

MUNICIPAL INFRASTRUCTURE SUPPORT AGENT

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Terms of Reference as **ANNEXURE A.**

1. INVITATION

- 1.1 The purpose of the request for quote (RFQ) is to invite service providers to provide Hewlett Packard (HPE) hardware maintenance and support at the Municipal Infrastructure Support Agent for a period of twelve (12) months.

2. BACKGROUND

- 2.1 In 2019, MISA appointed a service provider to supply server back-end infrastructure and provide maintenance and support services. MISA has been using this infrastructure to run its ICT operations. The maintenance and support services for some components expired on 19 January 2024 and while others have their maintenance and support services expiring on 06 February 2024.
- 2.2 The items to be included and covered by a six (06) months period are summarised in the table below:

Customer ID: 108576450476

Item # No:	Serial Number	Number	Description
1	CZ28510C6W	868705-B21	ProLiant DL380 Gen 10
2	CZ28510C6V	868705-B21	ProLiant DL380 Gen 10
3	2S6849B077	Q1J03A	MSA 2050
4	MXA528Z0KY		1/8 G2 Autoloader
5	CZC85123K0	QW937A	Brocade SN3000
6	CZC85123HP	QW937A	Brocade SN3000

3. PROJECT OBJECTIVES

- 3.1 To maintain and support server, storage, and related infrastructure for a period of six (06) months.
- 3.2 To ensure that MISA operates servers and related back-end equipment that is covered by HPE as a vendor and or a partner maintenance and support.
- 3.3 To mitigate hardware failure risks that may result from lack of hardware maintenance and support services.

4. SCOPE OF WORK

- 4.1 MISA need to appoint an HPE certified partner to perform the following tasks:
 - 4.1.1 Provide **HPE Tech Care Essential Service** for servers and related hardware support over six (06) months as per the table in 2.2;
 - 4.1.2 Provide server hardware maintenance and support on “break-fix” arrangement;
 - 4.1.3 Provide a quotation on additional requirements (Time & Material) as part of maintenance and support of servers for consideration by MISA;

5. PROJECT OUTPUT AND OUTCOMES

The following shall be the project output and outcome:

- 5.1 Functional and operational servers, storage and related equipment at the Municipal Infrastructure Support Agent (MISA);
- 5.2 Servers that are covered by HPE hardware maintenance support services.
- 5.3 Servers which are covered by “time and material” maintenance and support.

6. PROJECT DURATION AND TIME FRAMES

- 6.1 The duration of the project shall be six (06) months.

7. PRICING SCHEDULE

- 7.1 Pricing of this RFQ shall be according to this template below:

Customer ID: 108576450476

Service Description	Duration	Price	Payment Frequency
HPE Tech Care Essential Service (S/N: CZ28510C6V & S/N CZ28510C6W)	06 Months	R	Monthly
HPE Tech Care Essential Service (S/N: 2S6849B077	06 Months	R	Monthly
HPE Tech Care Essential Service (S/N: CZC85123K0 & S/N CZC85123HP	06 Months	R	Monthly
SUB -TOTAL			
VAT @ 15%			
TOTAL			

7.2 The service provider will be expected to provide "Time and Material" service as follows:

- 7.2.1 MISA will log a call via a telephone, email and or call logging system for the service provider to attend to.
- 7.2.2 The service provider will respond to the call and come to MISA to assess the reported fault.
- 7.2.3 The service provider will quote (time & material) according to the findings of the assessment and provide MISA with a written quote.
- 7.2.4 MISA will accept or reject the quotation provided
- 7.2.5 If the quotation is accepted, MISA will issue an official purchase order and inform the service provider to proceed with the work.
- 7.2.6 MISA may at its own discretion compare the quotation provided for time and material with other service providers in the market.
- 7.2.7 Should MISA find that the appointed service provider's price is 10% above the average market price, MISA may opt to appoint cheaper service provider(s) even when the signed contract is in force.
- 7.2.8 Payment will be done on completion of the work and once the delivery note and or job card is signed by the MISA's computer engineer or official.

8. BRIEFING SESSION

- 8.1 There will be no briefing session, however all enquiries will be attended to by email.