

HSRC

BID DESCRIPTION: IT Data Centre Collocation and Relocation

1. Introduction

The Human Sciences Research Council (HSRC) was established in 1968 as South Africa's statutory research agency and has grown to become the largest dedicated research institute in the social sciences and humanities on the African continent, conducting cutting-edge public research in areas that are crucial to development.

The HSRC produces leading-edge policy research, through engaged scholarship, to utilise in understanding and explaining social conditions and informing social change for inclusive growth in communities.

The HSRC IT is looking to relocate its existing on-premise Data Centre Infrastructure in Pretoria to an external Cloud Hosting Data Centre Facility within the ***district of Pretoria***.

This relocation is based on a **co-location model** and a timeline of three months to complete the migration to the new data centre.

To ensure the relocation project is delivered on time and on budget, the HSRC is looking to work with a specialist partner who can provide experienced technical intervention in facilitation of the proposed relocation and work alongside our IT Infrastructure team to ensure the project's success.

- Hosting Facility.
- Technical expertise to facilitate the relocation from source to destination as well as configuration of the equipment.

2. Background

The HSRC consists of four regional offices located in Pretoria, Durban, Cape Town and Sweetwaters - Pietermaritzburg.

Each regional site is equipped with an on-premise Data Centre (DC) with Rackmount server(s), SAN Storage and SonicWALL Firewalls which facilitate WAN breakout and linkup to the rest of the sites via TENET MPLS Cloud, with the exception of the Cape Town site which is currently operating via a serverless Data Centre with their Rackmount Servers and SAN Storage integrated within the Pretoria DC.

Pretoria IT Infrastructure:**Network:**

The Data centre consists of multiple Ethernet Switches, Alcatel Router and SonicWALL Firewall, all around a Juniper Core Switch virtual chassis. In addition, there are multiple WAN and remote access links.

All HSRC sites (PTA, DBN, PSW & CPT) has a 1 GB Fibre breakout/handoff to TENET equipment on site.

The TENET/SANReN network is designed to give redundant and uncontended access, as such the site traffic does not have a specific failover path but will reroute over any available path during failures.

Regional Points of Presence (PoPs) are well connected to each other and to the rest of the internet.

Storage:

The HSRC has two Lenovo DH2000 ThinkSystem SAN Storage arrays with approximately 100TB storage capacity as well as an IBM v5000 SAN Storage connected to two expansion units with approximately 100TB of storage capacity. There is also a Dell EMC storage appliance with a capacity of approximately 50TB.

Servers and Server Virtualisation:

The existing server-farm server farm in the data centre consists of eight ThinkSystem SR650 rackmounts, the majority of which are Microsoft Windows-based running server 2016 and 2019 Standard Operating Systems.

The environment is 98% virtualised and the hypervisor is VMware vSphere v7.0.3

Server Physical Infrastructure

The existing server farm in the Data Centre consists of 8 Lenovo ThinkSystem SR650 rackmount servers of which two are to be provisioned for Veeam Backup and Replication physical in the near future. The other six SR650 rackmounts run VMware vSphere Hypervisor v7.0.3.

The environment is 98% virtualised with the majority of virtual servers running Windows Server 2016 and 2019 as well as a handful of Linux virtual servers (SUSE Linux Enterprise 15).

Backup and Archive:

The HSRC utilises Veeam Backup & Replication v12 and has incorporated a Backup-as-a-Service (BaaS) solution to cater for data backup and recovery requirements as well as offsite storage.

We further have incorporated a DRaaS solution should we require failing-over for business continuity purposes following declaration of a disaster or any catastrophic and prolonged system outage.

3. Requirements of this project

This requirement is brought about by the HSRC's intention to relocate from the Pretoria building, as well as zero tolerance for enterprise-wide service outages. We, therefore, need to ensure the availability of resources with limited or no downtime during the transition towards the new hosting facility.

ICT and related operational efficiency remain key during this period because our surveys and fieldwork programmes gain momentum towards year-end and as such, no amount of downtime or service interruption can be tolerated by our respective business units.

The appointed specialist partner must be in a position to provide Cloud Hosting facilities, on **Tier-3 Standard** and ensure the following features:

“Please note that a copy of the existing Data Centre Equipment Inventory to be relocated to the Cloud hosting facility is included for reference”.

3.1 Data Centre Technical Requirements

	Full Rack 1	Full Rack 2
Rack Features		
Rack size	47U in a 19" rack	47U in a 19" rack
Rack Dimensions	Each cabinet 1,200mm deep	Each cabinet 1,200mm deep
Power Supply	Redundant Power Feeds in Rack (A and B feeds)	Redundant Power Feeds in Rack (A and B feeds)
DC High Availability Power Features		
Redundant Generators	Yes	Yes
Redundant Power Feeds to Data Centre	Yes	Yes
Data Centre Network		
Uplink / Cross Connect Capability between Racks and carriers	Yes	Yes
IP Peering between Upstream carriers	Yes	Yes
Carrier-neutral Data Centre	Yes	Yes
Multi-homed "Redundant Backhaul"	Yes	Yes
Should have a TENET Point of Presence	Yes	Yes
Support		
24/7 support (Access to this facility)	Yes	Yes
Rack assist "Remote Hands available 24/7"	Yes	Yes
Data Centre		
PCI-DSS Certified Data Centre	Yes	Yes
Energy-efficient Data Centre	Yes	Yes
Intelligent Climate Control	Yes	Yes

All areas have 24x7 intelligent monitoring and video surveillance with integrated motion sensors.	Yes	Yes
Continuous video surveillance monitoring and video surveillance with integrated motion sensors.	Yes	Yes
Comprehensive audit logs on all access	Yes	Yes
Planned preventative maintenance performed in accordance with manufacturers' recommendations and industry best practices, with no interruption to service	Yes	Yes
Facilities are Hardware Vendor Agnostic	Yes	Yes
24/7 Biometric Access Protected Access to environment	Yes	Yes

NB: The facility must be compliant with South African laws and regulations from a Data Sovereignty perspective.

- Please note that all MPLS, Firewall, and Switches are to be managed by the HSRC IT via the existing OEM partnerships and are not in the scope of this RFQ.
- Insurance must be included in the transport of the equipment (in transit) and a lift truck with secure locking must be utilised to ensure data safety.

4. Project timelines

The Data Centre Infrastructure must be relocated and hosting services operational effective within **30 calendar days** post the signing of the SLA.

The hosting facility and services will be maintained for twelve (12) months initial duration of the Service Level Agreement (SLA).

5. Experience of the Organization

Proposals must clearly indicate the bidding organization's experience pertaining to cloud-computing and hosting services, with particular reference to design, implementation, and roll-out of the solution.

5.1 Accreditation of the Hosting Facility

Bidders / Resellers must be an accredited Cloud Data Centre facility and demonstrate alignment to best practice principles as well as standards relevant to the proposed offering, i.e.

- Data Centre Tier rating.
- ISO Standard(s) and existing Technology partnerships.
- Cloud Computing Platform (on-demand).
- ISPA Member

6. Evaluation Itinerary

The evaluation of proposals will be based on functionality and the concepts contained in the proposals.

a. Phase 1: Briefing Session

A compulsory briefing session will be held on Thursday, 16 November 2023.

b. Phase 2: Functionality evaluation of the concepts contained in the proposals.

c. Phase 3: Functionality evaluation in the form of a site visit to the proposed hosting facility.

6.1 Technical Details, i.e. Entire Proposal

Proposals in their entirety must address, provide and meet the specifications and requirements stipulated in Section 3 above. Full technical details should be furnished in the proposal.

****Bidders will be evaluated against their compliance with Section 3 above.**

6.2 Project Management

Proposals must contain a comprehensive project management plan including but not limited to the following elements:

6.2.1. Project Approach / Methodology

A comprehensive description of the bidding organization's proposed approach and methodology to be employed for the project. This section should convey the said organization's overall understanding of the proposed project and detail how the proposed solution will be implemented right from the start to the end.

6.2.2. Project Plan

All project requirements, proposed tasks, services, activities, resources, etc., necessary to accomplish the scope of the project as defined in Section 3 above, must be detailed here. This section of the proposal must contain sufficient detail to convey to members of the evaluation team, the bidding organization's knowledge of the project's requirements and requisite skills to successfully complete the project.

6.2.3. Project Team Composition

A comprehensive description of the proposed project team structure, and internal controls, to be applied throughout the course of the project must be furnished.

6.2.3.1. An organogram of the organization indicating lines of authority and reporting structures for the proposed project team must be included.

6.2.3.2. Qualifications, relevant industry certifications, and **relevant experience towards accomplishing the proposed project** deliverables must be furnished. Concise CV's demonstrating precise experience of the respective project team members must be attached.

6.2.4. **Project Schedule**

A comprehensive project schedule indicating deliverables and deadlines must be included. All deliverables must be met within the stipulated timeframes.

6.2.5. **Risk Management and Mitigation**

The bidding organization must identify potential risks that are considered major to the success of this project. Furthermore, the organization must elaborate on how it proposes to effectively report, monitor and mitigate these risks.

6.2.6. **Migration Plan and Transition Management**

A detailed migration plan must be included in the proposal. The bidding organization should detail how relocation will take place. Furthermore, the plan should also detail how the transition phase will be managed.

6.3 **Experience of the Bidding Organization**

Proposals must clearly indicate the bidding organization's experience pertaining to cloud-computing and hosting services, with emphasis on design, implementation, and roll-out of the solution.

6.3.2. **Track Record of the Organization**

A list of three (3) contactable references stipulating the duration the bidder has had during the past five (5) years relating to the their ability

to provide the services required as per the terms of reference (*refer to section 3.1*).

Compulsory Site visit to the Hosting Facility

Shortlisted bidders will be required to arrange a compulsory site visit to the hosting facility they will provide in response to the stipulated bid requirements in **Section 3.1**.

The proposed site visit will allow the evaluating panel to view and experience whether the proposed hosting facility offerings meet with the bidder's submission.

7. Enquiries

Mr. Stanley Moshidi – Project Lead (066) 006-5465

Mr. Rabindra Laldaparsad – Bid Regulations (066) 006-5439

Briefing session: 16 November 2023 @ 10:00am

BriefingSessionLink: https://teams.microsoft.com/l/meetup-join/19%3ameeting_OTRhZTM4MzgtOGNjZi00ZTAxLTkyZTgtMjY5ZjdINmQ1YWNj%40thread.v2/0?context=%7b%22Tid%22%3a%22161524ab-4f53-4300-a494-dcdbaeb8e86c%22%2c%22Oid%22%3a%2220d2b759-9b2d-4193-a056-6de3a3c48ddc%22%7d

Bid Closing Date: 23 November 2023 @ 16:00PM

8. Evaluation Criteria

FUNCTIONALITY	Allocated Points
1. Technical Details, i.e. Entire Proposal (Compliance with all items as outlined in Section 3.1)	25
2. Accreditation – Stipulated in section 5.1 <ul style="list-style-type: none"> ▪ The bidder must be an accredited Service Provider for the proposed solution. ▪ The bidder must provide documentary proof of accreditation from the relevant Industry body for the following items: <ul style="list-style-type: none"> • Data Centre Tier rating. • ISO Standard(s) and existing Technology partnerships. • Cloud Computing Platform (on-demand). • ISPA Member 	10
3. Experience and Track Record Provide minimum three (3) relevant contactable references where the proposed Co-Location/ Cloud Hosting solution has been successfully implemented in the past five (5) years. Reference letters will only be considered valid if they meet the following criteria: <ul style="list-style-type: none"> - if on an official client letterhead. - if it makes reference to provision of similar services. - if not older than 5 years. - if signed and dated by relevant personnel 3x letters = 10 2x letters = 5 1x letter = 1	10

4. Methodology Provide detailed methodology on how the proposed solution will be implemented. The methodology should include processes to follow, project timelines and deliverables, including associated risks as well as how these risk factors will be mitigated and managed. <ul style="list-style-type: none"> Processes to execute in relocating the DC Infrastructure from source to destination hosting site = 10 Projected timelines towards the project completion = 5 Associated Risks and mitigating actions = 5 	20
5. Qualifications and Skills of key Personnel Submit a structure composition of the proposed team, clearly outlining the main disciplines/ specialities and key personnel responsible for each speciality. CV's of personnel must highlight qualifications, areas of experience/ competencies relevant to task and objectives of the bid.	10
6. Financial Status <ul style="list-style-type: none"> Provide last three (3) years audited financial statements. 	5
Phase 1	Total
	80
Phase 2 - Site Visit (Practical Evaluation)	
Functionality Evaluation in the form of a Site Visit to the Hosting Facility.	20
NB: The minimum threshold score is 80%. Bidders who fail to obtain the minimum required threshold score will be disqualified.	
Total including functionality =	100

TOTAL		100
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BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The applicable preference point system for this tender is the **80/20** preference point system.
- c) Either the **90/10 or 80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ \mathbf{Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)} \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \mathbf{Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)} \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
SMME (EME &QSE)	2	4		
Owned by black people (50% or more)	2	4		
Owned by black people who are youth (30% or more)	2	4		
Owned by black people who are women (30% or more)	2	4		
Owned by black people with disabilities (30% or more)	2	4		
Total Points	10	20		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

