

HEAD OFFICE

Hosken's House
45 Mooi Street
Johannesburg
2091
Private Bag X105
Melville, 2109
Tel: (011) 372 3300

EASTERN CAPE

Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE

Regus Bloemfontein
Unipark Building
Vodacom Lane, Nobel Str
Brandwag
Bloemfontein 9301
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG

112 Main Street
9th Floor
Marshalltown
Johannesburg CBD
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL

Kent House
1 Neptune Road
Westville
Durban, 3629
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO

89B Biccard Street
Polokwane
0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA

Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 352 7108
Fax: (013) 752 2917

NORTHERN CAPE

Monrio Corporate Park
Monument Heights
10 Oliver Road
Kimberly
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST

Sparkling Office Park
78 Relief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE

Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043

BID NO: SCMU NO: 05 - 2025/26 – RE-ADVERTISEMENT

REQUEST FOR BIDS

TERMS OF REFERENCE FOR APPOINTMENT OF A SERVICE PROVIDER TO SUPPORT AND MAINTAIN A CLOUD BACKUP AND DISASTER RECOVERY SOLUTION

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No. 97 of 1998 to advance skills levels in accordance with the National Skills Development Plan (NSDP). The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce to benefit employers, workers and employees in the ETD sector.

The ETDP SETA will host a **NON-COMPULSORY** virtual briefing session for **BID NO: SCMU: 05 – 2025/26** for the *Appointment of a service provider to support and maintain a cloud backup and disaster recovery solution on **02 March 2026** at **11h00 – 13h00**. Access details will be available on www.etdpseta.org.za as of **27 February 2026**. Kindly note that, interested service providers may submit their questions until **03 March 2026** at **12h00**. **No further questions will be accepted after this date.** We thank you for your cooperation.*

2. PURPOSE & OBJECTIVES OF THE PROJECT

2.1. PURPOSE

The ETDP SETA is looking for a suitably qualified service provider to implement Cloud Backup and Disaster Recovery Solution which will cover all areas of business within the organisation. The Service Provider is expected to perform cloud backups, conduct regular testing of backups and recovery procedures to ensure effective ICT Service Continuity.

2.2. OBJECTIVES

ETDP SETA seeks to implement Disaster Recovery as a Service (DRaaS) on a public cloud provider service model that allows an organization to back up its data and IT infrastructure in the cloud computing

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environment and provide all the disaster recovery orchestration to regain access and functionality to IT infrastructure after a disaster. The main objective of the required solution is to provide an appropriate level of resilience and response measures aimed at:

- Ensuring the continuity of critical processes through which programmes and services are delivered, before the organisation’s survival is threatened by their loss; and
- Limiting the period and impact of an operational disruption.

3. PROJECT SCOPE, REQUIREMENTS AND DELIVERABLES

3.1. Project scope

The ETDP SETA comprises of 10 sites, a head office in Johannesburg and nine (9) provincial offices. At the head office, there are both physical and virtual servers and most applications are running on premises with emails hosted on Office 365. Thus, the proposal should cater for monthly cost fluctuations for backup and recovery as some of the services get migrated to the cloud.

In the event of a major incident or disaster, it is expected that the service provider will assist the ETDP SETA to recover its data and systems quickly to minimise downtime. The ETDP SETA seeks to enable cloud backup and disaster recovery services for the following:

	Type	Role	Operating System	Used Size (in GB)
Server 1	Physical	Hyper-V Host	Microsoft Windows	-
Server 2	Physical	Hyper-V Host	Microsoft Windows	-
Server 3	Physical	Hyper-V Host	Microsoft Windows	-
Server 4	Physical	Hyper-V Host	Microsoft Windows	-
Server 5	Physical	Application Server	Microsoft Windows	4900
Server 6	Virtual Machine	Active Directory	Microsoft Windows	300
Server 7	Virtual Machine	Application Server	Microsoft Windows	300
Server 8	Virtual Machine	Application Server	Microsoft Windows	300
Server 9	Virtual Machine	DB Server	Microsoft Windows	2000
Server 10	Virtual Machine	Print Server	Microsoft Windows	300
Server 11	Virtual Machine	Application Server	Microsoft Windows	300
Server 12	Virtual Machine	Application Server	Microsoft Windows	3300
Server 13	Virtual Machine	DB Server	Microsoft Windows	700
Server 14	Virtual Machine	DB Server	Microsoft Windows	700
Server 15	Virtual Machine	DB Server	Microsoft Windows	700
Server 16	Virtual Machine	Web Server	Microsoft Windows	300
Server 17	Virtual Machine	Web Server	Microsoft Windows	300
Server 18	Virtual Machine	Active Directory	Microsoft Windows	300
Server 19	Virtual Machine	Application Server	Microsoft Windows	300

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Server 20	Virtual Machine	Application Server	Microsoft Windows	300
Server 21	Virtual Machine	SIEM/SOC Logging server	Linux	500
Server 22	Virtual Machine	Trend Micro Virtual Gateway Appliance	Linux	500
Server 23	Virtual Machine	Web Server	Microsoft Windows	300
Total				16600

N/B

3.2. Servers highlighted in yellow are mission critical and the service provider should accommodate for failover to the recovery site in the event of a disaster

3.3. Head Office: 100Mbps Primary fibre link, 40Mbps failover wireless link

4. REQUIREMENTS

Bidders are required to submit a proposal for implementing Cisco based or equivalent integrated, secure, reliable, and robust wireless network for ETDP SETA, meeting the minimum requirements below.

The service provider shall submit a proposal that addresses the following requirements:

- a) Ability to perform daily incremental backups.
- b) Ability to conduct regular restores.
- c) The proposed solution must include local disk backup infrastructure for easy restoration.
- d) Provide daily back up success notifications.
- e) Provide weekly and monthly backup reports.
- f) Backup retention [daily (7 days), weekly (4 weeks), monthly (12 months), annually (5 years)].
- g) Replication for mission critical servers to take place every 15 minutes.
- h) Ability to failover mission-critical servers to disaster recovery site.
- i) Enable manual failover within an hour of a failure for mission-critical servers (*highlighted in the table above*).
- j) Accommodate failover for a maximum period of one month.
- k) Quarterly recovery (failover) and restore tests.
- l) Fully managed backup and Disaster recovery as a service
- m) Complete end-to-end configuration and installation of the backup and disaster recovery infrastructure.
- n) The ETDP SETA to have full access to the backup and disaster recovery platform.
- o) The proposed solution must be able to meet the ETDP SETA Recovery Point Objective (RPO) and Recovery Time Objective (RTO) of 24 hrs, and this must be included as part of the DR test reports.

5. DELIVERABLES

- A detail project execution plan outlining the implementation processes, approach, resources tools and allocation, timelines (realistic with key milestones) and deliverables.

- Weekly, Monthly, Quarterly and Annual Reporting of statuses and activities related to Cloud Backup and Replication

6. COSTING MODEL (PRICING SCHEDULE)

The ETDP SETA is currently in the process of migrating some of services to the cloud. Thus, the billing should be done monthly to accommodate cost fluctuations (reductions) should some services move to the cloud.

	Item Description	Unit Price (excl VAT)	Total (excl VAT)
Year 1	Once-off implementation costs		
	Support and maintenance (Monthly costs x 12)		
	Quarterly Disaster Recovery tests (4 tests per year)		
	Microsoft Azure costs for one Virtual Machine (excluding licenses)		
	2 x Disaster recovery failover (Only applicable in the event of disaster, and each failover will be for one month)		
Year 2 (Include any price escalation costs)	Support and maintenance (Monthly costs x 12)		
	Quarterly Disaster Recovery tests (4 tests per year)		
	Microsoft Azure costs for one Virtual Machine (excluding licenses)		
	2 x Disaster recovery failover (Only applicable in the event of disaster, and each failover will be for one month)		
Total			
VAT			
Total contract amount over 2 years			

The Bidder must provide a signed costing proposal on the company letterhead. **All pricing shall be in South African Rand (ZAR)**. All project milestones with costing should be listed on the pricing schedule including once off setup costs.

NAME OF BIDDER: _____

POSITION/ ROLE: _____

SIGNATURE: _____

All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.

7. CONTRACT DURATION

The duration of the agreement will be twenty-four (24) months including implementation, support and maintenance.

8. METHOD OF SUBMISSION

Bidders must submit a bid proposal in a USB stick, in a clearly marked envelope with bidder's details and bid reference number. **Documents for Stage 1 (Administrative requirements), Stage 2 (Mandatory Requirements), Stage 3 (Functionality Evaluation), and Stage 4 (Pricing & Specific Goals) must be submitted in a USB stick.**

There must be three folders in the USB cover the following stages.

Folder A: Stage 1: Administrative Requirements.

Folder B [PHASE A]: Stage 2: Mandatory Requirements.

[PHASE B]: Stage 3: Functionality

Folder C: Stage 4: Price and Specific Goals.

It is the responsibility of the bidder to ensure that all relevant documents are included in the USB to ensure efficient evaluation of its proposal. ETDP SETA will not take any responsibility for any missing information in the tender submissions.

9. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the Preferential Procurement Policy Framework Act, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA SCM policy.

9.1. STAGE 1: ADMINISTRATIVE COMPLIANCE [Folder A (USB)]

Bidders will be evaluated on the submission of the requested administrative documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.

Description	Comply/Submitted
Completion of all SBD Forms: <ul style="list-style-type: none"> • SBD 1 - Invitation to Bid • SBD 4 - Declaration of Interest 	
Completion in full of the General Conditions of Contract (GCC)	
Submit a "Unique security personal identification number (PIN) issued by SARS" which the SETA will use to verify the bidder's tax matters prior to the award	

9.2. STAGE 2: MANDATORY REQUIREMENTS [Folder B (PHASE A) (USB)]

Failure to comply with these requirements will lead to disqualification from further evaluation.

Mandatory Requirement	Method of Evaluation
a. Bidder must be owner or partner for the proposed cloud backup solution.	<ul style="list-style-type: none"> • A letter of confirmation (on company letterhead) that the bidder owns the backup solution or Partner letter for the proposed backup solution.
b. Confirmation that ETDP SETA data will be stored within South African borders and proposals are based on public cloud providers	<ul style="list-style-type: none"> • Confirmation letter by the bidder (on company letterhead) or Partner agreement with cloud service provider.
c. Compliance to Information Security Management	<ul style="list-style-type: none"> • Valid ISO 27001 Standard Certification

9.3. STAGE 3: FUNCTIONALITY [Folder B (PHASE B) (USB)]

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

The minimum qualifying score for functionality will be **70 points** and bids that fail to achieve the minimum qualifying score will be disqualified.

Only bids that achieve a minimum score of **70 points** will be evaluated further on price and specific goal in accordance with the 80/20 preference point system prescribed in the Preferential Procurement Regulations, 2022 and the ETDP SCM Policy.

The evaluation criteria for functionality will be as below:

NO	EVALUATION CRITERIA	Method of evaluation	POINTS
1.	<p>Company experience: Company's proof of implementing cloud backup and disaster recovery solutions within RSA. (20)</p> <p>*Each reference letter must clearly indicate:</p> <ul style="list-style-type: none"> - Name of the project. - Nature of similar service rendered. - Duration of the project. <p>NB: Reference letters must be on a company letter head, signed and dated, otherwise they cannot be considered.</p> <p>1.1. Reference letters signed and in the clients' letterheads</p> <ul style="list-style-type: none"> - Number of compliant reference letters <p>1.2. The cumulative experience in implementing cloud backup and disaster recovery solution.</p> <ul style="list-style-type: none"> - Number of years to be derived from the reference letters provided above. 	<ul style="list-style-type: none"> - Five (5) or more references - 3 to 4 references - 1 to 2 references - Zero reference letters - 5 years and above - 3 – 4 years - 1 – 2 years - Less than 1 year 	<p>10</p> <p>8</p> <p>5</p> <p>0</p> <p>10</p> <p>8</p> <p>5</p> <p>0</p>
2.	<p>Project Deliverables: (40)</p> <p>2.1. A solution proposal detailing the work to be implemented against these terms of reference. The proposal should respond to all items listed in section 4.2 of the terms of reference. (30)</p>	<ul style="list-style-type: none"> - Solution Proposal addresses all the requirements - Solution Proposal addresses any 14 items of the requirements - Solution Proposal addresses any 13 items of the requirements 	<p>30</p> <p>25</p> <p>20</p>

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	<p>2.2. Milestone based project implementation plan (10)</p> <ul style="list-style-type: none"> - indicating delivery period must not exceed calendar 30 days 	<ul style="list-style-type: none"> - Solution Proposal addresses any 12 items of the requirements 15 - Solution Proposal addresses less than any 11 items of the requirements 0 - Project Implementation plan not exceeding 30 days 10 - Project implementation plan not submitted or exceeds 30 days 0
3	<p>3.1. Project Manager experience. (15)</p> <p>Attach CV - The CV must clearly indicate the experience in managing IT projects with references.</p> <p>3.2. Project Manager qualification. (5)</p> <p>Attach a certified copy of the project management qualification.</p> <p>3.3. Relevant experience of Lead Technical Person. (15)</p> <p>Attach CV - The CV must clearly indicate experience in implementing and managing cloud backups and disaster recovery with references.</p> <p>3.4. Technical Lead Certification (5)</p> <p>The technical lead must be certified on the proposed backup solution. Attach a certified copy of the certification.</p>	<ul style="list-style-type: none"> - More than 5 years 15 - 3 - 5 years 10 - 1 to less than 3 years 5 - Less than 1 years 0 - Project Management certification 5 - No Project management certification 0 - More than 5 years 15 - 3 to 5 years 10 - 1 to less than 3 years 5 - Less than 1 year 0 - Certification in proposed solution 5 - No certification attached. 0

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	<p>Important: The bidder must clearly indicate the resources in its proposals, clearly separating the Project manager and project lead from any other resources. Failure to comply to this requirement will lead to non-allocation of points.</p>		
TOTAL			100 points

Bidders must provide documents to justify awarding the above points, and such include details of contactable references to validate the information submitted

9.4. STAGE 4: PRICE AND SPECIFIC GOALS [Folder C (USB)]

PRICING SCHEDULE DOCUMENTS

- a. Costing Model (*Price must be final, include VAT and signed*)
- b. **SBD 6.1** - Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022
- (*If claiming preferential points*) - *this will be used to verify points to be allocated for specific goals*

80/20 preference point system shall be applicable as follows:

- ✓ Price **80**
- ✓ Allocation of specific goals **20**

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP SETA will adhere to its policy on the appointment of service providers.

10. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. ETDP SETA does not bind itself to appoint a bidder with the highest points.
2. ETDP SETA reserves the right to negotiate the bidder's price.
3. ETDP SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
4. Bids which are late, incomplete, unsigned **will NOT** be accepted.
5. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission (**CIPC**) or a signed Sworn Affidavit for allocation of points for specific goals.
6. Specific goals shall not be allocated where supportive documents as stated in the bid documents are not provided as stated in the bid document.
7. Bids submitted are to hold good for a period of **120 days**.
8. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** provide an accreditation certificate with relevant authority as stated in Mandatory documents.
9. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, sworn affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that points for specific goals for B-BBEE status level of contribution are not claimed.
10. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
11. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
12. Companies that are in the process of de-registration in the CIPC will not be considered.
13. The ETDP SETA remains the sole owner and custodian of all content, material, or any other form of development. No information of or on behalf of the ETDP SETA may be shared, during the duration or after the closing period of the project. It remains the responsibility of the appointed service provider to hand over all material to the ETDP SETA. Should a service provider wish to have the ETDP SETA as a referral, permission for this must be sought.

11. DISCLAIMER

Protection of Personal Information Act 4 of 2013 (POPIA) and Promotion of Access to Information Act 2 of 2000 (PAIA) Disclaimer

1. *By submitting your proposal, you grant the necessary consent as you acknowledge that:*
 - *ETDP SETA treats data it gathers and personal information it collects, holds and/or processes as private.*
2. *Therefore:*

Your right to privacy and security is very important to us. The ETDP SETA as a responsible party treats personal information of data subjects as private and confidential. To that end, we collect personal information for the purposes set out in this document or otherwise the specific purpose(s) communicated to you.
3. *We may also use your information for a number of different purposes, for example to fulfil our legal and regulatory obligations of the SETA.*

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4. For more detailed information on how and why we may use your information, including the rights in relation to your personal data, and our legal grounds for collection, processing and using it, please view the ETDP SETA Protection of Personal Information Policy and Promotion of Access to Information Manual on our website: www.etdpseta.org.za "ETDP SETA PAIA Manual and POPIA Manual".

12. BID DOCUMENTS / PROPOSAL PACKS

Bid documents for participation **must** be downloaded from the ETDP SETA website: www.etdpseta.org.za, Main Menu > Supply Chain Management > Open Tenders as from **12h00** on **17 February 2026**.

Bidders must submit technical and financial proposals in **one (1) USB** clearly marked "**Folder A-Admin Compliance, Folder B-Technical Proposal**" and "**Folder C- Financial Proposal**".

The financial proposal will only be opened when the tender is responsive in Stage 2 or at the discretion of the ETDP SETA.

All Bids/Proposals (completed in [one (1) USB] **No hard copies will be accepted, the USB must be courier or hand delivered to:**

The ETDP SETA – Gauteng Provincial Office
112 Main Street
9th Floor
Johannesburg CBD
2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00** on **13 March 2026**.

No late submission will be accepted!

13. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before **11h00** on **13 March 2026**.

14. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Manager: Email: Tenderers@etdpseta.org.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities will be disqualified.