



## **ADDENDUM NO. 1**

**TENDER NUMBER EDM/17/2026-27**

**SUPPLY, DELIVERY, INSTALLATION,  
CONFIGURATION AND SUPPORT FOR  
ENTERPRISE COMPUTER SERVERS**

***All prospective tenderers are requested to replace the attached pages on the original document that has been issued and posted on the portals.***

***Tenderers who respond without replacing the attached Addendum No. 1 will be considered non-responsive.***

| No.  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Points Allocation | Points Awarded |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|
| 11.3 | <b>Project plan :</b> Detailed project plan, schedule and milestones ( <b>5 points</b> )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                   |                |
| 11.4 | <p><b>Project Resources:</b></p> <p><b>Provide CVs of key personnel working on this project including certified copies of academic qualifications</b></p> <p><b>Project Manager:</b> Appropriately qualified and certified Project Manager with a minimum of <b>5 years' relevant experience</b> in managing and implementing projects of a similar nature, including <b>server and network infrastructure, virtualisation, storage, cloud technologies, Active Directory and Hyper-V within a hybrid-cloud environment. (10 points).</b></p> <p><b>Microsoft Certified Server / Windows / Hyper-V / Cloud Engineer</b> – Appropriately qualified and Microsoft-certified specialist with a minimum of <b>5 years' relevant experience</b> in enterprise Windows Server, Hyper-V virtualisation, Microsoft cloud technologies and related infrastructure. (<b>10 points</b>).</p> <p><b>Network Engineer</b> – Appropriately qualified and internationally recognised/certified network specialist, with relevant qualifications and certifications in <b>enterprise LAN/WAN, network infrastructure and hybrid-cloud networking</b>, and a minimum of <b>5 years' relevant enterprise networking experience. (10 points).</b></p> <p><b>Storage Engineer</b> – Appropriately qualified and certified storage specialist with relevant industry-recognised storage qualifications/certifications and a minimum of <b>5 years' experience in enterprise NAS/SAN storage infrastructure</b>, including storage configuration, administration, and troubleshooting. (<b>5 points</b>)</p> | 35                |                |
|      | <b>TOTAL POINTS FOR FUNCTIONALITY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>100</b>        |                |

**NB: Bidders are required to obtain at least 70 points out of 100 for functionality to qualify for further evaluation.**

## 12 ADHOC SUPPORT SERVICES (As and when necessary over 36 months)

| Item Description                                                                                                                                                                                                                     | Rate / hr |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Microsoft Certified Server / Windows / Hyper-V / Cloud Engineer – Appropriately qualified and Microsoft-certified specialist with a minimum of 5 years' relevant experience in enterprise Windows Server, HyperV                     |           |
| Network Engineer –Relevant qualifications/ certifications in enterprise LAN/WAN infrastructure and hybrid-cloud networking, and 5+ years' relevant enterprise networking experience.                                                 |           |
| <b>Storage Engineer</b> – Appropriately qualified and certified storage specialist with relevant industry-recognised storage qualifications/certifications and a minimum of <b>5 years' experience in enterprise NAS/SAN storage</b> |           |

### 13. OTHER CONDITIONS:

The municipality reserves the right to award the bid in whole or in part, based on its requirements and in accordance with applicable procurement requirements.

**A site visit to the municipality's is required to enable bidders to familiarize themselves with the site, existing infrastructure and project requirements. Bidders are required to attend the briefing session and sign the official register. Failure to attend and sign the register may render the bid non-responsive.**

The ONUS is on the bidder to do a onsite visit to ensure that the server and storage and all other accessories are comprehensively included under the Bill of quantities, under the section 9.8 under OTHER, along with appropriate costs to provide the desired solution.

The bidder shall be responsible for ensuring that all information submitted regarding its company profile, qualifications, certifications and relevant experience is **accurate, complete and verifiable**.

Should any information provided be found to be incorrect, misleading or materially misrepresented, the District reserves the right to require the bidder, at its own cost, to appoint a suitably qualified third-party service provider to complete the affected work.

Where the bidder fails to remedy the matter within a period determined by the District, the District may appoint an appropriately qualified service provider to complete the outstanding work, with the **reasonable and verified costs incurred deducted from amounts due to the bidder, including the final invoice**, subject to the applicable contractual terms and procurement requirements.

Additional hours can be procured under this bid and bid shall be valid for a period of 3 years.

The successful bidder shall be responsible for providing **support and maintenance services** for all procured equipment and software for a minimum period of **three (3) years**, or for such longer period as stipulated in this bid.

All equipment, software licences, subscriptions, warranties and associated support agreements procured under this bid shall be **registered in the name of the municipality**. The municipality's **Senior Manager: IT** shall be designated as the primary contract and support contact for the duration of the contract. The successful bidder shall nominate an appropriate representative who may be designated as the **secondary contact person** for purposes of service coordination, support, maintenance and contract administration.

The municipality reserves the right, following the appointment of the successful bidder, to negotiate adjustments to the specifications, scope and configuration of the required solution, where necessary, to align the final solution with the available budget, provided that such adjustments are in accordance with applicable procurement requirements. **Accordingly, bidders must provide a detailed and transparent breakdown of all costs, including individual hardware, software, licensing, professional services, installation, configuration, migration and support costs, to enable the municipality to assess and negotiate specific components where required.**

### 14. PENALTIES

The following penalties may be applied where the appointed bidder fails to meet agreed contractual, technical, implementation or service-delivery requirements, subject to the applicable contract and procurement requirements. Penalties may be waived subject to motivation and approval from the Senior Manager IT.

**14.1 Project Delay**

Where a delay is attributable to the bidder and is not covered by an approved extension, the District may apply a delay penalty of 0.5% of the affected contract value per calendar week, subject to the maximum 25% of the contract value.

**14.2 Failure to Meet Agreed Milestones**

Failure to achieve agreed project milestones without an approved reason may result in a penalty of 0.5% of the affected contract value per calendar week, subject to the maximum 25% of the contract value.

**14.3 Migration Failure**

Where migration activities fail due to bidder error, inadequate planning or incorrect configuration, the bidder shall rectify the issue at its own cost and may be subject to a penalty of 0.5% of the affected contract value per calendar week, subject to the maximum 25% of the contract value.

**14.4 Data Loss or Data Integrity Failure**

Any data loss or material data-integrity issue attributable to the bidder's actions, negligence or failure to follow approved migration and backup procedures shall be rectified at the bidder's cost and may result in additional contractual penalties of 0.5% of the affected contract value per calendar week, subject to the maximum 75% of the contract value.

**14.5 Failure to Meet Technical Specifications**

Equipment or services that do not comply with the approved bid specification shall be replaced or corrected by the bidder at its own cost. Associated costs incurred by the District may be recovered in accordance with the contract with the additional penalty of 0.5% of the affected contract value per calendar week, subject to the maximum 25% of the contract value for the duration until the matter is rectified.

**14.6 Failure to Provide Required Qualified Resources**

Failure to provide the approved project manager or suitably qualified technical resources for agreed activities may result in a penalty and replacement of the resource at the bidder's cost. A penalty of 5% of the affected contract value per calendar week, subject to the maximum 75% of the contract value may be instituted until the matter is rectified.

**14.7 Failure to Complete Handover and Documentation**

Failure to provide required as-built documentation, configuration records, test results, knowledge transfer and handover deliverables may delay final acceptance and payment and may result in a contractual penalty of 0.5% of the affected contract value per calendar week, subject to the maximum 25% of the contract value.

**14.8 Unresolved Defects at Handover**

Critical defects attributable to the bidder that remain unresolved at final acceptance shall be rectified at the bidder's cost and may result in withholding of the affected payment until the acceptance criteria are met. An additional penalty of 1% of the affected contract value per calendar week, subject to the maximum 25% of the contract value shall be instituted.

**14.9 Support Response Failure**

Failure to meet the agreed 4-hour onsite mission-critical support response requirement may result in a penalty in accordance with the agreed SLA.

**14.10 Incorrect or Misrepresented Bid Information**

Where submitted company, qualification, certification or experience information is found to be materially incorrect or misleading, the remedies specified under Section 10 of this bid, including recovery of reasonable verified costs, may apply.