

**ELECTRONIC BACK-UP MEDIA OFF-SITE STORAGE SERVICES TO THE NPA FOR UP  
TO 6 MONTHS FROM DATE OF APPOINTMENT**

**D11086**

**SCOPE OF WORK AND PRICING SCHEDULE**

- 1.1 The media off-site storage services shall include: rotation books, seals, transport and storage of tapes.
- 1.2 The Service Provider will be expected to:
  - 1.2.1 collect back-up media at identified NPA sites and provide the ability to store the back-up media in a remote, secured and climate-controlled environment;
  - 1.2.2 give assurance that in case of a disaster the NPA will be able to effectively recover its media back-up that will enable it to continue its operations in the required time-line;
  - 1.2.3 supply books and seals at no additional cost, as and when required;
  - 1.2.4 supply canisters, which will remain the property of the Service Provider;
  - 1.2.5 recover tapes off-site within a period of two (2) hours, for NPA Head Office and SITA Centurion, as and when required;
  - 1.2.6 recover tapes off-site within a period of two (2) hours, for regional sites with a maximum allowable time of four (4) hours, as and when required;
  - 1.2.7 ensure effective service management and support to the NPA e.g. responsiveness to NPA instructions in terms of turnaround time and providing expert advice and value adding services;
  - 1.2.8 allow NPA officials to perform inspection(s) and grant access to their premises, as and when required;
  - 1.2.9 ensure that canisters are retained for the full storage period.
- 1.3 The Service Provider must provide storage with purpose-built vaults and media must be kept as per the following specifications:
  - 1.3.1 Fireproofing;
  - 1.3.2 Halon or carbon dioxide gas usage
  - 1.3.3 SABS approved reinforced wall, door floor and ceiling independent alarm system.

- 1.4 The Service Provider must ensure that tapes are stored in a dust free environment.
- 1.5 The Service Provider must provide storage that is humidity and climate-controlled:
  - 1.5.1 Temperature maintained between 15-20 degrees Celsius;
  - 1.5.2 Humidity levels maintained between 40-60% rH.
- 1.6 The Service Provider must provide storage containers that will:
  - 1.6.1 Be foam lined for shock absorbency and waterproofed;
  - 1.6.2 Bar-coded labels on containers reflecting the NPA's account number and container number for easy retrieval and identification.
- 1.7 The Service Provider must provide the storage facility with the following access restrictions:
  - 1.7.1 Access must be limited to specified vault personnel only;
  - 1.7.2 24/7-365 access to tapes for authorised NPA personnel in case of an emergency (unscheduled collection);
  - 1.7.3 Access must be registered through logs (vehicle registration details, driver details, and time of entrance and exit must be recorded in the log book);
  - 1.7.4 Approved security measures in accordance with the MISS (Minimum Information Security Standards).
- 1.8 The Service Provider must maintain and keep the electronic back-up media in the following format:
  - 1.8.1 Seals or padlock;
  - 1.8.2 Collection packets/containers are uniquely numbered and sealed at collection site.
- 1.9 The Service Provider must provide collection vehicles with the following features:
  - 1.9.1 Temperature must be maintained 15-20 degree Celsius;
  - 1.9.2 Collection vehicle must be fitted with a SABS or equivalent vehicle tracking system that is functional and reliable;
  - 1.9.3 Collection vehicle must be properly branded with company logo and contact information;
  - 1.9.4 Vehicle registration details.

- 1.10 The Service Provider must ensure that staff deployed for collecting media must be identified with uniform and nametag.
- 1.11 The Service Provider must allow NPA officials to perform inspection(s) and grant access to their premises, as and when required.
- 1.12 The Service Provider must be able to provide the following additional services, as and when required:
  - 1.12.1 Unscheduled collection and delivery;
  - 1.12.2 After hours collections (weekends and public holidays);
  - 1.12.3 Quarterly testing and evaluation of randomly selected sites.
- 1.13 The Service Provider must have a national footprint and be able to recover tapes off-site and reach any NPA site within the turnaround time of 2 (two) hours, nationally, as and when required.
- 1.14 Collection, storage and rotation requirements:
  - 1.14.1 Weekly and monthly ~~and yearly~~ collection of electronic back-up media.
  - 1.14.2 The Service Provider will provide the service of collecting back-up media at identified NPA sites and ensure the delivery of such back-up media to the storage off-site premises. Recovery of back-up media in case of a disaster.

## ROTATION OF CANISTER

NPA Offices	Rotation Frequency	Canisters Storage	Canister Requirements
NPA HO – Pretoria	Weekly	7	6 slot canisters
NPA HO – Pretoria	Monthly	6	5 slot canisters
SITA Centurion	Monthly	5	4 slot canisters
DPP Pretoria	Monthly	5	4 slot canisters
SCCU Pretoria	Monthly	5	4 slot canisters
DPP Johannesburg	Monthly	5	4 slot canisters
DPP Cape Town	Monthly	5	4 slot canisters
DDPP East London	Monthly	5	4 slot canisters
DPP Mthatha	Monthly	5	4 slot canisters
DPP Mmabatho	Monthly	5	4 slot canisters
DDPP Bhisho	Monthly	5	4 slot canisters
DPP Grahamstown	Monthly	5	4 slot canisters
SCCU Cape Town	Monthly	5	4 slot canisters
DPP Kimberley	Monthly	5	4 slot canisters
DPP Bloemfontein	Monthly	5 <del>5</del>	4 slot canisters
DPP Thohoyandou	Monthly	5	4 slot canisters
SCCU Durban	Monthly	5	4 slot canisters
DDPP Durban	Monthly	5	4 slot canisters
DPP Pietermaritzburg	Monthly	5	4 slot canisters
DPP Polokwane	Monthly	5	4 slot canisters
DPP Nelspruit	Monthly	5	4 slot canisters
DDPP Port Elizabeth	Monthly	5	4 slot canisters

- 1.15 List of NPA Offices - The NPA may at any given time add, combine, and/or remove offices from the list below.

SITE NAME	SITE PHYSICAL ADDRESS
NPA Head Office (Pretoria)	VGM Building, 123 Westlake Avenue, Weavind Park, Silverton
DPP Pretoria	Prudential Building 2 <sup>nd</sup> floor, 28 Church Street Square, Pretoria
SCCU Pretoria	Sinondale Centre, George Building 7 <sup>th</sup> Floor, 28 Visagie Street, Pretoria
DPP Johannesburg	Innes Chambers, C/o Pritchard and Kruis street, Johannesburg
DPP Cape Town	115 Buitengracht Street, Cape Town
DDPP Port Elizabeth	Woolhouse building, 18 Grahamstown Road, North End, Port Elizabeth
DPP East London	Spoornet Building, 17 Fleet Street, East London
DPP Umtata	Lower Sisson and Sutherland Streets, Fortgate, Umtata
DPP Bhisho	Tourism Building, Magistrate Court, Palo Ave, Bhisho
DPP Grahamstown	High Court Building, 94 High Street, Grahamstown
SCCU Cape Town	Commissioner House, Cnr West & Voortrekker Streets, Bellville, Cape Town
DPP Kimberley	Wilcon House, 22 Fabricia Road, Beaconsfield, Kimberley
DPP Bloemfontein	Waterval Building 4 <sup>th</sup> Floor, c/o Aliwal & St. Andrews Streets, Bloemfontein
DPP Mmabatho	Mega City East Gallery, 3139 Sekame Street, Mafikeng
DDPP Thohoyandou	Thohoyandou High Court, Mphephu Drive, Thohoyandou
DDPP Durban	Southern Life Building 3 <sup>rd</sup> Floor, 88 Joe Slovo Street, Durban
SCCU Durban	John Ross House 5 <sup>th</sup> Floor, Victoria Embankment, Durban
DPP Pietermaritzburg	286 Pietermaritz Street, Pietermaritzburg
DPP Nelspruit	High Court building, c/o Samora Machel and Kaapse Hoop Road, Nelspruit
DPP Polokwane	High Court Building, 36 Biccard Street, Polokwane
SITA Centurion	SITA Centre, 459 John Vorster Dr, Centurion

1.15 Unscheduled collection and retention

1.15.1 Unscheduled collection and retention will be requested in writing and approved by the service delivery manager or operations manager.

1.15.2 Unscheduled collection and retention includes: emergency collections and retention, Disaster Recovery (DR), testing, etc. as and when

required.

- 1.15.3    Unscheduled collection and retention shall be treated as an ad hoc request and will be billed separately.
- 1.15.4    Unscheduled collection shall include the canister, seal, transport and storage thereof.

Table 1 - Regions

PRICING SCHEDULE – COLLECTION, STORAGE AND ROTATION		
NPA OFFICES	Price Per Month (Incl. VAT)	Total price for 6 Months (Incl. VAT)
1. DPP Pretoria		
2. SCCU Pretoria		
3. SITA Centurion		
4. DPP Johannesburg		
5. DPP Cape Town		
6. DDPP Port Elizabeth		
7. DDPP East London		
8. DPP Mthatha		
9. DPP Mmabatho		
10. DDPP Bhisho		
11. DPP Grahamstown		
12. SCCU Cape Town		
13. DPP Kimberley		
14. DPP Bloemfontein		
15. DDPP Thohoyandou		
16. SCCU Durban		
17. DDPP Durban		
18. DPP Pietermaritzburg		
19. DPP Nelspruit		
20. DPP Polokwane		
<b>TOTAL</b>		

Table 2 – Head Office

PRICING SCHEDULE – COLLECTION, STORAGE AND ROTATION			
NPA OFFICE	Price Per Week (Incl. Vat)	Price Per Month (Incl. Vat)	Total Price for 6 Months (Incl. Vat)
VGM Building Pretoria			
TOTAL			