

Reference Number	IZIKO ICT BACKUP 01/05/2025
Description	TENDER BRIEF FOR INFORMATION COMMUNICATION TECHNOLOGY (ICT) BACKUP AND DISASTER RECOVERY (DR) SOLUTION IZIKO SOUTH AFRICAN MUSEUM
Name of the responsible unit/department	INFORMATION COMMUNICATION TECHNOLOGY (ICT)
Address	25 Queen Victoria Street Cape Town 8001
Attention	Ronell Pedro (CFO)
Issued Date	15 May 2025
Closing date and time for submission	11 June 2025, at 11H00
Technical Enquiries	Contact: Mr Andre Makka Email: amakka@iziko.org.za
Method of delivery	Proposals, and accompanying documentation, must be placed in tender box at Iziko South African Museum, 25 Queen Victoria Street Cape Town 8001 Bidders to submit an original document plus two (2) copies of the original document, of which one must be in soft copy format (memory stick)
Tender box dimensions	(h) 90mm x (l) 400mm x (w) 900mm
Supply Chain Management Department contact details	Sikelwa Madlavu (SCM) 021 481 3833 smadlavu@iziko.org.za
TENDERER	
Name of Company	
Trading as (if different from above)	
CSD Supplier Number (MA.....Number)	
B-BBEE Status Level of Contribution	
Quote Price (Incl Vat)	
Signature	

Iziko Museums of South Africa (Iziko) invites service providers to submit quotes for Information Communication Technology (ICT) Backup and Disaster Recovery (DR) Solution.

1. BACKGROUND

Iziko Museums of South Africa (Iziko) is a schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Sport, Arts & Culture (DSAC), bringing together 12 national museums and a Social History Centre situated in the Western Cape under a single governance and leadership structure. Iziko was established in terms of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and is required to comply with the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999, as amended) and its concomitant Regulations.

2. INTRODUCTION

Iziko Museums of South Africa is seeking a comprehensive Backup and Disaster Recovery as a Service (BaaS & DRaaS) solution to enhance data protection, ensure business continuity, and improve resilience against data loss. The objective is to implement a robust, cloud-based backup and recovery solution leveraging Veeam technology to safeguard critical workloads and adhere to stringent Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).

3. EXISTING ENVIRONMENT

Iziko Museums operates a virtualized infrastructure utilizing VMware vSphere Essentials, hosted on Fujitsu servers with a NetApp SAN providing shared storage. The environment comprises 22 virtual servers running Microsoft Windows Server and Linux operating systems. Data protection, including backup and replication, is managed through Veeam Backup & Replication. (Refer to Appendix A)

Iziko Museums utilizes Microsoft 365 Cloud with a Hybrid Active Directory connection and Exchange Online.

The institution maintains internet connectivity through TENET, leveraging a 1Gbps Fibre SANREN connection.

4. TECHNICAL REQUIREMENTS

4.1. Backup as a Service (BaaS)

The proposed solution must:

- Integrate seamlessly with existing Backup & Replication.
- Integrate seamlessly with Backup for 365 existing infrastructure.
- Provide cloud-based backup storage with multi-level redundancy.
- Ensure data encryption both in transit and at rest.
- Support immutable storage to prevent ransomware attacks.
- Offer scalable storage options to accommodate future growth.
- Ensure that data is stored within South Africa to comply with data residency regulations.

4.2. Disaster Recovery as a Service (DRaaS)

The DRaaS solution must:

- Provide automated replication of critical workloads to a secondary site cloud based in South Africa.
- Support direct recovery of workloads in the event of a disaster.
- Ensure Recovery Time Objective (RTO) of 24 hours and Recovery Point Objective (RPO) of 48 hours as per business requirements.
- Include a failover and failback mechanism for seamless recovery.
- Facilitate bi-annual DR testing to validate recovery strategies.

4.3. Service Provider Capabilities

Vendors must:

- Be an authorized Reseller Partner as per existing infrastructure.
- Be an authorized Cloud Service Provider as per existing infrastructure.
- Multi-Cloud Service Partner equivalent to (Azure, AWS, Google Cloud, Huawei Cloud).
- Provide backup administration, monitoring and reporting on backup health and performance.
- Offer 24/7 support for Priority 1 incidents.
- Conduct monthly test restores to ensure backup integrity.
- Provide a centralized management portal for visibility and control.

5. SCOPE OF WORK

- Configuration of existing Backup for replication to Cloud Backup.
- Setup and management of cloud-based backup storage.
- Disaster Recovery site provisioning and replication configuration.
- Testing and troubleshooting of backup and DR processes.
- Implementation of security controls for compliance and data protection.
- Skills transfer and training on Backup & Replication management.

6. SUBMISSION REQUIREMENTS

Vendors must submit the following:

1. Detailed project plan outlining implementation and timelines.
2. Company profile and track record in providing BaaS & DRaaS solutions.
3. Technical proposal describing the solution architecture.
4. Proof of vendor certifications as per existing infrastructure (Veeam, Cloud Service Partner).
5. References from five (5) similar projects.
6. Completed- administrative documents

7. SERVICE LEVEL AGREEMENT (SLA)

The selected service provider must commit to a 3-year SLA, covering:

- 24/7 Support for Priority 1 incidents with a 1-hour response time.
- 8/5 Support for non-critical incidents with a 4-hour response time.
- Backup Administration, Monitoring & Reporting with monthly status reports.
- Quarterly service reviews to assess compliance with SLAs.
- Bi-annual disaster recovery testing to validate failover capabilities.
- Proactive threat monitoring to mitigate potential data loss risks.
- Escalation procedures ensuring timely resolution of service issues.

Iziko Museums of South Africa reserves the right to accept or reject any -bid. The lowest or only -bid received will not necessarily be accepted.

8. Pricing

Price is an important factor as it ensures optimum value for money and should take into account the full duration of the contracting period. A cost schedule detailing, inclusive of VAT, any disbursements, including delivery costs, as well as escalations, if applicable, must be provided in the table below.

Cost Schedule

No	Service Description	Unit Price (ZAR)	Total Price (ZAR)
1	Cloud Backup as a Service (BaaS)		
2	Disaster Recovery as a Service (DRaaS)		
3	Implementation & Consulting		
4	Ongoing Support & Maintenance		
5	Bi-annual DR Testing		
6	SLA (3 years)		
7	Disbursements & Escalations (if applicable)		
	Total Excluding VAT		
	VAT (15%)		
	Total Including VAT		

9. Bidding Stages

The Service Provider must comply with Iziko's Supply Chain

Management policies and procedures by submitting the required documents.

The bidding requirements and stages are summarised in the table below:

Table 1: Bidding requirement and stages

Stage 1 – Administrative Documents requirements	Stage 2 - Functionality Criteria	Stage 3 - Price and Specific Goals
Bidders must submit all documents as outlined in Table 2 - Administrative Returnable Documents below. Note: Failure to supply any of the administrative documents stipulated below may lead to disqualification	Bidders are required to achieve a minimum of 70% on functionality criteria to proceed to stage 3 (price and specific goals) Refer to Table 4 – Required documents to enable functionality scoring. Specifications will be posted on the Iziko website - http://www.iziko.org.za/static/page/tenders	Bidders that meet the minimum threshold for functionality will be evaluated for Price & Preferential Procurement Specific Goals Evaluation Criteria refer to Table 6 Price – 80 points Specific Goals– 20 points

Table 2: Administrative Returnable Documents

Order	Document
1.	Central Supplier Database Report – with supplier number and company details (www.csd.gov.za) and Tax Status Verification Pin together with tax registration number
2.	Completed Occupational Health and Safety Agreement (Annexure B)
3.	Completed Confidentiality and Non-Disclosure Agreement (Annexure C)
4.	Completed SBD 1 - Invitation to Bid
5.	Completed SBD 3.3 - Pricing Schedule
6.	Completed SBD 4 – Bidder's Disclosure
7.	Completed SBD 6.1 - Preference Points Claim Form (Preferential Procurement Regulations 2022)
8.	

10. PREFERENCE POINTS CLAIM

SBD 6.1 Preference Points Claim form in terms of the Preferential Procurement Regulations of 2022. The points are allocated as follows:

Table 3: Preference Point System

	SPECIFIC GOALS ALLOCATED POINTS	Number of points allocated (80/20 system)	Number of points claimed. (80/20 system) (To be completed by the tenderer)
	Proof of B-BBEE certificate; Company Registration Certification Identification Documentation. CSD report Ownership by HDIs (Who had no franchise on national elections before the 1983 and 1993 constitution) 50% or more black ownership = 20 points Less than 50% black ownership = 10 points 0% black ownership = 0 points	20	
	TOTAL POINTS	20	

11. REQUIRED DOCUMENTS FOR FUNCTIONALITY

The documents required below in Table 4 will be used for functionality evaluation, bidders are requested to furnish the detailed information to substantiate compliance to each of the evaluation criteria.

Table 4: Required documents for Functionality.

The documents submitted for functionality should include:

Required Documents for Functionality	
1.	A company profile indicating the number of years' experience in similar projects
2.	Reference letters on client letterhead, indicating experience with BaaS and DRaaS projects
3.	Certifications and partnerships at company and staff level
4.	Details of security features of proposed solution
5.	Proposed Methodology

12. EVALUATION OF PROPOSALS

Proposals will be evaluated on price and functionality in accordance with the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

12.1 Stage 2 - Functionality Criteria

A proposal which scores lower than the minimum overall percentage of 70% (70 points) will be eliminated from further evaluation; will be regarded as non-responsive and will not be evaluated further. All proposals which score 70% (70 points) and more for functionality will be eligible for further evaluation. Refer to table 8 below for Evaluation Criteria.

Table 5: Evaluation Criteria		
Evaluation Area	Evaluation Criteria	Points
1. Company Experience in BaaS & DRaaS Solutions	<p>Demonstrate number of years' experience in BaaS & DRaaS Solutions</p> <p>Required documentation: Bidder to provide a company profile outlining years of experience, organisational structure, key personnel and relevant projects</p> <p>Scoring:</p> <ul style="list-style-type: none"> • More than 10 years = (20 points) • 5 – 10 years = (10 points) • Less than 5 years = (0 point) 	20
2. Verified Past Performance	<p>Demonstrate the quality and success of past BaaS and DRaaS projects through third-party testimonials.</p> <p>Required Documentation: Reference letters on client letterhead, including:</p> <ul style="list-style-type: none"> • Client contact name and number • Signature of the client • Start and end dates of the project • Contract value • Description of services provided • Letters must not be older than 5 years <p>Scoring:</p> <ul style="list-style-type: none"> • 5 or more similar projects = (20 points) • 3 -4 similar projects = (10 points) • Fewer than 2 similar projects = (0 point) 	20
3. Technical Expertise	<p>Demonstrated knowledge in existing environment, and cloud-based backup technologies</p> <p>Required documentation:</p> <p>1. Company-Level Certifications or Partnerships:</p> <ul style="list-style-type: none"> • Bidders must provide evidence of partnerships with recognized cloud service providers 	30

	<ul style="list-style-type: none"> Bidders must provide certifications or partnerships with vendors offering backup and disaster recovery solutions compatible with VMware environments. <p>2. Staff-Level Certifications:</p> <ul style="list-style-type: none"> Certificates from accredited institutions demonstrating expertise in cloud backup and disaster recovery solutions compatible with VMware. <p>Scoring:</p> <p>1. Company-Level Certifications or Partnerships:</p> <ul style="list-style-type: none"> Relevant certifications or partnerships (15 points) Absence of such certifications or partnerships (0 points) <p>2. Staff-Level Certifications:</p> <ul style="list-style-type: none"> At least two staff members with relevant certifications (15 points) One staff member with relevant certification (5 points) No staff member with relevant certification (0 points) 	
4. Infrastructure & Security Compliance	Compliance with cybersecurity standards (GDPR, ISO 27001, POPIA). Describe security features of proposed solution.	15
5. Proposed Methodology	Clear approach to project execution, implementation plan, and risk management strategy.	15
Total		100

12.2 Stage 3 – PRICE AND SPECIFIC GOALS ALLOCATED POINTS

Awarding of Preference Points

Proposals that meet the minimum stipulated threshold for functionality criteria will be evaluated based on preference points as described in the Preference Point System stipulated in the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000). The criteria for apportioned and weighted preference points for this tender are as per table 6 below:

Table 6: Price & Preferential Procurement Specific Goals Evaluation Criteria

Preference Point Criteria		Points Allocation
1.	Price	80
2.	Specific Goals allocated Points	20
Total Points		100

Price

Bidders are required to provide a detailed pricing structure for the project by completing the cost schedule. -

The pricing should be inclusive of VAT, with a clear indication of the total cost before and after VAT. - Bidders must ensure that their pricing accounts for any adjustments or revisions that may arise during the project.

- Offer to be valid for 180 days from the bid closing date.

13. SPECIFIC GOALS

As indicated in Table 3, the Preference Claim Form (SBD 6.1) must form part of all bids submitted. This form serves as a claim form for preference points for Specific Goals contribution.

14. SUMMARY OF GENERAL PRINCIPLES

- Iziko will apply the 80/20 preferential points system.
- Iziko applies the provisions of the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) and the Public Finance Management Act, 1999 (Act No. 1 of 1999).
- The lowest or only proposal received will not necessarily be accepted.
- Iziko reserves the right to withdraw its decision to seek the provision of these services at any time.
- Iziko reserves the right to appoint consultants to assist with technical and risk assessments of bids.
- Iziko reserves the right to obtain clarification from a tenderer on any matter that could give rise to ambiguity in a contract arising from the tender offer
- Iziko reserves the right to request and accept changes to a proposal from a successful bidder at any time, as long as it complies with legal and administrative requirements
- Iziko reserves the right to request the administrative returnable documents after the closing date and time, in instances where the Bidder has not returned the documents. However, the Iziko is under no obligation to request such documents or information and may elect to disqualify the Bidder that has not returned the requisite document.
- There will be no discussions with any bidder until a final decision has been taken by the Bid Adjudication Committee. Any subsequent discussions shall be at the discretion of Iziko.

15. REASONS FOR DISQUALIFICATION

Iziko may disqualify any proposal for any one or more of the following reasons:

- a bidder submits a proposal late;
- a bidder submits a proposal via facsimile or e-mail;
- a bidder does not submit required documents;
- a bidder submits incomplete documentation and/or information as per the requirements.
- a bidder submits information which is fraudulent, factually untrue, or inaccurate.

Any such disqualification may take place without prior notice to the applicable bidder.

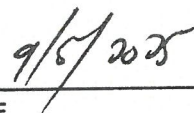
16. FORMAL CONTRACT

The proposal and appended documentation, all completed and read together, form the basis for a formal agreement to be negotiated and concluded in a formal contract between Iziko and the preferred bidder.

A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred bidder.



MS RONELL PEDRO
CHIEF FINANCIAL OFFICER



DATE



MRS. FAHRNAAZ JOHADIEN
EXECUTIVE DIRECTOR OPERATIONS

9/5/2025

DATE



MR LENNOX TUKWAYO
EXECUTIVE DIRECTOR OPERATIONS

14/05/2025

DATE

APPENDIX A

THE FOLLOWING DOCUMENTATION IS ATTACHED TO BE READ IN CONJUNCTION WITH THIS BRIEF

Current Server Infrastructure

	Physical Server	Storage	Memory	Server Role
1	Host 1	300GB	191GB	VMWare Hypervisor
2	Host 2	300GB	191GB	VMWare Hypervisor
3	Backup Server	22TB	32GB	VMWare Hypervisor
4	SAN	100TB		Storage Area Network

	VM	CPUs	Total disk capacity	Memory
1	Veeam 365 Server	4	200GB	16GB
2	Telephone Management Server	1	820GB	2GB
3	Finance Server	2	1.2TB	16GB
4	Microsoft AD Connect Server	4	200GB	8GB
5	Domain Controller 1	4	160GB	8GB
6	Domain Controller 2	2	130GB	8GB
7	Domain Controller 3	2	100GB	8GB
8	File Server 1	5	17TB	20GB
9	File Server 2	2	24TB	16GB
10	Web Server	1	130GB	2 048
11	Database Server	1	200GB	4GB
12	Print Server	2	200GB	10GB
13	Authentication Server	1	100GB	4GB
14	Telephone Server	1	160GB	4GB
15	Database Server	4	700GB	8GB
16	Database Server	4	600GB	8GB
17	Helpdesk Server	2	100GB	8GB
18	VCenter Server	2	2TB	12GB
19	Veeam Backup Server	2	24TB	16GB
20	Veeam One Server	2	300GB	8GB
21	Web Server	2	700GB	4GB
22	HR Server	4	1.3TB	8GB