implementation approach.
- 7.3 Must clearly indicate technology maturity and the proposed technology's standing in the industry.
- 7.4 All shortlisted service providers will be expected to give a presentation where points will be allocated.
- 7.5 Migration plan of historical backup data from old to new infrastructure

## 8. REPORTING REQUIREMENTS

- 8.1 This project will be implemented in line with the Scope of work and will be managed based on the following:
- 8.2 The service provider will report to the Chief Information Officer or delegated official.
- 8.3 Service provider will be expected to provide various reports monthly (e.g., project status report) in the form of Portable Document Format (PDF)/Microsoft standard format, as well as provide any other project-related report/s as requested by the Department.
- 8.4 Service providers will be expected to have compulsory meetings with the Department in accordance with the service level agreement for the duration of the contract agreement. In the event of an emergency, either party may propose a meeting, and both parties must reasonably attend such a meeting.
- 8.5 The service provider will be expected to provide all the project management documents in line with the DMPR methodology.

## **9. ROLES AND RESPONSIBILITIES**

### **9.1 The Department will be responsible for:**

9.1.1 Provide documentation of the current infrastructure.

9.1.2 Provide access to the current infrastructure.

9.1.3 Provide rack space, power, and cooling for any equipment to be installed onsite including SITA.

9.1.3 Manage and monitor the delivery of services through the SLA which will include periodic performance review.

### **9.2 The Service provider will be responsible for:**

**9.2.1** The Service Provider shall perform strictly in accordance with the requirements of the Terms of Reference and Service Level Agreement.

**9.2.2** The Service Provider shall at all material times act diligently, reasonably, and with care when dealing with all Departmental information and/or intellectual property belonging to the Department.

## **10 CONFIDENTIALITY OF INFORMATION**

**10.1** All information shared during this bidding process and implementation of this project should be appointed, remains the property of DMPR and should be kept with the highest confidentiality and cannot be used or shared for any other purpose.

## **11 PAYMENT**

**11.1** The Department will not make an upfront payment to a successful service provider. Payments will only be made in accordance with the delivery of service that will be agreed upon by both parties, and receipt of an original invoice.

## 12. TAX CLEARANCE CERTIFICATE

12.1 Bidders must ensure compliance with their tax obligations.

12.2 Bidders are required to submit their unique personal identification number (pin)

issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.

12.3 Application for tax compliance status (TCS) or pin may also be made via e-

filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).

12.4 A bidder may also submit a printed TCS together with the proposal.

12.5 In proposals where consortia / joint ventures/subcontractors are involved.

Each party must submit separate proof of TCS / pin / CSD number.

12.6 Where no TCS is available, but the bidders are registered on the central supplier database (CSD), a CSD number must be provided.

12.7 The potential service provider/s must ensure compliance with their tax obligations.

12.8 The potential service provider/s is/are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.

12.9 Application for tax compliance status (TCS) or pin may also be made via e-

filing. To use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).

12.10 The potential service provider may also submit a printed TCS together with the proposal.

12.10.1 In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.

12.10.2 Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.



### **13. COST / PRICING**

- 13.1. Bidders are requested to provide a quoted proposal regarding the work to be undertaken.
- 13.2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. The total cost must be VAT inclusive and should be quoted in South African Rands (i.e. ZAR).
- 13.3. Bidders should provide hourly rates as prescribed by the Department of Public Service and Administration (DPSA), Auditor- General (AG) or the body regulating the profession of the consultant.
- 13.4. Bidders should provide (Subsistence & Travel (S&T)) rates that are in aligned to the National Treasury instruction note as follows:
  - i) Hotel Accommodation – R1700 per night per person, including breakfast, dinner and parking.
  - ii) Air travel must be restricted to economy class.
  - iii) Claims for kilometres may not exceed the rates approved by the Automobile Association of South Africa.

### **14. CONDITIONS OF THE CONTRACT**

- 14.1 The appointed service providers will enter into a Service Level Agreement before commencement of the project.
- 14.2 The Department reserves the right to terminate the appointment of any part thereof, at any stage of completion, the Department should decide not to proceed with the project.
- 14.3 Should the contract between the Department and the service provider be terminated by either party due to reasons not attributed to the service providers, the service providers will be remunerated for the appropriate portion of work completed.

## **15. FORMAT OF SUBMISSION OF PROPOSAL**

15.1. Bidders are requested to submit one (01) copy of technical proposals plus the original.

15.2. Bidders are requested to index their proposals for easy reference.

## **16. PRE-BID MEETING / BRIEFING SESSION DETAILS**

**16.1** A compulsory briefing session will be held on **03 February 2026, at 10:00 through Microsoft Teams**

**Meeting ID: 370 719 057 674 89**

**Passcode: x2MP2MV9**

## **17. CLOSING DATE**

Proposals must be submitted on or before **18 February 2026 at 11:00** at the Department of Minerals and Petroleum Resources, at Building 2 B, Trevena Campus, C/o Meintjes and Francis Baard Street, Sunnyside, 0007, in the bid box of the Department of Minerals and Petroleum Resources. **No late bids will be accepted.**

## **18. ENQUIRIES**

**18.1 All general enquiries relating to bid documents should be directed to:**

Mr. Tebogo Katjeni

Tel No: (012) 444 3197

E-mail: [Tebogo.Katjeni@dmpr.gov.za](mailto:Tebogo.Katjeni@dmpr.gov.za)

**18.2 Technical enquiries can be directed to:**

Mr T. Mudau

Tel No: (012) 4443296 / 071 362 4709

E-mail: [Godfrey.Mudau@dmpr.gov.za](mailto:Godfrey.Mudau@dmpr.gov.za)