****

**BID SPECIFICATION**

**STATE INFORMATION TECHNOLOGY AGENCY (SOC) LTD**

Registration number 1999/001899/30

|  |  |
| --- | --- |
| **RFB REF. NO:** | **RFB 2748/2023** |
| **DESCRIPTION** | **SUPPLY, INSTALL AND CONFIGURATION OF DELL EMC VXRAIL EQUIPMENT, INCLUDING VMWARE LICENSING AND SUPPORT FOR 5 YEARS. ALSO, DELL EMC VXRAIL STANDARD SUPPORT FOR EXISTING DELL EMC VXRAIL EQUIPMENT IN THE SITA CLIENT’S OFFICES (PRETORIA, AND CAPE TOWN) FOR 36 MONTHS** |
| **PUBLICATION DATE** | **10 MAY 2023** |
| **BRIEFING SESSION** | **NON-COMPULSORY VIRTUAL BRIEFING SESSION**  **DATE: 18 MAY 2023**  **TIME: 10:00 AM**  **VENUE****: MICROSOFT TEAMS** [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_M2Y5MmYyZDAtN2NiYy00ZTZkLTg1NGUtNTc2NTZkZDZhODY5%40thread.v2/0?context=%7b%22Tid%22%3a%2248cd5724-88c7-48c3-a665-945436edd7fc%22%2c%22Oid%22%3a%22eec5087c-4a2e-4134-b802-7f4361a4a691%22%7d" \t "_blank) |
| **CLOSING DATE FOR QUESTIONS AND ANSWERS** | **26 MAY 2023** |
| **RFB CLOSING DETAILS** | **DATE: 02 JUNE 2023**  **TIME: 11: 00 AM (SOUTH AFRICAN TIME)**  **PLACE: TENDER OFFICE, PONGOLA IN APOLLO, 459 TSITSA STREET, ERASMUSKLOOF, PRETORIA (HEAD OFFICE)** |
| **RFB VALIDITY PERIOD** | **120 DAYS FROM THE CLOSING DATE** |

**PROSPECTIVE BIDDERS MUST REGISTER ON NATIONAL TREASURY’S CENTRAL SUPPLIER DATABASE PRIOR TO SUBMITTING BIDS.**

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1. INTRODUCTION

# PURPOSE AND BACKGROUND

## PURPOSE

The purpose of this RFB is to invite the DELL EMC VxRail partners (hereinafter referred to as “the bidder”) to: Supply, installation (deploy), and configuration of DELL EMC VxRail equipment, including VMWare licensing and Pro Support for 5 years in Pretoria Head office. In addition, provide DELL EMC VxRail standard support for the existing (Cape Town and Pretoria, Centurion) DELL EMC VxRail equipment period of three (3) years.

## BACKGROUND

The SITA Client has 4 nodes with DELL EMC VxRail E460F and a Dell switch at Pretoria head office, a service provider will have to move it from Pretoria, Head office to Pretoria, Centurion to replace the PowerEdge 730 nodes and a Dell Storage SCv2020 that are out of warranty.

Furthermore, the Client also has DELL EMC VxRail in Cape Town has 4 nodes with DELL EMC VxRail E460F and a Dell switch.

# SCOPE OF BID

## SCOPE OF WORK

The scope of work by the bidders is to:

* 1. Supply, install (Deploy), and configure DELL EMC VxRail equipment, including VMWare licensing (vSAN Enterprise Plus) and Pro Support for 5 years in Pretoria, Head office. Ensure that data is transferred to new equipment; and all is working correctly (a working solution); Implement and configure new hyperconverged cluster in primary site and migration of data form old to new hyperconverged cluster (Including factory reset of old hyperconverged cluster) 70 - 100TB.
  2. Move current DELL EMC VxRail from Pretoria, Head office to Pretoria, Centurion to replace the PowerEdge 730 nodes and a Dell Storage SCv2020 that are out of warranty. Transportation of old hyperconverged infrastructure to disaster recovery site. Transportation of the equipment must include insurance with security escort to ensure the safety of the equipment and data. Old hyperconverged cluster to be implemented and configured as disaster recovery site including data replication
  3. Renew extended support for the DELL EMC VxRail in Pretoria Centurion and Cape Town for 3 years,
  4. Ad-hoc DELL VxRail support hours (Professional Service during Office hours and After-Hours including Saturdays, Sundays, and Public holidays) hours direct from a service provider for all the client offices (Pretoria, and Cape Town) for 500 hours for 36 months. These ad-hoc hours will be utilised after the project close signed off, they do not form part of the initial deployment and configuration.

## DELIVERY ADDRESS

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | Pretoria (Head Office) | 1 Government Avenue, Pretoria 0001 |
|  | Pretoria (Centurion) | 459 John Vorster Dr, Centurion, Pretoria, 0048 |
|  | Cape Town | 120 Plein street, Cape Town, 8001 |

## CUSTOMER INFRASTRUCTURE AND ENVIRONMENT REQUIREMENTS

The SITA client currently has DELL EMC VxRail hardware (4 nodes) at the head office is operating at over 85% storage capacity, there is a need procure a new equipment to prevent data loss. The hardware that is installed at the disaster recovery site (Centurion) is out of warranty and will replaced by equipment from Pretoria head office and renew extended standard support. DELL EMC VxRail in Cape Town (4 Nodes), requirements is only to renew extended standard support.

Detailed specification below for easy reference 3.1.1.

# REQUIREMENTS

## PRODUCT/ SERVICE / SOLUTION REQUIREMENTS

**3.1.1 EQUIPMENT TO BE SUPPLIED, INSTALLED AND CONFIGURED.**

Supply, installation, and configuration of DELL EMC VxRail equipment, including VMWare licensing (vSAN Enterprise plus) and DELL EMC VxRail Maintenance and support (Pro Support) for a period of 60-month(s) years. Also, renew standard support for existing DELL EMC VxRail for 36 month(s) for the SITA client at the following addresses, Including 500 Dell VxRail ad-hoc hours (professional services) for a period of 36 months.

**PRETORIA**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product Code** | **Product Description** | | | **Qty** |
| **P670F** | **Dell EMC VxRail P670F, All Flash** | | | **4** |
|  | *\*\*\*Each unit consists of the following components \*\*\** | | |  |
|  | VxRail P670F Branding | | | 1 |
|  | PowerEdge R750 Motherboard, Barlow Pass Enabled, with Broadcom 5720 Dual Port 1Gb On-Board LOM 1 | | | 1 |
|  | Intel Xeon Gold 5317 3G, 12C/24T, 11.2GT/s, 18M Cache, Turbo, HT (150W) DDR4-2933 | | | 2 |
|  | No Transformational License Agreement | | | 1 |
|  | Additional Processor Selected | | | 1 |
|  | SAS/SATA/NVMe Capable Backplane | | | 1 |
|  | 2.5 Chassis | | | 1 |
|  | iDRAC Group Manager, Disabled | | | 1 |
|  | iDRAC,Legacy Password | | | 1 |
|  | DHCP with Zero Touch Configuration | | | 1 |
|  | No GPU Enablement | | | 1 |
|  | 4x2.5 Rear Storage | | | 1 |
|  | 2.5" Chassis with up to 24 HDDs (SAS/SATA/NVMe), 4x2.5" Rear HDDs (SAS/SATA) | | | 1 |
|  | VxRail 2U Bezel V2 | | | 1 |
|  | VxRail P670F, Riser Config 5, 2A+4B, 2x8FH, 2x16LP | | | 1 |
|  | P670F Luggage Tag | | | 1 |
|  | No Quick Sync | | | 1 |
|  | Memory Mode Intel Optane Persistent Memory 200 series | | | 1 |
|  | 32GB RDIMM, 3200MT/s, Dual Rank 16Gb BASE x8 | | | 8 |
|  | 128GB Optane Persistent Memory 200 Series, 3200MT/s | | | 8 |
|  | Performance Optimized | | | 1 |
|  | iDRAC9, Enterprise 15G | | | 1 |
|  | 800GB SSD SAS ISE Write Intensive 12Gbps 512e 2.5in Hot-plug AG Drive, 10 DWPD, | | | 4 |
|  | 3.84TB SSD vSAS Mixed Use 12Gbps 512e 2.5in Hot-Plug, AG Drive SED, 3DWPD, | | | 20 |
|  | BOSS-S2 controller card + with 2 M.2 480GB (RAID 1) | | | 1 |
|  | Dell HBA355i Controller Front | | | 1 |
|  | Heatsink for 2 CPU configuration (CPU less than 165W) | | | 1 |
|  | Dual, Hot-Plug,Power Supply Redundant (1+1), 1400W, Mixed Mode | | | 1 |
|  | C13 to C14, PDU Style, 10 AMP, 6.5 Feet (2m), Power Cord | | | 2 |
|  | Trusted Platform Module 2.0 V3 | | | 1 |
|  | BOSS Cables and Bracket for R750 (4x2.5" Rear) | | | 1 |
|  | PowerEdge R750 Shipping Material | | | 1 |
|  | Intel E810-XXV Dual Port 10/25GbE SFP28, OCP NIC 3.0 | | | 1 |
|  | Intel E810-XXV Dual Port 10/25GbE SFP28 Adapter, PCIe Full Height | | | 1 |
|  | Fan Foam, HDD 2U | | | 1 |
|  | Front PERC Mechanical Parts, for 2.5" x24 SAS/SATA Chassis | | | 1 |
|  | Very High-Performance Fan x6 | | | 1 |
|  | ReadyRails Sliding Rails | | | 1 |
|  | Cable Management Arm, 2U | | | 1 |
|  | C43, No RAID, VxRail PV670F/S670 | | | 1 |
|  | VxRail E660/F/N PV670F Firmware Lock | | | 1 |
|  | VxRail Software 7.0.380 Factory Install | | | 1 |
|  | VxRail HCI System Software, EP | | | 2 |
|  | VxRail HCI System Software, Capacity Drive 3.84TB,VSAS,MU | | | 20 |
|  | VxRail HCI System Software Memory, 32GB | | | 16 |
|  | VxRail HCI System Software Memory, 128GB Optane Pmem | | | 8 |
|  | PV670/S670 Shipping, EMEA1 | | | 1 |
|  | No Systems Documentation, No OpenManage DVD Kit | | | 1 |
|  | Parts Only Warranty 36 Months, 36 Month(s) | | | 1 |
|  | ProSupport and 4Hr Mission Critical Onsite Service VSAN Initial, 36 Month(s) | | | 1 |
|  | ProSupport and 4Hr Mission Critical Onsite Service VSAN Extension, 24 Month(s) | | | 1 |
|  |  | | |  |
|  | **VxRail VMWare Software** | | |  |
|  |  | | |  |
|  | | **VMware vSphere Enterprise Plus (Per CPU)** | 8 | |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  | |
|  | | VMware vSphere 8 Enterprise Plus for 1 CPU, (max 32 cores/CPU socket), 5YR VMware SNS |  | |
|  | | ProSupport for Software, Dell VMware, 5 Years |  | |
|  | |  |  | |
|  | | **VMware vCenter Server Standard for vSphere (Per Instance)** | 1 | |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  | |
|  | | VMware vCenter Server 8 Standard for vSphere 8 (Per Instance), 5YR VMware SNS |  | |
|  | | ProSupport for Software, Dell VMware, 5 Years |  | |
|  | |  |  | |
|  | | **VMware vRealize Operations 8.0 Standard (Per CPU)** | **8** | |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  | |
|  | | VMware vRealize Operations 8 Standard, 1 CPU (max 32 cores/CPU socket), 5YR VMware SNS |  | |
|  | | ProSupport for Software, Dell VMware, 5 Years |  | |
|  | |  |  | |
|  | | **VMware vSAN Enterprise Plus (Per CPU)** | **8** | |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  | |
|  | | VMware vSAN 8 Enterprise Plus, 1 CPU (max 32 cores/CPU socket),5YR VMware SNS |  | |
|  | | ProSupport for Software, Dell VMware, 5 Years |  | |
|  |  | | |  |
| **RP-VM** | **Recoverpoint for Virtual Machines** | | | **4** |
|  | *\*\*\*Each unit consists of the following components \*\*\** | | |  |
|  | HCIA RecoverPoint for VMs for 1 node | | | 1 |
|  | ProSupport Plus Mission Critical RecoverPoint for VMs Software Support-Maintenance, 60 Month(s) | | | 1 |
|  |  | | |  |
| **S5224F** | **Dell EMC S5224F-ON Networking Switch** | | | **2** |
|  | *\*\*\*Each unit consists of the following components \*\*\** | | |  |
|  | Dell Networking Power Supply, DC, 1100W, IO to PSU Airflow, for select switches Quantity 2 | | | 1 |
|  | C13 Power Cord 220V 1.8M South Africa | | | 2 |
|  | Dell Networking Cable, 100GbE QSFP28 to QSFP28, Passive Copper Direct Attach Cable, 0.5 Meter | | | 1 |
|  | Dell Networking, Cable, SFP28 to SFP28, 25GbE, Passive Copper Twinax Direct Attach Cable, 3 Meter | | | 10 |
|  | Dell Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 30 Meter | | | 2 |
|  | Dell Networking, Transceiver, SFP+, 10GbE, SR, 850nm Wavelength, 300m Reach | | | 4 |
|  | OS10 Enterprise, S5224F-ON | | | 1 |
|  | OS10 SmartFabric Services | | | 1 |
|  | 5 Years ProSupport Plus OS10 Enterprise Software Support-Maintenance | | | 1 |
|  | ProDeploy Plus Dell Networking S Series 5XXX Switch - Deployment | | | 1 |
|  | ProDeploy Plus Dell Networking S Series 5XXX Switch - Deployment Verification | | | 1 |
|  | Base Warranty | | | 1 |
|  | 1Yr Return to Depot - Minimum Warranty | | | 1 |
|  | 90 Day SW Bug Fixes Support Media Replacement | | | 1 |
|  | 5Yr ProSupport and 4Hr Mission Critical | | | 1 |
|  |  | | |  |
| **N3224T** | **Dell EMC PowerSwitch N3224** | | | **1** |
|  | *\*\*\*Each unit consists of the following components \*\*\** | | |  |
|  | User Documentation EMEA1 (English-US/German/Spanish/French/Hebrew/Russian/Serbian Croatian/Turkey) | | | 1 |
|  | Dell Networking, Transceiver, SFP+, 10GbE, SR, 850nm Wavelength, 300m Reach | | | 2 |
|  | Power Cord, PDU (Rack) | | | 1 |
|  | Dell Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 10 Meter | | | 2 |
|  | Partner Operations Support | | | 1 |
|  | Lifetime Limited Hardware Warranty - Basic Hardware Service Parts Only | | | 1 |
|  | 5Y ProSupport and 4H Mission Critical Upgrade | | | 1 |

**Existing DELL EMC VxRail standard support renewal for 3 years**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Site | Product Description | OEM Service Tag |
| 1 | Pretoria - Union Buildings | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400259 |
| 2 | Pretoria - Union Buildings | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400260 |
| 3 | Pretoria - Union Buildings | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400261 |
| 4 | Pretoria - Union Buildings | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400264 |
| 5 | Pretoria - Union Buildings | Dell PowerSwitch S4048-ON | 1TZBXC2 |
| 6 | Pretoria - Union Buildings | Dell PowerSwitch S4048-ON | 6SZBXC2 |
| 7 | Cape Town - Tuynhuys | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400262 |
| 8 | Cape Town - Tuynhuys | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400263 |
| 9 | Cape Town - Tuynhuys | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400265 |
| 10 | Cape Town - Tuynhuys | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400258 |
| 11 | Cape Town - Tuynhuys | Dell PowerSwitch S4048-ON | DQZBXC2 |
| 12 | Cape Town - Tuynhuys | Dell PowerSwitch S4048-ON | HSZBXC2 |

**Service Level Agreement**

500 Dell VxRail ad-hoc hours (professional services) for a period of 36 months

# BID EVALUATION STAGES

1. The bid evaluation process consists of several stages that are applicable according to the nature of the bid as defined in the table below.
2. The bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation.

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid YES/NO** |
| Stage 1 | Administrative pre-qualification verification | YES |
| Stage 2 | Technical Mandatory requirement evaluation | YES |
| Stage 3 | Special Conditions of Contract verification | YES |
| Stage 4 | Cost and Preference evaluation | YES |

* 1. ADMINISTRATIVE PRE-QUALIFICATION

# ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

## ADMINISTRATIVE PRE-QUALIFICATION VERIFICATION

1. The bidder **must comply** with ALL of the bid pre-qualification requirements in order for the bid to be accepted for evaluation.

If the Bidder failed to comply with any of the administrative pre-qualification requirements, or if SITA is unable to verify whether the pre-qualification requirements are met, then SITA reserves the right to-

* 1. Reject the bid and not evaluate it, or
  2. Accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.

## ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

1. **Submission of bid response**: The bidder has submitted a bid response documentation pack –
   1. that was delivered at the correct physical or postal address and within the stipulated date and time as specified in the “Invitation to Bid” cover page, and;
   2. in the correct format as one original document, one copy and two copies on memory stick / USB.
2. **Attendance of briefing session:** A **Non-Compulsory Virtual Briefing session** to be held. The bidder has to sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document.
3. **Registered Supplier:** The bidder is, in terms of National Treasury Instruction Note 4A of 2016/17, registered as a Supplier on National Treasury Central Supplier Database (CSD).

# TECHNICAL MANDATORY

## INSTRUCTION AND EVALUATION CRITERIA

1. The bidder **must comply with ALL the requirements as per section 6.2 below by providing substantiating evidence** in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response as “NOT COMPLY”.
3. The bidder **must complete the declaration of compliance** as per section 6.3 below by marking with an “X” either “COMPLY”, or “NOT COMPLY” with ALL of the technical mandatory requirements, failing which it will be regarded as “NOT COMPLY”.
4. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid to proceed to the next stage of the evaluation.
5. No URL references or links will be accepted as evidence.

## TECHNICAL MANDATORY REQUIREMENTS

| ***TECHNICAL MANDATORY REQUIREMENTS*** | ***Substantiating evidence of compliance***  *(used to evaluate bid)* | ***Evidence reference***  *(to be completed by bidder)* |
| --- | --- | --- |
| 1. **BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS**   The Bidder must be accredited with the OEM/OSM as a partner, or a registered DELL Platinum or Titanium Partner. | The Bidder must attach to ANNEX B a copy of valid documentation (certificate, licence, or letter) as proof that the bidder is a partner or registered DELL Platinum or Titanium Partner.  **Note:**  SITA reserves the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 11.1> |
| 1. **BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS**   The Bidder must have supplied, installed, configured, maintained, and supported DELL EMC VxRail to at least one (1) customer in the past five (5) years. | The Bidder must provide reference details from at least one (1) customer to whom DELL EMC VxRail equipment was supplied, installed, configured, maintained and supported in the past five (5) years.  **Note (1):**  SITA reserves the right to verify information provided.  **Note (2):**  Failure to complete Table 1 fully as indicated above will result in disqualification. | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 11.2, table 1> |
| 1. **PRODUCT / SERVICE FUNCTIONAL REQUIREMENT**   The Bidder must confirm compliance to the Technical Mandatory, Functional and Scope requirements**.** | The Bidder must confirm that they comply with the Product / Service Functional Requirements by completing Annex C: Addendum 1.  **Note (1):**  Bidders must accept all the Technical Mandatory Product / Service Functional Requirements to indicate the Bidder’s compliance with ANNEX C: Addendum 1, failing which will result in Disqualification.  **Note (2):**  Failing to comply with all the aspect of ANNEX C: Addendum 1 section will result in disqualification.  Yes = Comply  No = not comply (Thus, disqualified) | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 11.3 and Annex C: Addendum 1> |

## DECLARATION OF COMPLIANCE

|  | **Comply** | **Not Comply** |
| --- | --- | --- |
| The bidder declares by **indicating with an “X”** in either the “COMPLY” or “NOT COMPLY” column that –   * 1. The bid complies with each and every TECHNICAL MANDATORY REQUIREMENT as specified in SECTION 6.2 above; AND   2. Each and every requirement specification is substantiated by evidence as proof of compliance. |  |  |

* 1. SPECIAL CONDITIONS OF CONTRACT (SCC)

# SPECIAL CONDITIONS OF CONTRACT

## INSTRUCTION

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA reserves the right to include or waive the condition in the signed contract.
2. SITA reserves the right to –
   1. Negotiate the conditions, or
   2. Automatically disqualify a bidder for not accepting these conditions.
   3. Award to multiple bidders.
3. In the event that the bidder qualifies the proposal with own conditions, and does not specifically withdraw such own conditions when called upon to do so, SITA will invoke the rights reserved in accordance with subsection 7.1(2) above.
4. The bidder must **complete the declaration of acceptance** as per section 7.3 below by marking with an **“X”** either “ACCEPT ALL” or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

## SPECIAL CONDITIONS OF CONTRACT

1. **CONTRACTING CONDITIONS**
   1. **Formal Contract. The Supplier must enter into a formal written Contract (Agreement) with SITA client.**
   2. **Right of Award.** SITA reserves the right to award the contract for required goods or services to multiple Suppliers.
   3. **Right to Audit. SITA reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.**
   4. The bidder shall specify (preferably on the basis of a formal development methodology) the deliverables, agree with The SITA client up-front, and deliver accordingly.
   5. The bidder shall also present for approval a formal project plan up-front, specifying the implementation activities.
   6. The project, for delivering, supply, install and configuration of the DELL EMC VXRail equipment must be completed in a maximum period of 90 days
2. **DELIVERY ADDRESS.** The supplier must deliver the required products or services at as indicated in Section 2.2, Delivery Address
3. **DELIVERY SCHEDULE**
   1. The scope of work (Section 2.1) and Section 3 (Requirements) must be completed within 90 days after the contract has been awarded to all below SITA client’s buildings i.e. Supply, installation (deploy), and configuration of DELL EMC VxRail equipment, including VMWare licensing and Pro Support for 60 Month(s) in Pretoria Head office. In addition, provide DELL EMC VxRail standard support for the existing (Cape Town and Pretoria, Centurion) DELL EMC VxRail equipment period of 36 month(s).
   2. The Supplier is responsible to perform the work as outlined in the following Breakdown Structure (WBS):

| **WBS** | **Statement of Work** | **Delivery Timeframe** |
| --- | --- | --- |
|  | | |
|  | * Supply DELL EMC VxRail equipment mentioned in 3.1. * Install and Configuration of the equipment that must be supplied. * Transfer data. | * The bidder must supply equipment within 90 days period of the awarding of the bid. * The Bidder must come onsite to install and configure the equipment. |
|  | * Move current DELL EMC VxRail from Pretoria, Head office to Pretoria, Centurion to replace the PowerEdge 730 nodes and a Dell Storage SCv2020 that are out of warranty. Ensure that all is working correctly (a working solution) including replication is enabled between the 3 sites. | * The bidder must move and renew standard support within 90 days period of the awarding of the bid. |
|  | * Renew extended support for the DELL EMC VxRail in Pretoria and Cape Town for 36 month(s). | * The bidder must extend standard support within 90 days period of the awarding of the bid. |
|  | * Provide DELL VxRail ad-hoc support and maintenance for a total 500 hours for a period of 36 month(s) as mentioned in 3.1 (SLA to be signed). | * SLA must be signed 30 days period of the awarding of the bid * The SITA client will only pay for actual support hours used per month, after the support was provided. |

1. **SERVICES AND PERFORMANCE METRICS**
   1. The Supplier is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):

| **SBS** | **Service Element** | **Service Grade** | **Service Level** |
| --- | --- | --- | --- |
|  | System availability | Normal | 98% every month |
|  | Corrective and Preventive Maintenance, and Support service | Normal | 24x7x365 |

| **SBS** | **Service Element** | **Service Grade** | **Service Level** |
| --- | --- | --- | --- |
|  | Call Centre availability | Normal | 24x7x365 |
|  | Incident Response | Normal | Mean-time-to-respond: 2 hours |
|  | Incident Restore | Normal | Mean-time-to-resolve: 4 hours |
|  | Reporting (calls) | Normal | Monthly written service history reporting for all the services provided, detailing incidents and service requests logged, response and resolve times and call history |
|  | Reporting (system) | Normal | Monthly reporting on the “health” of the system |

1. **SUPPLIER PERFORMANCE REPORTING**
   1. **The Supplier will report on a weekly basis to SITA Client during the planning, design and implementation phase of the project; weekly written reports are to be presented to the SITA Client on the progress of the preceding week until installation process has been completed.**
   2. **Quarterly meetings to be scheduled between SITA Client and service provider and also ADHOC meetings from both sides.**
   3. **The Supplier is required to generate regular reports as outputs during the maintenance and support cycle within the following service levels (the report type will drive the service level agreement; definition of the content of each report type will be finalised at the time of concluding the contracted service level agreement).**
2. **CERTIFICATION, EXPERTISE AND QUALIFICATION**
   1. The **Supplier** must utilise at least two (2) technical employees who are OEM/OSM certified for the entire period of the contract.
   2. The technical employees (engineers) must have these qualifications,
      1. VMware Certified Professional - Data Center Virtualization 2021 (or higher)
      2. Dell Specialist - Implementation Engineer, VxRail Appliance
   3. **The Supplier represents that,** 
      1. **it has the necessary expertise, skill, qualifications and ability to undertake the work required in terms of the Statement of Work or Service Definition and;**
      2. **it is committed to provide the Products or Services; and**
      3. **perform all obligations detailed herein without any interruption to the Customer.**
   4. The Supplier must provide the service in a good and workmanlike manner and in accordance with the practices and high professional standards used in well-managed operations performing services similar to the Services;
   5. The Supplier must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in Statement of Work or Service Definition;
   6. **Original Equipment Manufacturer (OEM) or Original Software Manufacturer (OSM) work. The Supplier must ensure that work or service is performed by a person who is certified by Original Equipment Manufacturer or Original Software Manufacturer.**
3. **LOGISTICAL CONDITIONS**
   1. **Hours of work**, 08h00 – 16h30.
   2. Provision to be made for work which will be Saturday and Sunday including public holidays and afterhours.
   3. In the event that SITA Client grants the Supplier permission to access Environment including hardware, software, internet facilities, data, telecommunication facilities and/or network facilities remotely, the Supplier must adhere to SITA client’s relevant policies and procedures (which policy and procedures are available to the Supplier on request) or in the absence of such policy and procedures, in terms of, best industry practice.
   4. **Tools of Trade**. The Supplier must bring their necessary tools of trade in order for them to perform their duties adequately.
   5. **On-site and Remote Support**. The Supplier must give off-site and remote support, and only when off-site support is not sufficient, then on-site support will be required upon approval by SITA Client representative.
   6. **Support and Help Desk**. After hours helpdesk support is required for the period of the contract during weekdays including weekends and public holidays.
4. **SKILLS TRANSFER AND TRAINING**
   1. The Supplier must transfer skills on the proposed solution or product to technical staff and operator to enable the SITA client to operate and support the product or solution after implementation.
5. **REGULATORY, QUALITY AND STANDARDS**
   1. **The Supplier must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).**
   2. **The Supplier must for the duration of the contract ensure compliance with General Quality Standards, ISO 9001**
6. **PERSONNEL SECURITY CLEARANCE**
   1. **The Supplier personnel who are required to work with GOVERNMENT CLASSIFIED information or access government RESTRICTED areas must be a South African Citizen and at the expense of the Supplier be security vetted (pre-employment screening, criminal record screening and credit screening).**
   2. **The Supplier must ensure that the security clearances of all personnel involved in the Contract remains valid for the period of the contract.**
   3. **The Supplier must provide proof of security vetting**
7. **CONFIDENTIALITY AND NON-DISCLOSURE CONDITIONS**
   1. **The Supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information.**
   2. Confidential Information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a Party as a consequence of this Contract, including information or data which is prohibited from disclosure by virtue of:
      1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
      2. being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
      3. being information or data, which one Party provides to another Party or to which a Party has access because of Services provided in terms of this Contract and in which a Party would have a reasonable expectation of confidentiality;
      4. being information provided by one Party to another Party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing Party;
      5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
      6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
      7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing Party; and
      8. being information supplied by a Party in confidence, the disclosure of which could reasonably be expected either to put the Party at a disadvantage in contractual or other negotiations or to prejudice the Party in commercial competition; or
      9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a Party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
   3. Notwithstanding the provisions of this Contract, no Party is entitled to disclose Confidential Information, except where required to do so in terms of a law, without the prior written consent of any other Party having an interest in the disclosure;
   4. Where a Party discloses Confidential Information which materially damages or could materially damage another Party, the disclosing Party must submit all facts related to the disclosure in writing to the other Party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
   5. Parties may not, except to the extent that a Party is legally required to make a public statement, make any public statement or issue a press release which could affect another Party, without first submitting a written copy of the proposed public statement or press release to the other Party and obtaining the other Party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.
8. **GUARANTEE AND WARRANTIES**

The Supplier warrants that:

* + 1. The warranty of goods supplied under this contract remains valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier;
    2. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever;
    3. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;
    4. during the Warranty period any defective item or part component of the Product be repaired or replaced within 3 (three) days after receiving a written notice from SITA Client;
    5. the Products is maintained during its Warranty Period at no expense to SITA Client;
    6. the Product possesses all material functions and features required for SITA client’s Operational Requirements;
    7. the Product remains connected or Service is continued during the term of the Contract;
    8. all third-party warranties that the Supplier receives in connection with the Products including the corresponding software and the benefits of all such warranties are ceded to SITA without reducing or limiting the Supplier’s obligations under the Contract;
    9. no actions, suits, or proceedings, pending or threatened against it or any of its third-party suppliers or sub-contractors that have a material adverse effect on the Supplier’s ability to fulfil its obligations under the Contract exist;
    10. SITA client is notified immediately if it becomes aware of any action, suit, or proceeding, pending or threatened to have a material adverse effect on the Supplier’s ability to fulfil the obligations under the Contract;
    11. any Product sold to SITA client after the Commencement Date of the Contract remains free from any lien, pledge, encumbrance or security interest;
    12. SITA client’s use of the Product and Manuals supplied in connection with the Contract does not infringe any Intellectual Property Rights of any third party;
    13. the information disclosed to SITA client does not contain any trade secrets of any third party, unless disclosure is permitted by such third party;
    14. it is financially capable of fulfilling all requirements of the Contract and that the Supplier is a validly organized entity that has the authority to enter into the Contract;
    15. it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into the Contract;
    16. the prices, charges and fees to SITA as contained in the Contract are at least as favourable as those offered by the Supplier to any of its other customers that are of the same or similar standing and situation as SITA; and
    17. any misrepresentation by the Supplier amounts to a breach of Contract.

1. **INTELLECTUAL PROPERTY RIGHTS** 
   * 1. SITA retains all Intellectual Property Rights in and to SITA's Intellectual Property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this Contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of SITA's Intellectual Property for the sole purpose of providing the Products or Services to SITA pursuant to this Contract; provided that the Supplier must not be permitted to use SITA's Intellectual Property for the benefit of any entities other than SITA without the written consent of SITA, which consent may be withheld in SITA's sole and absolute discretion. Except as otherwise requested or approved by SITA, which approval is in SITA's sole and absolute discretion, the Supplier must cease all use of SITA's Intellectual Property, at of the earliest of:

(i) termination or expiration date of this Contract;

(ii) the date of completion of the Services; and

(iii) the date of rendering of the last of the Deliverables.

* + 1. If so required by SITA, the Supplier must certify in writing to SITA that it has either returned all SITA Intellectual Property to SITA or destroyed or deleted all other SITA Intellectual Property in its possession or under its control.
    2. SITA, at all times, owns all Intellectual Property Rights in and to all Bespoke Intellectual Property.
    3. Save for the license granted in terms of this Contract, the Supplier retains all Intellectual Property Rights in and to the Supplier’s pre-existing Intellectual Property that is used or supplied in connection with the Products or Services.
    4. Provide SITA with the compliant safety file.

1. **COUNTER CONDITIONS**

Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

1. **FRONTING**
   1. The SITA supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the SITA any form of fronting.
   2. The SITA in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies SITA may have against the bidder/contractor concerned.
2. **BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS**

The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

1. **SUPPLIER DUE DILIGENCE**

SITA reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

1. **PREFERENCE GOAL REQUIREMENTS** 
   1. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   2. The Bidder **must sustain, or improve** the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
   3. **Performance of Preference Goal Requirements will be determined annually.** Bidders must submit their Preference status report to SITA indicating progress against the Bidder’s Preferential commitments **within 30 days after each quarter from the commencement date of the contract**.
   4. Bidders need to keep auditable substantive records / evidence and upon request by **SITA / Client** must be made available for audit and, or due diligence purposes.
   5. **SITA / Client reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by **SITA / Client**.
   6. **SITA / Client reserves the right to** verify information / evidence provided by the Bidder.
   7. **SITA / Client reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **SITA / Client** for the prior year if the Bidder fails to comply to **paragraphs (a), (b) and (c) above**.

## DECLARATION OF COMPLIANCE

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Special Condition of Contract as specified in section 8.2 above by indicating with an “X” in the “ACCEPT ALL” column, OR 2. The bidder declares to NOT ACCEPT ALL the Special Conditions of Contract as specified in section 8.2 above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the conditions that is not accepted. |  |  |
| **Comments by bidder:**  Provide reason and proposal for each of the conditions not accepted as per the format:  Condition Reference:  Reason:  Proposal: | | |

* 1. COSTING AND PREFERENCE

# COSTING AND PREFERENCE

## COSTING AND PREFERENCE EVALUATION

1. In terms of the SITA Preferential Procurement Policy (PPP), the following preference point system is applicable to all Bids:
   1. the 80/20 system (80 Price, 20 B-BBEE) for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); or
   2. the 90/10 system (90 Price and 10 B-BBEE) for requirements with a Rand value above R50 000 000 (all applicable taxes included).
2. The Applicable Preference Point system for this tender is the **80/20** preference point system.
3. Points for this tender shall be awarded for:
   1. Price; and
   2. Preference points for specific goals.
4. The maximum points for this tender will be allocated as follows, subject to par.2.

**Table: Points allocation**

|  |  |
| --- | --- |
| **Description** | **Points** |
| Price | **80** |
| Preference points for specific goals | **20** |
| Total points for Price and preference points for specific goals | 100 |

## COSTING CONDITIONS

1. **SOUTH AFRICAN PRICING**

The total price must be VAT inclusive and be quoted in South African Rand (ZAR).

1. **TOTAL PRICE**
   1. Bidder will be bound by the following general costing and pricing conditions and SITA reserves the right to negotiate the conditions or automatically disqualify the bidder for not accepting these conditions:
   2. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   3. The cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
   4. All additional costs must be clearly specified.
   5. SITA reserves the right to negotiate pricing with the successful bidder prior to the award as well as envisaged quantities.
   6. Bidders **must** complete the bid pricing schedule in the Excel spreadsheet format provided and upload this as part of their submission as follows:

Bidders must complete both the following pricing schedules:

* + - * 1. **Pricing Schedule 01:** New Equipment for a period of five (5) years;
        2. **Pricing Schedule 02:** Existing Equipment for a period of three (3) years.

**Note: Bidders must complete both pricing schedules, however Pricing schedule 01 will be used for the award of the tender.**

**Failure of complying with both items (i) and (ii) will result in disqualification.**

* 1. These conditions will form part of the Contract between SITA and the bidder. However, SITA reserves the right to include or waive the condition in the Contract.
  2. The bidder must complete the declaration of acceptance as per **section 8.3** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

1. **RATE OF EXCHANGE PRICING INFORMATION**
2. **Local Price** means the portion of the TOTAL price that is NOT dependent on the Foreign Rate of Exchange (ROE) and;
3. **Foreign Price** means the portion of the TOTAL price that is dependent on the Foreign Rate of Exchange (ROE).
4. **Exchange Rate** means the ROE (ZA Rand vs foreign currency) as determined at time of bid.
5. **BID EXCHANGE RATE CONDITIONS**

The bidders must use the exchange rate provided below to enable SITA to compare the prices provided by using the same exchange rate:

|  |  |
| --- | --- |
| **Foreign currency** | **South African Rand (ZAR) exchange rate** |
| 1 US Dollar | R18,15 |
| 1 Euro | R19,92 |
| 1 Pound | R22,49 |

## DECLARATION OF ACCEPTANCE

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in section 9.2 above by indicating with an “X” in the “ACCEPT ALL” column, or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in section 9.2 above by -    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

* 1. **PREFERENCE REQUIREMENTS**

**8.4.1 INSTRUCTION AND POINT ALLOCATION**

1. **The bidder must complete in full all the PREFERENCE requirements.**
2. **Allocation of points per requirements:** The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each **PREFERENCE requirement** as per the criteria set in each section in the **table 1** below.
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX B**.
5. **Preference Goal Requirements:**
   1. The applicable Preference Point system for this tender and points claimed is **80/20.**
   2. The specific Preferential Goal Requirements for this tender is indicated in **table 1** below.
   3. The Bidder **must** complete 80/20 **preference point system** and submit proof or documentation required in terms of this tender.
   4. The Bidder **must indicate their commitment** to claim points for each of the preference points by signing at par 4.5 in the Invitation to Bid document.
   5. Failure on the part of a bidder to submit proof or documentation required or to comply to paragraph (d) above in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   6. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   7. The Bidder **must sustain, or improve** the company’s **BBBEE Level** for the duration of the contact which will form part of the Contractual Agreement.
   8. **Performance of Preference Goal Requirements will be determined annually.** Bidders must submit their Preference status report to SITA / Client indicating progress against the Bidder’s Preferential commitments **within 30 days after each quarter from the commencement date of the contract**.
   9. Bidders need to keep auditable substantive records / evidence and upon request by **SITA / Client** must be made available for audit and, or due diligence purposes.
   10. **SITA / Client reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by **SITA / Client**.
   11. **SITA / Client reserves the right to** verify information / evidence provided by the Bidder.
   12. **SITA / Client reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **SITA** for the prior year if the Bidder fails to comply to **paragraphs (f), (g) and (h) above.**

**Table 1: Preference Goal Requirements**

| **Preference Goal Requirement #** | **Preferential Goal Requirements** | **Preferential Goal Requirements for (80/20) system** | | |
| --- | --- | --- | --- | --- |
|  | **Preferential Goal Requirements allocated for this tender** | **Number of points allocated (80/20) system (To be completed by the organ of state)** | **Substantiating evidence and evidence reference to be completed by bidder.  Evaluation per requirement: Each requirement indicated in the table below must be completed and points will be allocated based on the evidence required below for the (80/20) system** | **Evidence reference for the  (80/20) system** |
|  | **B-BBEE Requirements** |  |  | |
| 1) | **B-BBEE Requirements:**  Promotion of Transformational Objectives. | 20,0 | **Evidence:** The Bidder must provide a copy of relevant evidence for the Preferential Goal points which the Bidder qualifies for.  **Points allocation:** Points will be allocated for bidders that meets the requirements as indicated in **table 2 in section 8.4.1.** | <provide unique reference to locate **(80/20) system** substantiating evidence in the bid response – **Annex B, section 11.4**> |
|  | **Total Point Allocation:** | **20,0** |  | |

**Table 2: B-BBEE Points as part of the Preference Goal requirements**

**Note: Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the table below.**

|  |  |  |  | **Ownership of at least 51% of People who are:** | | |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Reference #** | **Contributor Level as defined in the Broad-Based Black Economic Empowerment Act** | **Local Entity** | **EME/QSEs** | **Woman Owned** | **Youth Owned** | **Owned by People living with disabilities** | **Score** | **Bidder to select the section for points they wish to claim**  **(Mark as Y= Yes)** |
|  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** | **(F)** | **(G)** |  |
| **1** | **Level 1** | 0 | **4** | **8** | **6** | **2** | **20** |  |
| **2** | **Level 1** | 0 | **4** | **8** | **6** | 0 | **18** |  |
| **3** | **Level 1** | 0 | **4** | **8** | 0 | 0 | **12** |  |
| **4** | **Level 2 and 3** | 0 | **2** | **4** | **2** | **2** | **10** |  |
| **5** | **Level 2 and 3** | 0 | **2** | **4** | **2** | 0 | **8** |  |
| **6** | **Level 2 and 3** | 0 | **2** | **4** | 0 | 0 | **6** |  |
| **7** | **Level 4 and 5** | 0 | **1** | **2** | **1** | **1** | **5** |  |
| **8** | **Level 4 and 5** | 0 | **1** | **2** | **1** | 0 | **4** |  |
| **9** | **Level 4 and 5** | 0 | **1** | **2** | 0 | 0 | **3** |  |
| **10** | **Level 6** | 0 | 0 | 0 | 0 | 0 | **0** |  |
| **11** | **Level 7** | 0 | 0 | 0 | 0 | 0 | **0** |  |
| **12** | **Level 8** | 0 | 0 | 0 | 0 | 0 | **0** |  |
| **13** | **Non-Contibutor** | 0 | 0 | 0 | 0 | 0 | **0** |  |
|  | **Total Maximum Score Allocation: 20**  G= A+B+C+D+E+F | | | |  |  |  |  |

* 1. TERMS AND DEFINITIONS

# ABBREVIATIONS

BPM Business Process Management

DG Director-General

IT Information Technology

**OEM Original Equipment Manufacturer**

URL Uniform Resource Locator

SCC Special Conditions of Contract

OSM Original Software Manufacturer

COO Chief Operations Officer

B-BBEE Broadcast-Based Black Economic Empowerment

**ISO/IEC International Organization for Standardization /International Electronica Commission**

**POPIA Protection of Personal Information Act**

PPPFA Preferential Procurement Policy Framework Act

SITA State Information Technology Agency

SBS Service Breakdown Structure

GCC General Conditions of Contract

SCC Special Conditions of Contract

OS Operating system

MS Microsoft

1. BIDDER SUBSTANTIATING EVIDENCE

# MANDATORY REQUIREMENT EVIDENCE

## ****BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS****

The Bidder **must attach** a copy of valid documentation (certificate, licence, or letter) as proof that the bidder is a partner or registered DELL Platinum or Titanium Partner **here**.

**Note:**

SITA reserves the right to verify information provided.

## ****BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS****

Complete table below, noting that:

* 1. The Bidder must provide reference details from at least one (1) customer to whom DELL EMC VxRail equipment was supplied, installed, configured, maintained and supported in the past five (5) years.
  2. Scope of work must be related.

Table 1: References

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Company name** | **Reference Person Name, Tel and/or email** | **Project Scope of work** | **Project Start and End-date** |
| 1 | <Company name> | <Person Name>  <Tel>  <email> | < Provide scope details for a project from a customer to whom DELL EMC VxRail equipment was supplied, installed, configured, maintained and supported in the past five (5) years.> | Start Date:  End Date: |

**Note (1):**

SITA reserves the right to verify information provided.

**Note (2):**

Failure to complete Table 1 fully as indicated above will result in disqualification.

## ****PRODUCT** / **SERVICE FUNCTIONAL REQUIREMENT****

The bidder must confirm that they comply with the Product / Service Requirements by completing Annex C: Addendum 1.

**Note (1):**

Bidders must accept all the Technical Mandatory Product / Service Functional Requirements to indicate the Bidder’s compliance with ANNEX C: Addendum 1, failing which will result in Disqualification.

**Note (2):**

Failing to comply with all the aspect of ANNEX C: Addendum 1 section will result in disqualification.

Yes = Comply

No = not comply (Thus, disqualified)

## PREFERENTIAL GOAL REQUIREMENTS

* 1. **PREFERENTIAL GOAL REQUIREMENTS**

Bidder must complete the **80/20** preference point system and submit proof or documentation required in terms of this tender to claim preference points for the **Preference Goal Requirements** and attach it here:

* + 1. **Preference Goal Requirements: (80/20 system)**
* Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the **table 2 in section 8.4.1;**

**and**

* The Bidder must provide a copy of relevant evidence for the Preferential Goal points which the Bidder qualifies for as set out in **table 1** **in** **section 8.4.1** and **attach it here**.

**and,**

* 1. Indicate their **commitment** to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document**.

**Note (1):**

**Failure on the part of a bidder to comply to paragraphs (a) and (b) above, will be interpreted to mean that preference points are not claimed.**

ANNEX C: ADDENDUM 1

**NB: The bidder must confirm that they comply with the following Product / Service Functional Requirements as indicated below as this will be legal contractual binding:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product Code** | **Product Description** | | **Qty** | **Indicate**  **Yes= Comply /**  **No= Not Comply** |
| **P670F** | **Dell EMC VxRail P670F, All Flash** | | **4** |  |
|  | *\*\*\*Each unit consists of the following components \*\*\** | |  |  |
|  | VxRail P670F Branding | | 1 |  |
|  | PowerEdge R750 Motherboard, Barlow Pass Enabled, with Broadcom 5720 Dual Port 1Gb On-Board LOM 1 | | 1 |  |
|  | Intel Xeon Gold 5317 3G, 12C/24T, 11.2GT/s, 18M Cache, Turbo, HT (150W) DDR4-2933 | | 2 |  |
|  | No Transformational License Agreement | | 1 |  |
|  | Additional Processor Selected | | 1 |  |
|  | SAS/SATA/NVMe Capable Backplane | | 1 |  |
|  | 2.5 Chassis | | 1 |  |
|  | iDRAC Group Manager, Disabled | | 1 |  |
|  | iDRAC,Legacy Password | | 1 |  |
|  | DHCP with Zero Touch Configuration | | 1 |  |
|  | No GPU Enablement | | 1 |  |
|  | 4x2.5 Rear Storage | | 1 |  |
|  | 2.5" Chassis with up to 24 HDDs (SAS/SATA/NVMe), 4x2.5" Rear HDDs (SAS/SATA) | | 1 |  |
|  | VxRail 2U Bezel V2 | | 1 |  |
|  | VxRail P670F, Riser Config 5, 2A+4B, 2x8FH, 2x16LP | | 1 |  |
|  | P670F Luggage Tag | | 1 |  |
|  | No Quick Sync | | 1 |  |
|  | Memory Mode Intel Optane Persistent Memory 200 series | | 1 |  |
|  | 32GB RDIMM, 3200MT/s, Dual Rank 16Gb BASE x8 | | 8 |  |
|  | 128GB Optane Persistent Memory 200 Series, 3200MT/s | | 8 |  |
|  | Performance Optimized | | 1 |  |
|  | iDRAC9, Enterprise 15G | | 1 |  |
|  | 800GB SSD SAS ISE Write Intensive 12Gbps 512e 2.5in Hot-plug AG Drive, 10 DWPD, | | 4 |  |
|  | 3.84TB SSD vSAS Mixed Use 12Gbps 512e 2.5in Hot-Plug, AG Drive SED, 3DWPD, | | 20 |  |
|  | BOSS-S2 controller card + with 2 M.2 480GB (RAID 1) | | 1 |  |
|  | Dell HBA355i Controller Front | | 1 |  |
|  | Heatsink for 2 CPU configuration (CPU less than 165W) | | 1 |  |
|  | Dual, Hot-Plug,Power Supply Redundant (1+1), 1400W, Mixed Mode | | 1 |  |
|  | C13 to C14, PDU Style, 10 AMP, 6.5 Feet (2m), Power Cord | | 2 |  |
|  | Trusted Platform Module 2.0 V3 | | 1 |  |
|  | BOSS Cables and Bracket for R750 (4x2.5" Rear) | | 1 |  |
|  | PowerEdge R750 Shipping Material | | 1 |  |
|  | Intel E810-XXV Dual Port 10/25GbE SFP28, OCP NIC 3.0 | | 1 |  |
|  | Intel E810-XXV Dual Port 10/25GbE SFP28 Adapter, PCIe Full Height | | 1 |  |
|  | Fan Foam, HDD 2U | | 1 |  |
|  | Front PERC Mechanical Parts, for 2.5" x24 SAS/SATA Chassis | | 1 |  |
|  | Very High-Performance Fan x6 | | 1 |  |
|  | ReadyRails Sliding Rails | | 1 |  |
|  | Cable Management Arm, 2U | | 1 |  |
|  | C43, No RAID, VxRail PV670F/S670 | | 1 |  |
|  | VxRail E660/F/N PV670F Firmware Lock | | 1 |  |
|  | VxRail Software 7.0.380 Factory Install | | 1 |  |
|  | VxRail HCI System Software, EP | | 2 |  |
|  | VxRail HCI System Software, Capacity Drive 3.84TB,VSAS,MU | | 20 |  |
|  | VxRail HCI System Software Memory, 32GB | | 16 |  |
|  | VxRail HCI System Software Memory, 128GB Optane Pmem | | 8 |  |
|  | PV670/S670 Shipping, EMEA1 | | 1 |  |
|  | No Systems Documentation, No OpenManage DVD Kit | | 1 |  |
|  | Parts Only Warranty 36 Months, 36 Month(s) | | 1 |  |
|  | ProSupport and 4Hr Mission Critical Onsite Service VSAN Initial, 36 Month(s) | | 1 |  |
|  | ProSupport and 4Hr Mission Critical Onsite Service VSAN Extension, 24 Month(s) | | 1 |  |
|  |  | |  |  |
|  | **VxRail VMWare Software** | |  |  |
|  |  | |  |  |
|  | | **VMware vSphere Enterprise Plus (Per CPU)** | 8 |  |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  |  |
|  | | VMware vSphere 8 Enterprise Plus for 1 CPU, (max 32 cores/CPU socket), 5YR VMware SNS |  |  |
|  | | ProSupport for Software, Dell VMware, 5 Years |  |  |
|  | |  |  |  |
|  | | **VMware vCenter Server Standard for vSphere (Per Instance)** | 1 |  |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  |  |
|  | | VMware vCenter Server 8 Standard for vSphere 8 (Per Instance), 5YR VMware SNS |  |  |
|  | | ProSupport for Software, Dell VMware, 5 Years |  |  |
|  | |  |  |  |
|  | | **VMware vRealize Operations 8.0 Standard (Per CPU)** | **8** |  |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  |  |
|  | | VMware vRealize Operations 8 Standard, 1 CPU (max 32 cores/CPU socket), 5YR VMware SNS |  |  |
|  | | ProSupport for Software, Dell VMware, 5 Years |  |  |
|  | |  |  |  |
|  | | **VMware vSAN Enterprise Plus (Per CPU)** | **8** |  |
|  | | *\*\*\*Each unit consists of the following components \*\*\** |  |  |
|  | | VMware vSAN 8 Enterprise Plus, 1 CPU (max 32 cores/CPU socket),5YR VMware SNS |  |  |
|  | | ProSupport for Software, Dell VMware, 5 Years |  |  |
|  |  | |  |  |
| **RP-VM** | **Recoverpoint for Virtual Machines** | | **4** |  |
|  | *\*\*\*Each unit consists of the following components \*\*\** | |  |  |
|  | HCIA RecoverPoint for VMs for 1 node | | 1 |  |
|  | ProSupport Plus Mission Critical RecoverPoint for VMs Software Support-Maintenance, 60 Month(s) | | 1 |  |
|  |  | |  |  |
| **S5224F** | **Dell EMC S5224F-ON Networking Switch** | | **2** |  |
|  | *\*\*\*Each unit consists of the following components \*\*\** | |  |  |
|  | Dell Networking Power Supply, DC, 1100W, IO to PSU Airflow, for select switches Quantity 2 | | 1 |  |
|  | C13 Power Cord 220V 1.8M South Africa | | 2 |  |
|  | Dell Networking Cable, 100GbE QSFP28 to QSFP28, Passive Copper Direct Attach Cable, 0.5 Meter | | 1 |  |
|  | Dell Networking, Cable, SFP28 to SFP28, 25GbE, Passive Copper Twinax Direct Attach Cable, 3 Meter | | 10 |  |
|  | Dell Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 30 Meter | | 2 |  |
|  | Dell Networking, Transceiver, SFP+, 10GbE, SR, 850nm Wavelength, 300m Reach | | 4 |  |
|  | OS10 Enterprise, S5224F-ON | | 1 |  |
|  | OS10 SmartFabric Services | | 1 |  |
|  | 5 Years ProSupport Plus OS10 Enterprise Software Support-Maintenance | | 1 |  |
|  | ProDeploy Plus Dell Networking S Series 5XXX Switch - Deployment | | 1 |  |
|  | ProDeploy Plus Dell Networking S Series 5XXX Switch - Deployment Verification | | 1 |  |
|  | Base Warranty | | 1 |  |
|  | 1Yr Return to Depot - Minimum Warranty | | 1 |  |
|  | 90 Day SW Bug Fixes Support Media Replacement | | 1 |  |
|  | 5Yr ProSupport and 4Hr Mission Critical | | 1 |  |
|  |  | |  |  |
| **N3224T** | **Dell EMC PowerSwitch N3224** | | **1** |  |
|  | *\*\*\*Each unit consists of the following components \*\*\** | |  |  |
|  | User Documentation EMEA1 (English-US/German/Spanish/French/Hebrew/Russian/Serbian Croatian/Turkey) | | 1 |  |
|  | Dell Networking, Transceiver, SFP+, 10GbE, SR, 850nm Wavelength, 300m Reach | | 2 |  |
|  | Power Cord, PDU (Rack) | | 1 |  |
|  | Dell Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 10 Meter | | 2 |  |
|  | Partner Operations Support | | 1 |  |
|  | Lifetime Limited Hardware Warranty - Basic Hardware Service Parts Only | | 1 |  |
|  | 5Y ProSupport and 4H Mission Critical Upgrade | | 1 |  |

**Existing DELL VXRail support for 36 months**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Site** | **Product Description** | **OEM Service Tag** | **QTY** | **Indicate**  **Yes= Comply /**  **No= Not Comply** |
| Pretoria | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400259 | 1 |  |
| Pretoria | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400260 | 1 |  |
| Pretoria | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400261 | 1 |  |
| Pretoria | VXRAIL E460F SYSTEM 10X2.5 D-SLTS AF | DE600180400264 | 1 |  |
| Pretoria | Dell PowerSwitch S4048-ON | 1TZBXC2 | 1 |  |
| Pretoria | Dell PowerSwitch S4048-ON | 6SZBXC2 | 1 |  |
| Cape Town | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400262 | 1 |  |
| Cape Town | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400263 | 1 |  |
| Cape Town | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400265 | 1 |  |
| Cape Town | VXRAIL E460 SYSTEM 10X2.5 D-SLTS | DE600180400258 | 1 |  |
| Cape Town | Dell PowerSwitch S4048-ON | DQZBXC2 | 1 |  |
| Cape Town | Dell PowerSwitch S4048-ON | HSZBXC2 | 1 |  |

**Service Level Agreement for Support and Maintenance DELL EMC VXRail in the SITA client’s offices (Pretoria (Head office and Centurion) and Cape Town)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Site** | **Product Description** | **Qty** | **Indicate**  **Yes= Comply /**  **No= Not Comply** |
| All three (3) sites | 500 Dell VXrail ad-hoc hours (professional services) for a period of 36 months | 36 months |  |

I, the bidder (Full names) …………………………………………………. representing (company name) ……………………………………………………………... Hereby confirm that I comply with the above Technical Mandatory Requirements and understand that it will form part of the contract and is legally binding.

Thus, done and signed at ……………………………………. On this………day of……………….20….

……………………………….

Signature

Designation: