



MUNICIPAL INFRASTRUCTURE
SUPPORT AGENT

Today, Creating a Better Tomorrow

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TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO PROVIDE BACKUP TAPE MEDIA, COLLECTION, TRANSPORTATION, AND STORAGE SERVICES FOR A PERIOD OF 36 MONTHS EFFECTIVE FROM 25 OCTOBER 2026

1. PURPOSE

- 1.1 The Municipal Infrastructure Support Agent (MISA) intends to appoint a service provider to provide backup tape media, collection, transportation, and storage services for a period of 36 months effective from 25 October 2026.

2. BACKGROUND

- 2.1 The Municipal Infrastructure Support Agent (MISA) appointed a service provider to provide backup tape media, collection, transportation, and storage services.
- 2.2 The contract between MISA and the current service provider for these services is approaching expiry.
- 2.3 There is a need to appoint a service provider for these services to ensure continuity.
- 2.4 Supply, Collection, transportation, and storage of MISA's backup tape media will be done according to the schedule contained in these terms of reference.

3. PROJECT OBJECTIVES

- 3.1 To invite proposals from suitable service providers who provide backup tape media, collection, transportation, and storage services.

4. SCOPE OF WORK

- 4.1 MISA needs to appoint a service provider to provide backup tape media, collection, transportation, and storage services.
- 4.2 Backup tape media collection, transportation and storage services will be done according to the schedule below and two (2) adhoc delivery per annum:

Weekdays	Monday		Data	Thursday		Data
Week 1	Delivery	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup	Delivery	Monday Tape	Thursday, Friday Saturday, Sunday daily backup
	Collection	Monday Tape and Monthly Tape	Thursday, Friday Saturday, Sunday daily and Monthly Full Backup	Collection	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup
Week 2	Delivery	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup	Delivery	Monday Tape	Thursday, Friday Saturday, Sunday daily backup
	Collection	Monday Tape	Thursday, Friday Saturday, Sunday daily backup	Collection	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup
Week 3	Delivery	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup	Delivery	Monday Tape	Thursday, Friday Saturday, Sunday daily backup
	Collection	Monday Tape	Thursday, Friday Saturday, Sunday	Collection	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup

Weekdays	Monday		Data	Thursday		Data
			daily backup			
Week 4	Delivery	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup	Delivery	Monday Tape	Thursday, Friday Saturday, Sunday daily backup
	Collection	Monday Tape	Thursday, Friday Saturday, Sunday daily backup	Collection	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup
Week 5	Delivery	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup	Delivery	Monday Tape	Thursday, Friday Saturday, Sunday daily backup
	Collection	Monday Tape	Thursday, Friday Saturday, Sunday daily backup	Collection	Thursday Tape	Monday, Tuesday, Wednesday Daily Backup

4.2.1 Delivery of backup media tapes requested on an **adhoc** bases twice a year.

5. SERVICE MATRIX

The following are the service matrix that will be contracted for:

Service Matrix	Measurement	Period	Applicable Penalties
Collection, transportation and storage of backup media tapes	Adherence to the schedule	8 x 2 08:00 – 16:30 Monday & Thursday or Friday	1st breach = 2 % of monthly invoice. 2nd breach 4% of monthly invoice. 3rd breach of monthly invoice.
Delivery of backup media tapes requested on an adhoc basis twice a year.	Response to request for delivery of a backup tape	4 Hours delivery time as measured from requested time 24/7.	1st breach = 2 % of monthly invoice. 2nd breach 4% of monthly invoice. 3rd breach of monthly invoice.

6. PROJECT DURATION AND TIME FRAMES

6.1 The duration of the contract shall be Three (3) years or 36 months.

7. MANDATORY REQUIREMENTS FOR THE RFQ

7.1. MISA will assess level of security, environmental control, logistical setup at the service provider's premises prior to the final appointment of the recommended service provider. The assessment will be based on the checklist attached below. MISA will appoint the recommended service provider on condition that it complies with all areas of the checklist.

7.2. MISA may at its own discretion conduct vetting and or security clearance of all or selected employees of the successful service provider.

8. RATIONALE OF THE MANDATORY REQUIREMENTS

8.1 MISA intends to ensure that the successful service which is not a security risk to MISA.

9. MANDATORY CHECKLIST

Service Providers must tick (✓) or cross (X) “**Comply**”, “**Do not comply**” on the list indicated below. Service provider/s who does not comply with any of the below description /statement will automatically be disqualified and not be considered on preference system stage. **MISA will conduct site inspection based on the information provided by the Service provider/s who indicated “comply” in all**

areas starting with the preferred and least expensive bidder prior to appointment. MISA will only appoint the bidder that meets its mandatory and pricing evaluation requirements.

Checklist for compliance to level of security, environmental control, logistical setup:

Area	Description	Comply	Do Not Comply
Physical and Logical Security	The service provider must have a storage space that has both the physical (Vault) and logical (Bio-metric) access security		
Environmental Control	The service provider must have a storage facility that has temperature and humidity controls		
Fire suppression	The service provider must have storage facility that has Fire suppression system		
Inventory management	The service provider must have a system to track and report on the inventory (backup tapes).		

10. PRICING SCHEDULE

11.1. All pricing must be provided according to the pricing schedule below:

Item No	Item Description	Price excl VAT
1.	Backup tape media collection, transportation and storage services will be done according to the schedule in clause 10.	R
2	Delivery of backup media tapes requested on an adhoc bases twice (2) per annum.	R
3	Supply of twenty-four (24) LTO8 media tapes (#Part no: Q2078A RW)	R
4	Supply of two (2) LTO8 Cleaning cartridge for use with all Ultrium 1-8 drives (#Part no: C7978 Cleaning Tapes)	R
Sub-Total Excl VAT		R
VAT (15%)		R
Total Incl VAT		R

NB: Bidder should also submit a quotation on the company letterhead.