



GAUTENG PROVINCE
PROVINCIAL TREASURY
REPUBLIC OF SOUTH AFRICA

PROVINCIAL SUPPLY CHAIN MANAGEMENT

TERMS OF REFERENCE FOR
SUPPORT AND MAINTENANCE
CONTRACT FOR THE EVAULT
ENDPOINT BACKUP SOLUTION

Page: 1 of 11

COVER PAGE

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End-User	Project Manager Transversal Sourcing	Quality Specialist	BSC Chairperson Approval
	NAME & SIGN	NAME & SIGN	NAME & SIGN
07 th June 2024	DATE	DATE	DATE

 GAUTENG PROVINCE PROVINCIAL TREASURY REPUBLIC OF SOUTH AFRICA	PROVINCIAL SUPPLY CHAIN MANAGEMENT	
	TERMS OF REFERENCE FOR SUPPORT AND MAINTENANCE CONTRACT FOR THE EVAULT ENDPOINT BACKUP SOLUTION	Page: 2 of 11

1. PROJECT BACKGROUND AND GOAL

1a. The user background to the project effort

The vision of the Department of Gauteng Treasury (GPT) is to provide strategic leadership in financial and fiscal matters, to ensure sustainable and inclusive social and economic development of the people of Gauteng, so that all may enjoy value for money services of the highest quality.

The Information, Communications and Technology (ICT) business unit is a strategic partner to the Department of Gauteng Provincial Treasury (GPT) and part of its mandate is to ensure that there is business continuity management in terms of backing up data from the end-user desktop and laptop devices, to avoid departmental data loss.

The Gauteng Provincial Treasury (GPT) had acquired and implemented a Carbonite e-Vault Backup Solution in June 2014, to offer the most advanced and comprehensive data protection solution for business continuity, compliance, data protection and data recovery for business (laptops and desktops).

The Carbonite e-Vault Backup system is hosted as an On-Prem solution and responsible for backing up one thousand (1000) end user devices.

GPT is embarking on a process to acquire a Service Provider to render support and maintenance to the Carbonite e-Vault Endpoint Backup solution, for a period of two (2) years. The Support and Maintenance contract should include the supply of one thousand (1000) User Licenses for GPT during the period.

ICT has invested in expansion of storage, upgrade of operating system (OS) and SQL database in preparation for latest version of Evault. Hence now we still want to remain with a competitive solution for user backup. Evault is an OSM (Original Software Manufacturer) with resellers.

 <p>GAUTENG PROVINCE PROVINCIAL TREASURY REPUBLIC OF SOUTH AFRICA</p>	PROVINCIAL SUPPLY CHAIN MANAGEMENT	
	TERMS OF REFERENCE FOR SUPPORT AND MAINTENANCE CONTRACT FOR THE EVAULT ENDPOINT BACKUP SOLUTION	Page: 3 of 11

1b. Current Situation

Given the background elucidated above, the Carbonite e-Vault Endpoint Backup solution and Data Protection addresses the needs of the Gauteng Provincial Treasury with a superior Desktop and Laptop Backup and Data Protection solution.

The Carbonite Agent software is deployed in each of the desktops and laptops that are identified as part of the endpoint protection strategy. Carbonite is a web-based, central management solution, which allows backup policies to be configured, based on the department's business needs, and facility automated backups, without user intervention.

Bidders shall ensure that the contract provided is in line with the requirements of this specification.

1c. Goal of the project

The envisaged process would be to source a Service Provider to render support and maintenance for the Carbonite e-Vault Endpoint Backup solution, for a period of two (2) years that includes the supply of one thousand (1000) User Licenses for GPT during the period.

2. THE CUSTOMER AND STAKEHOLDERS

2.1. Customer

- Gauteng Provincial Treasury – GPT

2.2. Stakeholders

The application will service the business units of GPT as per the goal of the project.

 <p>GAUTENG PROVINCE PROVINCIAL TREASURY REPUBLIC OF SOUTH AFRICA</p>	PROVINCIAL SUPPLY CHAIN MANAGEMENT	
	<p>TERMS OF REFERENCE FOR SUPPORT AND MAINTENANCE CONTRACT FOR THE EVAULT ENDPOINT BACKUP SOLUTION</p>	<p>Page: 4 of 11</p>

Bidder shall ensure that the implementation of contract provided will be in line with the requirements of this specification.

3. SERVICE REQUIREMENTS

The project will include the sourcing of a Service Provider to render support and maintenance for the Carbonite e-Vault Endpoint Backup solution, for a period of two (2) years, which would include the supply of one thousand (1000) User Licenses for GPT during the period.

The project will further include:

- 3.1 Change Management plan
- 3.2 Transfer of technical and functional skills to Gauteng Provincial Treasury personnel
- 3.3 Support and maintenance plan
- 3.4 User training manual and plan

4. DEVELOPMENT SCOPE

The proposed solution should be implemented over a period of three (3) months during the development of application functionality, the bidder is expected to:

- Installation of the latest version of the eVault backup
- 5 key points about the understanding of the solution
- Be an Accredited Service Provider / Distributor (certified copy of the accredited certificate)
- Guide GPT ICT on how to install and/or refresh the Agents to the devices
- Ensure effectiveness through optimised staffing
- Provide real-time resource management
- Perform quality checks throughout all processes and channels of interaction



- Provide break/fix support during working hours, and emergencies
- Ensure timeous resolution of incidents
- Report and communicate any challenges presented
- Support classification of incident categories such as critical(high impact, system outage), major(incident with significant impact), and minor(incident with low impact) to mention a few
- Provide fault escalation and timeous incident response
- Perform ad-hoc restoration tests and reports for auditing purposes on request • ensure timeous resolution as per agreed turnaround times

NOTE: The Department reserves the right to conduct supplier due diligence of the solution prior to final award or at any time during the contract period.

5. CHANGE MANAGEMENT

The Change Management plan shall entail the following items in detail and these items must be implemented during the project:

- a. Transfer of technical and functional skills to Gauteng Provincial Treasury personnel

6. PROPOSED SERVICE LEVEL AGREEMENT (SLA) / SUPPORT AND MAINTENANCE PLAN

Provide a detailed support and maintenance plan in a form of an SLA.

7. TRANSFER OF SKILLS

To mitigate challenges faced by the Gauteng Provincial Treasury, the internal employees will be capacitated with the required technical skills and go through vigorous training. A detailed technical

 GAUTENG PROVINCE PROVINCIAL TREASURY REPUBLIC OF SOUTH AFRICA	PROVINCIAL SUPPLY CHAIN MANAGEMENT	
	TERMS OF REFERENCE FOR SUPPORT AND MAINTENANCE CONTRACT FOR THE EVAULT ENDPOINT BACKUP SOLUTION	Page: 6 of 11

and functional document will be handed over by the bidder as one of its deliverables. The external resources will be working with the GPT staff to ensure continuity and success of the project.

8. PROJECT DURATION

The support and maintenance contract is expected to commence immediately from the date of the awarding for a period of two (2) years.

9. PROJECT APPROACH

The project will be approached according to the following manner:

9.1 Request for Quotation

9.2 Closing of RFQ

9.3 Bid Evaluation Committee sitting - Evaluation of administrative compliance and SLA proposal.

9.4 Awarding

9.5 Project Implementation and Support

10. GENERAL CONDITIONS

10.1. RFQ Pack

General conditions are attached as Annexure A.

10.2. The use of subcontractors

No part of the work covered by the contract may be let or sub-let to persons including companies, unless authorized in writing by the Accounting Officer, in which Preferential Procurement

 GAUTENG PROVINCE PROVINCIAL TREASURY REPUBLIC OF SOUTH AFRICA	PROVINCIAL SUPPLY CHAIN MANAGEMENT	
	TERMS OF REFERENCE FOR SUPPORT AND MAINTENANCE CONTRACT FOR THE EVAULT ENDPOINT BACKUP SOLUTION	Page: 7 of 11

Regulations 2022 applied, which authority, if granted, shall not in any way absolve the contractor of any liability which might result from the contract.

11 EVALUATION METHODOLOGY

STAGED APPROACH WHICH WILL BE APPLIED IN THE EVALUATION OF BIDS.

STAGE ONE

- a) Administrative Compliance
- b) Functionality evaluation

STAGE TWO evaluation will be based on Price and Preference points only.

Price = 80 points

Preference = 20 points

STAGE 1A: ADMINISTRATIVE COMPLIANCE

Submission of completed and signed personal information processing form.

Submission of completed and signed Standard Bidding documents (SBD) 1, 4 and 6.1.

NOTE: Bids that do not comply with the above requirements shall be eliminated and be regarded as non-responsive.

Required Documents:

Original and valid tax clearance certificate /TCS Pin code.

Valid B-BBEE Certificate/ sworn affidavit or certified copies thereof, tenderers who qualify as EME must submit a sworn affidavit.

CSD report.

GPT reserves the right to request the latest Annual Financial Statements.

 GAUTENG PROVINCE PROVINCIAL TREASURY REPUBLIC OF SOUTH AFRICA	PROVINCIAL SUPPLY CHAIN MANAGEMENT	
	TERMS OF REFERENCE FOR SUPPORT AND MAINTENANCE CONTRACT FOR THE EVAULT ENDPOINT BACKUP SOLUTION	Page: 8 of 11

Bidders that do not comply with the above requirements shall be eliminated and shall be regarded as non-responsive.

STAGE 1B: TECHNICAL EVALUATION

- A total of 70 points is allocated for stage 1B.
- The minimum threshold for this part of the evaluation is 55 points; any bidder who fails to meet this minimum requirement shall be deemed non-responsive and eliminated from any further evaluation.

AREA	COMMENTS	POINTS
1. PROJECT PROPOSAL	<p>The bidder is expected to provide a detailed proposed Service Level Agreement, highlighting below key areas:</p> <p><u>PROPOSED SERVICE LEVEL AGREEMENT (SLA) / SUPPORT AND MAINTENANCE PLAN (Total 65 points)</u></p> <ul style="list-style-type: none"> - Installation of the latest version of the eVault backup [5] - 5 key points about the understanding of the solution [5] - Be an Accredited Service Provider / Distributor (certified copy of the accredited certificate) [5] - Guide GPT ICT on how to install and/or refresh the Agents to the devices [5] 	65



- Provide support during designated working hours, and as and during emergencies [5]
- Ensure timeous resolution of incidents report and communicate any challenges presented [5]
- Classification of incident categories such as critical, urgent, major, minor, monitor, to mention few, and ensure timeous resolution as per agreed turnaround times [5]
- Fault escalation and timeous response [5]
- Provide confirmation of daily/weekly/monthly backup reports [5]
- Perform periodic restoration tests and audit reports [3]
- Report any fault or computers which are not backing up on weekly and monthly basis [5]
- Provide report of monthly licence consumption [5]
- Share any latest trend in the market and share with GPT [2]

CHANGE MANAGEMENT (Total 5 points)

- Transfer of technical and functional skills to Gauteng Provincial Treasury personnel [5]



2. REFERENCES	Attached letter/s of references from contactable client for proven track records in the support and maintenance of the eVault Endpoint backup solution or similar project. - 3 and above references (5) - 2 references (3) - 1 reference (1)	5
TOTAL		70

• The minimum threshold for this part of the evaluation is 55 points; any bidder who fails to meet this minimum requirement shall be deemed non-responsive and eliminated from any further evaluation.

STAGE 2: PRICE AND PREFERENCE POINTS

The contract will be awarded in terms of Regulation 4: Preferential Procurement Regulations, 2022. Bids will be adjudicated in terms of 80/20 preference point system in terms of which points are awarded to bidders based on:

Area	Points
Price	80
Preference	20
Total	100

Preference points

Specific Goal/s	Points Allocated
Youth Owned Enterprises	20



- Points for the above specific goals will be measured by calculating the pro-rata percentage of ownership of the bidding company which meets this criterion. E.g., Company A has five shareholders each of whom own 20% of the company. Three of the five shareholders meet the criterion, i.e., they are women/ PwD/youth. Therefore, this bidder will obtain 60% of the points allocated for the goal and the resultant number will be rounded off to two decimal places.
- A tenderer must submit applicable returnable documents as stipulated in order to be awarded points.

Specific Goal	Evidence required
Youth	Identity document / Valid B-BBEE certificate/ sworn affidavit/ Full CSD report

- Bidders must complete and sign SBD 6.1 to claim points.
- A tenderer failing to submit supporting document for the specified goal/s as per the above Table will not be disqualified, but- o shall only score points out of 80 (eighty) for price; and o shall scores 0 (zero) points out of 20 (twenty) for specific goal/s.
- The points scored by a tenderer for specific goal will be added to the points scored for price.
- Price and preference points evaluation will be conducted as per the prescribed formula on SBD 6.1.