

Iziko Museums of South Africa (Iziko) invites service providers to submit quotations for the provision, implementation, and support of modernized ICT infrastructure, including enterprise storage, servers, SAN switches, and virtualization software.

Reference Number	IZIKO ICT INFRASTRUCTURE UPGRADE 17/10/2025
Description	TENDER BRIEF FOR INFORMATION COMMUNICATION TECHNOLOGY (ICT) INFRASTRUCTURE UPGRADE SOLUTION IZIKO SOUTH AFRICAN MUSEUM
Name of the responsible unit/department	INFORMATION COMMUNICATION TECHNOLOGY (ICT)
Address	25 Queen Victoria Street Cape Town 8001
Attention	Ronell Pedro (CFO)
Advert Date	02 December 2025
Closing date and time for submission	30 January 2026 @ 11:00
Technical Enquiries	Contact: Mr Andre Makka Email: amakka@iziko.org.za
Method of delivery	Proposals, and accompanying documentation, must be placed in tender box at Iziko South African Museum, 25 Queen Victoria Street Cape Town 8001 Bidders to submit an original document plus two (2) copies of the original document, of which one must be in soft copy format (memory stick)
Tender box dimensions	(h) 90mm x (l) 400mm x (w) 900mm
Supply Chain Management Department contact details	Sikelwa Madlavu (SCM) 021 481 3833 smadlavu@iziko.org.za
TENDERER	
Name of Company	
Trading as (if different from above)	
CSD Supplier Number (MA.....Number)	
B-BBEE Status Level of Contribution	
Quote Price (Incl Vat)	
Signature	

1. BACKGROUND

Iziko Museums of South Africa (Iziko) is a Schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Sport, Arts & Culture (DSAC), bringing together 12 national museums and a Social History Centre situated in the Western Cape under a single governance and leadership structure. Iziko was established in terms of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and is required to comply with the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999, as amended) and its concomitant Regulations.

2. INTRODUCTION

Iziko Museums seeks to modernize its current data centre infrastructure by replacing aging components with state-of-the-art solutions. The project includes the supply and deployment of enterprise-grade storage, servers, SAN switches, and associated virtualization software licenses.

This modernization aims to:

- Enhance performance and scalability,
 - Improve data availability and protection,
 - Support hybrid and multi-cloud integration,
 - Reduce physical footprint and operational costs.
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3. EXISTING ENVIRONMENT

The current infrastructure includes:

- 1 x NetApp FAS2750 Storage System
- 3 x Fujitsu PRIMERGY RX2530 M5 Servers
- 2 x Brocade G610 SAN Switches
- VMware vSphere 7 Essentials Plus Licenses

This environment supports 22 virtual machines hosted via VMware, with storage and backups managed through NetApp ONTAP and Veeam Backup & Replication. The systems have reached end-of-warranty and require replacement.

4. TECHNICAL REQUIREMENTS

4.1. Storage Infrastructure

The proposed enterprise storage solution must:

- Support 200TB usable capacity (1:1 data reduction ratio) on SSD Self-Encrypting Drives.
- Provide native support for hybrid and multi-cloud integration (public cloud connectivity).
- Offer block and file-level storage, including:
 - SMB (1, 2, 2.1, 3, 3.1.1), CIFS
 - NFS v3/v4/v4.1/v4.2 including pNFS
 - iSCSI, FCP, FCoE, NVMe/FC, NVMe/TCP
 - S3 protocol support
- Enable non-disruptive migration from current NetApp environment.
- Support advanced features such as data deduplication, compression, encryption at rest, AI/ML-based analytics, SnapMirror Cloud (or equivalent), and ONTAP One (or equivalent).
- Include redundant power, mounting kits, rail guides, and all necessary cabling.

Minimum hardware specifications must include:

- 4-Port & 8-Port 32G FC, 8-Port 25GbE connectivity
- NVMe storage software
- 10Gb Shortwave SFP+ Optical modules
- 3-Year Maintenance: 24/7 x 4Hr Response & Next Business Day Spare Parts

4.2. Server Infrastructure

Three (3) primary and one (1) backup rackmount 1U servers with:

- Up to 2 x 4th or 5th Gen Intel Xeon Scalable CPUs (up to 64 cores)
- Up to 32 RDIMMs with 8TB RAM, 4800MT/s
- Up to 10 x 2.5" SATA/SAS/NVMe drives
- Redundant AC or DC power supply units
- Optional direct liquid cooling
- Secure remote management features

4.3. SAN Switches

Two (2) Fibre Channel SAN Switches:

- 24-Port Switches, fully licensed
- Fully populated with 32Gbps SFP+ shortwave optics
- High-performance, highly available design suitable for mid-sized enterprise environments

4.4. Virtualization Licensing

- VMware vSphere Standard Licenses
- 112 cores to be licensed

- 3-Year Prepaid Commit – Per Core Model
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5. SCOPE OF WORK

The service provider will be responsible for the following:

- Supply, installation, and configuration of the new storage, servers, SAN switches, and software.
 - Planning and executing a non-disruptive migration of 100TB from the current infrastructure.
 - Setup and integration of hybrid-cloud capabilities and connectivity.
 - Implementation of monitoring, encryption, and data protection features.
 - Site preparation, testing, and validation of the deployed solution.
 - Training and knowledge transfer for IT personnel.
 - Submission of full documentation including system diagrams, configurations, and user manuals.
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6. SUBMISSION REQUIREMENTS

Service providers must include the following in their proposal:

- Detailed technical solution and design architecture.
 - Implementation project plan, timelines, and milestones.
 - Company profile and relevant experience.
 - Proof of vendor certifications (NetApp, VMware, etc.).
 - Reference List of Past Projects (Last 5 Years) The list must include:
 - a) Project Title & Description
 - b) Contract Value
 - c) Duration
 - d) Client Contact Name & Surname
 - e) Telephone Number
 - f) Email Address
 - Completed administrative documentation.
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7. SERVICE LEVEL AGREEMENT (SLA)

The service provider must commit to a minimum 3-year SLA covering:

- 24/7 support for Priority 1 incidents (1-hour response time).
- 8/5 support for non-critical incidents (4-hour response time).
- Proactive system monitoring and monthly performance reports.
- Quarterly reviews to assess SLA compliance.
- Break-fix maintenance and software patch management.
- Escalation and incident resolution procedures.

Iziko Museums of South Africa reserves the right to accept or reject any quotation. The lowest or only quote received will not necessarily be accepted.

8. PRICING

Price is an important factor as it ensures optimum value for money and should take into account the full duration of the contracting period. A cost schedule detailing, inclusive of VAT, any disbursements, including delivery costs, as well as escalations, if applicable, must be provided in the table below.

Pricing Schedule

Item No.	Component/Service	Description	Quantity	Unit Cost (ZAR)	Total Cost (ZAR)
1	Enterprise Storage Solution	200TB usable, SSD, with software & licenses	1		
2	Rackmount Servers	Primary Host Servers (1U, Dual CPU, 8TB RAM, etc.)	3		
3	Backup Host Server	Same as primary or higher spec	1		
4	SAN Switches	24-port FC, 32Gbps, licensed, fully populated	2		
5	VMware vSphere Licensing	112 Cores, 3-Year Prepaid Commit	1		
6	Installation & Configuration Services	End-to-end deployment incl. migration	1		
7	Training & Documentation	Knowledge transfer, user guides	1		
8	SLA & Support (3 years)	24/7, NBD parts, monitoring, break-fix	3		
Disbursements & Escalations (if applicable)					
TOTAL EXCL. VAT			ZAR		
VAT @ 15%			ZAR		
TOTAL INCL. VAT			ZAR		

9. BIDDING STAGES

The Service Provider must comply with Iziko's Supply Chain Management policies and procedures by submitting the required documents.

The bidding requirements and stages are summarised in the table below:

Table 1: Bidding requirement and stages

Stage 1 – Administrative Documents requirements	Stage 2 - Functionality Criteria	Stage 3 - Price and Specific Goals
<p>Bidders must submit all documents as outlined in Table 2 - Administrative Returnable Documents below.</p> <p>Note: Failure to supply any of the administrative documents stipulated below may lead to disqualification</p>	<p>Bidders are required to achieve a minimum of 70% on functionality criteria to proceed to stage 3 (price and specific goals)</p> <p>Refer to Table 4 – Required documents to enable functionality scoring.</p> <p>Specifications will be posted on the Iziko website - http://www.iziko.org.za/static/page/tenders</p>	<p>Bidders that meet the minimum threshold for functionality will be evaluated for Price & Preferential Procurement Specific Goals Evaluation Criteria refer to Table 6</p> <p>Price – 80 points Specific Goals– 20 points</p>

Table 2: Administrative Returnable Documents

Order	Document
1.	Central Supplier Database Report – with supplier number and company details (www.csd.gov.za) and Tax Status Verification Pin together with tax registration number
2.	Completed Occupational Health and Safety Agreement (Annexure B)
3.	Completed Confidentiality and Non-Disclosure Agreement (Annexure C)
4.	Completed SBD 1 - Invitation to Bid
5.	Completed SBD 3.3 - Pricing Schedule
6.	Completed SBD 4 – Bidder's Disclosure
7.	Completed SBD 6.1 - Preference Points Claim Form (Preferential Procurement Regulations 2022)
8.	General Conditions of Contract(Annexure D)

10. PREFERENCE POINTS CLAIM

SBD 6.1 Preference Points Claim form in terms of the Preferential Procurement Regulations of 2022. The points are allocated as follows:

Table 3: Preference Point System

	SPECIFIC GOALS ALLOCATED POINTS	Number of points allocated (80/20 system)	Number of points claimed. (80/20 system) (To be completed by the tenderer)
	Proof of B-BBEE certificate; Company Registration Certification Identification Documentation. CSD report Ownership by HDIs (Who had no franchise on national elections before the 1983 and 1993 constitution) 50% or more black ownership = 20 points Less than 50% black ownership = 10 points 0% black ownership = 0 points	20	
	TOTAL POINTS	20	

11. REQUIRED DOCUMENTS FOR FUNCTIONALITY

The documents required in Table 4 below will be used for functionality evaluation, bidders are requested to furnish the detailed information to substantiate compliance to each of the evaluation criteria.

Table 4: Required documents for Functionality.

The documents submitted for functionality should include:

No.	Document / Evidence Required	Purpose / Linked Evaluation Criterion
1	Detailed Technical Proposal	Evidence for: <i>Compliance with Technical Specifications</i> – must include detailed technical description, datasheets, configuration diagrams, and compatibility with Iziko's environment
2	Solution Design & Architecture Diagram	Evidence for: <i>Proposed Solution Design and Architecture</i> – must illustrate scalability, redundancy, and integration
3	Implementation & Migration Plan	Evidence for: <i>Implementation Plan & Migration Approach</i> – including timelines, milestones, resource allocation, and risk mitigation
4	Service Level Agreement (SLA) & Support Model	Evidence for: <i>SLA & Support</i> – must outline response times, escalation process, proactive monitoring, and support commitments
5	Training & Knowledge Transfer Plan	Evidence for: <i>Training & Knowledge Transfer</i> – must include training scope, duration, delivery method, target users, and certification outcomes
6	Reference List of Past Projects (Last 5 Years)	Evidence for: <i>References & Track Record</i> – must include five (5) projects with:

No.	Document / Evidence Required	Purpose / Linked Evaluation Criterion
		<ul style="list-style-type: none"> • Project Title & Description • Contract Value • Duration • Client Contact Name & Surname • Telephone Number • Email Address
7	NetApp Partner Sphere Certificate	Evidence for: <i>NetApp Partner Status</i> – must show level (Approved / Preferred / Prestige)
8	VMware Partner Connect Certificate	Evidence for: <i>VMware Partner Status</i> – must show level (Select / Advanced / Principal / Pinnacle)
9	Veeam Partner Certificate	Evidence for: <i>Veeam Partner Status</i> – must show level (Silver / Gold / Platinum)
10	Staff Technical Certifications	Evidence for: <i>Staff Certifications</i> – proof that key personnel are certified on all proposed technologies (NetApp, VMware, Veeam)

12. EVALUATION OF PROPOSALS

Proposals will be evaluated on price and functionality in accordance with the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

12.1 Stage 2 - Functionality Criteria

A proposal which scores lower than the minimum overall percentage of 70% (70 points) will be eliminated from further evaluation; will be regarded as non-responsive and will not be evaluated further. All proposals which score 70% (70 points) and more for functionality will be eligible for further evaluation. Refer to table 5 below for Evaluation Criteria. **(Bidders are required to indicate the page number(s) in the applicable column where the relevant evidence or supporting documentation can be found within the bid submission.)**

Table 5: Evaluation Criteria

No.	Criteria	Weight	Evidence / Detail Required	Bidder Evidence Reference (Page No.)	Score (Yes/No)
1	Compliance with Technical Specifications	10	Bidder must provide detailed technical documentation confirming that all specifications and functional requirements are met in full. Supporting datasheets, configuration details, and compatibility proof must be included.		<input type="checkbox"/> Yes = 10 <input type="checkbox"/> No = 0
2	Proposed Solution Design and Architecture	10	Detailed design diagrams and architecture must be submitted, demonstrating scalability, redundancy, and alignment with the required solution components. Must clearly show how the proposed solution integrates with existing infrastructure.		<input type="checkbox"/> Yes = 10 <input type="checkbox"/> No = 0

No.	Criteria	Weight	Evidence / Detail Required	Bidder Evidence Reference (Page No.)	Score (Yes/No)
3	Implementation Plan & Migration Approach	10	Clear implementation and migration plan with timelines, milestones, and risk mitigation strategies. Must include estimated duration and resource allocation.		<input type="checkbox"/> Yes = 10 <input type="checkbox"/> No = 0
4	Service Level Agreement (SLA) & Support	10	Detailed SLA document outlining support hours, response times, escalation matrix, and proactive monitoring. Must include post-implementation support commitments.		<input type="checkbox"/> Yes = 10 <input type="checkbox"/> No = 0
5	Training & Knowledge Transfer	5	Comprehensive training plan indicating training type, duration, target users, certification outcomes, and handover documentation.		<input type="checkbox"/> Yes = 5 <input type="checkbox"/> No = 0
6	References & Track Record (Past 5 Years)	10	Bidder must provide a list of five (5) references letters from completed projects of similar nature and scope, not older than 5 years . Each reference must include: <ul style="list-style-type: none"> • Project Title & Description • Contract Value • Project Duration • Client Contact Name & Surname • Telephone Number • Email Address 		Scored as follows: <ul style="list-style-type: none"> • 1 project = 2 pts • 2 projects = 4 pts • 3 projects = 6 pts • 4 projects = 8 pts • 5 projects = 10 pts
7	NetApp Partner Status	15	Provide official proof of current NetApp Partner Sphere status: <ul style="list-style-type: none"> • Approved (2) • Preferred (10) • Prestige (15) 		<input type="checkbox"/> As per status
8	VMware Partner Status	10	Provide Valid VMware Partner Certificate: <ul style="list-style-type: none"> • Select (5) • Advanced (8) • Principal / Pinnacle (10) 		<input type="checkbox"/> As per status
9	Veeam Partner Status	10	Provide Valid Veeam Certificate: <ul style="list-style-type: none"> • Silver (5) • Gold (8) • Platinum (10) 		<input type="checkbox"/> As per status
10	Staff Certifications	10	Technical staff must hold current certifications for all proposed technologies (NetApp, VMware, and Veeam). Attach valid certificates. <ul style="list-style-type: none"> • All certified = 10 • Not all certified = 0 		<input type="checkbox"/> Yes = 10 <input type="checkbox"/> No = 0

12.2 Stage 3 – PRICE AND SPECIFIC GOALS ALLOCATED POINTS

Awarding of Preference Points

Proposals that meet the minimum stipulated threshold for functionality criteria will be evaluated based on preference points as described in the Preference Point System stipulated in the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000). The criteria for apportioned and weighted preference points for this tender are as per table 6 below:

Table 6: Price & Preferential Procurement Specific Goals Evaluation Criteria

Preference Point Criteria		Points Allocation
1.	Price	80
2.	Specific Goals allocated Points	20
Total Points		100

Price

Bidders are required to provide a detailed pricing structure for the project by completing the cost schedule. -

The pricing should be inclusive of VAT, with a clear indication of the total cost before and after VAT. - Bidders must ensure that their pricing accounts for any adjustments or revisions that may arise during the project.

- **Offer to be valid for 180 days from the bid closing date.**

13. SPECIFIC GOALS

As indicated in Table 3, the Preference Claim Form (SBD 6.1) must form part of all bids submitted. This form serves as a claim form for preference points for Specific Goals contribution.

14. SUMMARY OF GENERAL PRINCIPLES

- Iziko will apply the 80/20 preferential points system.
- Iziko applies the provisions of the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) and the Public Finance Management Act, 1999 (Act No. 1 of 1999).
- The lowest or only proposal received will not necessarily be accepted.
- Iziko reserves the right to withdraw its decision to seek the provision of these services at any time.
- Iziko reserves the right to appoint consultants to assist with technical and risk assessments of bids.
- Iziko reserves the right to obtain clarification from a tenderer on any matter that could give rise to ambiguity in a contract arising from the tender offer
- Iziko reserves the right to request and accept changes to a proposal from a successful bidder at any time, as long as it complies with legal and administrative requirements
- Iziko reserves the right to request the administrative returnable documents after the closing date and time, in instances where the Bidder has not returned the documents.
- Iziko is under no obligation to request such documents or information and may elect to disqualify the Bidder that has not returned the requisite document.

There will be no discussions with any bidder until a final decision has been taken by the Bid Adjudication Committee. Any subsequent discussions shall be at the discretion of Iziko

15. REASONS FOR DISQUALIFICATION

Iziko may disqualify any proposal for any one or more of the following reasons:

- a bidder submits a proposal late;
- a bidder submits a proposal via facsimile or e-mail;
- a bidder does not submit required documents;
- a bidder submits incomplete documentation and/or information as per the requirements.

- a bidder submits information which is fraudulent, factually untrue, or inaccurate.

Any such disqualification may take place without prior notice to the applicable bidder.

16. FORMAL CONTRACT

The proposal and appended documentation, all completed and read together, form the basis for a formal agreement to be negotiated and concluded in a formal contract between Iziko and the preferred bidder.

A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred bidder.



MS RONELL PEDRO
CHIEF FINANCIAL OFFICER

DATE



MRS. FAHRNAAZ JOHADIEN
EXECUTIVE DIRECTOR OPERATIONS

28/11/2025

DATE



MR LENNOX TUKWAYO
CHIEF EXECUTIVE OFFICER

28/11/2025

DATE

APPENDIX A

THE FOLLOWING DOCUMENTATION IS ATTACHED TO BE READ IN CONJUNCTION WITH THIS BRIEF

Current Server Infrastructure

	Physical Server	Storage	Memory	Server Role
1	Host 1	300GB	191GB	VMWare Hypervisor
2	Host 2	300GB	191GB	VMWare Hypervisor
3	Backup Server	22TB	32GB	VMWare Hypervisor
4	SAN	100TB		Storage Area Network

	VM	CPUs	Total disk capacity	Memory
1	Veeam 365 Server	4	200GB	16GB
2	Telephone Management Server	1	820GB	2GB
3	Finance Server	2	1.2TB	16GB
4	Microsoft AD Connect Server	4	200GB	8GB
5	Domain Controller 1	4	160GB	8GB
6	Domain Controller 2	2	130GB	8GB
7	Domain Controller 3	2	100GB	8GB
8	File Server 1	5	17TB	20GB
9	File Server 2	2	24TB	16GB
10	Web Server	1	130GB	2GB
11	Database Server	1	200GB	4GB
12	Print Server	2	200GB	10GB
13	Authentication Server	1	100GB	4GB
14	Telephone Server	1	160GB	4GB
15	Database Server	4	700GB	8GB
16	Database Server	4	600GB	8GB
17	Helpdesk Server	2	100GB	8GB
18	VCenter Server	2	2TB	12GB
19	Veeam Backup Server	2	24TB	16GB
20	Veeam One Server	2	300GB	8GB
21	Web Server	2	700GB	4GB
22	HR Server	4	1.3TB	8GB