



TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act No. 29 of 1996 (MHSA) and is a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA and its constitution.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate and high-quality skills for economic growth, employment and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities.

2. PURPOSE OF THE REQUEST FOR PROPOSALS

2.1 PURPOSE:

The Mining Qualifications Authority (MQA) requires the services of a suitable and qualified service provider to provide the MQA with a comprehensive and robust Information Technology (IT) Backup, Disaster Recovery (DR) and DR Site Solution and services.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

2.2 OBJECTIVES:

The main objective of this project is to ensure there is uninterrupted business continuity of the MQA's business operations in the event of any disaster and /or critical incidents that may occur.

2.3 CURRENT STATUS QUO:

The MQA's current IT infrastructure is as follows:

- 2.1 Dell EMC PowerVault ME4 Storage Area Network (15TB) with ±10.00 TB used;
- 2.2 Three physical hosts with fourteen (14) virtual machines hosted inhouse.
- 2.3 M365 environment with 215 users (Mail, SharePoint and OneDrive) at 20.3 TB used;
- 2.4 Platform runs on VMware 8.0, Microsoft Windows servers, and 1 Linux server;
- 2.5 Backups and replications are currently carried out using Veeam Backup and Replication solution.
- 2.6 Active Directory, DNS and DHCP, MS Exchange, MS Dynamics Great Plains, MS SQL.
- 2.7 FortiGate Firewall.

3. SCOPE AND DEFINITION OF WORK

3.1 SITE LOCATION:

The off-site IT Disaster Recovery Hosting Facility should be located **≥40 (within the borders of RSA)** kilometres away from the MQA's Head Office premises in Parktown.

3.2 REQUIRED SERVICES:

- 3.1 Backup and DR Hosting Facility (which is fully secured and at least 99.95% availability);
- 3.2 Full Migration Services (Take over of data from the previous provider);
- 3.3 Provide full managed services for the backup, DR and DR Site Solution (which includes replication from the MQA main data center to the DR Site + Failover Site);
- 3.4 Duplicate of the MQA production site (provide the DR solution);
- 3.5 Provide Backup, replication and DR Services in line with the MQA approved policies;
- 3.6 Provision of **DR Site** which consists of open workspace (open plan) for 10 people about 60 square meters, which is suitable to be utilised as a meeting room if need be, (with network connectivity).
The DR Site MUST include access to the kitchen, ablution facilities and parking space for 10 MQA staff;
- 3.7 The DR Site must have a full and integrated Backup electricity / power which powers up the DR site instantly in the event of power outage;
- 3.8 Provide a 20 Mbps fibre dedicated link for replicating both sites with internet breakout;

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

3.9 The software licenses required for the solution (renewable in line with the term of contract.

Note: - the renewals of these licenses are the responsibility of the Service Provider (i.e. it must be part of the Project Pricing).

3.10 24/7/365 Service / Help Desk Solution;

3.11 Backup monitoring reporting tool (for automatic (system generated) daily reporting on the backup status;

4. DELIVERABLES

4.1 Provide a Backup, replication and DR Hosting Facility / Environment.

4.2 Provide full managed Backup, DR and DR Site Solution and services (with full support & maintenance);

4.3 Full setup of the Environment (including migration of data from the current provider's site to the new one);

4.4 Perform Backups and Replication functions in line with the MQA approved policies with data retention period as follows:

4.4.1 Daily Backups – incremental – 3 weeks;

4.4.2 Weekly Backups – Full – 4 weeks;

4.4.3 Monthly Backups – Full – 12 months;

4.4.4 Yearly Backups – Full – 5 Years;

4.5 Conduct 3 quarterly DR Restore / Simulation tests (on all application systems and servers within the DR Solution) plus one (01) Full Annual DR Simulation test and provide test reports.

4.6 Monthly service management meetings;

4.7 Provide DR Site for 10 of MQA Staff in the event of disaster which requires operating away from the MQA main office (The DR site access must be for the duration until the disaster is cleared and the MQA Main Office is safe and / or secure for re-occupation;

4.8 20Mbps internet line connecting the MQA and DR Site for replication of data; and

4.9 Provide the DR solution design structure documentation.

Note :

The backup storage must include MQA Users' OneDrive, Exchange, Sharepoint and document repository from the IMIS/ERP System which is currently at ±25TB and expected to grow to **50TB** in the period of the three (03) years.

5. Highly Recommended Briefing Session:

Prospective bidders are ENCOURAGED to attend the Briefing Session as scheduled.

Evidence: Attendance Register from the MS Teams including the details captured by the attendee in the meeting chat.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

6. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

The suitable bidder must have the required experience in implementing Information Technology (IT) Backup, Replication and Disaster Recovery (DR) Solutions. To evaluate experience,

5.1 Company Experience

Bidders must provide MQA with reference letters from different clients in backup and disaster recovery (DR) Solutions.

5.2 Capacity and expertise

Bidders must provide a CV of a qualified and experienced professional with experience in backup and disaster recovery (DR) Solutions.

7. Duration of the contract

6.1 The successful bidder will be appointed to render the requisite service for a maximum period of thirty-six (36) months.

6.2 Work will start upon signing the service provider contract.

8. INTEGRITY AND CONFLICT OF INTEREST

7.1 The service provider shall always exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

7.2 The successful service provider is required to conduct the assignment and compile the required reports and or information with the utmost integrity and honesty, and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

9. PROJECT MANAGEMENT

The service provider appointed shall be given instructions by or shall report to the Senior Manager IT.



TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

10. PROJECT PROPOSAL

The successful bidder will be required to submit the following:

- a. A short profile of the bidder describing in detail the proposed solution (with all the associated software licenses) their proposed solution and the draft network diagram
- b. All the documents required as per the evaluation criteria.
- c. Details of the cost/fee breakdown for the services to be rendered.

11. PROJECT PLAN

Based on the information provided in this document, the successful bidder is to submit a project execution plan with deliverables and timelines that the prospective service provider deems suitable for the delivery of the proposed project. The MQA will consider and approve of the project plan before commencement of the project.

12. PROJECT PRICING

- 11.1 The project pricing MUST be itemised and reflected per year for a period of three (03) years.
- 11.2 The amount quoted must be denominated in South African Rand, and should include VAT.
- 11.3 The quoted price should be as per the scope of work.
- 11.4 The MQA may subject the award of the proposal to price negotiation with the preferred service provider. This will, however, be exercised subject to the following principles.
 - 11.4.1 Negotiation may not allow any preferred service provider a second or unfair opportunity.
 - 11.4.2 Is not detrimental to any other prominent service provider; and
 - 11.4.3 Does not lead to a higher price than the proposal as submitted.

13. EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in four (4) phases.

The first phase will be compliance, the second phase will be mandatory requirements, the third phase will be functionality and site visit, and the fourth phase will be pricing and specific goals in accordance with the Supply Chain Management Procurement policies (Preferential Point System).

A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

12.1 PHASE ONE (1): COMPLIANCE

RETURNABLE DOCUMENTS TO BE SUBMITTED

- 12.1.1 Proof of registration on Central Supplier Database System (CSD)

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

- 12.1.2 Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;
- 12.1.3 B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- 12.1.4 SBD 1: Invitation to Bid fully completed and appropriately signed;
- 12.1.5 SBD 3.3: Pricing Schedule fully completed and appropriately signed;
- 12.1.6 SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- 12.1.7 SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;

NB: Bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, bidders will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request of such outstanding information will not be information that affects the substance of the bid or give a bidder unfair advantage to the other bidders.

12.2 PHASE TWO (2) MANDATORY REQUIREMENTS

- 12.2.1 The off-site IT Disaster Recovery Facility (Data-Center) should be located **≥40** kilometres away from the MQA's Head office premises in Parktown (**within the borders of RSA**).
Evidence to be provided: Bidder must provide the off-site location and GPS coordinates.
NB.: the physical address appearing on the Hosting Facility's Accreditation Certification may be used to evaluate this.
- 12.2.2 The Hosting DR Facility (Data-Center) **MUST** be accredited by the relevant body.
Evidence to be provided: Bidder must provide the Disaster Recovery Site / Facility Accreditation or Certificate.

Important to Note:

- *In the case that the bidder plans to outsource the facility (i.e. data-center) – the accreditation / certification in the name of the Hosting Facility **MUST** be accompanied by either of the following:*
 - *The Proof of Agreement for outsourcing signed by both parties (prospective bidder and the Hosting Facility).*
 - *Intent to Outsource the Hosting Facility / Data-Center signed by both parties.*

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

NB: The MQA will verify if the bidder's off-site IT Disaster Recovery Site location is within the mentioned parameters and the MQA will also verify if the bidder off-site disaster recovery facilities is accredited.

Should the bidder not attend the compulsory briefing session, OR the location be outside the mentioned parameters OR the body / vendor not confirm the bidder' off-site disaster recovery facilities accreditation (including the non-submission of the signed agreement/s), MQA shall consider such bid to have not met the mandatory requirements and will be disqualified from the next evaluation phases.

12.3 PHASE THREE (3) FUNCTIONALITY AND SITE VISIT

The proposal will be evaluated on a five-point scale as follows:

- 0 = Required documents not submitted.
- 1 = Poor, does not meet criteria.
- 2 = Fair, less than acceptable. Not sufficient for performance requirements.
- 3 = Satisfactory, adequate for the performance requirements.
- 4 = Very good, above the average compliance to the requirement.
- 5 = Excellent, exceptional mastery of the requirement

KPA	ELEMENT	WEIGHT	Scoring Matrix
KPA	FUNCTIONAL	100	
1. Company Experience in implementing and maintaining the IT Backup and Disaster recovery services	1.1 Provide a company profile with at least 6 years of industry experience in implementing the IT Backup and Disaster recovery solution. (with support & maintenance) Means of Verification: • Copy of Company CIPC; • List of Projects implemented with their duration.	20	0= No company profile submitted 1= company profile submitted with 1 – less than 3 years of industry experience in implementing the IT Backup and Disaster recovery solution. (with support & maintenance) 2= company profile submitted with 3 - less than 6 years of industry experience in implementing the IT Backup and Disaster recovery solution. (with support & maintenance)

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

			3= company profile submitted with 6 - less than 7 years industry experience in implementing the IT Backup and Disaster recovery solution. (with support & maintenance) 4= company profile submitted with 7 - less than 8 years of industry experience in implementing the IT Backup and Disaster recovery solution. (with support & maintenance) 5= company profile submitted with 8 years or more of industry experience in in implementing the IT Backup and Disaster recovery solution. (with support & maintenance).
	Provide at least 3 reference letters in implementing and maintaining the IT Backup and Disaster recovery services. For the reference letter to comply, it must have the following as per Annexure A:	20	0=No compliant reference letters submitted 1=1 compliant reference letter provided 2=2 compliant reference letters provided 3=3 compliant reference letters provided.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

	➤ be on the client's letterhead, dated, signed by relevant officials, project duration, with contactable details (email/phone numbers), and work done within five (5) years prior to the closing date of the request for proposal. ➤ Explaining or narrating the implementation, and maintenance of the IT Backup and Disaster recovery services. NB: MQA will only accept reference letters as per the template provided in Annexure A. References on a template other than the one provided in Annexure A will not be considered during evaluation. The MQA reserves the right to contact the provided reference clients through their provided contact details, and should such reference clients not		4=4 compliant reference letters provided. 5=5 or more compliant reference letters provided
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

	confirm the work and services, the reference will not be considered during evaluation.		
2. Capacity and expertise in implementing and maintaining the IT Backup and Disaster recovery services AND Qualifications of the personnel for implementation, support, and maintenance of an IT Backup and Disaster Recovery Solution	2.1 IT Backup Engineer: Provide a CV of an IT Backup Engineer with 3 – 5 years' experience in implementing and maintaining the IT Backup and Disaster recovery services NB: MQA will only accept CVs as per the template provided in Annexure B. CVs on a template other than the one provided in The Annexure B will not be considered during the evaluation.	05	0= No submission 1 = A CV provided of an IT Backup Engineer with less than 2 years experience in the IT Backup and Disaster recovery services. 2 = A CV provided of an IT Backup Engineer with 2 – less than 3 years experience in the IT Backup and Disaster recovery services. 3= A CV provided of an IT Backup Engineer with 3 – less than 4 years experience in the IT Backup and Disaster recovery services. 4 = A CV provided of an IT Backup Engineer with 4 – less than 5 years experience in the IT Backup and Disaster recovery services. 5 = A CV provided of an IT Backup Engineer with 5 or more years experience in the IT Backup and Disaster recovery services.
	2.2. Qualifications: Provide a IT qualification and an IT Backup and Disaster Recovery certification for an experienced resource in (2.1) above for the	10	0= No qualification/s provided, Irrelevant Qualification /s 1 = Qualification pitched at NQF level 4 or less, and an IT Backup and Disaster Recovery certification submitted. 2 = Qualification pitched at NQF level 5, and an IT Backup and

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

	implementation, support, and maintenance of an IT Backup and Disaster Recovery solution .		Disaster Recovery certification submitted. 3= Qualification pitched at NQF level 6, and an IT Backup and Disaster Recovery certification submitted. 4 = Qualification pitched at NQF level 6, and an IT Backup and Disaster Recovery certification submitted. With membership to one relevant IT professional body 5 = Qualification pitched at NQF level 7, and an IT Backup and Disaster Recovery certification submitted. with membership to one relevant IT professional body
3. Capacity and expertise of a Project Manager, for the implementation, support, and maintenance of an IT Backup and Disaster Recovery solution AND Qualifications of the personnel for Project Management, for	3.1 Project Manager: Provide a CV of an individual with 3 – 5 years' experience in Project Management, for the implementation, support, and maintenance of an IT Backup and Disaster Recovery solution. NB: MQA will only accept CVs as per the template provided in Annexure B. CVs on a template other than the one provided in	05	0= No submission 1 = A CV provided of a Project Manager with less than 2 years experience in Project management. 2 = A CV provided of an Project Manager with 2 – less than 3 years experience in Project management. 3= A CV provided of a Project Manager with 3 – less than 4 years experience in Project management. 4 = A CV provided of a Project Manager with 4 – less than 5 years experience in Project management. 5 = A CV provided of a Project Manager with 5 or more years experience in Project management.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

the implementation, support, and maintenance of an IT Backup and Disaster Recovery solution	The Annexure B will not be considered during the evaluation.		
	3.2. Qualifications: Provide a qualification AND project management certification for an experienced resource in (3.1) above for the project management in the implementation, support, and maintenance of an IT Backup and Disaster Recovery solution.	10	0= No qualification/s provided, Irrelevant Qualification /s 1 = Qualification pitched at NQF level 4 or less, and a project management certification submitted. 2 = Qualification pitched at NQF level 5, and a project management certification submitted. 3= Qualification pitched at NQF level 6, and a project management certification submitted. 4 = Qualification pitched at NQF level 6, and a project management certification submitted. With membership to one relevant professional body 5 = Qualification pitched at NQF level 7, and a project management certification submitted. with membership to one relevant professional body
4. Proposed Project Plan	Provide a proposed project plan Including tasks, timeframes, resource allocation, milestones and a risk register. Note: The tasks in the project plan must be aligned but not limited to the scope of work and	10	0=No submission. 1=Plan submitted is not aligned with sections 3 and 4 of the terms of reference and does not have tasks, timeframes, and resource allocation. 2= Plan submitted is aligned with sections 3 and 4 of the terms of

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

	deliverables in sections 3 and 4 of the ToR. The timeframe for the full take over must not exceed three (03) weeks after the project kick off meeting or signing of contract.		reference and has tasks, or timeframes, or resource allocation. 3= Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, timeframes, and resource allocation. 4= Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, timeframes, resource allocation, and milestones of each phase as indicated in sections 3 and 4 of the terms of reference AND risk register of risks associated with this project with proposed mitigating factors. 5= Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, timeframes, resource allocation, and milestones of each phase as indicated in sections 3 and 4 of the terms of reference, AND a risk register of risks associated with this project with proposed mitigating factors AND any additional activities which may be necessary for this project (e.g. training, change management (technical), etc.).
Total		80	

Note: Bidders must obtain 50 out of 80 points on functionality to be evaluated further for a site inspection.

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

SITE INSPECTION EVALUATION:

Site inspection	PowerPoint presentation about the proposed solution and a tour to the DR facility. NB: The following will be looked at during the visit. a) Can the facility accommodate 10 workstations and one meeting rooms. b) Do the facility have backup power supply (e.g. Diesel generator, Solar, UPS); c) Does the backup power supply automatically take over during power outages; d) Does the DR Site meet or have the following minimum requirements: raised floor, cooling system, fire suppression system, Uninterrupted Power Supply and multi-layered	20	0= No site visit conducted 1 = Site visit conducted but the bidder meets one (1) of the listed requirements 2 = Site visit conducted but the bidder meets two (2) of the listed requirements. 3= Site visit conducted and the bidder meets all the requirements as listed in the elements column, 4 = Site visit conducted and the bidder meets all the requirements as listed in the elements column AND provided an evacuation plan during the site visit. 5 = Site visit conducted, and the bidder meets all the requirements as listed in the elements column, provided an evacuation plan, AND the backup power supply service records during the site visit.
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TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

	Access control system.		
Total		20	

Note: All service providers who will score less than 65 out of 100 points for functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

12.4 PHASE FOUR (4): PRICING AND SPECIFIC GOALS

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific goals	20

Specific goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	80/20	Documents for verification
GOAL 1 – B-BBEE Status		
Level of Contributor	15	
Maximum Points		
1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

GOAL 2 – Promotion of Black Woman/Youth/Disable/Rural Area Maximum Points	5	Documents for verification
Business owned by equal to or more than 50% black people who are woman	2	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for specific goals.

The MQA is an equal opportunity and affirmative action employer. It shows the same commitment to those who wish to provide services to the MQA via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

14. TERMS AND CONDITIONS OF THE BID

- 13.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.
- 13.2 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.
- 13.3 MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder (s).

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE THE MANAGED SERVICES FOR THE MQA BACKUP, DISASTER RECOVERY AND DISASTER RECOVERY SITE SOLUTION FOR THE PERIOD OF THREE (03) YEARS

- 13.4 Payment will only be made for acceptable work completed and timeously delivered.
- 13.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.
- 13.6 Mining Qualifications Authority reserves the right not to award the bid to service providers.
- 13.7 Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

15. TECHNICAL ENQUIRIES

Name and Surname: Faith Kotsedi
Email address: FaithK@mqa.org.za
Contact details: 011 547 2600

SUPPLY CHAIN MANAGEMENT ENQUIRIES

Name and Surname: Tsholo Dilape
Email address: TsholoD@mqa.org.za
Contact details: 011 547 2628

