

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

### **1. INTRODUCTION**

The Mining Qualification Authority (MQA) is a public entity regarded as a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA and its constitution.

### **2. OBJECTIVE OF THE REQUEST FOR PROPOSALS**

The Mining Qualifications Authority (MQA) would like to appoint an experienced service provider to provide an Information Technology (IT) Disaster Recovery (DR) Solution. The rationale for procuring IT DR services is to ensure uninterrupted continuation of the MQA's business operations in the event of any business disruption occurring, which the accounting officer has declared to be a disaster. The service level agreement for these services will be for a duration of thirty six (36) months.

The MQA's current IT infrastructure is as follows:

- 2.1 EMC VNXe 3200 Storage Area Network (13TB);
- 2.2 Three physical hosts with sixteen (16) virtual machines;
- 2.3 Platform runs on VMware 6.0 and Microsoft Windows Server;
- 2.4 Backups are carried out using Veeam Backup and Replication;
- 2.5 Active Directory, DNS and DHCP, MS Exchange, MS Dynamics GreatPlains, MS SQL, MS SharePoint
- 2.6 Siemens HiPath PABX; and
- 2.7 Meraki Firewall.

### **3. SCOPE OF WORK**

The off-site IT Disaster Recovery Site should be located forty (40 to 100) kilometres away from the MQA's Head office premises in Parktown.

- 3.1 Duplicate of the MQA production site (provide the DR solution);
- 3.2 Data replication to the DR site;
- 3.3 Twenty-five (25) workstations and one (1) meeting room;
- 3.4 Backup solution of the DR environment;
- 3.5 Backup electricity to the DR site;

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

- 3.6 Provide a 10 mbps fibre dedicated link for replicating both sites with internet breakout ;  
and
- 3.7 Provide parking space.

### **4. EXPECTED OUTCOMES AND DELIVERABLES**

- 4.1 Provide full DR solution;
- 4.2 Conduct quarterly DR tests and provide test reports;
- 4.3 Monthly service management meetings; and
- 4.4 Provide DR solution design structure documentation.

### **5. INTEGRITY AND CONFLICT OF INTEREST**

The service provider shall, at all times, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

The successful service provider is required to conduct the assignment and compile the required reports with the utmost integrity and honesty and collect sufficient, appropriate evidence to ensure that the ultimate DR solution will assist the MQA to achieve its organisational goals and objectives.

### **6. PROJECT MANAGEMENT**

The service provider appointed shall be given instructions by, or shall report to the appointed project manager.

### **7. PROJECT PROPOSAL**

Service providers wishing to submit proposals are required to include documents of statements on the following:

- 7.1 A short profile of the service provider;
- 7.2 All the documents required as per the evaluation criteria.

### **8. SUBMISSION**

One (1) set of original proposal documents accompanied by four (4) hard copies and/or Electronic submissions to [tenders@mqa.org.za](mailto:tenders@mqa.org.za).

**NB:** Electronic submission of the proposal documents is allowed, the electronic submissions may be forwarded to [tenders@mqa.org.za](mailto:tenders@mqa.org.za). Please ensure that your email size is not more

# **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

than 10MB, otherwise, please split your email to emails of a size that is within the specified size.

## **9. PROJECT PLAN**

Based on the information provided in this document, the service provider is to submit a project plan with timelines, which the prospective service provider deems suitable for the delivery of the proposed project. The MQA will consider and approve of the project plan before commencement of the project.

## **10. PROJECT PRICING**

10.1 The amount quoted must be denominated in South African Rand, and should include VAT.

10.2 The quoted price should be as per the scope work.

10.3 In line with the Preferential Procurement Regulations 2017; the MQA may subject the award of the tender to price negotiation with the preferred bidder. This will however be exercised subject to the following principles:

- Negotiation may not allow any preferred bidder a second or unfair opportunity;
- Is not detriment of any other bidder; and
- Does not lead to higher price than the bid as submitted.

## **11. EVALUATION CRITERIA**

Proposals for the appointment of the service providers will be evaluated in four (4) phases. The first two phases will be compliance and mandatory requirements, the third phase will be functionality, and the fourth phase will be BBBEE and pricing in accordance with the Supply Chain Management Procurement policies (Preferential Point System) shall be done on when there is a specific instruction and/or assignment that the MQA wants to be undertaken. A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

### **11.1 PHASE ONE (1): COMPLIANCE**

#### **11.1.1 RETURNABLE DOCUMENTS TO BE SUBMITTED**

- i. Proof of registration on Central Supplier Database System (CSD)
- ii. Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

- iii. B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- iv. SBD 1: Invitation to Bid fully completed and appropriately signed;
- v. SBD 3.3: Pricing Schedule fully completed and appropriately signed;
- vi. SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- vii. SBD 5: The National Industrial Participation Programme (if applicable);
- viii. SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;
- ix. SBD 8: Abuse of Supply Chain Management System, fully completed and appropriately signed; and
- x. SBD 9: Certificate of Independent Bid Determination, fully completed and appropriately signed.

**NB: Bidders who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, bidders will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request of such outstanding information will not be information that affect the substance of the bid or give a bidder unfair advantage to the other bidders**

### **11.2 PHASE TWO (2): MANDATORY REQUIREMENTS**

11.2.1 Bidders must be an authorized VEEAM Value Added Reseller (Provide a certified copy of partnership certificate).

**NB: The partnership certificate certifying date stamp must be valid, validity period must be 6 months prior to the closing date of this request for proposal.**

# TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.

## 11.3 PHASE THREE (3): FUNCTIONALITY

The proposal will be evaluated on a five point scale as follows:

0 = Required documents not submitted

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very Good, above the average compliance to the requirement.

5 = Excellent, exceptional mastery of the requirement.

KPA	ELEMENT	WEIGHT	SCORING MATRIX
Experience of the company in providing IT Disaster recovery services	<p>Provide a minimum of 3 reference letters.</p> <p>For the reference letter to comply it must have the following:</p> <ul style="list-style-type: none"> <li>Be written on the client's letter head, signed by relevant officials, dated, with contactable details (email/phone numbers), regarding work done within 3 (three) years.</li> <li>Detailing the implementation of IT Disaster recovery services provided</li> <li>The letter must include confirmation that the work was successfully carried out.</li> <li>Letters must be from different clients</li> </ul>	30	<p>0=No submission or submitted irrelevant letters</p> <p>1=1 compliant reference letters provided</p> <p>2=2 compliant reference letters provided</p> <p>3=3 compliant reference letters provided.</p> <p>4=4 compliant reference letters provided.</p> <p>5=5 or more compliant reference letters provided</p>

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

KPA	ELEMENT	WEIGHT	SCORING MATRIX
	<p><b>NB The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services as in the reference letter. The MQA shall consider such provided letter to not be compliant.</b></p>		
<p>Capacity and expertise to provide IT Disaster recovery services</p> <p>Please provide a separate CV for this human resource.</p>	<p>Provide a CV of an individual with 3 – 5 years' experience in providing IT Disaster recovery services</p> <p>CV should include a copy of individual certified certificate/s and experience in providing IT Disaster recovery services and a Veeam certificate. Individual personnel should have the required experience.</p> <p><b>NB The proposal must indicate the name of the person to be evaluated for IT Disaster recovery services implementation, failure to which will result in a score of zero (0) being awarded.</b></p> <p><b>CV must also indicate where the experience was acquired and certified copies of qualifications must be attached</b></p> <p><b>The qualifications certifying date stamp must</b></p>	30	<p>0= No submission</p> <p>1 = A Compliant CV provided of a qualified personnel with 1 day – 23 months' relevant experience and a Veeam certificate.</p> <p>2 = A Compliant CV provided of a qualified personnel with 24 – 35 months' relevant experience and a Veeam certificate.</p> <p>3= A Compliant CV provided of a qualified personnel with 36 – 47 months' relevant experience and a Veeam certificate.</p> <p>4 = A Compliant CV provided of a qualified personnel with 48 – 59 months' relevant experience and a Veeam certificate.</p>

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

KPA	ELEMENT	WEIGHT	SCORING MATRIX
	be valid, validity period must be 6 months prior to the closing date of this request for proposal.		5 = A Compliant CV provided of a qualified personnel with 60 or more months' relevant experience and a Veeam certificate.
Proposed Project Plan	<p>Provide a proposed project plan Including tasks, timeframes, resource allocation, milestones and a risk register.</p> <p><b>Note: The tasks in the project plan must be aligned but not limited to the scope of work and deliverables in section 3 and 4 of the ToR.</b></p>	20	<p>0=No submission.</p> <p>1=Plan submitted is not aligned with section 3 and 4 of the terms of reference and do not have tasks, timeframes, and resource allocation.</p> <p>2= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, or timeframes, or resource allocation.</p> <p>3= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes and resource allocation.</p> <p>4= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes, resource allocation and milestones of each phase as indicated in section 3 and 4 of the terms of reference or risk register of risks associated with this project.</p>

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

KPA	ELEMENT	WEIGHT	SCORING MATRIX
			5= Plan submitted is aligned with section 3 and 4 of the terms of reference and have tasks, timeframes, resource allocation and milestones of each phase as indicated in section 3 and 4 of the terms of reference and a risk register of risks associated with this project.
Total		80	

**Note: All bidders must obtain 48 out of 80 points on functionality to be evaluated further for a site inspection.**

KPA	ELEMENT	WEIGHT	SCORING MATRIX
Site inspection	<p>PowerPoint presentation about the proposed solution and a tour to the DR facility.</p> <p><b>NB: The following will be looked at during the visit;</b></p> <ol style="list-style-type: none"> <li><b>1. Can the facility accommodate 25 workstations and one meeting rooms;</b></li> <li><b>2. Do the facility have backup electricity (Diesel generator); and</b></li> <li><b>3. Do the datacentre have at least the following: raised floor, cooling system, fire suppression system, Uninterrupted</b></li> </ol>	20	<p>0= No site visit conducted</p> <p>1 = Site visit conducted but the bidder meet one (1) of the listed requirements</p> <p>2 = Site visit conducted but the bidder meet two (2) of the listed requirements.</p> <p>3= Site visit conducted and the bidder meet all the requirements as listed in the elements column,</p> <p>4 = Site visit conducted and the bidder meet all the requirements as listed in the elements column and provided an evacuation plan during the site visit.</p>



**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

	<b>Power Supply and Access control system.</b>		5 = Site visit conducted and the bidder meet all the requirements as listed in the elements column, provided an evacuation plan and the diesel generator service records during the site visit.
<b>Total</b>		<b>20</b>	

**The minimum threshold is 60 points**

#### **11.4 PHASE FOUR (4): BBBEE AND PRICING**

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
B-BBEE	20
<b>Total</b>	<b>100</b>

BBBEE Points will be awarded to a bidder for attaining the B-BBEE Status level of contribution in accordance with the table below:

<b>B-BBEE status Level of contributor</b>	<b>Number of points (80/20 system)</b>
<b>1</b>	<b>20</b>
<b>2</b>	<b>18</b>
<b>3</b>	<b>14</b>
<b>4</b>	<b>12</b>
<b>5</b>	<b>8</b>
<b>6</b>	<b>6</b>
<b>7</b>	<b>4</b>
<b>8</b>	<b>2</b>
<b>NON – Compliant contributor</b>	<b>0</b>

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of Close Corporation Act.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or are non-compliant contributors to be B-BBEE do not qualify for preference points for B-BBEE.

The Mining Qualifications Authority (MQA) is an equal opportunity, affirmative action employer. It shows the same commitment to those who wish to provide services to the Mining Qualifications Authority (MQA) via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

The MQA may undertake a due diligence to qualifying service provider (s) of functionality.

The Mining Qualifications Authority reserves the right not award the tender.

### **12. TERMS AND CONDITIONS OF THE PROPOSAL**

12.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.

12.1.1 Period of agreement;

12.1.2 Period of agreement;

12.1.3 Project objectives and scope;

12.1.4 Method of communication;

12.1.5 Disputes; and

12.1.6 Termination of contract and other specific matters will be agreed upon to form part of the service level agreement.

12.2 The appointed service provider will enter into a service level agreement with the MQA, which will include:

12.3 The MQA reserves the right to terminate the contract in the event that there is clear evidence of non-performance;

12.4 The basis of engaging service providers will be on an assignment basis.

## **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT AND MANAGE AN IT DISASTER RECOVERY SOLUTION FOR THE MINING QUALIFICATIONS AUTHORITY USING VEEAM BACKUP AND REPLICATION SOLUTION.**

12.5 In the event where there are more than one service provider, and they have the necessary skills that are required to render a specific service, the MQA will issue out the Terms of Reference/Specifications to call for proposals and award the work accordingly.

12.6 The MQA reserves the right to interview service provider(s) that are short listed for a specific assignment (meaning that service providers may be requested to do a presentation for a specific project / assignment).

12.7 The MQA may at its sole discretion, award an assignment or any part thereof to more than one service provider(s).

12.8 Payments will only be made for acceptable work completed and delivered.

12.9 Any deviation from the project plan should be put in writing and signed by the project manager.

12.10 Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

### **13. CONTACT PERSON FOR ENQUIRIES**

All enquiries related to this bid call must be forwarded to:

Supply Chain Management Enquiries

**Ms Tsholo Dilape**

(011) 547 2600

E-mail Address: [TsholoD@mqa.org.za](mailto:TsholoD@mqa.org.za)

AND

All enquiries related to technical must be forwarded to:

**Mr Sakhile Mlauzi**

(011) 547 2600

Email Address: [SakhileM@mqa.org.za](mailto:SakhileM@mqa.org.za)