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**BID SPECIFICATION**

**STATE INFORMATION TECHNOLOGY AGENCY (SOC) LTD**

Registration number 1999/001899/30

|  |  |
| --- | --- |
| **RFB REF. NO:** | **RFB 2741/2023** |
| **DESCRIPTION** | **SUPPLY OF MAINFRAME TECHNICAL SUPPORT, DATA REPLICATION AND FAILOVER SERVICES TO THE GOVERNMENT PENSIONS ADMINISTRATION AGENCY FOR A PERIOD OF THIRTY-SIX (36) MONTHS** |
| **PUBLICATION DATE** | **21 April 2023** |
| **BRIEFING SESSION** | **COMPULSORY VIRTUAL BRIEFING SESSION**  **DATE: 02 May 2023**  **TIME: 10:00 AM**  **VENUE****: Microsoft Teams** [Click here to join the meeting](https://teams.microsoft.com/l/meetup-join/19%3ameeting_OGJhMWEyZDMtZmYwNi00MmM5LTkzNTQtZDdlZmJlYTE5ZjFm%40thread.v2/0?context=%7b%22Tid%22%3a%2248cd5724-88c7-48c3-a665-945436edd7fc%22%2c%22Oid%22%3a%22eec5087c-4a2e-4134-b802-7f4361a4a691%22%7d) |
| **CLOSING DATE FOR QUESTIONS AND ANSWERS** | **09 May 2023** |
| **RFB CLOSING DETAILS** | **DATE: 18 May 2023**  **TIME: 11:00 am (SOUTH AFRICAN TIME)**  **PLACE: TENDER OFFICE, PONGOLA IN APOLLO, 459 TSITSA STREET, ERASMUSKLOOF, PRETORIA (HEAD OFFICE)** |
| **RFB VALIDITY PERIOD** | **150 DAYS FROM THE CLOSING DATE** |

**PROSPECTIVE BIDDERS MUST REGISTER ON NATIONAL TREASURY’S CENTRAL SUPPLIER DATABASE PRIOR TO SUBMITTING BIDS.**

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1. INTRODUCTION

# PURPOSE AND BACKGROUND

## PURPOSE

The purpose of this RFB is to invite Suppliers (hereinafter referred to as “bidders”) to submit bids for the “Supply of Mainframe Technical Support, Data Replication and Failover Services to the Government Pensions Administration Agency (GPAA) for a period of thirty-six (36) months”.

## BACKGROUND

The GPAA utilises a mainframe platform to host its core benefit administration business application. The GPAA contracted an external Service Provider to operate, support and maintain its mainframe environment, which is located at the GPAA’s primary data centre in Pretoria and to provide the following additional services:

* Replication of the production data from the primary data centre to the infrastructure owned by the current service provider and hosted in the failover data centre of the service provider.
* Mainframe hardware maintenance and support.
* Operating System Software License Management (SLM)/utilisation.
* Mainframe failover services.

The end date of the contract with the current service provider is 31 August 2023.

# SCOPE OF BID

## SCOPE OF WORK

1. The scope of work by the bidders is to –
   1. Provide mainframe operations and support services;
   2. Provide mainframe job/task scheduling services;
   3. Provide mainframe system support services on 3rd party software products deployed on the GPAA mainframe;
   4. Provide Adabas System Database Administration, as well as Application Database Administration and Support, including the support of Natural, Natural Security, Predict Application Control and Software AG and Bateleur Software products;
   5. Provide Operations/Service Management services;
   6. Supply Software License Management (SLM) services for operating system related software products, the cost of which will be paid by the GPAA to the successful bidder, who will act as the agent between the GPAA and the 3rd party;
   7. Supply hardware maintenance services for hardware infrastructure owned by the GPAA, the cost of which will be paid by the GPAA to the successful bidder, who will act as the agent between the GPAA and the 3rd party;
   8. Provide production system, and system and data replication and services;
   9. Provide failover infrastructure (mainframe, storage, network and backup) and services;
   10. Provide two (2) network links with a minimum capacity of 20 Mbps capacity per link from two (2) different Network Service Providers (NSP’s) deployed/configured in an active-active state between the GPAA Data Centre and the Failover Data Centre of the bidder for replication of system state and data from the GPAA’s production mainframe to the failover facility/infrastructure of the bidder;
   11. Provide network connectivity to enable the GPAA to access the bidder’s mainframe via the GPAA’s MPLS network, and vice versa for remote support; and
   12. Provide for the transitioning of services from the current service provider to the bidder.
2. The scope of work excludes the following –
   1. The GPAA is responsible for annual software license and maintenance fees for third party products from Computer Associates Technologies (CA), Software AG and Bateleur Software.

## DELIVERY ADDRESS

|  |  |  |
| --- | --- | --- |
| **No** | **Physical Address** | **GPS Coordinates (optional)** |
| 1 | GPAA Head Office in Pretoria, Gauteng  GPS Coordinates: -25.73847, 28.20598 | N/A |

## CUSTOMER INFRASTRUCTURE AND ENVIRONMENT REQUIREMENTS

1. **Hardware Infrastructure**

The GPAA has its own mainframe infrastructure, which is located at the GPAA’s main data centre in Pretoria.

The service provider is responsible for hardware maintenance and support fees, payable to the 3rd party provider, who will be contracted for the hardware maintenance and support on behalf of the GPAA, for the mainframe hardware products owned by the GPAA.

1. **Hardware Configuration**

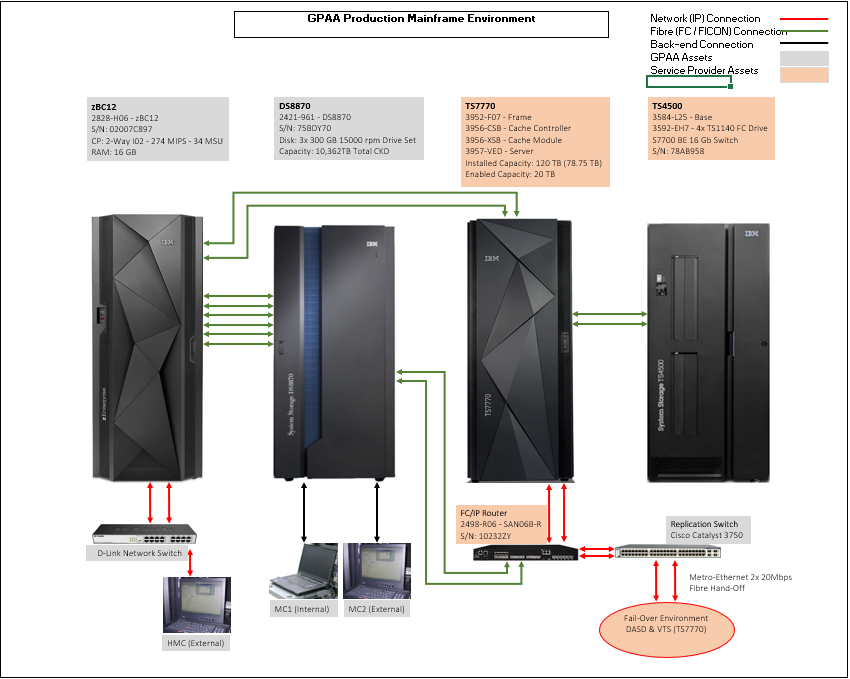
The GPAA mainframe is configured with Logical Partitions (LPARs) and there are three (3) separate/independent LPARs, namely:

* Production LPAR : Production (production online, production historical data and audit environment).
* Test LPAR : Development, Quality Assurance (QA) and Pre-production
* LAB LPAR : Used for the testing of new software products/upgrades.

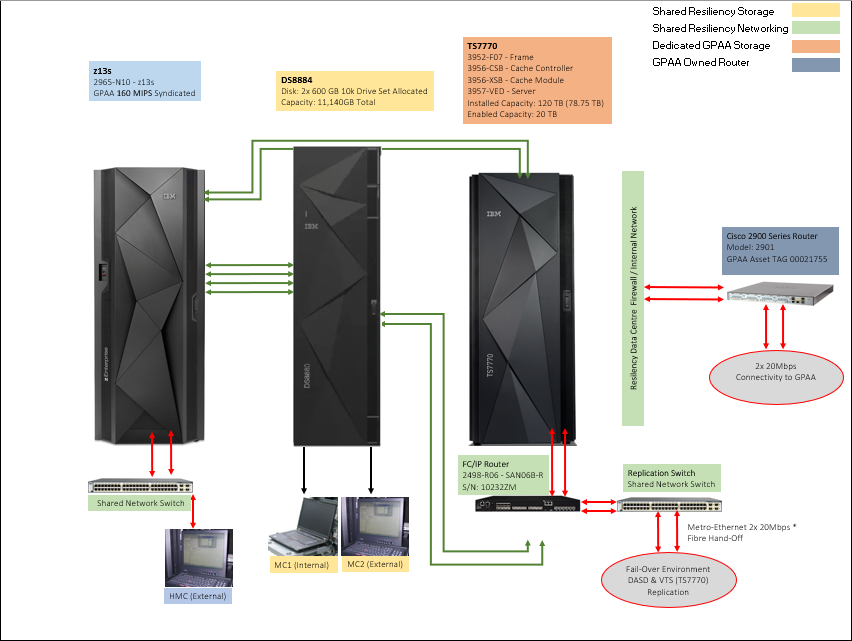
| **Device** | **Type** | **Resources Allocated** |
| --- | --- | --- |
| 2828-H06 | Mainframe | 2 X CPU (274 MIPS, 34 MSU)  16 GB Memory |
| DS8870 | Disk Storage | **OVERALL**  Total Physical Storage Capacity Allocated = 5639GB  Total used space = 4,023GB  Total free space = 1,616GB  **PRODUCTION LPAR**  Total Physical Storage Capacity Allocated = 3,652GB  Total used space = 2,573GB  Total free space = 1,079GB  **TEST LPAR**  Total Physical Storage Capacity Allocated = 1,579GB  Total used space = 1,236GB  Total free space = 343GB |

1. **Mainframe Architecture Diagram**

The mainframe configuration and components that are deployed in the GPAA’s production data centre to render the mainframe service is depicted in the diagram below. Bidders must take special note in terms of the ownership of the components, GPAA and service provider assets.



The mainframe configuration and components that are deployed in the failover data centre to render the mainframe service is depicted in the diagram below. Bidders must take special note in terms of the ownership of the components, GPAA and service provider assets.



1. **Data Replication Configuration**

It is important to note that only the data of the production LPAR must be replicated and that only the production LPAR is recovered during a failover or failover exercise. The data replication software used is Global Mirror.



1. **Production Environment: IBM Software**

The GPAA mainframe is running on the IBM z/OS Operating System.

1. SLM services, maintenance and support for the IBM software products used by the GPAA for the duration of the contract term.
2. The GPAA deployed the following IBM software products as part of the software platform.

| **Service Provider** | **Product** | **Version** |
| --- | --- | --- |
| **IBM** | z/OS | 2.4 |
|  | DFHSM | 2.4.0 |
|  | DFSMS | 2.4 |
|  | ICKDSF | 1.17.0 |
|  | ISPF | 7.4 |
|  | JES2 | 2.4.0 |
|  | LE | 2.4.0 |
|  | RACF | 7.7C0 |
|  | RMF | 7.7C0 |
|  | SPLEVEL | 7.2.4 |
|  | TCP/IP | 2.4.0 |
|  | TSOE | 7.7C0 |
|  | VTAM | 6.2.4 |
|  | Global Mirror Version | 5.2.12 |

1. **Service Provider owned infrastructure**

The following additional infrastructure owned by the current Service Provider is used to render the services. The components/infrastructure that are exclusively used by the GPAA will be available to the GPAA at fair market value at the end of the current contract. Bidders must make provision for the replacement cost in their responses.

| **Part # / Product ID** | **Description** | **Location** |
| --- | --- | --- |
| TS7770 | 3952-F07 - Frame  3956-CSB - Cache Controller  3956-XSB - Cache Module  3957-VED - Server  Installed Capacity: 120 TB (78.75 TB)  Enabled Capacity: 20 TB | Primary/Production data centre |
| TS4500 | 3584-L25 - Base  3592-EH7 - 4x TS1140 FC Drive  S7700 BE 16 Gb Switch  S/N: 78AB958 | Primary/Production data centre |
| FC/IP Router | 2498-R06 - SAN06B-R  S/N: 10232ZY | Primary/Production data centre |
| Replication Switch | Cisco Catalyst 3750 | Primary/Production data centre |
| z13s | 2965-N10 - z13s  GPAA 160 MIPS  **Syndicated** | Fail over data centre of the current service provider |
| DS8884 | Disk: 2x 600 GB 10k Drive Set Allocated  Capacity: 11,140GB Total  **Shared** | Fail over data centre of the current service provider |
| TS7770 | 3952-F07 - Frame  3956-CSB - Cache Controller  3956-XSB - Cache Module  3957-VED - Server  Installed Capacity: 120 TB (78.75 TB)  Enabled Capacity: 20 TB  **Dedicated for the GPAA** | Fail over data centre of the current service provider |
| FC/IP Router | 2498-R06 - SAN06B-R  S/N: 10232ZM  **Shared** | Fail over data centre of the current service provider |
| Replication Switch | Network Switch  **Shared** | Fail over data centre of the current service provider |

The other components that are shared with other clients of the service provider must be provided by the bidder. Bidders must make provision for the replacement cost in their responses.

1. **Third Party Software Products**

The GPAA is responsible for the annual license and support fees, payable to Computer Associate Technologies (CA), Software AG and Bateleur Software, for the products that they provide to the GPAA.

All the 3rd party software products that are installed on the mainframe must be supported by the bidder. The list of the 3rd party products used by the GPAA is provided below:

|  |  |  |
| --- | --- | --- |
| **Service Provider** | **Product** | **Version** |
| **Computer Associate Technologies (CA)** | | |
|  | View | R 14.1 |
|  | Deliver | R 14.0 |
|  | CA 1 Tape Management | R14.0 |
|  | SYSVIEW Performance Management | R 14.1 |
|  | Spool Printing | 12.0 |
|  | Workload Automation ESP Edition | R 11.4 |
|  | Workload Automation Restart Option RE | R 11.4 |
| **Software AG** | | |
| **Production – 160 MIPS; Non-production – 60 MIPS** | | |
|  | Adabas | 8.5.4 |
|  | Adabas Online System | 8.5.4 |
|  | Natural | 8.2.7.0 |
|  | Natural Complete Interface | 8.2.7.0 |
|  | Natural Security | 8.2.7.0 |
|  | Natural Connection | 8.2.7.0 |
|  | Predict | 8.5.1 |
|  | Predict Application Audit | 2.6.1.0 |
|  | Predict Application Control | 2.6.1.10 |
|  | Com-Plete | 6.8.1 |
|  | Entire Net-Work | 6.5.2 |
| **Bateleur Software (Pty) Ltd** | | |
|  | Adastrip | V511b |
|  | eStrip | V301 |

# REQUIREMENTS

## PRODUCT/ SERVICE / SOLUTION REQUIREMENTS

* 1. The Bidder shall be responsible to perform the work as outlined in the following Work Breakdown Structure (WBS) over a period of thirty-six (36) months:

| **WBS** | **Statement of Work** |
| --- | --- |
|  | **Mainframe Operations Services**  Provide 24/7 on-site and remote mainframe operations services for all the environments in use by the GPAA on the mainframe, which services shall include, but are not specifically limited to the following services/activities:   1. Monitoring of all batch schedules to ensure that all schedules/scheduled jobs completed successfully in accordance with, and within the schedule and timeframes; 2. Notify the allocated support personnel of the GPAA and technical support personnel of the service provider of any failures so that corrective actions can be applied; 3. Log incidents for failures on the GPAA ICT Service Management (ITSM) Tool; 4. Provide and maintain daily reports in terms of the completion of batch schedules and incidents for the previous reporting period (daily); 5. Monitoring of mainframe service availability and performance; 6. Monitoring of access to the GPAA servers to which data files must be transmitted to from the mainframe; 7. Monitoring of data replication service and network connectivity and provide electronic reports every three (3) hours; 8. Notify 3rd party software vendors of incidents/failures related to their products, as well as the support personnel of the service provider who are responsible to support the relevant products; 9. Perform system, database and P-Log backups in accordance with the approved backup schedules of the GPAA and maintain a monthly backup report; 10. Perform regular cleaning of the backup cassette drives; 11. Manage backup media and the retrieval, delivery and dispatching of backup media to/from the Offsite Storage service provider in adherence to the backup schedules. Interact with the backup media storage service provider (business days only) for the management of the backup media according to backup cycles and rotation schedules. A register for this purpose with the approved delivery and collection notes/sheets must be maintained by the service provider; 12. Execute restore processes from the backup upon request and ensure that correct backup cassettes are used and that restores completed successfully. Assist DBAs and system support staff with the restores; 13. Print the output, spooled to the BARR/Solimar mainframe print solution, on the correct stationery and inform the respective GPAA users when the output can be collected; 14. Perform monthly and on-request Initial Program Loads (IPLs) on all the mainframe partitions; 15. Maintain Mainframe Operations documentation duly signed off and approved in an online shared folder that will be provided by the GPAA. |
|  | **Job Scheduling Services**  Provide job scheduling services during normal business hours with 24/7 standby support services, which shall include but are not specifically limited to the following services/activities:   1. Compile the daily and ad-hoc job schedules on all environments providing for all dependencies. Configure these job schedules, using the ESP scheduling tool for this purpose; 2. Store and maintain the approved schedules in an online shared folder that will be provided by the GPAA; 3. Amend job schedules to schedule ad-hoc jobs that may be requested by the GPAA’s mainframe support staff; 4. Maintain records of the output of job schedules and store it in an online shared folder that will be provided by the GPAA; 5. Liaise with the GPAA’s mainframe support staff 24/7 whenever input is required or advice is required regarding changes to the schedule and/or specific failures; 6. Apply changes to the scheduled batch jobs based on service requests; 7. Maintain a job calendar for an entire calendar year; 8. Review and obtain approval from the GPAA’s support staff members on a daily basis in terms of the daily, weekly, monthly and annual job schedules. This shall be done on business days only. The schedule for the entire weekend must be reviewed on Fridays and for Public Holidays on the last business day, preceding the Public Holiday up to and including the last day prior to the next business day; 9. Attend to service requests logged by the GPAA and/or service provider staff; 10. Manage escalations and where required, interact with the other members of the support team of the service provider. |
|  | **Mainframe System Support Services**  Provide mainframe system, security, storage and network support services during normal business hours with 24/7 standby support services, which shall include but are not specifically limited to the following services/activities:   1. Provide Support and Maintenance of Operating System and System software on all LPARs and environments; 2. Support and maintain all 3rd party products that are used by the GPAA, excluding the Software AG and Bateleur Software products; 3. Perform version/release upgrades of all 3rd party products, strictly following the GPAA Change Control process. No unsupported versions of 3rd party products shall be installed/active and in use on the mainframe, unless authorised by the GPAA; 4. Provide Storage Management services to ensure that sufficient spare capacity is available and allocated; 5. Render support and maintenance services for tools and related utilities, including changes to the configuration of tools, utilities and software; 6. Notify the GPAA at least six (6) months in advance of any products that are reaching ‘End of Support’, as well as when new releases/versions of 3rd party products used by the GPAA become available, or when support on a product has been/will be discontinued; 7. The Service Provider must interact with relevant 3rd party vendors/OEMs on behalf of the GPAA. 8. Monitor the mainframe and subsystems for performance, uptime, capacity, events and escalating to the appropriate resolver groups as needed; 9. Perform specialised engineering configuration and support (3rd party warranty and maintenance); 10. Configure the mainframe and all subsystems to ensure optimal performance. Manage the storage allocation to the different environments of the mainframe to ensure optimum utilisation with sufficient spare storage capacity; 11. Implement effective security on the data and service of the GPAA to prevent unauthorised access. Notify the GPAA promptly on possible/attempted security breaches; 12. Ensure provisioning and availability of mainframe interfaces to LAN and WAN (MPLS) required for mainframe operations and support, data replication and service failover; 13. Integrate the mainframe (active and failover) with the GPAA network as per the network setup and configuration. Cooperate with the incumbent responsible Service Provider to maintain and support the GPAA’s ICT infrastructure regarding network faults affecting access to the mainframe; 14. Perform administration and support on network infrastructure, related to the mainframe services; 15. Attend to escalations and service requests; 16. Maintain functionality to allow specific business users to create new user-IDs for new mainframe users or to retire mainframe users-IDs of users who left the GPAA; 17. Maintain functionality that allows specific business users to reset mainframe passwords. |
|  | **Adabas Database Support Services**  Provide support services on the Software AG and Bateleur Software products during normal business hours with 24/7 standby support services, which shall include but are not specifically limited to the following services/activities:   1. System database support and application database support on the Adabas databases and related products from Software AG and Bateleur, e.g. NATURAL, NATURAL SECURITY, COMPLETE and the HTTP SERVER, PREDICT, SYSPAC, ADASTRIP, E-STRIP, etc.; 2. Create and maintain Adabas environments as required by the GPAA; 3. Create, maintain and remove Adabas tables as required by application developers; 4. Support and maintain all the databases in all four environments of the GPAA; 5. Perform database administration and daily housekeeping activities; 6. Monitor database performance, uptime, events and escalating to the appropriate resolver groups when required; 7. Perform capacity management services for mainframe databases, including the adding of additional storage capacity to the databases; 8. Interact and liaise with Software AG and Bateleur regarding problems/issues and apply patches when required; 9. Upgrade 3rd party (Software AG and Bateleur Software) products when new releases are made available, strictly following the GPAA’s Change Control process; 10. Perform changes to the database tools, utilities and software, following the GPAA Change Control process; 11. Execute restore processes from backup upon request and ensure that correct backup cassettes are used and that restores completed successfully; 12. Perform regular archiving (mostly monthly) of data using the tools and custom-built programs/scripts as and when required; 13. Maintain and support the Natural Security environment including user access administration; 14. Advise the GPAA in respect of changes that can be implemented to improve the performance of the databases and products; 15. Attend to escalations and incidents/service requests logged by the GPAA. |
|  | **Operations and Service Management**  Provide mainframe operations and service management services during normal business hours with 24/7 standby support services (only in the event of priority one incidents), which shall include but are not specifically limited to the following services/activities:   1. Ensure that the GPAA Event, Incident and Problem Management and Change control processes of are followed diligently; 2. Ensure that the GPAA’s policies and procedures are strictly adhered to by all the Service Provider’s staff members that are assigned to render specific services to the GPAA; 3. Ensure that all preventative measures are in place to proactively attend to potential failures; 4. Attend all the scheduled meetings of the GPAA and provide feedback, in particular the scheduled SLA, Operations, Service Failover/Business Continuity and Red Alert meetings; 5. Monitor CPU, RAM, Disk I/O, and Network I/O and provide daily and monthly report utilisation of these resources. Alert the GPAA when utilisation exceeds limits as agreed between the Service Provider and the GPAA from time to time; 6. Ensure that all reporting as required by the GPAA is delivered within the required time frames; 7. Ensure that all processes and procedures pertaining to the service are documented and the process and procedure documents are reviewed and maintained once every six (6) months; 8. Ensure operational availability and stability of the contracted services to ensure that the contracted availability, i.e. SLA, RTO and RPO requirements are achieved; 9. Act as the single point of contact between the GPAA and the Service Provider in terms of service-related issues. The GPAA reserves the right to escalate in the case where the feedback is not to the GPAA’s satisfaction; 10. Ensure that all escalations are managed; 11. Ensure that preventative maintenance product upgrades are performed as scheduled; 12. Ensure that the agreement between the Service Provider and 3rd party software provider (excluding Software AG, Bateleur Software and CA Technologies) is in place and up to date and that the GPAA is not at any risk; 13. Ensure that suitably skilled and experienced support personnel are allocated to the GPAA, either on-site or off-site, whichever is applicable; 14. Recommend changes to the mainframe environment to improve the overall service and performance; 15. Inform the GPAA at least one (1) month in advance of any staff movements and ensure that new staff members are security vetted and meet the GPAA’s security requirements prior to granting them access to the GPAA’s domain and infrastructure; 16. Schedule failover tests/exercises; 17. Coordinate failover activities for the scheduled exercises and in case of a real disaster. |
|  | **Production Data Replication Service**  Provide services to replicate the production environment to the failover environment 24/7, which shall include but are not specifically limited to the following services/activities:   1. The Service Provider shall provide and maintain the redundant network links, as specified by the GPAA, between the GPAA’s Data Centre and the Data Centre of the Service Provider; 2. The Service Provider shall provide the storage and network infrastructure for the data links at the failover site to where the data must be replicated to, including the FC IP switches and other network infrastructure that will be required at both sites; 3. The Service Provider shall monitor the availability of the redundant network replication links, 24/7; 4. The asynchronous replication must be active and available 24/7; 5. The replication including the network links must be monitored 24/7 and the status reports must be distributed every Three (3) hours; 6. The entire product environment (system state, all databases and transaction logs) must be replicated in an asynchronous manner, using Global Mirror software; 7. The Service Provider must reconfigure the replication should more disks/volumes be added to the GPAA’s production environment. 8. Perform escalations, incidents and service requests. |
|  | **Mainframe Production Failover Services**  Provide mainframe and failover services 24/7, which shall include but are not specifically limited to the following services/activities:   1. The Service Provider shall supply and maintain mainframe and storage devices with sufficient capacity to host the GPAA’s production environment on a dedicated basis (not syndicated). 2. Provide a minimum of five (5) seats in the data centre environment at the failover site, close to the mainframe support team, for the GPAA’s technical staff during a disaster and the failover exercises; 3. This service must be provided from within the RSA; 4. Provide service continuity on the failover mainframe in case of a disaster. The service must be available (as if it is the mainframe of the GPAA) for the full period whilst the GPAA is recovering the production environment. The same SLAs and other contractual terms and conditions shall apply; 5. Provide the services to conduct two test failover exercises during each twelve (12) month contract period. The failover and failback procedures must be documented and the result (including time frames, activity duration, challenges and workarounds) should be documented in a failover report. In addition, the failover scope shall be documented and agreed with the GPAA two (2) weeks prior to a failover test; 6. Recover the service using the replicated data, within the contracted RTO and RPO; 7. Provide for the services to be recovered using the replicated data, as well as the recovery from offline media should the replicated data be rendered not useful; 8. Provide all the mainframe/support services as provided to the GPAA on the mainframe in the GPAA’s main Data Centre; 9. Establish connectivity between the Service Provider’s Data Centre and the GPAA’s MPLS network. The GPAA will be responsible for the connectivity from the Meet-me-Room of the Service Provider at the failover data centre into the GPAA’s MPLS network and the costs associated with the data links; 10. Document the failover and failback processes/procedures and maintain the documents. The validity, correctness and completeness shall be verified during every failover exercise and amended when required; 11. Perform the failback exercise from the mainframe of the Service Provider to the GPAA’s mainframe in the GPAA’s Data Centre within GPAA specified timelines. |
|  | **Service Transitioning (Take-on)**  The Service Provider must provide for the transitioning of all services from the current Service Provider to the successful Bidder. This will include all aspects of the service, and in particular enabling data replication and failover services. This is planned for Three (3) months prior to the Go-Live date, with month Two (2) being the shadowing month and month three (3) the reverse-shadowing month. |

# BID EVALUATION STAGES

1. The bid evaluation process consists of several stages that are applicable according to the nature of the bid as defined in the table below.
2. **The bidder must qualify for each stage to be eligible to proceed to the next stage of the evaluation.**

|  |  |  |
| --- | --- | --- |
| **Stage** | **Description** | **Applicable for this bid - YES/NO** |
| Stage 1 | Administrative pre-qualification verification | YES |
| Stage 2A | Technical Mandatory requirement evaluation | YES |
| Stage 3 | Special Conditions of Contract verification | YES |
| Stage 4 | Costing and Preference evaluation | YES |

* 1. ADMINISTRATIVE PRE-QUALIFICATION

# ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

## ADMINISTRATIVE PRE-QUALIFICATION VERIFICATION

1. The bidder **must comply** with ALL of the bid pre-qualification requirements in order for the bid to be accepted for evaluation.

If the Bidder failed to comply with any of the administrative pre-qualification requirements, or if SITA/GPAA is unable to verify whether the pre-qualification requirements are met, then SITA/GPAA reserves the right to:

* 1. reject the bid and not evaluate it; or
  2. accept the bid for evaluation, on condition that the Bidder must submit within 7 (seven) days any supplementary information to achieve full compliance, provided that the supplementary information is administrative and not substantive in nature.

## ADMINISTRATIVE PRE-QUALIFICATION REQUIREMENTS

1. **Submission of bid response**: The bidder has submitted a bid response documentation pack:
   1. that was delivered at the correct physical or postal address and within the stipulated date and time as specified in the “Invitation to Bid” cover page, and;
   2. in the correct format as one original document and one copy on a memory stick / USB.
2. **Attendance of briefing session**: A C**ompulsory briefing session** will be held.The bidder has to sign the briefing session attendance register using the same information (bidder company name, bidder representative person name and contact details) as submitted in the bidder’s response document.
3. **Registered Supplier.** The bidder is, in terms of National Treasury Instruction Note 4A of 2016/17, registered as a Supplier on National Treasury Central Supplier Database (CSD).

# TECHNICAL MANDATORY

## INSTRUCTION AND EVALUATION CRITERIA

1. The bidder must comply with ALL the requirements as per section 6.2 below **by providing substantiating evidence** in the form of documentation or information, failing which it will be regarded as “NOT COMPLY”.
2. The bidder **must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA/GPAA reserves the right to treat substantiating evidence that cannot be located in the bid response as “NOT COMPLY”.
3. The bidder **must complete the declaration of compliance** as per section 6.3 below by marking with an “X” either “COMPLY”, or “NOT COMPLY” with ALL of the technical mandatory requirements, failing which it will be regarded as “NOT COMPLY”.
4. The bidder must comply with ALL the TECHNICAL MANDATORY REQUIREMENTS in order for the bid to proceed to the next stage of the evaluation.
5. No URL references or links will be accepted as evidence.

## TECHNICAL MANDATORY REQUIREMENTS

| **TECHNICAL MANDATORY REQUIREMENTS** | **Substantiating evidence of compliance**  (used to evaluate bid) | **Evidence reference**  (to be completed by bidder) |
| --- | --- | --- |
| 1. **BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS**   The bidder must have provided Mainframe Technical support, Data replication and Failover services to at least one (1) customer during the past ten (10) years in South Africa. | Provide reference details from at least one (1) customer to whom Mainframe Technical support, Data replication and Failover services was provided during the past ten (10) years in South Africa.  **NB:** SITA/GPAA reserves the right to verify information provided. | <provide unique reference to locate substantiating evidence in the bid response – see Annex B, section 11.1, table 1> |
| 1. **TECHNICAL MANDATORY, FUNCTIONAL AND SCOPE REQUIREMENTS**   The bidder must confirm compliance to the Technical Mandatory, Functional and Scope requirements. | The bidder must confirm that they comply with the Technical Mandatory, Functional and Scope Requirements by completing **ANNEX C: Addendum 1**. | <provide unique reference to locate substantiating evidence in the  bid response – see Annex B, section 11.2 and Annex C: Addendum 1> |

## DECLARATION OF COMPLIANCE

|  | **Comply** | **Not Comply** |
| --- | --- | --- |
| The bidder declares by **indicating with an “X”** in either the “COMPLY” or “NOT COMPLY” column that:   * 1. The bid complies with each and every TECHNICAL MANDATORY REQUIREMENT as specified in SECTION 6.2 above; AND   2. Each and every requirement specification is substantiated by evidence as proof of compliance. |  |  |

* 1. SPECIAL CONDITIONS OF CONTRACT (SCC)

# SPECIAL CONDITIONS OF CONTRACT

## INSTRUCTION

1. The successful supplier will be bound by Government Procurement: General Conditions of Contract (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the successful Supplier. However, SITA/GPAA reserves the right to include or waive the condition in the signed contract.
2. SITA/GPAA reserves the right to –
   1. Negotiate the conditions, or
   2. Automatically disqualify a bidder for not accepting these conditions.
   3. Award to multiple bidders.
3. In the event that the bidder qualifies the proposal with own conditions, and does not specifically withdraw such own conditions when called upon to do so, SITA/GPAA will invoke the rights reserved in accordance with subsection 7.1(2) above.
4. The bidder must **complete the declaration of acceptance** as per section 7.3 below by marking with an **“X”** either “ACCEPT ALL” or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.

## SPECIAL CONDITIONS OF CONTRACT

1. **CONTRACTING CONDITIONS**
   1. **Formal Contract. The Supplier must enter into a formal written Contract (Agreement) with the Client.**
   2. **Right of Award.** SITA/GPAA reserves the right to award the contract for required goods or services to multiple Suppliers.
   * Supply Software License Management (SLM) services for operating system software products, the cost of which will be paid by the GPAA to the successful bidder;
   * Supply hardware maintenance services for the hardware infrastructure owned by the GPAA, the cost of which will be paid by the GPAA to the successful bidder.
   * The components/infrastructure that are the property of the current service provider (as documented in section 2.3 above) will be available to the GPAA at fair market value at the end of the current contract. Bidders must make provision for the replacement cost in their responses, or provide similar equipment to replace the equipment owned by the current service provider.
   1. **Right to Audit. SITA/GPAA reserves the right, before entering into a contract, to conduct or commission an external Service Provider to conduct a financial audit or probity to ascertain whether a qualifying bidder has the financial wherewithal or technical capability to provide the goods and services as required by this tender.**
2. **DELIVERY ADDRESS.** The supplier must deliver the required products or services at as indicated in Section 2.2, Delivery Address.
3. **DELIVERY SCHEDULE**
   1. The scope of work (Section 2.1) and Section 3 (Requirements) must be completed within thirty-nine (39) months (three (3) months transitioning and thirty-six (36) months service delivery) after the contract has been awarded.
   2. The Supplier is responsible to perform the work as outlined in the following Breakdown Structure (WBS):

| **WBS** | **Statement of Work** | **Delivery Timeframe** |
| --- | --- | --- |
|  | Mainframe operations support services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe job/task scheduling services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe system support services | From the service Go-Live date for a period of Thirty-Six months |
|  | Adabas system database support and database administration services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe operations and service management services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe license utilisation services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe hardware maintenance and support services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe production data replication services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe fail over infrastructure and fail over services | From the service Go-Live date for a period of Thirty-Six months |
|  | Mainframe service transitioning | Three months prior to the service Go-Live date up to the Go-Live date |

1. **SERVICES AND PERFORMANCE METRICS**
   1. The Supplier is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):

| **SBS** | **Service Element** | **Service Grade** | **Service Level** |
| --- | --- | --- | --- |
|  | Mainframe support services | Platinum | 99.99% Availability |
|  | Mainframe production data replication services | Platinum | 99.0 % Availability |
|  | Mainframe fail over infrastructure and fail over services | Platinum | Recovery Time Objective (RTO) from replicated data – 60 minutes  RTO from tapes – 8 hours  Recovery Point Objective (RPO) from replicated data – 15 seconds |
|  | Mainframe service transitioning | Platinum | Must be completed on or before the Go-Live date |

1. **SCOPE OF TECHNICAL SOLUTION DEVELOPMENT**

Not applicable – the scope is defined in section 3.1.

1. **SUPPLIER PERFORMANCE REPORTING**
   1. **The Supplier is required to provide monthly Service Level Agreement (SLA) reports to the Client in the format prescribed by the Client.**
2. **LOGISTICAL CONDITIONS**
   1. **Hours of work**, the service requested by the Client is a 24/7 service with official in-office hours on business days of 07h00 – 17h00.
   2. **On-site and Remote Support**. The Supplier must give on-site and remote support, and only when off-site support is not sufficient, then on-site support will be required upon approval by the SITA/GPAA representative.
3. **REGULATORY, QUALITY AND STANDARDS**
   1. **The Supplier must, for the duration of the contract and twelve (12) months thereafter ensure compliance with the Protection of Personal Information Act (POPIA).**
4. **PERSONNEL SECURITY CLEARANCE**
   1. **The Supplier personnel who are required to work with GOVERNMENT CLASSIFIED information or access government RESTRICTED areas must be a South African Citizen and will be subject to pre-employment screening, criminal record screening and credit screening by the Client.**
5. **CONFIDENTIALITY AND NON-DISCLOSURE CONDITIONS**
   1. **The Service Provider, including its management and staff must, before commencement of the contract, sign a non-disclosure agreement regarding confidential information.**
   2. Confidential information means any information or data, irrespective of the form or medium in which it may be stored, which is not in the public domain and which becomes available or accessible to a party as a consequence of this contract, including information or data which is prohibited from disclosure by virtue of:
      1. the Promotion of Access to Information Act, 2000 (Act no. 2 of 2000);
      2. being clearly marked "Confidential" and which is provided by one party to another party in terms of this contract;
      3. being information or data, which one party provides to another party or to which a party has access because of services provided in terms of this contract and in which a party would have a reasonable expectation of confidentiality;
      4. being information provided by one party to another party in the course of contractual or other negotiations, which could reasonably be expected to prejudice the right of the non-disclosing party;
      5. being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
      6. being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a party;
      7. being financial, commercial, scientific or technical information, other than trade secrets, of a Party, the disclosure of which would be likely to cause harm to the commercial or financial interests of a non-disclosing party; and
      8. being information supplied by a party in confidence, the disclosure of which could reasonably be expected either to put the party at a disadvantage in contractual or other negotiations or to prejudice the party in commercial competition; or
      9. information the disclosure of which would be likely to prejudice or impair the safety and security of a building, structure or system, including, but not limited to, a computer or communication system; a means of transport; or any other property; or a person; methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme; the safety of the public or any part of the public; or the security of property; information the disclosure of which could reasonably be expected to cause prejudice to the defence of the Republic; security of the Republic; or international relations of the Republic; or plans, designs, drawings, functional and technical requirements and specifications of a Party, but must not include information, which has been made automatically available, in terms of the Promotion of Access to Information Act, 2000; and information which a party has a statutory or common law duty to disclose or in respect of which there is no reasonable expectation of privacy or confidentiality;
   3. Notwithstanding the provisions of this contract, no party is entitled to disclose confidential information, except where required to do so in terms of a law, without the prior written consent of any other party having an interest in the disclosure;
   4. Where a party discloses confidential information which materially damages or could materially damage another party, the disclosing party must submit all facts related to the disclosure in writing to the other party, who must submit information related to such actual or potential material damage to be resolved as a dispute;
   5. Parties may not, except to the extent that a party is legally required to make a public statement, make any public statement, or issue a press release, which could affect another party, without first submitting a written copy of the proposed public statement or press release to the other party and obtaining the other party's prior written approval for such public statement or press release, which consent must not unreasonably be withheld.
6. **INTELLECTUAL PROPERTY RIGHTS** 
   1. The Client retains all Intellectual Property Rights in and to the client's intellectual property. As of the Effective Date, the Supplier is granted a non-exclusive license, for the continued duration of this contract, to perform any lawful act including the right to use, copy, maintain, modify, enhance and create derivative works of the client's intellectual property for the sole purpose of providing the products or services to the client pursuant to this contract; provided that the Supplier must not be permitted to use the client's intellectual property for the benefit of any entities other than the client without the written consent of the client, which consent may be withheld in the client's sole and absolute discretion. Except as otherwise requested or approved by the client, which approval is in the client's sole and absolute discretion, the Supplier must cease all use of the client's intellectual property, at of the earliest of:
      1. termination or expiration date of this contract;
      2. the date of completion of the services; and
      3. the date of rendering of the last of the deliverables.
   2. If so required by SITA/Client, the Supplier must certify in writing to SITA/GPAA that it has either returned all SITA/GPAA intellectual property to SITA/GPAA or destroyed or deleted all other SITA/GPAA intellectual property in its possession or under its control.
   3. SITA/GPAA, at all times, owns all intellectual property rights in and to all bespoke intellectual property.
   4. Save for the license granted in terms of this contract, the Supplier retains all Intellectual property rights in and to the Supplier’s pre-existing intellectual property that is used or supplied in connection with the products or services.
   5. Provide SITA/GPAA with the compliant safety file.
7. **SUPPLIER DUE DILIGENCE**

SITA/GPAA reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the bidder will be verified and any misrepresentation thereof may disqualify the bid or contract in whole or parts thereof.

1. **GUARANTEE AND WARRANTIES**

The Supplier warrants that:

* 1. The warranty of goods supplied under this contract remains valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier;
  2. as at Commencement Date, it has the rights, title and interest in and to the Product or Services to deliver such Product or Services in terms of the Contract and that such rights are free from any encumbrances whatsoever;
  3. the Product is in good working order, free from Defects in material and workmanship, and substantially conforms to the Specifications, for the duration of the Warranty period;
  4. during the Warranty period any defective item or part component of the Product be repaired or replaced within 3 (three) days after receiving a written notice from SITA;
  5. the Products is maintained during its Warranty Period at no expense to SITA;
  6. the Product possesses all material functions and features required for SITA’s Operational Requirements;
  7. the Product remains connected or Service is continued during the term of the Contract;
  8. all third-party warranties that the Supplier receives in connection with the Products including the corresponding software and the benefits of all such warranties are ceded to SITA/GPAA without reducing or limiting the Supplier’s obligations under the Contract;
  9. no actions, suits, or proceedings, pending or threatened against it or any of its third-party suppliers or sub-contractors that have a material adverse effect on the Supplier’s ability to fulfil its obligations under the Contract exist;
  10. SITA/GPAA is notified immediately if it becomes aware of any action, suit, or proceeding, pending or threatened to have a material adverse effect on the Supplier’s ability to fulfil the obligations under the Contract;
  11. any Product sold to SITA/GPAA after the Commencement Date of the Contract remains free from any lien, pledge, encumbrance or security interest;
  12. SITA’s use of the Product and Manuals supplied in connection with the Contract does not infringe any Intellectual Property Rights of any third party;
  13. the information disclosed to SITA/GPAA does not contain any trade secrets of any third party, unless disclosure is permitted by such third party;
  14. it is financially capable of fulfilling all requirements of the Contract and that the Supplier is a validly organized entity that has the authority to enter into the Contract;
  15. it is not prohibited by any loan, contract, financing arrangement, trade covenant, or similar restriction from entering into the Contract;
  16. the prices, charges and fees to SITA/GPAA as contained in the Contract are at least as favourable as those offered by the Supplier to any of its other customers that are of the same or similar standing and situation as SITA/GPAA; and
  17. any misrepresentation by the Supplier amounts to a breach of Contract.

1. **COUNTER CONDITIONS**

Bidders’ attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by bidders may result in the invalidation of such bids.

1. **FRONTING**
   1. The SITA/GPAA supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the SITA/GPAA any form of fronting.
   2. The SITA/GPAA in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the bidder/contractor to conduct business with the public sector for a period not exceeding ten (10) years, in addition to any other remedies SITA/GPAA may have against the bidder/contractor concerned.
2. **BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS**

The bidder confirms that they have written business continuity and disaster recovery plans that define the roles, responsibilities and procedures necessary to ensure that the required services under this bid specification is in place and will be maintained continuously in the event of a disruption to the bidder’s operations, regardless of the cause of the disruption.

1. **GENERAL**
   1. The supplier will be bound by Government Procurement: General Conditions of Contract.
   2. (GCC) as well as this Special Conditions of Contract (SCC), which will form part of the signed contract with the Supplier. However, SITA/GPAA reserves the right to include or waive the condition in the signed contract.
   3. SITA/GPAA reserves the right to:
      1. Negotiate the conditions, or
      2. Automatically disqualify a bidder for not accepting these conditions.
      3. Right to Audit: SITA/GPAA reserves the right, before entering into a contract, to conduct or commission an external service provider to conduct probity to ascertain whether a qualifying bidder has the technical capability to provide the goods and services as required by this tender.
   4. “The parties in this Agreement agree that the offer price of all the equipment shall be at the wholesale price or below wholesale price as agreed with the OEM. Should, at any time during the existence of the agreement that the offered price which is higher than the wholesale price or as agreed with the OEM, SITA/GPAA client shall be entitled to such wholesale price with the exclusion of the mark-up which the reseller may have charged”.

NOTE: These conditions will form part of the contract obligations and suppliers are expected to comply in order for SITA/GPAA to conclude an agreement with the potential suppliers. Failure to comply during finalisation of a contract may result to disqualification.

1. **PREFERENCE GOAL REQUIREMENTS** 
   1. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   2. The Bidder **must sustain, or improve** the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
   3. **Performance of Preference Goal Requirements will be determined annually.** Bidders must submit their Preference status report to **GPAA** indicating progress against the Bidder’s Preferential commitments **within 30 days after each quarter from the commencement date of the contract**.
   4. Bidders need to keep auditable substantive records / evidence and upon request by **SITA** must be made available for audit and, or due diligence purposes.
   5. **SITA/GPAA reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
   6. **SITA/GPAA reserves the right to** verify information / evidence provided by the Bidder.
   7. **GPAA reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **GPAA** for the prior year if the Bidder fails to comply to **paragraphs (a), (b) and (c) above**.
2. **SUB-CONTRACTING AS A CONDITION OF TENDER**

SITA, in terms of the SITA Preferential Policy (PPP), has an obligation to advance designated groups which includes black SMMEs (i.e. Exempted Micro Enterprises (EME) and Qualifying Small Enterprises (QSE) for the supply of certain ICT goods or services where feasible to subcontract for a contract above R50m, an organ of state must apply sub-contracting to advance designated groups.

The Bidder is required to sub-contract a minimum of 30% of the value for Maintenance, Support and Professional Services where feasible to EMEs, and/or QSEs which is at least 51% owned by black people, black women, youth, or people with disabilities.

**Note: The feasibly of subcontracting as well as the exact percentage subcontracting will be agreed by the parties during the contracting stage.**

1. **SUPPLIER DUE DILIGENCE**

SITA reserves the right to conduct supplier due diligence prior to final award or at any time during the Contract period and this may include pre-announced/ non-announced site visits. During the due diligence process the information submitted by the Supplier will be verified and any misrepresentation thereof may disqualify the bid or Contract in whole or parts thereof.

## DECLARATION OF COMPLIANCE

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the special conditions of contract as specified in section 7.2 above by indicating with an “X” in the “ACCEPT ALL” column, OR 2. The bidder declares to NOT ACCEPT ALL the special conditions of contract as specified in section 7.2 above by:    1. indicating with an “X” in the “DO NOT ACCEPT ALL” column; and    2. provide reason and proposal for each of the conditions that is not accepted. |  |  |
| **Comments by bidder:**  Provide reason and proposal for each of the conditions not accepted as per the format:  Condition Reference:  Reason:  Proposal: | | |

* 1. COSTING AND PREFERENCE

# COSTING AND PREFERENCE

## COSTING AND PREFERENCE EVALUATION

1. In terms of the SITA Preferential Procurement Policy (PPP), the following preference point system is applicable to all Bids:
   1. the 80/20 system (80 Price, 20 B-BBEE) for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); or
   2. the 90/10 system (90 Price and 10 B-BBEE) for requirements with a Rand value above R50 000 000 (all applicable taxes included).
2. The Applicable Preference Point system for this tender is the **90/10** preference point system.
3. Points for this tender shall be awarded for:
   1. Price; and
   2. Preference points for specific goals.
4. The maximum points for this tender will be allocated as follows, subject to par.2.

Table: Points allocation

|  |  |
| --- | --- |
| **Description** | **Points** |
| Price | **90** |
| Preference points for specific goals | **10** |
| Total points for Price and preference points for specific goals | 100 |

## COSTING CONDITIONS

1. **SOUTH AFRICAN PRICING**.

The total price must be VAT inclusive and be quoted in South African Rand (ZAR).

1. **TOTAL PRICE**
   1. Bidder will be bound by the following general costing and pricing conditions and SITA reserves the right to negotiate the conditions or automatically disqualify the bidder for not accepting these conditions:
   2. All quoted prices are the total price for the entire scope of required services and deliverables to be provided by the bidder.
   3. The cost of delivery, labour, S&T, overtime, etc. must be included in this bid.
   4. All additional costs must be clearly specified.
   5. The delivery of licenses and maintenance will be paid annually for the active year.
   6. NB: SITA/GPAA reserves the right to negotiate pricing with the successful bidder prior to the award, as well as envisaged quantities.
   7. These conditions will form part of the Contract between SITA and the bidder. However, SITA reserves the right to include or waive the condition in the Contract.
   8. The bidder must complete the declaration of acceptance as per **section 8.3** below by marking with an “X” either “ACCEPT ALL”, or “DO NOT ACCEPT ALL”, failing which the declaration will be regarded as “DO NOT ACCEPT ALL” and the bid will be disqualified.
2. **BID PRICING SCHEDULE**

**Note: Bidders must complete the bid pricing schedule in the Excel spreadsheet format provided and include this as part of the hard copy submission documents and on the memory stick/USB to be submitted.**

**SITA/GPAA reserves the right to only contract for an initial period of two (2) years with year three (3) as an option, which will only be committed if required, during the second year of the contract.**

## DECLARATION OF ACCEPTANCE

|  | **ACCEPT ALL** | **DO NOT ACCEPT ALL** |
| --- | --- | --- |
| 1. The bidder declares to ACCEPT ALL the Costing and Pricing conditions as specified in section 8.2 above by indicating with an “X” in the “ACCEPT ALL” column; or 2. The bidder declares to NOT ACCEPT ALL the Costing and Pricing Conditions as specified in section 8.2 above by:    1. Indicating with an “X” in the “DO NOT ACCEPT ALL” column, and;    2. Provide reason and proposal for each of the condition not accepted. |  |  |
| **Comments by bidder:**  Provide the condition reference, the reasons for not accepting the condition. | | |

## PREFERENCE REQUIREMENTS

**8.4.1 INSTRUCTION AND POINT ALLOCATION**

1. **The bidder must complete in full all the PREFERENCE requirements.**
2. **Allocation of points per requirements:** The points allocation of bidders’ responses to the requirements will be determined by the completeness, relevance and accuracy of substantiating evidence.
3. Points will be allocated for each **PREFERENCE requirement** as per the criteria set in each section in the **table 1** below.
4. **The bidder must provide a unique reference number** (e.g. binder/folio, chapter, section, page) to locate substantiating evidence in the bid response. During evaluation, SITA reserves the right to treat substantiation evidence that cannot be located in the bid response, as “NOT COMPLY”. The evidence needs to be attached to **ANNEX B**.
5. **Preference Goal Requirements:**
   1. The applicable Preference Point system for this tender and points claimed is 9**0/10.**
   2. The specific Preferential Goal Requirements for this tender is indicated in **table 1** below.
   3. The Bidder must complete the **90/10** preference point system and submit proof or documentation required in terms of this tender.
   4. The Bidder **must** indicate their commitment to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document**.
   5. Failure on the part of a bidder to submit proof or documentation required or to comply to paragraph (d) above in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   6. Failure on the part of a bidder to submit proof or documentation required in terms of this tender to claim preference points for the **Preference Goal Requirements** for this tender, will be interpreted to mean that preference points are not claimed.
   7. The Bidder’s **commitment** for the **Preference Goal Requirements** in this tender will be **legally binding** and the Bidder needs to **perform against their commitment** for the duration of the contract which will form part of the Contractual Agreement.
   8. The Bidder **must sustain, or improve** the company’s BBBEE Level for the duration of the contact which will form part of the Contractual Agreement.
   9. **Performance of Preference Goal Requirements will be determined annually.** Bidders must submit their Preference status report to **GPAA** indicating progress against the Bidder’s Preferential commitments **within 30 days after each quarter from the commencement date of the contract**.
   10. Bidders need to keep auditable substantive records / evidence and upon request by **SITA** must be made available for audit and, or due diligence purposes.
   11. **SITA/GPAA reserves the right** **to** require from a Bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim with regards to preferences, in any manner required by SITA.
   12. **SITA/GPAA reserves the right to** verify information / evidence provided by the Bidder.
   13. **GPAA reserves the right to** introduce a **penalty of 1%** of the overall annual year spent by **GPAA** for the prior year if the Bidder fails to comply to **paragraphs (f), (g) and (h) above.**

**Table 1 : Preference Goal Requirements**

| **Preference Goal Requirement #** | **Preferential Goal Requirements** | **Preferential Goal Requirements for (90/10) system** | | |
| --- | --- | --- | --- | --- |
|  | **Preferential Goal Requirements allocated for this tender** | **Number of points allocated (90/10) system (To be completed by the organ of state)** | **Substantiating evidence and evidence reference to be completed by bidder.  Evaluation per requirement: Each requirement indicated in the table below must be completed and points will be allocated based on the evidence required below for the (90/10) system** | **Evidence reference for the  (90/10) system** |
|  | **B-BBEE Requirements** |  |  | |
| 1) | **B-BBEE Requirements**  Promotion of Transformational Objectives. | 10,0 | **Evidence:** The Bidder must provide a copy of relevant evidence for the Preferential Goal points which the Bidder qualifies for.  **Points allocation:** Points will be allocated for bidders that meets the requirements as indicated in **table 2 in section 8.4.1**. | <provide unique reference to locate **(90/10) system** substantiating evidence in the bid response – **Annex B, section 11.3**> |
|  | **Total Point Allocation:** | **10,0** |  | |

**Table 2: B-BBEE Points as part of the Preference Goal requirements**

**Note: Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the table below.**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Reference #** | **Ownership** | **Women owned enterprises** | **Locality\*** | **Youth Ownership** | **Score** | **Bidder to select the section for the points they wish to claim (Mark as Y=Yes)** |
|  | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** |  |
| 1 | 5 | 2 | 2 | 1 | 10 |  |
| 2 | 4 | 2 | 2 | 1 | 9 |  |
| 3 | 3 | 1 | 1 | 1 | 6 |  |
| 4 | 2 | 1 | 1 | 1 | 5 |  |
| 5 | 1 | 1 | 1 | 1 | 4 |  |
| 6 | 0,5 | 1 | 1 | 0,5 | 3 |  |
| 7 | 0,5 | 0,5 | 0,5 | 0,5 | 2 |  |
| 8 | 0,5 | 0,5 | 0 | 0 | 1 |  |
| 9 | 0 | 0 | 0 | 0 | 0 |  |

E= A+B+C+D

**Note (1) :**

**\*** Locality will be determined using the address of the fail over site of the service provider and the GPAA Head Office (GPS Coordinates: -25.73847, 28.20598). The fail over site should be within a radius of 100km from the GPAA Head Office.

**Note (2):**

**Locality:**

The Bidder needs to be provide the following proof of locality address of the fail over site that will be used to render the fail over service and attach it to ANNEX B, section 11.3 (ii):

1. Valid Lease Agreement for the location,

**or**

1. Proof of ownership of the building must be provided,

**or**

1. Proof of Municipal Account not older than 12 months from the date of publication.

**NOTE (3):**

SITA reserves the right to verify information provided.

* 1. Terms and definitions

# ABBREVIATIONS

|  |  |
| --- | --- |
| DBA | Database Administration |
| GPAA | Government Pensions Administration Agency |
| IBM | International Business Machines |
| ICT | Information Communication Technology |
| IPL | Initial Program Load |
| ITSM | Information Technology Service Management |
| MPLS | Multiprotocol Label Switching |
| NSP | Network Service Provider |
| OEM | Original Equipment Manufacturer |
| PAC | Predict Application Control |
| POPIA | **Protection of Personal Information Act** |
| PPP | Preferential Procurement Policy |
| RPO | Recovery Point Objective |
| RTO | Recovery Time Objective |
| SITA | State Information Technology Agency |
| SLA | Service Level Agreement |
| SLM | Software Licence Management |
| SM | Service Management |

1. BIDDER SUBSTANTIATING EVIDENCE

# 11 MANDATORY REQUIREMENT EVIDENCE

## ****BIDDER EXPERIENCE AND CAPABILITY REQUIREMENTS****

Complete table below, noting that:

Provide reference details from at least one (1) customer to whom Mainframe Technical support, Data replication and Failover services was provided during the past ten (10) years in South Africa.

Project end-date must be current or not older than ten (10) years from date this bid is advertised.

Scope of work must be related in terms of equipment type and size.

Table 1: References

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Company name** | **Reference Person Name, Tel and/or email** | **Project Scope of work** | **Project Start and End-date** |
|  | <Company name> | <Person Name>  <Tel>  <email> | < Provide scope details of a project for Mainframe Technical support, Data replication and Failover services to at least one (1) customer during the past ten (10) years in South Africa > | Start Date:  End Date: |

**Note (1):**

Failure to complete Table 1 **fully** as indicated above will result in disqualification.

**Note (2):**

SITA reserves the right to verify the information provided.

## ****TECHNICAL MANDATORY, FUNCTIONAL AND SCOPE REQUIREMENTS****

The bidder must confirm that they comply with the Technical Mandatory, Functional and Scope Requirements by completing **ANNEX C: Addendum 1.**

**Note (1):**

Bidders must accept all the Technical Mandatory Functional Requirements to indicate the Bidder’s compliance with ANNEX C: Addendum 1, failing which will result in Disqualification.

**Note (2):**

Failing to comply with all the aspect of this section will result in disqualification.

Yes = Comply

No = not comply (Thus, disqualified)

## ****PREFERENTIAL GOAL REQUIREMENTS****

The Bidder **must**:

* 1. **PREFERENTIAL GOAL REQUIREMENTS**

Bidder must complete the **90/10** preference point system and submit proof or documentation required in terms of this tender to claim preference points for the **Preference Goal Requirements** and attach it here:

* + 1. **Preference Goal Requirements: (90/10 system)**
* Bidder to select the section for points they wish to claim (Mark as Y=Yes) in the **table 2 in section 8.4.1**;

**and**

* The Bidder must provide a copy of relevant evidence for the Preferential Goal points which the Bidder qualifies for as set out in **table 1** **in** **section 8.4.1** and **attach it here**.

**and**

* + 1. **Locality:**

The Bidder needs to be provide the following proof of locality address of the fail over site that will be used to render the fail over service as required in **table 2 in section 8.4.1** and **attach it here**:

1. Valid Lease Agreement for the location,

**or**

1. Proof of ownership of the building must be provided.

**or**

1. Proof of Municipal Account not older than 12 months from the date of publication.

**NOTE (1):**

SITA reserves the right to verify information provided.

**and,**

* 1. Indicate their commitment to claim points for each of the preference points **by signing at par 4.5 in the Invitation to Bid document.**

**NOTE (1):**

**Failure on the part of a bidder to comply to paragraphs (a) and (b) above, will be interpreted to mean that preference points are not claimed.**

1. **ADDENDUM 1**

**NB: The bidder must confirm that they comply with the following Technical Mandatory, Functional and Scope Requirements as indicated below as this will be legal contractual binding:**

| **No** | **Service and Support (Milestones)** | **Indicate**  **Comply=Yes /**  **Not Comply =No** |
| --- | --- | --- |
| 1. | **Mainframe Operations Services**  Provide 24/7 on-site and remote mainframe operations services for all the environments in use by the GPAA on the mainframe, which services shall include, but are not specifically limited to the following services/activities:   1. Monitoring of all batch schedules to ensure that all schedules/scheduled jobs completed successfully in accordance with, and within the schedule and timeframes; 2. Notify the allocated support personnel of the GPAA and technical support personnel of the service provider of any failures so that corrective actions can be applied; 3. Log incidents for failures on the GPAA ICT Service Management (ITSM) Tool; 4. Provide and maintain daily reports in terms of the completion of batch schedules and incidents for the previous reporting period (daily); 5. Monitoring of mainframe service availability and performance; 6. Monitoring of access to the GPAA servers to which data files must be transmitted to from the mainframe; 7. Monitoring of data replication service and network connectivity and provide electronic reports every three (3) hours; 8. Notify 3rd party software vendors of incidents/failures related to their products, as well as the support personnel of the service provider who are responsible to support the relevant products; 9. Perform system, database and P-Log backups in accordance with the approved backup schedules of the GPAA and maintain a monthly backup report; 10. Perform regular cleaning of the backup cassette drives; 11. Manage backup media and the retrieval, delivery and dispatching of backup media to/from the Offsite Storage service provider in adherence to the backup schedules. Interact with the backup media storage service provider (business days only) for the management of the backup media according to backup cycles and rotation schedules. A register for this purpose with the approved delivery and collection notes/sheets must be maintained by the service provider; 12. Execute restore processes from the backup upon request and ensure that correct backup cassettes are used and that restores completed successfully. Assist DBAs and system support staff with the restores; 13. Print the output, spooled to the BARR/Solimar mainframe print solution, on the correct stationery and inform the respective GPAA users when the output can be collected; 14. Perform monthly and on-request Initial Program Loads (IPLs) on all the mainframe partitions; 15. Maintain Mainframe Operations documentation duly signed off and approved in an online shared folder that will be provided by the GPAA. |  |
| 2. | **Job Scheduling Services**  Provide job scheduling services during normal business hours with 24/7 standby support services, which shall include but are not specifically limited to the following services/activities:   1. Compile the daily and ad-hoc job schedules on all environments providing for all dependencies. Configure these job schedules, using the ESP scheduling tool for this purpose; 2. Store and maintain the approved schedules in an online shared folder that will be provided by the GPAA; 3. Amend job schedules to schedule ad-hoc jobs that may be requested by the GPAA’s mainframe support staff; 4. Maintain records of the output of job schedules and store it in an online shared folder that will be provided by the GPAA; 5. Liaise with the GPAA’s mainframe support staff 24/7 whenever input is required or advice is required regarding changes to the schedule and/or specific failures; 6. Apply changes to the scheduled batch jobs based on service requests; 7. Maintain a job calendar for an entire calendar year; 8. Review and obtain approval from the GPAA’s support staff members on a daily basis in terms of the daily, weekly, monthly and annual job schedules. This shall be done on business days only. The schedule for the entire weekend must be reviewed on Fridays and for Public Holidays on the last business day, preceding the Public Holiday up to and including the last day prior to the next business day; 9. Attend to service requests logged by the GPAA and/or service provider staff; 10. Manage escalations and where required, interact with the other members of the support team of the service provider. |  |
| 3. | **Mainframe System Support Services**  Provide mainframe system, security, storage and network support services during normal business hours with 24/7 standby support services, which shall include but are not specifically limited to the following services/activities:   1. Provide Support and Maintenance of Operating System and System software on all LPARs and environments; 2. Support and maintain all 3rd party products that are used by the GPAA, excluding the Software AG and Bateleur Software products; 3. Perform version/release upgrades of all 3rd party products, strictly following the GPAA Change Control process. No unsupported versions of 3rd party products shall be installed/active and in use on the mainframe, unless authorised by the GPAA; 4. Provide Storage Management services to ensure that sufficient spare capacity is available and allocated; 5. Render support and maintenance services for tools and related utilities, including changes to the configuration of tools, utilities and software; 6. Notify the GPAA at least six (6) months in advance of any products that are reaching ‘End of Support’, as well as when new releases/versions of 3rd party products used by the GPAA become available, or when support on a product has been/will be discontinued; 7. The Service Provider must interact with relevant 3rd party vendors/OEMs on behalf of the GPAA. 8. Monitor the mainframe and subsystems for performance, uptime, capacity, events and escalating to the appropriate resolver groups as needed; 9. Perform specialised engineering configuration and support (warranty and maintenance); 10. Configure the mainframe and all subsystems to ensure optimal performance. Manage the storage allocation to the different environments of the mainframe to ensure optimum utilisation with sufficient spare storage capacity; 11. Implement effective security on the data and service of the GPAA to prevent unauthorised access. Notify the GPAA promptly on possible/attempted security breaches; 12. Ensure provisioning and availability of mainframe interfaces to LAN and WAN (MPLS) required for mainframe operations and support, data replication and service failover; 13. Integrate the mainframe (active and failover) with the GPAA network as per the network setup and configuration. Cooperate with the incumbent responsible Service Provider to maintain and support the GPAA’s ICT infrastructure regarding network faults affecting access to the mainframe; 14. Perform administration and support on network infrastructure, related to the mainframe services; 15. Attend to escalations and service requests; 16. Maintain functionality to allow specific business users to create new user-IDs for new mainframe users or to retire mainframe users-IDs of users who left the GPAA; 17. Maintain functionality that allows specific business users to reset mainframe passwords. |  |
| 4. | **Adabas Database Support Services**  Provide support services on the Software AG and Bateleur Software products during normal business hours with 24/7 standby support services, which shall include but are not specifically limited to the following services/activities:   1. System database support and application database support on the Adabas databases and related products from Software AG and Bateleur, e.g. NATURAL, NATURAL SECURITY, COMPLETE and the HTTP SERVER, PREDICT, SYSPAC, ADASTRIP, E-STRIP, etc.; 2. Create and maintain Adabas environments as required by the GPAA; 3. Create, maintain and remove Adabas tables as required by application developers; 4. Support and maintain all the databases in all four environments of the GPAA; 5. Perform database administration and daily housekeeping activities; 6. Monitor database performance, uptime, events and escalating to the appropriate resolver groups when required; 7. Perform capacity management services for mainframe databases, including the adding of additional storage capacity to the databases; 8. Interact and liaise with Software AG and Bateleur regarding problems/issues and apply patches when required; 9. Upgrade 3rd party (Software AG and Bateleur Software) products when new releases are made available, strictly following the GPAA’s Change Control process; 10. Perform changes to the database tools, utilities and software, following the GPAA Change Control process; 11. Execute restore processes from backup upon request and ensure that correct backup cassettes are used and that restores completed successfully; 12. Perform regular archiving (mostly monthly) of data using the tools and custom-built programs/scripts as and when required; 13. Maintain and support the Natural Security environment including user access administration; 14. Advise the GPAA in respect of changes that can be implemented to improve the performance of the databases and products; 15. Attend to escalations and incidents/service requests logged by the GPAA. |  |
| 5. | **Operations and Service Management**  Provide mainframe operations and service management services during normal business hours with 24/7 standby support services (only in the event of priority one incidents), which shall include but are not specifically limited to the following services/activities:   1. Ensure that the GPAA Event, Incident and Problem Management and Change control processes of are followed diligently; 2. Ensure that the GPAA’s policies and procedures are strictly adhered to by all the Service Provider’s staff members that are assigned to render specific services to the GPAA; 3. Ensure that all preventative measures are in place to proactively attend to potential failures; 4. Attend all the scheduled meetings of the GPAA and provide feedback, in particular the scheduled SLA, Operations, Service Failover/Business Continuity and Red Alert meetings; 5. Monitor CPU, RAM, Disk I/O, and Network I/O and provide daily and monthly report utilisation of these resources. Alert the GPAA when utilisation exceeds limits as agreed between the Service Provider and the GPAA from time to time; 6. Ensure that all reporting as required by the GPAA is delivered within the required time frames; 7. Ensure that all processes and procedures pertaining to the service are documented and the process and procedure documents are reviewed and maintained once every six (6) months; 8. Ensure operational availability and stability of the contracted services to ensure that the contracted availability, i.e. SLA, RTO and RPO requirements are achieved; 9. Act as the single point of contact between the GPAA and the Service Provider in terms of service-related issues. The GPAA reserves the right to escalate in the case where the feedback is not to the GPAA’s satisfaction; 10. Ensure that all escalations are managed ; 11. Ensure that preventative maintenance product upgrades are performed as scheduled; 12. Ensure that the agreement between the Service Provider and 3rd party software provider (excluding Software AG, Bateleur Software and CA Technologies) is in place and up to date and that the GPAA is not at any risk; 13. Ensure that suitably skilled and experienced support personnel are allocated to the GPAA, either on-site or off-site, whichever is applicable; 14. Recommend changes to the mainframe environment to improve the overall service and performance; 15. Inform the GPAA at least one (1) month in advance of any staff movements and ensure that new staff members are security vetted and meet the GPAA’s security requirements prior to granting them access to the GPAA’s domain and infrastructure; 16. Schedule failover tests/exercises; 17. Coordinate failover activities for the scheduled exercises and in case of a real disaster. |  |
| 6. | **Production Data Replication Service**  Provide services to replicate the production environment to the failover environment 24/7, which shall include but are not specifically limited to the following services/activities:   1. The Service Provider shall provide and maintain the redundant network links, as specified by the GPAA, between the GPAA’s Data Centre and the Data Centre of the Service Provider; 2. The Service Provider shall provide the storage and network infrastructure for the data links at the failover site to where the data must be replicated to, including the FC IP switches and other network infrastructure that will be required at both sites; 3. The Service Provider shall monitor the availability of the redundant network replication links, 24/7; 4. The asynchronous replication must be active and available 24/7; 5. The replication including the network links must be monitored 24/7 and the status reports must be distributed every Three (3) hours; 6. The entire product environment (system state, all databases and transaction logs) must be replicated in an asynchronous manner, using Global Mirror software; 7. The Service Provider must reconfigure the replication should more disks/volumes be added to the GPAA’s production environment. 8. Perform escalations, incidents and service requests. |  |
| 7. | **Mainframe Production Failover Services**  Provide mainframe and failover services 24/7, which shall include but are not specifically limited to the following services/activities:   1. The Service Provider shall supply and maintain mainframe and storage devices with sufficient capacity to host the GPAA’s production environment on a dedicated basis (not syndicated). 2. Provide a minimum of five (5) seats in the data centre environment at the failover site, close to the mainframe support team, for the GPAA’s technical staff during a disaster and the failover exercises; 3. This service must be provided from within the RSA; 4. Provide service continuity on the failover mainframe in case of a disaster. The service must be available (as if it is the mainframe of the GPAA) for the full period whilst the GPAA is recovering the production environment. The same SLAs and other contractual terms and conditions shall apply; 5. Provide the services to conduct two test failover exercises during each twelve (12) month contract period. The failover and failback procedures must be documented and the result (including time frames, activity duration, challenges and workarounds) should be documented in a failover report. In addition, the failover scope shall be documented and agreed with the GPAA two (2) weeks prior to a failover test; 6. Recover the service using the replicated data, within the contracted RTO and RPO; 7. Provide for the services to be recovered using the replicated data, as well as the recovery from offline media should the replicated data be rendered not useful; 8. Provide all the mainframe/support services as provided to the GPAA on the mainframe in the GPAA’s main Data Centre; 9. Establish connectivity between the Service Provider’s Data Centre and the GPAA’s MPLS network. The GPAA will be responsible for the connectivity from the Meet-me-Room of the Service Provider at the failover data centre into the GPAA’s MPLS network and the costs associated with the data links; 10. Document the failover and failback processes/procedures and maintain the documents. The validity, correctness and completeness shall be verified during every failover exercise and amended when required; 11. Perform the failback exercise from the mainframe of the Service Provider to the GPAA’s mainframe in the GPAA’s Data Centre within GPAA specified timelines. |  |
| 7. | **Service Transitioning (Take-on)**  The Service Provider must provide for the transitioning of all services from the current Service Provider to the successful Bidder. This will include all aspects of the service, and in particular enabling data replication and failover services. This is planned for Three (3) months prior to the Go-Live date, with month Two (2) being the shadowing month and month three (3) the reverse-shadowing month. |  |

I, the bidder (Full names) …………………………………………………. representing (company name) ……………………………………………………………..., hereby confirm that I comply with the above Technical Mandatory Requirements and understand that it will form part of the contract and is legally binding.

Thus, done and signed at ……………………………………. On this………day of……………….20….

Signature

Designation: