



APPOINTMENT OF A SERVICE PROVIDER/S TO SUPPLY STATS SA WITH VMWARE VSPHERE LICENSES, IMPLEMENTATION, MIGRATION AND SUPPORT FOR A PERIOD OF 36 MONTHS.

BID SPECIFICATION

1. BACKGROUND

Stats SA is running VMWare virtual infrastructure to host applications and systems on the operational production environment as the adopted standard virtual platform. Below is the current infrastructure:

- 2 x HPE Synergy 12000 with 6 x HPE BL480 G10 – 192 cores
- 4 x HPE C 7000 enclosures with 24 x HPE BL660c G9 – 1536 cores
- vCenter 6.7 and ESXi 6.0 and ESXi 6.5

The ICT Server environment focuses on ensuring that:

- Upgrade ageing infrastructure and reduce physical server foot print
- Consolidate and centralize the Provincial Offices infrastructure at SITA;
- Implement the server environment strategy; and
- To create a secluded environment for the digital collection projects that will be scalable and effective, and Implementation of virtualized server environment.
- The loss of data is prevented in the case of accidental deletion or corruption of data, system failure, or disaster;
- Manage and secure back-up and restoration processes and the media employed within these processes;
- Commissioning and management of Stats SA servers; and
- Provide continuity in service delivery and provision when staff leaves the organisation.

The current licenses support has expired and the perpetual licensing model of is no longer supported by OEM. New licenses should therefore be procured and deployed to ensure optimal operation.

2. OBJECTIVES OF THE BID

To appoint a service provider/s to supply, implement and configure VMWare vSphere licenses including migration from current infrastructure to new infrastructure as well as support for a period of 36 months.

SCOPE OF WORK

The scope of work by the bidders is to:

- (a) Supply of VMware vSphere Foundation Enterprise plus license for 576 cores over a commitment period of 3 years
- (b) Configuration of all VMware vSphere foundation components:
 - Latest vSphere Enterprise Plus license software version
 - vCenter Standard
 - Aria Suite Standard
 - vSAN Enterprise (100 GiB per CPU Core per host)
 - Production Support
- (c) VMware installation and configuration (ESXi and vCenter) by service provider at SITA and Head Office onsite for below activities within first 6 months.
 - ❖ Deploying new vCenter server (latest license version on the market) and best practice configuration
 - ❖ Migration existing VMWare platform (ESXi servers) to the newly deployed configuration
- (d) Provide a 24/7 maintenance and support (onsite /remote) for the duration of the contract.
- (e) A 4 hour timeframe to restore functionality and ensure the full functioning of the affected area(s) from the time that a call is logged, 24 x7 x 365.
- (f) Once a week onsite support at Stats SA Head Office and provide informal training (skills transfer) for the duration of the contract
- (g) Solution should be compatible with hardware implemented within the organization, HPE C7000 chassis populated with BL660c G9 (backward compatibility) and HPE Synergy 12000 Frame populated with BL480 G10 servers. (refer to annexure A for detailed specification)
- (h) Solution should be disk array storage agnostic
- (i) Stats SA Head Office re-design and re-configuration with architecture design as final design.
- (j) Configure customised dashboard for alerts and reports including mailing systems and call home facility
- (k) The successful bidder is to provide a backup plan procedure in case of technology or system failure or data loss during upgrade and migration (provide backup plan as part of document management).

BID RESPONSES

- a. STATS SA reserves the right to invite bidders to present or otherwise demonstrate their proposed solution to clarify aspects that are required as part of the evaluation process, at the bidders' own cost.
- b. All bid responses, including supporting documents shall become the sole property of STATS SA, with the exception of copyrighted material, trade secrets or other proprietary information clearly identified as such by bidders

BID AWARD

- a. STATS SA reserves the right not to award the bid
- b. The Bidder with the highest points on overall evaluation will be appointed
- c. STATS SA reserves the right to reduce quantities/increase and/or items, within allocated budget.
- d. Value for money will be determined by reference to the quality, viability reliability, durability of the service and the bidder's technical capacity to execute the bid.

SERVICE LEVELS & PERFORMANCE

- a. STATS SA will enter into a service level agreement with the successful service provider, detailing project deliverables, standards, project delivery dates and providing remedies for under/poor performance and non-compliance with terms and conditions of the agreement.
- b. Terms and conditions contained in this bid document will form an integral part of the service level agreement.

TECHNICAL MANDATORY REQUIREMENTS

The service provider must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross – referenced to the relevant requirement.

2.1. SUPPLIER CERTIFICATION / AFFILIATION REQUIREMENTS	COMPLY	NOT COMPLY
Service provider must be accredited by VMWare to supply licences, configure and maintenance of the VMware infrastructure. Confirmation Letter from VMware		

2.2. SUPPLIER EXPERIENCE AND CAPABILITY REQUIREMENTS	COMPLY	NOT COMPLY
Provide contactable site references where similar solutions have been successfully implemented within the last five (5) years prior to this bid submission. (should be on client letter heads)		
Provide relevant technical certifications of engineers (VCF) VMWare Cloud Foundation certification.		
All warranty service, maintenance, repairs and support for devices, systems and installations must be performed locally within the borders of South Africa to ensure acceptable turn-around times, as well as build the required capacity within the country. Provide company profile listing the name, address and contacts.		
2.3. SUPPLIER PRESENCE REQUIREMENTS	COMPLY	NOT COMPLY
Service provider must provide their contactable addresses and have presence or service outlets within the borders of South Africa.		
2.4. PRODUCT OR SERVICE TECHNICAL REQUIREMENTS	COMPLY	NOT COMPLY
The service provider must provide the statement of work or due diligence report indicating how their solution will meet the requirements.		

3. GENERAL CONDITIONS

The following conditions must be read in conjunction with the General Conditions of the Contract (GCC).

- 3.1. This bid shall be valid for 90 days after the closing date.
- 3.2. The successful bidder must submit together with their proposals, an up-to-date Board Resolution confirming that the person signing the bid document is duly authorized to do so and to conclude any legal documents on behalf of the company.
- 3.3. Upon awarding of the bid, the successful bidder shall enter into an agreement with Stats SA.
- 3.4. The said agreement shall be in a format prescribed by Stats SA
- 3.5. Stats SA shall conduct security screening of bidders in compliance with Section 2A of the National Strategic Intelligence Act, Act 67 of 2002. This security screening shall be done through and Independent body/organization.
- 3.6. Reference checks will be conducted.

NB: It is imperative that bidders indicate their compliance with all the conditions as outlined in the GCC. Failing to indicate compliance/non-compliance will result in Stats SA disqualifying the bid.

4. SECURITY AND INTEGRITY CLEARANCE

This agreement will be classified as confidential and no information may be made available to any person and/or organization in any format whatsoever without the prior written consent of a duly authorized representative of Stats SA.

5. COMPANY OVERVIEW

A comprehensive company profile of the bidder shall be attached in an addendum to the response. The profile shall contain at least the following information:

- 5.1. Company size and structure of the clients serviced with similar request
- 5.2. A list of reference organizations (listing contact name, address, telephone, fax and e-mail address) with similar request as per scope of work. Stats SA reserves the right to contact or visit any of the persons on the list in order to obtain information regarding the quality of services that were provided by the bidder (as an individual supplier or as part of a bidding consortium).
- 5.3. **NB: Bidders who do not comply with the above requirements will be considered as unresponsive and may be disqualified.**

6. SUPPLIER PERFORMANCE REPORTING

- (a) Performance will be measured by weekly visit and monthly reports
- (b) The monthly reports will be handed to the Director: ICT Server Management by e-mail
- (c) Monthly presentation of the report will be required
- (d) The register will be completed by service provider when on site

7. SUBMISSIONS OF BIDS

7.1. Bidders are required to submit one (1) original plus one copy and electronic copy (USB) of the bid document.

7.2. Stats SA may request clarification or further information regarding any aspect of the bid.

NB: The bidder must supply the requested information within 48 hours after the request has been made; otherwise, the bidder could be disqualified.

8. LOGISTICAL CONDITIONS

- (a) **Hours of work.** Stats SA offices working hours are from Monday to Friday between 7:00 and 17:00. If there is a need to work on weekends or public holidays, an authorised Stats SA official will notify the service provider prior to that.
- (b) In the event that Stats SA grants the supplier permission to access the environment including hardware, software, internet facilities, data, telecommunication facilities and/or network facilities remotely, the Supplier must adhere to Stats SA's relevant policies and procedures (which policy and procedures are available to the supplier on request) or in the absence of such policy and procedures, in terms of, best industry practice.
- (c) **Tools of Trade (e,g Laptop).** The supplier must use its own tools of trade during installation and configuration as proprietary software cannot be installed on Stats SA machine and secondly due to ICT Security policy of not allowing foreign devices to connect to our network. Tools of trade will be offered by Stats SA during onsite support visits once installation is complete.
- (d) **On-site and Remote Support.** The supplier must provide both onsite and remote support 24 hours a day throughout the duration of the contract
- (e) **Support and Help Desk.** The supplier must have a 24-hour service portal with escalation procedure.

9. SKILLS TRANSFER AND TRAINING

- (a) The supplier must provide training on the proposed solution or product to management and technical staff to enable Stats SA to operate and support the product or solution after implementation.
- (b) The nature of the training must be informal, hands-on and with recommendations for formal training.
- (c) The supplier must provide a detailed training plan outlining the training outcomes in relation to the installation, configuration and management of VMware solution

PERSONNEL SECURITY CLEARANCE

- (a) The supplier personnel who are required to work with information related to NATIONAL SECURITY must have a **valid South African security clearance** or must apply within 30 days of the signed contract for a security clearance to the level of **CONFIDENTIAL** at the

expense of the supplier from the South African State Security Agency or duly authorised Personnel Security Vetting entity of SA Government.

- (b) The supplier personnel who are required to work with GOVERNMENT CLASSIFIED information or access government RESTRICTED areas must be a South African Citizen and at the expense of the Supplier be security vetted (pre-employment screening, criminal record screening and credit screening).
- (c) The supplier must ensure that the security clearances of all personnel involved in the Contract remains valid for the period of the contract.

10. CONFIDENTIALITY AND NON-DISCLOSURE CONDITIONS

- (a) The supplier, including its management and staff, must before commencement of the Contract, sign a non-disclosure agreement regarding Confidential Information.
- (b) 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:
 - (i) the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);
 - (ii) being clearly marked "Confidential" and which is provided by one Party to another Party in terms of this Contract;
 - (iii) 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;
 - (iv) 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;
 - (v) being information, the disclosure of which could reasonably be expected to endanger a life or physical security of a person;
 - (vi) being technical, scientific, commercial, financial and market-related information, know-how and trade secrets of a Party;
 - (vii) 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
 - (viii) 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

- (ix) 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;
- (x) 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;
- (xi) 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.

11. DELIVERY ADDRESS.

The supplier must deliver the required products or services at

1. Statistics South Africa
ISibalo House
No.1 Koch Street Street
Salvokop, Pretoria, 0002
2. SITA Centre,
459 John Vorster Drive,
Centurion, Pretoria

12. EVALUATION CRITERIA

This bid will be evaluated in two stages: The first stages of evaluation is based on functionality, which will be evaluated using the following criteria and points.

13.1. **Functionality**

Stage 1

DESCRIPTION		WEIGHT
13.1.1. SUPPLIER CERTIFICATION / AFFILIATION REQUIREMENTS Service provider must be accredited by OEM (VMWare) to supply and support the specific products offered in the solution. Confirmation Letter from VMWare Provide a copy of a valid <certificate, licence or membership card> indicating clearly: (a) the regulator or professional body's name, (b) the supplier's name and (c) the date it was issued and (d) the expiry date		15
Description	Points	
Provided a valid certificate, license clearly indicating all the requirements; indicating all the above requirements	15	
Provided irrelevant information/no response/ no VMWare letter	0	

13.1.2. SUPPLIER EXPERIENCE AND CAPABILITY REQUIREMENTS Proven experience in VMware vSphere implementation, migration, and support (Scope of Work)		20
Description	Points	
Service provider with five (5) and more years' experience in successfully delivering a project of similar nature including.	20	
Service provider has three (3) to four (4) years' experience in successfully delivering a project of similar nature including.	15	
Service provider has one (1) to two (2) years' experience in successfully delivering a project of similar nature including	10	
Service provider has less than one (1) year experience in successfully delivering a project of similar nature including	0	

13.1.3. SUPPLIER TECHNICAL QUALIFICATIONS		15
Experience and relevant technical certification (VMWare Cloud Foundation) of engineers		
Description	Points	
Service provider provided more than five (5) relevant number of certifications.	15	
Service provider provided three (3) to four (4) relevant number of certifications.	10	
Service provider provided one (1) to two (2) relevant number of certifications.	5	
Service provider no relevant certifications	0	

13.1.4. SUPPLIER EXPERIENCE AND REFERENCES		15
Contactable site references on client letter heads where implementation, migration and support was undertaken as per scope of work		
Description	Points	
Service provider provided more than five (5) contactable and relevant site references.	15	
Service provider provided three (3) to four (4) contactable and relevant site references.	10	
Service provider provided one (1) to two (2) contactable and relevant site references.	5	
Service provider no relevant site references	0	

13.1.5. PRODUCT OR SERVICE TECHNICAL REQUIREMENTS		15
The service provider must provide the statement of work or due diligence report indicating how their solution will meet the requirements		
Description	Points	
Supply of VMware vSphere Foundation Enterprise plus license per core for a commitment period of 3 years including: <ul style="list-style-type: none"> • installation of ESXi and migration from current version • configuration and roll back plan must be provided on scope of work • support(remote & onsite) • maintenance for 36 months including skills transfer • escalation processes and architecture design document 	15	
No response or irrelevant information	0	

13.1.6. PROJECT PLAN IMPLEMENTATION		10
<p>The service provider must provide its implementation plan on this project which should be completed on the date agreed between the service provider and Stats SA. The plan must be detailed and must include the following:</p> <ul style="list-style-type: none"> · Activities and configuration and migration tasks · Timeframes · Deliverables · Project Initiation Document; · Project kick –off meeting · Monthly project report · Risk & issue register · Project close- out report 		
Description	Points	
Provided implementation plan for completion on the date agreed between the service provider and Stats SA. The plan includes all details as listed above	10	
Provided implementation plan for completion on the date agreed between the service provider and Stats SA. The plan includes 5 to 7 of the tasks as listed above	5	
Provided implementation plan for completion on the date agreed between the service provider and Stats SA. The plan includes 3 to 4 of the tasks as listed above	3	
Provided irrelevant information/no response on the proposed methodology	0	

13.1.7. SUPPLIER PRESENCE REQUIREMENTS		10
<p>Service provider must provide their contactable addresses and have presence or service outlets within the borders of South Africa.</p>		
Description	Points	
Service provider must provide the contactable addresses, be a South African registered company and have presence or service outlets within the country.	10	
Service provider provided contactable addresses, but not a South African registered company and have presence or service outlets within the country.	0	

Bidders that score less than 70 points out of 100 points for functionality will be considered as submitting a non-responsive bid and will not be considered for further evaluation.

Stage 2

14. The second stage of evaluation is based on price and preference points, which will be evaluated using the following criteria and points:

Price: 80 points

Specific goals: 20 points

The specific goals allocated points in terms of this bid	Number of points allocated (80/20 system)	Percentage ownership equity (To be completed by Tenderer)	Number of points claimed (80/20 system) (To be completed by Tenderer)
1. Race (Black)	10		
2. Women	5		
3. Disabled	2		
4. Youth (below 35 years)	3		

- a. Stats SA reserves the right to require of the Bidder, either before a tender is adjudicated or any time subsequently, to substantiate any claim regarding preferences in any manner required.
- b. Bidders who wish to claim points in terms of the tables above need to provide proof for each point claimed as guided below.
 - i. Race: (Black) -attach certified copy of Identity document (Id) and company registration document/ CSD report to show/substantiate ownership equity.
 - ii. Women: - attach certified copy of Identity Document (ID) and company registration document/ CSD report to show/ substantiate percentage ownership equity.
 - iii. Disabled – attach medical certificate from a medical practitioner registered with the Health Professional Council of South Africa (HPCSA) confirming the disability.
 - iv. Youth – attach certified copy of Identity Document (ID) and company registration document/ CSD report to show/ substantiate percentage ownership equity.

13. Information session

Information session will be held as follows:

- Date:
- Time:
- Venue:

14. Enquiries

For more information, please contact:

Bid Office

Tel: (012) 310 8940/2114/6978/2946

(012) 406 3154

Email address: bidoffice@statssa.gov.za

Recommended / not recommended

Supported / ~~not supported~~


 Chairperson: BSC

Date: 05/02/2026


 Chairperson: BAC

Date: 9.2.2026

Approved / ~~not approved~~



Risenga Maluleke

Date: 11/02/2026