



NATIONAL CONSUMER COMMISSION

a member of **the dtic** group

---

## **TERMS OF REFERENCE**

---

**TO REQUEST QUOTATIONS FROM ACCREDITED HPE SERVICE PROVIDERS TO RENEW THE HPE EXTENDED WARRANTY SUBSCRIPTION FOR 12 MONTHS.**

**Table of Contents**

1. PURPOSE .....3

2. BACKGROUND.....3

3. BUSINESS DRIVERS .....3

4. SCOPE OF WORK.....4

5. MANDATORY REQUIREMENTS.....4

9. ENQUIRIES.....5

## 1. PURPOSE

- 1.1. To request quotations from accredited HPE service providers to renew the HPE extended warranty subscription for 12 months.

## 2. BACKGROUND

- 2.1. The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"), as an organ of the state within the public administration but as an institution outside the public service. The NCC has been operational since 1 April 2011. The main objective of the NCC is to, amongst other things, promote and advance the social and economic welfare of consumers in South Africa by: -
  - 2.1.1. Establishing a legal framework for the achievement of a consumer market that is fair, accessible, efficient, sustainable, and responsible.
  - 2.1.2. Reducing and ameliorating any disadvantages experienced by vulnerable consumers in accessing goods or services.
  - 2.1.3. Promoting fair business practices & protecting consumers from improper conduct.
  - 2.1.4. Improving consumer awareness and encouraging choice.
  - 2.1.5. Promoting consumer confidence and empowerment.
  - 2.1.6. Providing a consistent, accessible, and efficient system of consensual resolution of disputes; and
  - 2.1.7. Providing an accessible, consistent, harmonized, effective, and efficient system of redress for consumers.

## 3. BUSINESS DRIVERS

- 3.1. The NCC procured HPE infrastructure with OEM VMWare in 2021. The infrastructure came with a 3-year HPE extended warranty support subscription. The extension was requested for 12 months which is due to end on **28 February 2025**.
- 3.2. The NCC wants to continue with the HPE extended warranty support subscription to benefit from getting instant support from both VMWare and HPE whenever there are hardware or software issues.
- 3.3. The HPE extended warranty support subscription (inclusive of OEM VMWare) must be renewed for 12 months on the same terms as the current subscription.
- 3.4. The NCC has an internal resource managing the infrastructure supported by an external service provider for advanced HPE and VMWare-related issues. The service provider's contract ends in October 2024 and an extension was requested for six months with the plan for hosting the Infrastructure as a service.

**4. SCOPE OF WORK**

- 4.1. Renewal of the HPE extended warranty subscription including the OEM VMWare for 12 months. Details of the infrastructure are listed under the mandatory requirements.
- 4.2. Service Agreement ID: 1086 6911 1779 & 108675609813 (HPE), Service Agreement ID 108677686700 (VMWare)

**5. MANDATORY REQUIREMENTS**

- 5.1. Proof that the bidder is an accredited HPE partner (letter/certificate)
- 5.2. The quotation for HP extended warranty subscription renewal must include all the HPE OEM VMWare components.
- 5.3. Details of the current infrastructure are listed below, however, the renewal associated with this procurement must be **12 months (1 year)**:

**Agreement service ID: 108669111779** (HU4A6AC HPE Tech Care Essential SVC 24x7 4Hr Onsite Response)

Description	SAID	Coverage Period
<b>HPE SimpliVity</b>	<b>108669111779</b>	<b>01.03.2024 28.02.2025</b>
Product Description	QTY	Serial Number
HPE SimpliVity 380 Gen10 SFF H Node	1	CZ2105033T
HPE SimpliVity 380 Gen10 SFF H Node	1	CZ2105033V
HPE SimpliVity 380 Gen10 SFF H Node	1	CZ2105033W
HPE SimpliVity 380 Gen10 SFF H Node	1	CZ2105033X
HPE DL380 Gen10 12LFF CTO Server	1	CZ21050361
HPE MSL2024 0-Drive Tape Library	1	DEC10301V2
Description	SAID	Coverage Period
<b>VMWare vSphere/vCenter Server</b>	<b>108677686700</b>	<b>01.03.2024 28.02.2025</b>
Product Description	QTY	Serial Number
VMw vCenter Server Std for vSph E-LTU	1	
VMw vSphere Std 1P E-LTU	8	
Description	SAID	Coverage Period
<b>HPE iLO</b>	<b>108675609813</b>	<b>01.03.2024 28.02.2025</b>
Product Description	QTY	Serial Number
HPE iLO Adv 1-svr Lic Support	5	
HP OV w/o iLO 24x7 FIO Phys 1 LTU	1	

## 9. ENQUIRIES

### **For SCM Inquiries:**

Name: Mapula Moropene

Contact: 012 065 1994

[m.moropeni@thence.org.za](mailto:m.moropeni@thence.org.za)

### **For Technical enquiries**

Name: Jacob Mulaudzi

Contact: 012 065 1947

Email: [j.mulaudzi@thence.org.za](mailto:j.mulaudzi@thence.org.za)