



Province of the
EASTERN CAPE
HUMAN SETTLEMENTS

OFFICE OF THE CHIEF FINANCIAL OFFICER

Steve Tshwete House • 31-33 Phillip Frame Road • Waverly Park • Chiselhurst • East London • Eastern Cape • RSA
Office No: 043 711 9741 • Fax No: 043 711 9796 • Email: xolilem@ecdhs.gov.za

TERMS OF REFERENCE

**SCMU11-24/25-115: IMPLEMENTATION OF
INFORMATION TECHNOLOGY INFRASTRUCTURE
AND NETWORKS ... (IMPLEMENTATION OF IT
DISASTER RECOVERY AS A SERVICE AND
BACKUP AS A SERVICE FOR PERIOD OF 3 YEARS
INCLUDING SUPPLY AND INSTALLATION OF
ADDITIONAL STORAGE FOR DATA AND BACKUPS)**

COMPILED FOR:

Eastern Cape Department of Human
Settlements, Steve Tshwete House,
31-33 Phillip Frame Road, Waverly
Park, Chiselhurst, EAST LONDON

COMPILED BY:

GITCM

Steve Tshwete House, 31-33 Phillip
Frame Road, Waverly Park,
Chiselhurst, EAST LONDON

MAY 2024



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1. INTRODUCTION

The Department seeks services of a suitably qualified and experienced service provider for the implementation and hosting of IT Disaster Recovery as a service (DRaaS), Backup as a service (BaaS) for period of 3 years and including Supply and installation of additional storage for data and backups utilizing the SITA RFB 2003/2014 Transversal contract.

The Department has during 2023/24 developed a comprehensive Disaster Recovery Strategy and a Disaster Recovery Plan in line with the Determination and Directive on ICT Service Continuity in the Public Service issued by the Department of Public Service and Administration.

The Department seeks to appoint a service provider for three (3) years to provide recovery of its data center services in an efficient and economically advantageous way, with minimal data loss/downtime and a rapid recovery time, as stipulated within the Business Continuity Plan for Recovery-Point Objective (RPO) and Recovery-Time Objective (RTO) tailored to meet the Department's specific requirements, to be included into the Service Level Agreements (SLA).

The Disaster Recovery as a Service (DRaaS) should replicate infrastructure, applications and data to the cloud (private or public) to serve as a secondary site and enable full environmental recovery in the event of a disaster. The cloud secondary site must effectively become the new environment and allow the Department and associated business units to continue with daily business processes while the primary system undergoes repairs.

The Backup as a Service (BaaS) should replicate infrastructure, applications and data to the offsite to serve as an offsite location. The offsite location should not have the same geographical location as the primary site (ECDHS (East London office) environment).

1.1 CURRENT IT LANDSCAPE AND INFRASTRUCTURE AT THE PRIMARY SITE

The bidder is required to consider the below current server infrastructure while scoping the solution with regard to the replication requirements for the service.

1.1.1. Hardware

The current hardware consists of the following components:

- 3 X Gen8 Servers for the hosts
- 26 * Virtual Machines Running.

- 1 X Virtual Server for management
- 30 TB Total SAN capacity (with approximately 28TB used);
- 2 X FortiGate Firewall with HA

1.1.2. Virtual Machines

Virtual Machines are hosted on a VMware platform.

- 26 x VMware Virtual Machines
 - 2 x Domain Controllers
 - 9 x MS SQL Server
 - SQL Server 2019 *1
 - SQL Server 2014 *5
 - SQL Server 2012 * 1
 - SQL Server 2022 *2
 - 4 x Web Application Servers (IIS and Apache)
 - 1 x MS Exchange Email Servers (To be decommissioned during 2024/25 Financial year)
 - 1 x File Servers
 - 1 X Veeam backup server

1.1.3. Backups

ECDHS currently performs backup using Veeam Backup and Replication 12

- Incremental backups to disk are done daily
- Full backups to disk are done once a week
- Full backups to disk are done once a Month
- Monthly and weekly tape archiving is done and sent to an offsite location.

1.1.4. Azure Cloud

- The Departmental website is hosted on the MS Azure Cloud platform.
- Estimated capacity of Azure workload is 100 GB

2. SCOPE OF WORKS

In awarding this bid, the Department expects to, at minimum achieve the following objectives:

2.1 Professional services for Supply, installation, configuration, and deployment of IT disaster recovery as a service (DRaaS).

- 2.2** Professional services for Supply, installation, configuration and deployment of Backup as a service.
- 2.3** Professional services for Conducting data and workload environment assessment.
- 2.4** Supply, install and Configure 30 TB of Backup Storage
- 2.5** Supply, Install/upgrade and configure the following softwares (Veeam Backup and Replication, Veeam for Microsoft 365, VMWare vSphere Essentials Plus
- 2.6** Upgrading of Head Office Server and Storage infrastructure
- 2.7** Provide Maintenance and Support for 3 years
- 2.8** Provide a 100Mbps line for DRaaS and BaaS
- 2.9** Skills Transfer and Training of ICT Staff
- 2.10** Project Management Services.

3. SPECIFICATIONS

3.1 A service provide must provide a fully managed Cloud DR and a backup service which includes but not limited to:

- 3.1.1** Professional services for Supply, installation, configuration, and deployment of IT disaster recovery as a service (DRaaS) for period of 3 years:
- 3.1.2** Deliver and implement DR solution that will intergrate with ECDHS Virtual Data Center architecture that is based on VMware vSphere Technology.
- 3.1.3** Enable a Full replication in the DR and distribution of the traffic between the on-premises site and DR environments.
- 3.1.4** Develop and maintain DR and Backup replication schedules.
- 3.1.5** Provide a secure DRaaS that complies with ISO 27001 which includes Encryption, Authenticated access, and Physical security.
- 3.1.6** Perform 4 x DR Tests per annum
- 3.1.7** Provide four (4) approved DR Test (one DR Test per quarter)
- 3.1.8** Enable Hosting of data centre infrastructure within the borders of South Africa.
- 3.1.9** Develop and apply a Continuity Policy Plan for the DR Site to align it with ECDHS.
- 3.1.10** Enable Daily, Weekly and Monthly backup status Reports
- 3.1.11** Perform remedials for failed DR replication and Backup .
- 3.1.12** Configure 3 – 4 hours Recovery Time Objectives (RTOs) 3 -4 Hours for DRaaS
- 3.1.13** Prepare for the cloud platform and tenants.

3.2 Professional services for Conducting data and workload environment assessment.

- 3.1.1** Conduct data and workload (Servers, Applications, SQL, etc) environment assessment for DR and backups (OnPrem/Cloud).
- 3.1.2** Develop a business case for migration business workloads to the cloud.

3.3 Professional services for Supply, installation, configuration, and deployment of Backup as a service for period of 3 years

3.3.1 On-Premises backup service

- 3.3.1.1** Configure and monitor Daily, Weekly, and Monthly backup scripts for the on prem and cloud environments (26 virtual servers).
- 3.3.1.2** Remediate Backup failures.
- 3.3.1.3** Perform 4 Quarterly test restores.
- 3.3.1.4** Conduct Backup Reviews
- 3.3.1.5** Hosting of data backups within the borders of South Africa

3.3.2 Office 365 Backup

- 3.3.2.1** Backup ECDHS Microsoft365 for 625 users with the following features:
- 3.3.2.2** Unlimited, Automated backup for Microsoft Cloud Assets
- 3.3.2.3** Automatic Backups up to 4x per day for Microsoft365 – SharePoint Online, OneDrive for Business, Exchange Online, M365 Groups/Teams
- 3.3.2.4** Granular restore, in and out of place
- 3.3.2.5** Search for and filter content for restore based of properties – including content type, owner, date created, file size, parent list name, parent folder name, email subject.
- 3.3.2.6** Restore granular content in place or out of place including your file system or export as a PST
- 3.3.2.7** User Self-Service Restore Options: Microsoft Teams Chatbot for end user Restore Requests
- 3.3.2.8** Visibility and Control over Protected content
- 3.3.2.9** Simple dashboard providing immediate insight into services covered and where one may be exposed.
- 3.3.2.10** Retain full control over protected content.

3.3.2.11 Remediate Backup failures.

3.3.2.12 Perform four test restores (one test restore Quarterly).

3.3.2.13 Conduct four Backup Reviews (one review Quarterly).

3.4 Maintenance and support services for period of 3 years

3.4.1 The service provider must provide a maintenance and support services for period of 3-years which includes:

3.4.1.1 900 Support Services Points with 8 x 5 Business Day support Best Effort SLA

3.4.1.2 Assigned Service Delivery Manager for 4 hours / month.

3.4.1.3 SLA Reporting

3.4.1.4 Monthly Services Meeting

3.4.1.5 Support Services Points Management

3.4.1.6 Support call management

3.4.1.7 24 x 7 National Helpdesk with an estimate of 5 faults per month

3.5 Upgrading of Head Office Server and Storage infrastructure

3.5.1 Supply, Install/upgrade and configure the latest version of Veeam Backup and Replication including Veeam for Microsoft 365 on 1 virtual server.

3.5.2 Supply, Install/upgrade, and configuration of the latest version of VMware Vcenter on 1 virtual server.

3.5.3 Install/upgrade and configuration of the latest version of VMWare vSphere on 3 Host Servers

3.5.4 3-year new license for VMWare vSphere Essentials Plus – 96 core bundle

3.5.5 3-year renewal of Veeam Backup and Replication (contract number 01751287).

3.5.6 Service provider to Supply, Install and configure new backup device with 30TB of usable storage with warranty and support of 3 years. This is to be configured as the new backup target.

3.5.7 The service provider is to reconfigure the current 15 TB Backup repository on the current EMC SAN for production use.

3.6 Provide 100mbps Uplink To The DR Site

- 3.6.1** The Service provider will provide a 100Mbps link for the solution and manage the link between the ECDHS Data Center and the DR Site.

3.7 Provide skills transfer and training of 3 ICT staff.

- 3.7.1** Training of 3 ECDHS ICT Staff on administering and managing the implemented DR and Backup technology for a period of 6 months.
- 3.7.2** Certification of 3 ECDHS ICT staff on the solution implemented.

3.8 Project management services

Service provider to provide the Project Management services inline PMBOK or Prince2 Methodologies with the following key deliverables but not limited to:

- 3.8.1** Project Charter: A formal document that authorizes the initiation of the project and provides the project manager with the authority to allocate resources and make decisions.
- 3.8.2** Project Management Plan: A comprehensive document that outlines how the project will be executed, monitored, and controlled. This includes the project scope, schedule, budget, quality standards, risk management plan, communication plan, and other relevant information.
- 3.8.3** Work Breakdown Structure (WBS): A hierarchical decomposition of the project scope into manageable work packages, tasks, and activities. This serves as the basis for planning, organizing, and tracking project progress.
- 3.8.4** Project Schedule: A timeline that outlines the sequence of project activities, their duration, dependencies, and milestones. This helps in managing the project timeline and ensuring timely completion of deliverables.
- 3.8.5** Resource Management Plan: A plan for identifying, acquiring, and managing human, financial, and material resources needed for the project. This includes staffing plans, procurement strategies, and resource allocation schedules.
- 3.8.6** Risk Register: A document that identifies potential risks to the project, assesses their likelihood and impact, and outlines response strategies for mitigating or addressing them.
- 3.8.7** Communication Plan: A plan that defines how project information will be communicated to stakeholders, including the frequency, format, and channels of communication.

- 3.8.8 Quality Management Plan: A plan that outlines the quality standards, processes, and procedures that will be used to ensure that project deliverables meet the specified requirements.
- 3.8.9 Change Management Plan: A plan for managing changes to the project scope, schedule, or budget. This includes procedures for submitting change requests, assessing their impact, and obtaining approval from stakeholders.
- 3.8.10 Project Status Reports: Regular reports that provide updates on project progress, including accomplishments, issues, risks, and upcoming activities. These reports help stakeholders stay informed and make informed decisions.
- 3.8.11 Project Closure Report: A document that summarizes the project outcomes, lessons learned, and recommendations for future projects. This formalizes the project closure process and ensures that all deliverables have been completed satisfactorily.

4 KEY COMPETENCIES OF THE BIDDER(S)

- 4.1 Ability to provide products compatible with Departmental specifications.
- 4.2 Ability to produce accreditation certificates by OEM.
- 4.3 Ability to effectively provide maintenance and support contracts for 3 years.

5 FINANCIAL PROPOSAL

- 5.1 The Financial Proposal provided shall specify and state a **firm and fixed** price, including total fees and expenses (**VAT Included**), to complete the project.
- 5.2 Bidders must ensure that they fill in the following document as part of the Financial Proposal:

NO.	ITEM	QTY	AMOUNT	TOTAL
A.	DISASTER RECOVERY AS A SERVICE (DRAAS) period of 3 years	1		
B	BACKUP AS A SERVICE (BAAS) period of 3 years	1		
C	DATA AND WORKLOAD ASSESSMENT	1		
D	PROJECT MANAGEMENT SERVICES once off	1		
E	UPGRADING OF HEAD OFFICE SERVER AND STORAGE INFRASTRUCTURE			
	VEEAM BACKUP AND REPLICATION PLUS BACKUP FOR M365	1		
	VMWARE VSPHERE ESSENTIALS PLUS – 96 CORE BUNDLE	1		
	BACKUP DEVICE WITH 30TB USABLE STORAGE AND INSTALLATION WITH 3 YEAR ONSITE WARRANTY AND SUPPORT.	1		
	RECONFIGURE 15 TB BACKUP REPOSITORY	1		
F	MAINTENANCE AND SUPPORT SERVICES – period of 3 years	1		
G	100 MBPS LINK	1		
H	SKILLS TRANSFER AND TRAINING	2		
	TOTALS			

6 EVALUATION CRITERIA

Regulation 3 of the Preferential Procurement Policy Framework Act 2000: Preferential Procurement Regulations 2022, (the Regulations) stipulates that an organ of state must, prior to making an invitation for tenders, determine and stipulate the appropriate preference point system to be utilized in the evaluation and adjudication of tenders

Regulation 5 stipulates that the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included).

6.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for the price of the bid under consideration

P_t = Price of a bid under consideration

$P_{\min}$ = Price of lowest acceptable bid

6.2 POINTS AWARDED FOR SPECIFIC GOALS

In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender, the tenderer will be allocated points based on the goals stated in the table below as may be supported by proof/ documentation stated in the conditions of this tender:

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Women-owned Organizations	3	
Youth	4	

People with Disability	4	
Locality: Eastern Cape	8	
Military Veterans	1	

6.3 CLAIMING OF PREFERENCE POINTS

- 6.3.1** Preference points allocated for women may be claimed if there is sufficient evidence that such woman has ownership of 51% or more of the enterprise shareholding.

Bidders must submit the proof in a form of certified ID copies in line with Central Supplier Database (CSD) profile that outlines the ownership of the organisation

- 6.3.2** Preference points allocated for persons with disabilities may only be claimed if there is sufficient evidence that such person has ownership of 51% or more of the enterprise shareholding.

Bidders must submit proof in form of a medical certificate. The Medical certificate will only be used for evaluation purposes.

- 6.3.3** Preference points allocated for promotion of youth may only be claimed if there is sufficient evidence that such youth has ownership of 51% or more of the enterprise shareholding.

Bidders must submit proof in a form of certified ID copies of ownership in line with Central Supplier Database (CSD) supplier profile that outlines the ownership of the organisation

- 6.3.4** Preference points for Locality may be allocated for promotion of enterprises located within the Eastern Cape Province may be claimed by submission of proof that the enterprise is located within the borders of Eastern Cape Province. This includes an enterprise whose head office may be situated in another province but has a fully-fledged branch within Eastern Cape Province. Enterprises located outside the borders of the Eastern Cape Province and who only appoints agents and or commission warehouses in this municipal area are expressly excluded from claiming points for this goal.

Bidders must submit proof of the Company's Registered Offices. Proof of rate statement, lease agreement or confirmation of locality from local authority. Bidders must have main offices in the Eastern Cape Province

- 6.3.5** Preference points allocated for Military Veterans may only be claimed if there is sufficient evidence that such person has ownership of 51% or more of the enterprise shareholding

Bidders must submit proof in terms confirmation letters from the Department of Military Veterans.

- 6.4** It is acknowledged that the contents of proposals submitted in response to this bid are confidential and shall not be released to parties other than the Department. Final selection and summary of evaluations will become part of the public record as distributed to the Department stakeholders. Only the name and address of the successful bidder will be released to the unsuccessful respondents

After awarding is finalized.

7 SPECIFIC CONDITIONS OF THE CONTRACT

Special Conditions that apply to this contract are as follows:

- 7.1.1** The Service Provider must deliver precisely as ordered
- 7.1.2** The service provider must deliver within fourteen (14) days after issuing of purchase order
- 7.1.3** The service provider must deliver the goods together with the invoice
- 7.1.4** The Service Provider will furnish the Department of Human Settlements with an invoice upon delivery of goods (along with other required supporting documentation);
- 7.1.5** Both the delivery note, and invoice must contain serial numbers of each delivered goods.
- 7.1.6** The Department reserves the right to cancel the Terms of Reference.
- 7.1.7** The Department is not obliged to appoint the bidder with the highest points scored.
- 7.1.8** Proof of manufacturer's authorization to provide the proposed hardware/service e.g., Accreditation Certificate.

- 7.1.9** The service provider must align the solution with the ECDHS Disaster Recovery Plan and strategy and ensure that the DR plan is in line with the Recovery Time Objectives (RTOs) 3 -4 Hours as outlined in the Departmental ICT Continuity/ Disaster Recovery Plan and Strategy.
- 7.1.10** Conduct data and workload (Servers, Applications, SQL, etc.) environment assessment
- 7.1.11** The DR solution must meet ECDHS Virtual Data Center architecture that is based on VMware vSphere Technology.
- 7.1.12** In the event of a disaster the appointed service provider must ensure that the DR Environment must cater for at least 550 virtually connected officials and ensure that they are operating as if the environment was a production environment.
- 7.1.13** Full replication in the DR and distribution of the traffic between the on-premises site and DR environments to allow ECDHS to recover.
- 7.1.14** The Service provider will be responsible for both DR and Backup replication schedules.
- 7.1.15** The DR site should comply with ISO 27001 which includes Encryption, Authenticated access, and Physical security.
- 7.1.16** The service provider must ensure that there is access for ECDHS staff to the DR site for failover purposes.
- 7.1.17** A DR Site security services must be provided as part of the solution.
- 7.1.18** The service provider must ensure replicated data is encrypted when at rest, in motion or in use.
- 7.1.19** The service provider should be able to provide for 4 x DR Tests per annum assisting with the recovery process: measuring and monitoring progress.
- 7.1.20** The service provider would be required to provide approved DR Test Reports after each test, detailing the process; issues and improvements noted.
- 7.1.21** The service provider must have the hosting data centre infrastructure which is located within the borders of South Africa to ensure that data is stored and processed within the country for compliance reasons.
- 7.1.22** The service provider must develop and apply a Continuity Policy Plan for the DR Site to align it with ECDHS.
- 7.1.23** Daily, Weekly and Monthly Reports to be provided regarding status of backup process.

- 7.1.24** DR and Backup alerts for failures needs to be attended (remediate) to by the appointed service provider
- 7.1.25** DR and Backup as a service for a period of 3 years
- 7.1.26** The Department of Human Settlements shall become the owner of all information, documents, and reports collected and compiled by the service provider to be appointed
- 7.1.27** All information, documents and reports must be regarded as confidential until made public by the Department of Human Settlements.

8 COLLECTION OF BID DOCUMENTS

- 8.1** Bid document will be available on the Departmental Website (www.ecdhs.gov.za) as from the 07 June 2024

9 COMPULSORY BRIEFING

A compulsory briefing session for this Bid will be held on the **18 June 2024 at 11H00** at the Eastern Cape Department of Human Settlements, Ground floor boardroom, Head Office, Steve Tshwete, 31-33 Phillip Frame Road, Waverly Park, Chislehurst, East London.

10 DOCUMENTS TO BE SUBMITTED

- 10.1** The following documents **MUST** be submitted with the proposal and failure to submit them will lead to elimination:
- 10.2** Submit Proof of registration with the Original Equipment Manufacturer (OEM) for the Company **AND** certification for the engineers.
- 10.3** Proof of registration on SITA RFB 2003 Transversal contract
- 10.4** Proof of DR site complies with ISO 27001 series.

11 RETURNABLE SCHEDULES

The Service Provider must ensure that the following documents are completed and returned with the bid proposal:

- 11.1 SBD 1: INVITATION TO TENDER.
- 11.2 SBD 2: TAX CLEARANCE CERTIFICATE.
- 11.3 SBD 4: DECLARATION OF INTEREST.
- 11.4 SBD 6.1: PREFERENCE POINTS CLAIM FORM.
- 11.5 COMPANIES AND INTELLECTUAL PROPERTY COMMISSION (CIPC) CERTIFICATE.

12 SUBMISSION OF BID PROPOSAL

- 12.1 Bid proposals must be deposited in a Bid Box (that is accessible 24 hours) situated at the Ground Floor, Department of Human Settlements, Steve Tshwete Building, 31–33 Phillip Frame Road, Waverley Park, Chiselhurst, East London.
- 12.2 Faxed or emailed bid proposals will not be accepted

13 BID VALIDITY

- 13.1 This bid will be valid for one hundred and twenty (120) days after the closing date.

14 PROJECT DURATION

- 14.1 The duration of this project is expected to be for a maximum period of Three (03) years.

15 CLOSING DATE

- 15.1 All bid proposals in response to this bid should reach the Department not later than the **01 July 2024 at 11H00**. Bids received after **11H00** will not be accepted or considered.

16 CONTACT DETAILS ON TERMS OF REFERENCE

CONTACT DETAILS

Mr. Buntu Ntshebe: Assistant Director – Networks & Infrastructure (ICT), Department of Human Settlements, Head Office, **EAST LONDON**

Tel: (043) 711 9750
Cell: (074) 142 1341
Email: BuntuN@ecdhs.gov.za

All **Supply Chain Management** related enquiries regarding this bid may be directed to:
Mr. Xolile Mpupa: Deputy Director – Demand Management; Department of Human
Settlements, **EAST LONDON**

Tel: (043) 711 9643

Cell: (074) 142 4781

E-mail: XolileM@ecdhs.gov.za

**SCMU11-24/25-115: APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION
OF INFORMATION TECHNOLOGY INFRASTRUCTURE AND NETWORKS ...
(IMPLEMENTATION OF IT DISASTER RECOVERY AS A SERVICE AND BACKUP AS A
SERVICE)**



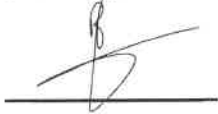
MR B. NTSHEBE

ASSISTANT DIRECTOR: GITCM

16-05-2024

DATE

RECOMMENDED/NOT RECOMMENDED



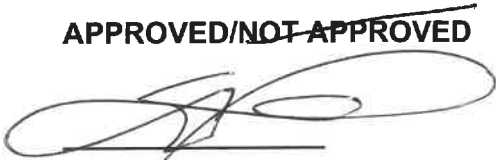
MR. B. SKWEYIYA

BSC CHAIRPERSON

16 May 2024

DATE

APPROVED/~~NOT APPROVED~~



MR. E.D.Q. VENN

ACTING HEAD OF DEPARTMENT

22/05/24

DATE

17 FINAL SUMMARY

FINAL SUMMARY & FORM OF OFFER				
SCMU11-24/25-115 APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION OF INFORMATION TECHNOLOGY INFRASTRUCTURE AND NETWORKS ... (IMPLEMENTATION OF IT DISASTER RECOVERY AS A SERVICE AND BACKUP AS A SERVICE)				
NO.	ITEM	QTY	AMOUNT	TOTAL
A.	DISASTER RECOVERY AS A SERVICE (DRAAS) FOR A PERIOD OF 3 YEARS	1		
B	BACKUP AS A SERVICE (BAAS) FOR A PERIOD OF 3 YEARS	1		
C	DATA AND WORKLOAD ASSESSMENT	1		
D	PROJECT MANAGEMENT SERVICES	1		
E	UPGRADING OF HEAD OFFICE SERVER AND STORAGE INFRASTRUCTURE			
	VEEAM BACKUP AND REPLICATION PLUS BACKUP FOR M365	1		
	VMWARE VSPHERE ESSENTIALS PLUS – 96 CORE BUNDLE	1		
	BACKUP DEVICE WITH 30TB USABLE STORAGE AND INSTALLATION WITH 3 YEAR ONSITE WARRANTY AND SUPPORT.	1		
	RECONFIGURE 15 TB BACKUP REPOSITORY	1		
F	MAINTENANCE AND SUPPORT SERVICES – 3 Years	1		
G	100 MBPS LINK	1		
H	SKILLS TRANSFER AND TRAINING	1		
	TOTAL = CARRIED FROM FINANCIAL PROPOSAL			
TOTAL ABOVE IN WORDS				

SIGNED BY/ON BEHALF OF THE BIDDER

NAME

SIGNATURE

DATE

COMPANY STAMP

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)							
BID NUMBER: SCMU11-24/25-115		CLOSING DATE: 01 JULY 2024		CLOSING TIME: 11: 00			
DESCRIPTION		SCMU11-24/25-115: IMPLEMENTATION OF INFORMATION TECHNOLOGY INFRASTRUCTURE AND NETWORK...(IMPLEMENTATION OF IT DISASTER RECOVERY AS A SERVICE AND BACKUP AS A SERVICE FOR PERIOD OF 3 YEARS INCLUDING SUPPLY AND INSTALLATION OF ADDITIONAL STORAGE FOR DATA AND BACKUPS)					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)							
DEPARTMENT OF HMAN SETTLEMENTS							
31-33 PHILLIP FRAME ROAD, STEVE TSHWETE BUILDING, GROUND FLOOR							
WAVERLY PARK							
EAST LONDON							
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO				TECHNICAL ENQUIRIES MAY BE DIRECTED TO:			
CONTACT PERSON				CONTACT PERSON		MR BUNTU NTSHEBE	
TELEPHONE NUMBER				TELEPHONE NUMBER		074014201341/ 043 711 9750	
FACSIMILE NUMBER				FACSIMILE NUMBER			
E-MAIL ADDRESS				E-MAIL ADDRESS		BuntuN@ecdhs.gov.za	
SUPPLIER INFORMATION							
NAME OF BIDDER							
POSTAL ADDRESS							
STREET ADDRESS							
TELEPHONE NUMBER		CODE			NUMBER		
CELLPHONE NUMBER							
FACSIMILE NUMBER		CODE			NUMBER		
E-MAIL ADDRESS							
VAT REGISTRATION NUMBER							
SUPPLIER COMPLIANCE STATUS		TAX COMPLIANCE SYSTEM PIN:			OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE		TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]							
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART B:3]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS							
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?						☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?						☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?						☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?						☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?						☐ YES ☐ NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.							

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

.....

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

.....

DATE:

.....

TAX CLEARANCE CERTIFICATE REQUIREMENTS

It is a condition of bid that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with South African Revenue Service (SARS) to meet the bidder's tax obligations.

- 1 In order to meet this requirement bidders are required to complete in full the attached form TCC 001 "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.
- 2 SARS will then furnish the bidder with a Tax Clearance Certificate that will be valid for a period of 1 (one) year from the date of approval.
- 3 The original Tax Clearance Certificate must be submitted together with the bid. Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of the bid. Certified copies of the Tax Clearance Certificate will not be acceptable.
- 4 In bids where Consortia / Joint Ventures / Sub-contractors are involved, each party must submit a separate Tax Clearance Certificate.
- 5 Copies of the TCC 001 "Application for a Tax Clearance Certificate" form are available from any SARS branch office nationally or on the website www.sars.gov.za.
- 6 Applications for the Tax Clearance Certificates may also be made via eFiling. In order to use this provision, taxpayers will need to register with SARS as eFilers through the website www.sars.gov.za.



TAX CLEARANCE

TCC 001

Application for a Tax Clearance Certificate**Purpose**

Select the applicable option

Tenders ☐Good standing ☐

If "Good standing", please state the purpose of this application

Particulars of applicantName/Legal name
(Initials & Surname
or registered name)Trading name
(if applicable)

ID/Passport no

Company/Close Corp.
registered no

Income Tax ref no

PAYE ref no

VAT registration no

SDL ref no

Customs code

UIF ref no

Telephone no

Fax
no

E-mail address

Physical address

Postal address

Particulars of representative (Public Officer/Trustee/Partner)

Surname

First names

ID/Passport no

Income Tax ref no

Telephone no

Fax
no

E-mail address

Physical address

Particulars of tender (If applicable)

Tender number

Estimated Tender amount

R

Expected duration of the tender

year(s)

Particulars of the 3 largest contracts previously awarded

Date started	Date finalised	Principal	Contact person	Telephone number	Amount
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Audit

Are you currently aware of any Audit Investigation against you/the company?
If "YES" provide details

YES

NO

Appointment of representative/agent (Power of Attorney)

I the undersigned confirm that I require a Tax Clearance Certificate in respect of Tenders or Goodstanding.

I hereby authorise and instruct to apply to and receive from SARS the applicable Tax Clearance Certificate on my/our behalf.

Signature of representative/agent

Date

Name of representative/agent

Declaration

I declare that the information furnished in this application as well as any supporting documents is true and correct in every respect.

Signature of applicant/Public Officer

Date

Name of applicant/Public Officer

Notes:

- It is a serious offence to make a false declaration.
- Section 75 of the Income Tax Act, 1962, states: Any person who
 - fails or neglects to furnish, file or submit any return or document as and when required by or under this Act; or
 - without just cause shown by him, refuses or neglects to-
 - furnish, produce or make available any information, documents or things;
 - reply to or answer truly and fully, any questions put to him ...As and when required in terms of this Act ... shall be guilty of an offence ...
- SARS will, under no circumstances, issue a Tax Clearance Certificate unless this form is completed in full.**
- Your Tax Clearance Certificate will only be issued on presentation of your South African Identity Document or Passport (Foreigners only) as applicable.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? YES/NO

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? YES/NO

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name)..... in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the 80/20 preference point system.

- 1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state...

2. DEFINITIONS

- (a) **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.)

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)

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DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

☐ Partnership/Joint Venture / Consortium

☐ One-person business/sole propriety

☐ Close corporation

☐ Public Company

☐ Personal Liability Company

☐ (Pty) Limited

☐ Non-Profit Company

☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi

- alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	