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APPOINTMENT FOR A SUITABLE SERVICE PROVIDER FOR THE SUPPLY, INSTALLATION, DATA MIGRATION, SUPPORT AND 5-YEAR PREVENTATIVE MAINTENANCE OF PRIMARY STORAGE ON AN 80/20 PPPFA 2000, PREFERENTIAL PROCUREMENT REGULATION: 2022.

1. Background

ICASA Head Office hosts a Microsoft and Linux environment for central authentication, file sharing, centralised application hosting and Tintri T880 Storage Area Network (SAN), interconnecting to eight (8) Provincial Offices through a 4Mbps MPLS links and a centralised 50 Mbps link to the internet. The storage device in use is currently out of warranty and the device has reached its end of life (Service Life Ended on the 28th of February 2022). Therefore, there is a risk that has been identified if it breaks it will not be repairable as the manufacture has stopped manufacturing the parts for this specific device.

2. Scope of Work

ICASA would like a Service Provider to supply a Primary Storage to the organization, to install it, migrate data from old storage to new storage with minimal service impact and no data loss, support, and 5 year-preventative maintenance.

Details of the products that needs to be supplied and installed are as per below:

- 35.2TB Usable at 1x data reduction
- 102 TB Effective at 3x data reduction
- Expandable to 196 TB effective at 3x reduction
- 3-year platinum hardware maintenance
- 3-year platinum maintenance software suite

- Skills Transfer for 3 Systems Administrators

3. Specifications

The terms of reference / specifications for supply, install, migrate data, support and 5 year-preventative maintenance of Primary Storage are as per below **Annexure A**.

4. Briefing Session

There will be a no briefing session.

5. Evaluation of the Bids

The received bids will be evaluated on the 80/20 procurement principle as per the Supply Chain Management Policy and the relevant Treasury Regulations. The following evaluation approach will be applied:

- Phase 1 will be the screening of mandatory documents, ensuring compliance thereof and evaluation of specific goals.
- Phase 2 evaluation of functionality criteria
- Phase 3 will be evaluation on price and BBEE.

a. **Special Mandatory Conditions**

The following are special mandatory conditions for the proposed solution:

| Special Condition | | |
|---|---------------|---------------------|
| <ul style="list-style-type: none"> • Service provider must be able to provide and install a storage solution with a minimum of 35.2TB Usable at 1x data reduction, 102 TB Effective at 3x data reduction, Expandable to 196 TB effective at 3x reduction • Appliance must have a management console for the Storage Solution. • The storage system must consist of 10 Gbit/s Fibre Channel over Ethernet (FCoE) <p><i>Provide the Data Sheet for the proposed solution</i></p> | Comply | Not Complied |
| | | |
| Special Condition | | |
| <p>Service Provider to provide a license and maintenance on the equipment and drives for the proposed solution for a period of 5 years with a 4-business hour replacement for any failed component.</p> | Comply | Not Complied |
| | | |
| Special Condition | | |
| <p>The successful bidder must have relevant exposure in the supply, configuration, support, and maintenance of Proposed storage technology. The bidder must also be a Gold or higher accredited reseller.</p> <p><i>Please provide a valid certificate confirming that the bidder is an accredited reseller.</i></p> | Comply | Not Complied |
| | | |

| FUNCTIONALITY EVALUATION | | WEIGHTS |
|--|--|---------|
| <p>1. REFERENCES</p> <p>Provide references <i>in company letterhead</i> (provide reference letters from clients with contactable numbers), where service provider rendered services <i>of similar nature</i>,</p> <ul style="list-style-type: none"> • Five (5) or more references provided; (5 points) | | 10 |
| <ul style="list-style-type: none"> • Four (4) references provided; (4 points) | | |
| <ul style="list-style-type: none"> • Three (3) references provided; (3 points) | | |
| <ul style="list-style-type: none"> • Two (2) or less references provided; (2 points) | | |
| <ul style="list-style-type: none"> • Irrelevant/no reference(s) provided (1 point) | | |
| <p>2. EXPERIENCE</p> <p>The service provider has a minimum of:</p> <ul style="list-style-type: none"> • five (5) years or more in the Proposed storage installation and maintenance services; (5 points) | | 10 |
| <ul style="list-style-type: none"> • four (4) years in the in the Proposed storage installation and maintenance services; (4 points) | | |
| <ul style="list-style-type: none"> • three (3) years in the in the Proposed storage installation and maintenance services; (3 points) | | |
| <ul style="list-style-type: none"> • less than three years in the in the Proposed storage installation and maintenance services; (2 points) | | |
| <ul style="list-style-type: none"> • no/irrelevant experience in the in the Proposed storage installation and maintenance services; (1 point) | | |
| <p>3. SLA (Turnaround timelines for maintenance, repairs & support)</p> <p>Support Turnaround times:</p> <ul style="list-style-type: none"> • For a Technical Support Turn Around Time of 0 – 3 hours (5 points) • For Technical Support Turn Around Time of 4– 8 hours (3 points) • For Technical Support Turn Around Time of more than 8 hours (1 point) | | 10 |

| | | | |
|----------------|--|--|------------|
| | <p>4. Conformance to technical requirements of the tender (Annexure A)</p> <ul style="list-style-type: none"> • Complies to all 23 requirements = (5 points) • Complies to 22 requirements including protecting the integrity and availability of data during a network outage and to dynamically expand volumes = (4 points) • Complies to 21 requirements including protecting the integrity and availability of data during a network outage and to dynamically expand volumes = (3 points) • Complies to 20 requirements including protecting the integrity and availability of data during a network outage and to dynamically expand volumes = (2 points) • Complies to 19 and less requirements including protecting the integrity and availability of data during a network outage and to dynamically expand volumes = (1 point) | | 70 |
| Total: | | | 100 |
| Cut off | | | |

Only bidders who passed the threshold of 70/100 for functionality will be evaluated further for price and BBEE.

ANNEXURE A

Technical Requirements

| | | Comply | | Provide Details |
|----|---|--------|----|-----------------|
| | | Yes | No | |
| 1 | Additional drives must be purchased through multiple distribution channels | | | |
| 2 | Your solution must expand beyond the current size in terms of Arrays | | | |
| 3 | The solution provides an ability to extend the existing storage without formatting and reconfiguring the existing hard drive | | | |
| 4 | The solution must protect the integrity and availability of data during a network outage | | | |
| 5 | data loss must be minimized or avoided with your solution when an immediate or "non-graceful" shutdown is experienced | | | |
| 6 | The solution must provide for real time hardware and service monitoring | | | |
| 7 | The solution must allow Microsoft Windows Server 2012 R2 and 2016 and later version to auto -reconnect to Storage Solution volume upon reboot | | | |
| 8 | The solution must allow for the creation of snapshot images | | | |
| 9 | The system must provide the ability to adjust performance parameters based on changing business requirements | | | |
| 10 | It must be capable to dynamically expand volumes (physically, logically, plus re -stripe) | | | |
| 11 | The proposed product must provide LUN based Quality of Service (QOS) | | | |
| 12 | The system must provide for the upgrading to larger capacity disk drives as they become available | | | |
| 13 | The proposed system must facilitate real -time (no interruption of service) firmware upgrades of disk drives, shelves and associated controllers? | | | |
| 14 | Storage Area Network (SAN) must facilitate storage clustering | | | |
| 15 | SAN solution must allow for real time management | | | |
| 16 | SAN must have the capabilities to report storage resource objects and generate a data usage report that can lead to a charge-back report | | | |
| 17 | SAN must include the capability to report the overall and detailed views of current and historical utilization | | | |
| 18 | Management system must include comprehensive online and remote monitoring abilities | | | |

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|----|--|--|--|--|
| | | | | |
| 19 | The solution must have data replication capabilities | | | |
| 20 | The solution must be capable of SAN snapshot creation, retention and rollback capabilities wizard driven | | | |
| 21 | The solution must provide remote administration capabilities built -in | | | |
| 22 | The solution must use redundant (secondary) network paths to/from connected servers | | | |
| 23 | Local hardware support and spares must be available in Gauteng | | | |