



## **electricity & energy**

Department:  
Electricity and Energy  
REPUBLIC OF SOUTH AFRICA

**TOR NO.**

192 Visagie Street | Matimba House, Cnr Paul Kruger & Visagie Street  
Pretoria | 0001

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### **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF SERVERS, STORAGE, LICENSES, CONFIGURATION AND MIGRATION SERVICES, AND SUPPORT AND MAINTENANCE SLA FOR TWENTY-FOUR (24) MONTHS**

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#### **1. BACKGROUND**

- 1.1 The Department of Electricity and Energy (DEE) hereby invites suitably qualified, experienced, and accredited service providers to submit bid proposals for
  - (i) procurement of servers, storage, licenses, configuration and migration services and
  - (ii) support and maintenance SLA for twenty-four (24) months.
- 1.2 The proposal must include virtual server hosts, storage, appropriate virtualisation licenses, deployment and configuration, virtual machines migration, twenty-four-month support and maintenance SLA and transfer of technical skills to DEE technical team.
- 1.3 The proposal must also specify the virtualisation software licensing requirements based on the proposed architecture.
- 1.4 Project success will be measured by the quality and effectiveness of the deliverables in meeting the goals of the project implementation.

#### **2. CONTRACT PERIOD**

- 2.1. The duration of the maintenance and support SLA contract shall be twenty-four (24) months after the successful configuration and migration of the servers and storage.

#### **3. OBJECTIVE**

- 3.1. The objective of this bid is to modernise, stabilise and have recent and supported server hardware for the Department of Electricity and Energy.

#### **4. SCOPE OF WORK**

- 4.1 The service provider proposal and project plan should clearly identify what documents and deliverables will be created in response to this bid. The service provider's response should outline the methodology that will be used to develop the technical requirements.
- 4.2 The scope of the proposal must include the following:

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- 4.2.1 A description of the proposed methodology for the implementation of servers and storage, including licences, deployment, configuration and migration of virtual machines from the old to the new virtual environment.
- 4.2.2 A description of the proposed methodology for the implementation of server consolidation and virtualisation.
- 4.2.3 A project plan that includes timeframes associated with each deliverable.
- 4.2.4 A description of the project management methodology.
- 4.2.5 Curriculum Vitae for the deployment resource.
- 4.2.6 Deployment and configuration documentation signoff
- 4.2.7 Training and Skills Transfer
- 4.3 The pricing proposal must be itemised in terms of the following (as per Annexure A):
  - 4.3.1 Hardware (Servers and Storage)
  - 4.3.2 Software Licenses (Virtualisation Licenses)
  - 4.3.3 Installation and Configuration Services
  - 4.3.5 Migration of virtual machines
  - 4.3.6 Maintenance and Support SLA
- 4.4 The service provider proposal must include a warranty of 60 months on all servers and storage devices.
- 4.5 The successful service provider must demonstrate the capability to provide:
  - 4.5.1 Experience with the installation of storage and server consolidation with a growing network.
  - 4.5.2 Experience with the implementation of virtualisation technologies, with specific experience in consolidating server environments.
  - 4.5.3 Experience in implementing successful projects that include virtualization technologies, training of staff, skills transfer, and documentation.
- 4.6 The project will only focus on the server environment located at the DEE Head Office in Pretoria.

## **5 DELIVERABLES OR PROJECT OUTPUT AND OUTCOMES**

- 5.1 The service provider must supply, configure, install, and commission 2 Fiber Channel Switches, 2 rack-mountable servers, and storage with the following specifications or Similar.
- 5.2 The specification of the servers:
  - 5.2.1 2 x Servers 512GB RAM
  - 5.2.2 2 x 3.2G, 16C/32T CPU



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- 5.2.3 BOSS Card 2x 480Gb Raid 1
- 5.2.4 25GbE SFP+ Connectivity
- 5.2.5 5 Years Warranty with 4 Hours turnaround time
- 5.2.6 Deployment Services
- 5.3 The specification of the storage:
  - 5.3.1 1 x Storage with Capacity: 50TB
  - 5.3.2 Raw Capacity: 26TB
  - 5.3.3 IOPS: 94700
  - 5.3.4 5 Years Warranty with 4 Hours turnaround time
  - 5.3.5 Deployment Services
- 5.4 The specification of switches:
  - 5.4.1 2 x Switches
  - 5.4.2 12 x 25GbE SFP28, 3x 100GbE QSFP28 ports
  - 5.4.3 5 Years Warranty with 4 Hours turnaround time
- 5.5 The specification of the software:
  - 5.5.1 Virtualisation software licensing, 5Yrs Subscription per Core
- 5.6 The service provider is required to support the deployed hardware and software for 24 months through a service level agreement.
- 5.7 Technical support will only be billed on the successful resolution of a fault escalated to the service provider.

## **5 EVALUATION CRITERIA**

**This bid will be evaluated in four stages, i.e., functionality, mandatory requirements, administrative compliance and point scoring system.**

### **5.1 Gate 01 - Functionality**

Bidders will be scored in terms of the functional requirements indicated in the table below. The corresponding points and weightings will be used to calculate the overall score a bidder has achieved. The minimum threshold for this bid is **70%**. Bidders who score less than **70%** will be disqualified. Only bidders that score **70%** or more will be considered further.

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| No. | Evaluation criteria                                                                                                                                                                                                                                                                                                                        | Points                                                                                                                                                                                           | Weight |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 1.  | <b>Company experience</b><br>Bidders should have experience in the successful implementation of virtualization technologies projects in the past 8 years.<br><br>(Attach completion letters, supported by testimonial/s on a company (client) letterhead, signed and dated, and describing the nature of services successfully completed.) | Seven (7) or more projects = 5 points<br>Six (6) projects = 4 points<br>Five (5) projects = 3 points<br>Four (4) projects = 2 points<br>Three (3) projects = 1 point                             | 20     |
| 2   | <b>2.2 Experience of deployment resource</b><br>The deployment resources must have experience in the successful implementation of virtualization technology projects.<br><br>(Attach a recent comprehensive CV).                                                                                                                           | 7 or more years = 5 points<br>6 years = 4 points<br>5 years = 3 points<br>4 years = 2 points<br>3 years or below = 1 points<br><br>(Points for experience will be averaged for all team members) | 30     |
| 3   | <b>Technical Plan</b><br>Bidders should provide a detailed technical plan on how the deployment and configuration will be carried out.                                                                                                                                                                                                     | 9 or more aspects covered = 5 points<br>8 aspects = 4 points.                                                                                                                                    | 20     |



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| No. | Evaluation criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Points                                                                             | Weight |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--------|
|     | <p><i>"Detailed" in this instance refers to a technical plan that covers the following 9 aspects;</i></p> <ul style="list-style-type: none"><li>(i) Defined tasks</li><li>(ii) Timelines</li><li>(iii) Delivery artifacts</li><li>(iv) Resource allocation</li><li>(v) Deployment and configuration plan</li><li>(vi) Virtual machines migration plan</li><li>(vii) Identified dependencies</li><li>(viii) Skills transfer plan and handover</li><li>(ix) Delivery date</li></ul> <p><i>(The proposal should detail the dependencies from the Department to ensure the successful implementation of project)</i></p> | <p>7 aspects = 3 points</p> <p>6 aspects = 2 points</p> <p>5 aspects = 1 point</p> |        |

**Formula;  $A \times 100 = C\%$**

**B**

Where: A = Total score for the bid under consideration

B = Maximum possible score

C = Percentage score for the bid under consideration

### 6.2. Gate 02 – Mandatory requirements

- i) The bidder must be accredited by the Original Equipment Manufacturer for hardware.
- ii) The bidder must be accredited by the Original Equipment Manufacturer for software.
- iii) The deployment resources must have been certified in Original Equipment Manufacturer (OEM) certification for server hardware with minimum 2020 certification.



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- iv) The deployment resources must have been certified in Original Equipment Manufacturer (OEM) certification for virtualisation software with minimum 2020 certification.

NB: Failure to meet anyone of these will result in a bidder being disqualified.

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

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

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

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

- Price points = 80
- Preferential points = 20

6.4.1 The bidder that scores the highest points in this phase will be awarded the tender.

6.4.2 Should more than one bidder score the same number of points; the award will be made to the bidder who scores more points on specific goals.

6.4.3 Should there be more than one bidder who scores the same number of points overall and the same points on specific goals, the award will be made to the bidder who scored the highest points on functionality.

6.4.4 Should there be more than one bidder who scores the same number of points in all aspects, the bid will be determined by the drawing of the lot.

6.4.5 The preferential points will be allocated in terms of the Departmental objectives on specific goals. Points allocation on specific goals are tabulated hereunder.



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6.4.6 Bidders who do not submit proof (means of verification) of specific goals claimed will not qualify for preference points for specific goals.

| Specific Goal                          | Number of points<br>(80/20 Preference System) | Means of Verification                                                              |
|----------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------|
| Enterprise owned by Black people       | 4                                             | Identity documents and CIPC document                                               |
| Enterprise owned by Women              | 4                                             | Identity documents and CIPC document                                               |
| Enterprise owned by Youth              | 4                                             | Identity documents and CIPC document                                               |
| Enterprise owned by disabled persons   | 4                                             | Medical certification                                                              |
| Enterprise owned by SMMEs (QSE or EME) | 4                                             | B-BBEE certificate issued by a SANAS accredited Agency or DTIC, or Sworn affidavit |

**NB:** "Ownership = 51% of the company share. Designated group/person that is part of the entity directorship but has less than 51% share = points will be calculated on a pro-rata basis in relation to the share/s held by the designated group/persons.

E.g.    Number of women directors                      = 01  
            Shares owned by women                         = 20%  
            Specific goal for women                            = 4 points  
            Points claimable for women ownership        =  $\frac{20}{100} \times 4 = 0.8 \text{ points}$

## 7 REPORTING REQUIREMENTS

- 7.1 The successful applicant will work closely with the Director: Information Technology Management including any other key stakeholders within the Department.
- 7.3.1 The service provider is required to provide a written monthly report to the Director Information Technology Management on deliverables.
- 7.3.2 The service provider will be required to conduct quarterly meetings with the Director: Information Technology Management, or his/her delegate for the duration of the contract period. In case of emergency, either party may propose a meeting and both parties must reasonably avail themselves for such meetings.



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### **8. ROLES AND RESPONSIBILITIES.**

8.1. The Department of Electricity and Energy shall provide the following.

8.1.1 Functional perimeter.

8.1.2 Facilitate access control by ensuring that officials have identification cards.

8.1.3 Provide office space and

8.1.4 Provide access to ablution facilities.

### **8.2 Service Provider**

8.2.1 Execute the contract in line with the scope of work and other requirements contained in these terms of reference and/or SLA.

### **9. CONFIDENTIALITY OF INFORMATION**

9.1. The service provider shall treat information furnished by the other Party or another person for purposes of execution of the project, as confidential. Subject to this clause, the Party furnished with information shall not disclose such information to another person without the prior written consent of the other Party and shall take reasonable steps to ensure that such information is not disclosed to another person.

### **10. PAYMENTS**

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

### **11 TAX CLEARANCE CERTIFICATE**

11.1 Bidders must ensure compliance with their tax obligations.

11.2 Bidders are required to submit their unique personal identification number (pin) issued by SARS to enable the organ of state to view the taxpayer's profile and tax status.

11.3 Application for tax compliance status (TCS) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website [www.sars.gov.za](http://www.sars.gov.za).

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



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- 11.5.1 In proposals where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / pin / CSD number.
- 11.5.2 Where no TCS is available, but the potential service provider/s is registered on the central supplier database (CSD), a CSD number must be provided.

## **12 CONDITIONS OF THE CONTRACT**

- 12.1 The General Conditions of Contract must be accepted as these are issued by National Treasury and are non-negotiable.
- 12.2 The service provider will sign a confidentiality agreement regarding the protection of DEE information that is not in the public domain.
- 12.3 Service provider is prohibited from unauthorized handling, reading or removal of documents in the departmental records.
- 12.4 No state information may be furnished/ communicated to the public or news media by the security service provider or any of their employees.
- 12.5 The Department reserves the right to screen/vet service provider personnel through the State Security Agency or otherwise.
- 12.6 The service provider must ensure that there is no interruption of services due to manpower shortage due to annual leave, sick leave, etc.
- 12.7 The service provider shall ensure that the contract is executed in line with the scope of work.
- 12.8 The service provider company may be subjected to security screening by the State Security Agency
- 12.9 The DEE reserves the right to verify the authenticity of the information submitted, any falsified information may result in the disqualification or cancellation of the contract.

## **13 FORMATS OF SUBMISSION OF PROPOSAL**

- 13.1 Service providers are requested to **submit one (1) original** copy of the proposal **and three (3) copies**.
- 13.2 Service providers are requested to index their proposals for easy reference.

## **14 PRE-BID MEETING DETAILS/BRIEFING SESSION DETAILS**

- 14.1 A compulsory briefing session will be held on **7<sup>th</sup> September 2026, 10h00** at Department of Electricity and Energy at the following address:  
**192 Visagie Street Cnr Paul Kruger and Visagie Street, Pretoria 0001**



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A compulsory briefing session register must be signed to confirm attendance. Failure to sign the attendance register will invalidate your bid.

### **15 CLOSING DATE**

- 15.1. Proposals must be submitted on or before **18 September 2026, 11h00** at the Department of Electricity and Energy, at 192 Matimba House Building, Corner Visagie and Paul Kruger Street, Pretoria in a box marked "Tender Box"
- 15.2. **No late bids will be accepted.**

### **16 ENQUIRIES**

- 16.1 **All general enquiries relating to this bid should be directed to:**

Mr. Samuel Msiza

Tel: 012 406 7910

E-mail: [Samuel.msiza@dee.gov.za](mailto:Samuel.msiza@dee.gov.za)

- 16.2 **Technical enquiries can be directed to:**

Ms. Rose Kelebone

Tel: 012 406 7502

E-mail: [Rose.Kelebone@dee.gov.za](mailto:Rose.Kelebone@dee.gov.za)

Mr. Phillip Leso

Tel: 012 406 7730

Email: [Phillip.Leso@dee.gov.za](mailto:Phillip.Leso@dee.gov.za)

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**Annexure A**

| No. | Item                                                       | Price    |
|-----|------------------------------------------------------------|----------|
| 1   | Hardware with 5 Year warranty                              | R        |
| 2   | Virtualisation Software licensing with 5 Year Subscription | R        |
| 3   | Deployment service                                         | R        |
| 4   | Migration of virtual machines                              | R        |
| 5   | Maintenance and support SLA – 24 Months                    | R        |
|     | <b>Total</b>                                               | <b>R</b> |