

ANNEXURE A: SCOPE OF WORK

THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGEMENT, MAINTENANCE AND MONITORING OF THE SERVER ROOM INFRASTRUCTURE FOR CEF OVER A PERIOD OF 36 MONTHS.

1. INTRODUCTION

Server room Infrastructure management is the field /discipline of managing the physical infrastructure of a server room and optimizing its ongoing operation.

2. BACKGROUND

CEF server room currently has equipment belonging to CEF, PetroSA, and Sanedi. This equipment needs to operate in a cool, constantly monitored, and access-controlled environment with stable power supply.

CEF server room currently has one (1) Netbotz environmental monitoring unit, two (2) Airdale air conditioning units, and two (2) 20kva Delta HPH UPS. This infrastructure and equipment require regular preventative maintenance to keep performance at optimum levels.

Netbotz: Netbotz equipment monitors the server room temperature, air flow, power supply, records any movements in and out of the server room, sends sms and email alerts when the server room door is opened or closed, UPS is on battery or bypass, alerts when fire, flooding and temperature alarms are triggered.

Airdale air conditioners: These are industrial air conditioners designed for server rooms. It controls the temperature levels, humidity, and manages cold and hot air flow within the server room.

Uninterruptible power supplies (UPS): The UPS ensures that power supplied to all IT equipment is clean and constant. It removes or cleans any power fluctuation coming from municipal connection, these helps to prevent any hardware failure due to power surges.

3. DESCRIPTION OF THE PROJECT

CEF IT requires the service provider to conduct the following over a period of three (3) years:

- Maintenance and Support on Airdale Air conditioners and condensers.
- Maintenance and Support on DELTA HPH UPS's.
- Support on Netbotz Environmental Monitoring.
- Periodic maintenance on monitoring tools.
- Conduct environmental assessment of the server room periodically and advice CEF on recommendations.
- Repair and/or replace parts that are damaged or have reached end of life.
- Regular maintenance on Fire Suppression System.
- SLA for a period of 36 months

4. SCOPE OF WORK

Current environment

The CEF IT Server room is the following infrastructure:

- 1 x Netbotz 455 with POE and integrated camera.
- 2 x Airdale AirTronix alphacool PC03 air conditioning units.
- 4x Airdale Condensers.
- 2x Netbotz Spot Fluid Sensor.
- 1x Netbotz Room Sensor POD 155.
- 1x Netbotz Wireless Temperature & Humidity Sensor.
- 2 x 20KVA DELTA HPH UPS.
- 80x CSB 9 AH Battery for the UPS's.
- Fire Suppression.

Requirements

The winning bidder will be required to provide the following:

- Conduct a full assessment of the server room infrastructure and provide an assessment report to CEF including recommendations to CEF based on the findings.

- **Monthly** Maintenance on Monitoring tools and provide report for each maintenance completed including recommendations to CEF based on the findings.
 - This includes the **monitoring system** for the UPS's and the monitoring tools to ensure CEF IT gets all alerts.
- Support on server room monitoring infrastructure based on estimated 20 hours of support per month. (which will be paid on a time and material basis). This will be on an "as and when" required. (the bidder will only invoice and be paid for the actual hours used per month).
- **Monthly** Maintenance on Airdale AirTronix alphacool PC03 air conditioning units, condensers and chillers provide report for each maintenance completed including recommendations to CEF based on the findings.
- **Quarterly** Maintenance and Support on DELTA HPH UPS's provide report for each maintenance completed including recommendations to CEF based on the findings.
- Ensure UPS load is evenly distributed between the two (2) UPS's.
- Regular maintenance on Fire Suppression System as per industry standard.
- Repair and/or replace parts that are damaged or have reached end of life.

5. PRICING SCHEDULE

DESCRIPTION OF SERVICES	QTY	UNIT COST	TOTAL COST
YEAR 1 (2023-2024)			
Once-off full assessment of the server room infrastructure and provision of an assessment report to CEF including recommendations based on the findings.	1		
Monthly Maintenance on all monitoring tools	12		
Monthly Maintenance of all cooling units	12		
Quarterly Maintenance of all UPS units	4		
Support Costs based on estimated 20 hours per months	240		
Subtotal costs Year 1 (Excluding VAT)			
VAT (@15%)			
Total (Inc.VAT)-Year 1			

YEAR 2 (2024-2025)

Monthly Maintenance on all monitoring tools	12		
Monthly Maintenance of all cooling units	12		
Quarterly Maintenance of all UPS units	4		
Support Costs based on estimated 20 hours per months	240		
Subtotal costs Year 2 (Excluding VAT)			
VAT (@15%)			
Total (Inc.VAT)-Year 2			

YEAR 3 (2025-2026)

Monthly Maintenance on all monitoring tools	12		
Monthly Maintenance of all cooling units	12		

Quarterly Maintenance of all UPS units	4		
Support Costs based on estimated 20 hours per months	240		
Subtotal costs Year 3 (Excluding VAT)			
VAT (@15%)			
Total (Inc.VAT)-Year 3			

Item	Costs
Total (Inc.VAT)-Year 1-Y1	
Total (Inc.VAT)-Year 2-Y2	
Total (Inc.VAT)-Year 3-Y3	
Estimated costs for repairs/replacement of parts (estimated at 15% of the total costs over the contract duration)	=0,15X TOTAL COSTS(Y1+Y2+Y3)
Total offer to CEF (all inclusive)	