

OFFICIAL HSRC – SCM REQUEST FOR QUOTATION (RFQ) FORM

RFQ NUMBER	E24582
-------------------	---------------

Buyer Name	Zanele Nkosi	Contact details	012 302 2065
RFQ Issue date	15 March 2023	Closing date	28 March 2023 @ 16:00pm

REQUIRED SERVICE DESCRIPTION

NO	SERVICE OR ITEMS REQUIRED	QUANTITIES
1	Backup as a Service solution	
2		
3		

SHOULD YOUR QUOTATION EXCEED THE THRESHOLD VALUE ABOVE R30 000.00, PLEASE COMPLETE THE FOLLOWING FORMS FOR SUBMISSION WITH YOUR QUOTATION:

SBD 4		✓
Preference Points for Specific Goals (Supplier to claim points & provide proof)		20
SMME (EME & QSE)	4	
Owned by black people (50% or more)	4	
Owned by black people who are youth (30% or more)	4	
Owned by black people who are women (30% or more)	4	
Owned by black people with disabilities (30% or more)	4	
SBD 6.1		✓

SPECIAL CONDITIONS:

- UNDER NO CIRCUMSTANCES, WILL TIPPEXED INFORMATION ON THE ABOVE OFFICIAL FORMS BE ACCEPTED. YOUR PROFESSIONALISM IS THEREFORE REQUIRED IN COMPLETING THE ABOVE LEGAL DOCUMENTATIONS.
- KINDLY ENSURE THAT THE DATE OF YOUR QUOTATION CORRESPOND TO COMPLETION DATE ON THE ABOVE STANDARD BIDDING DOCUMENTS FORMS (SBD FORMS).
- FAILURE TO COMPLY WITH THESE REQUIREMENTS WILL RESULT IN DISQUALIFICATION OF YOUR QUOTATION.
- ***KINDLY SUBMIT EVIDENCE FOR YOUR CLAIMED SPECIFIC GOALS TO ASSIST US IN FAIRLY EVALUATING YOUR SUBMITTED QUOTATION (Example: Copy of your Detailed BEE SCORE - CARD AND MEDICAL REPORT IN CASE OF POINTS CLAIMED FOR DISABILITY PREFERENCE POINTS)***

HSRC

Request for quotation: Backup as a Service solution

1. Purpose

The Human Sciences Research Council (HSRC) requests reputable, technically competent and experienced Service Providers to bid for the implementation and maintenance of the comprehensive **Backup as a Service (BaaS)** solution.

The requested service and the subsequent contract shall be in force for a maximum period of eighteen (18) months subject to satisfactory annual performance and service review.

The HSRC thus seeks a managed **Veeam** based BaaS solution that will allocate a cloud storage repository (**50TB**) in which on premise virtual and physical server workloads will be backed up at a secure remote site. The solution will further ensure that the organisation will be in a position to restore servers (virtual & physical), deleted files and folders, corrupt databases amongst other critical business data that may be impacted by faulty systems, human error as well as unforeseen business disruption.

The proposed solution should be totally scalable and be able to cater for the variety of platforms such as Microsoft Windows, SQL Server, Linux, Oracle and hypervisors, VMware and Hyper-V.

2. Background

The HSRC utilises Veeam Backup & Replication for its backup operations and uses an on-premise disk storage sub-system (SAN) repository. We further employ our offsite DR repository to deposit critical on-premise workloads as well as magnetic tapes, which are stored at an offsite warehouse.

The HSRC has four (4) major sites, i.e. Pretoria, Cape Town, Durban and Sweetwater's (Pietermaritzburg). Each of the aforementioned sites have 1GB fibre connectivity that allows each site to independently breakout to the internet.

3. Requirements of this project

This requirement stems from the HSRC's zero tolerance for enterprise-wide services interruptions and downtime. Therefore, rapid restore operations for deleted, faulty and corrupt data from a Cloud repository during and after business hours, all days of the week will be an absolute must.

HSRC Board: Dr Reginald Cassius Lubisi (Chairperson), Dr Kgomotso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mohubetswane Mashilo, Prof. Zerish Zethu Nkosi, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Sarah Mosoetsa (CEO)

www.hsrc.ac.za

The BaaS provider will take responsibility for the maintenance of the Cloud datacentre as well as storage sub-system to ensure backups are accessible and available when required. The BaaS provider will further oversee the restore testing process and maintain the storage sub-system to ensure that existing and future storage requirements is accommodated.

The appointed service provider must be in a position to provide and implement the BaaS solution that includes:

- 3.1. Protected platforms (VMware, Hyper-V, MS Windows, Linux, SQL, Oracle)
- 3.2. Highly scalable storage capacity (50TB)
- 3.3. Secure and fault tolerant Datacentre environment
- 3.4. Proactive Ransomware protection and recovery
- 3.5. Data compliance monitoring
- 3.6. VPN Site2Site gateway virtual network (matching our bandwidth requirements)
- 3.7. Data encryption, De-duplication and Compression
- 3.8. Consistent monitoring and reporting
- 3.9. Guaranteed backups and simplified restore process
- 3.10. Compliant with South African laws and regulations

4. Project timelines

The service must be operational from (date to be agreed as part of contractual negotiations with the appointed supplier

The system must be maintained for the duration of the contract, eighteen (18) months.

Phase 1 of the proposal,

Details below, must be submitted on or before the closing date.

Phase 2,

The Bidder must conduct a live demonstration of the proposed solution

Date and related Time slot will be communicated.

5. Evaluation Itinerary

The evaluation of proposals is based on administrative, functionality, live demonstration of the proposed system and Price and Preferential Points.

- a. **Phase 1:** Administrative compliance
- b. **Phase 2:** Functionality: Technical details evaluation and live demonstration of the proposed system
- c. **Phase 3:** Price and Preference Point System (80/20).

HSRC Board: Dr Reginald Cassius Lubisi (Chairperson), Dr Kgomotso William Kasonkola, Dr Deenadayalen Konar, Prof. Ibbo Day Joseph Mandaza, Ms Shameme Manjoo, Dr Alex Mohubetswane Mashilo, Prof. Zerish Zethu Nkosi, Adv Faith Dikeledi Pansy Tlakula, Prof. Fiona Tregenna, Prof. Sarah Mosoetsa (CEO)

5.1 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 full compliance with Section 3 above.**

5.2 Project Management

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

5.2.1. Project Approach / Methodology

A comprehensive description of the bidding organisation's proposed approach and methodology to be employed for the project.

This section should convey the said organisation's overall understanding of the proposed project and detail how the proposed solution will be implemented right from the start to the end.

5.2.2. 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.

5.2.3. 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.

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

5.2.3.2. Qualifications, relevant industry certifications, and experience of the proposed project team members must be furnished. Concise CV's of the respective project team members must be attached

5.2.4. Project Schedule

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

5.2.5. Risk Management and Mitigation

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

5.2.6. Migration Plan and Transition Management

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

5.3 Experience of the Organisation (Mandatory requirements)

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

5.3.1. Accreditation of the Organization

Bidders must be an accredited Data Centre for the provision of BaaS solution and demonstrate alignment to best practice principles as well as standards relevant to the proposed solution, i.e.

- **Level of Service, Data Centre Tier rating.**
- **ISO Standard(s).**
- **Cloud Computing Platform (on-demand)**

5.3.2. Track Record of the Organization

A list of three (3) contactable references (with stipulated duration) the organization has had during the past five (5) years relating to the organization's ability to render the services required as per these Terms of Reference, should be included.

5.4. Financial Status of the Organization

Submit last three (3) audited financial statements.

1. Evaluation Criteria

Phase 1: Administrative criteria

All bidders must comply with the mandatory requirements listed on 5.3. Failure to comply with the requirements will invalidate the bid.

Phase 2: Functionality

The minimum threshold score is 75%.

Bidders who fail to obtain the minimum threshold score of 75% will be disqualified.

Bidders who meet and exceed 75% threshold score, will be eligible for **Live Demo in Phase 2.**

FUNCTIONALITY	Details	Allocated Points
1. Technical Details, i.e. Entire Proposal Bidders will be evaluated against their full compliance with Section 3.1 to 3.10 above.	Compliance with the Technical detail requirements of the BaaS solution: ▪ All Technical requirements - 20 points ▪ Failure to respond to all ten (10) technical details in section 3.1 to 3.10 above, will result in zero points allocated to the bidder.	20
2. Experience and Track Record Bidders are to submit 3 reference letters for successfully implementing the BAAS solution in the past 5 years. Reference letters will only be considered valid if they meet the following criteria: - 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.	▪ One letter- 1 point ▪ Two letters- 5 points ▪ Three letters- 10 points	10

3. Project Implementation plan Provide implementation plan on how the solution will be implemented. The plan should include processes to follow, timelines and deliverables.	Implementation plan of how this service will be delivered, what will be the turnaround times (TAT) compliance. - Methodology (10) - Project Plan (5) - Project Schedule (5)	20
4. Qualifications and Skills of key personnel Submit a structured composition of the proposed team, clearly outlining the main disciplines/ specialities and the key personnel responsible for the implementation and maintenance of the proposed solution. CV's of personnel must highlight qualifications, areas of experience (a minimum of one year) / competencies relevant to task and objectives of the bid.	Structure composition of proposed team – 5 points CVs of key personnel highlighting, • Qualification and Experience – 5 points • Competences relevant to the proposed Solution – 5 points	15
5. Financial Status ▪ Provide last three (3) years audited financial statements	Last three years audited financial statements - 5 points Less than 3 audited financial statements – 1 point	5
TOTAL (Phase 1 = 70)		
Phase2 - Live Demonstration (Practical Evaluation)	Live Demo details	

Functionality evaluation in the form of a live demonstration of the proposed solution. (Refer to Section 3) Item 3.1 to 3.10 must be demonstrated and is allocated points as follows: -		
3.1. Protected platforms (VMware, Hyper-V, MS Windows, Linux, SQL, Oracle) 3.2. Highly scalable storage capacity (50TB) 3.3. Secure and fault tolerant Datacentre environment 3.4. Ransomware protection and recovery 3.5. Data compliance monitoring 3.6. VPN Site2Site gateway virtual network (matching our bandwidth requirements) 3.7. Data encryption, De-duplication and Compression 3.8. Consistent monitoring and reporting 3.9. Guaranteed backups and simplified restore process 3.10. Compliant with South African laws and regulations TOTAL (Phase 2 = 30)	Give a 20-minute practical simulation of the proposed BaaS solution focussing on what distinguishes the service provider from other competitors. Excellent - 30 points Good – 20 points Poor – 10 points None - 0 point	30
Overall Total		100

Phase 3: Price and **Preference Points for Specific Goals**

PRICE AND PREFERENCE POINTS FOR SPECIFIC GOALS (80+20) = 100 POINTS

Only Bidders that have met the **53-points** threshold in **Phase 1** and **20-points** in **Phase 2** will be evaluated in **Phase 3** for **Price** and **Preference Points for Specific Goals**

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:

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

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = 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:	
	
	
	