



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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TERMS OF REFERENCE

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES
SUITABLY QUALIFIED SERVICE PROVIDERS TO PROVIDE ICT
INFRASTRUCTURE COLOCATION HOSTING FOR A PERIOD OF 36
MONTHS.

SAHRA/ICT/ICH/02/2025



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WWW.SAHRA.ORG.ZA



SCM TERMS OF REFERENCE

1. PURPOSE

- 1.1 The purpose of this quotation is to find a suitable Service Provider to supply ICT Infrastructure Colocation Hosting Services.

2. BACKGROUND

- 2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.
- 2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. SAHRA has several properties situated in the various provinces of South Africa. All these properties are heritage sites in terms of the above-mentioned Act.
- 2.3 SAHRA is currently receiving ICT infrastructure hosting services situated in the Bellville area as per requirement for distance from our Head Office, these services consist of rack space, rental servers, SAHRA owned equipment and server, internet breakout from the Data Centre, Public IPs, access to the Data Centre 24/7. All equipment is managed in-house with support on an ad-hoc basis from external ICT vendors.
- 2.4 SAHRA is looking for a suitable qualified service provider to render ICT Infrastructure Colocation hosting services to meet its requirements as stated in the specifications table below.



3. SCOPE AND SERVICES REQUIRED

***All quotations must be submitted, detailing the complete solution as per the requirements, to ensure that the quote can be read, understood and evaluated by anyone, not just a person with the relevant technical background.**

****All operating systems (OS) SAHRA will provide, and there is no need to quote for operating systems.**

A successful bidder will be expected to render ICT Infrastructure Colocation hosting services as per the table below:

Description:	Quantity/Specification:
Rack Space	Hosted Quarter Rack or 10U (Depending on how it is proposed)
Power Supply to Rack Space/facility	PAL (Power Allocation Limit) x 1 or 1.11kVA/1KW PDU (Power Distribution Unit) for power to socket level with cabinets. (9 sockets Maximum total required for equipment and servers)
Cooling Redundancy	N+1
UPS Redundancy	N+1
Uptime	99%
Access to premises (For SAHRA ICT staff to perform server maintenance or repairs to equipment)	24/7
Security	Building and perimeter security, surveillance 24/7, Physical security guards and controls to the premises, Biometric or equivalent access control, pre-authorization data center access.
Environment controls	- Humidity control between 20% and 80% - Temperature control and maintained between 18 degrees Celsius and 27 degrees Celsius. - Dust free environment



Area (Distance from CBD)	+/- 30KM from CBD (Preferably Bellville, Brackenfell area)
Fire Protection	Pro-Active fire monitoring and protection systems
Dedicated Internet Access: Fixed Bandwidth	50Mbps Uncapped Dedicated Fibre Internet breakout, provision for failover must be included should the primary line go down.
Public IPs	6 Public IPs with the Internet Breakout
Connectivity	Copper (CAT5e/CAT6) and/or MMF – Multi-Mode Fiber – The SAHRA FortiGate 100F has a port for the fiber connection, the rest of SAHRA's equipment has standard connection ports for copper cabling.
SAHRA Owned Equipment	SAHRA has a FortiGate 100F (1U) that will receive the internet (WAN) connection, from the Firewall it will route to the SAHRA owned 24-Port Switch (1U) and from the switch to the QNAP 16-bay NAS (3U) and the two rental servers (Each 2U) (Supplied as per specifications below).
Dedicated Server 1 (If rental of the device is not possible, please indicate accordingly that it is a once of purchase and quote accordingly). <u>All sliding rails and cabinet mounting accessories should be included.</u>	Dell PowerEdge R730/R760 or similar CPU's = 2 x Intel Xeon Silver 4509Y 2.6G, 8C/16T, 16GT/s, 22.5M Cache, Turbo, HT (125W) DDR5-4400 SSD's = 3 x 1TB RAM = 64GB DDR5 or higher per server, Dual Rank PSU's = Dual, Hot-Plug, Power Supplies, for Redundancy Active power controller RAID Controller UEFI BIOS Boot Mode with GPT Partition NIC = 4 Ports on the server/Quad Port 1Gbe iDRAC9

	Warranty and next business day support for the entire contract duration
Dedicated Server 2 (If rental of the device is not possible, please indicate accordingly that it is a once of purchase and quote accordingly). <u>All sliding rails and cabinet mounting accessories should be included.</u>	Dell PowerEdge R730/R760 or similar CPU's = 2 x Intel Xeon Silver 4509Y 2.6G, 8C/16T, 16GT/s, 22.5M Cache, Turbo, HT (125W) DDR5-4400 SSD's = 3 x 1TB RAM = 96GB DDR5 or higher per server, Dual Rank PSU's = Dual, Hot-Plug, Power Supplies, for Redundancy Active power controller RAID Controller UEFI BIOS Boot Mode with GPT Partition NIC = 4 Ports on the server/Quad Port 1Gbe iDRAC9 Warranty and next business day support for the entire contract duration
Period/Contract duration	36-Months
Support and Services	Remote Hands services (e.g., quick assistance with hardware installation, troubleshooting by a data center engineer, check if a server is on or off, before a SAHRA ICT staff member comes onsite).
Contingency	10% contingency of the total estimated value must be included in the quote for unforeseen costs and risks.
Once-Off Support	Assistance with migration of servers and data from the old infrastructure (Bellville) to proposed new site. (The current OS is VMWARE ESXI 5.5 and will be migrated to the same version on the new servers.) (VM's are a combination of Windows Server and Ubuntu Linux.)

- Service provider MUST provide detailed timeline for equipment delivery and availability.
- Service provider MUST provide a proposal that includes ALL installation, project fees and delivery costs to commission the solution.



4. TERMS AND CONDITIONS OF PROPOSALS

- 4.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- 4.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 4.3 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 4.4 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 4.5 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 4.6 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 4.7 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 4.8 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 4.9 The proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.
- 4.10 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 4.11 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 4.12 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.



- 4.13 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.
- 4.14 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 4.15 It is the conditions of this Tender that a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**
- SBD 1 Invitation Bid
 - SBD 3.1 Pricing Schedule
 - SBD 4 Declaration of Interests form
 - SBD 6.1 Preference points claim form (valid BBBEE certificate/sworn affidavit must be submitted together with this completed document.
 - SBD 7.2 Contract Form (Rendering Services)
 - General Conditions of Contract
 - Tax Compliance status pin

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit an original valid tax clearance certificate.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

5. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Tenders Issued	e-tender/Website	07 February 2025
Closing Date & Opening of BIDs	BIDs opened at SAHRA Head Office	21 February 2025 @ 11:00

6. EVALUATION CRITERIA

- 6.1 All proposal offers received shall be evaluated based on the following phase out approach.
- Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal may automatically disqualify your proposal on this phase.
 - Phase two:** Functionality criteria

Bidder must obtain a minimum of 50 points on the functionality phase in order to progress to the next phase. Failure to obtain 50 points will render your proposal non-responsive.

TECHNICAL EVALUATION CRITERIA:

No.	Criteria	Points
1.	Demonstrated experience and expertise in: <i>A proven track record of a minimum five years of rendering colocation/hosting services to at least five (5) clients is a pre-requisite.</i> 1. 8 or more reference letters (100 points) 2. 5 to 7 Reference letters (50 points) 3. 0 to 4 (0 points) To claim the points the bidder must supply a minimum of five (5) or more copies of appointment letters or reference letters showing colocation services rendered within the last 5 years (2019 – 2025) and the duration of the contract	100
TOTAL		100

- **Phase Three:** preference points on specific goals as follows:-

Preference Point System	Points
Price	80
Special Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	100

6.2 Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score a maximum of 80 points.

7. SUBMISSION OF TENDERS:

Tender Offers must be submitted in a sealed envelope, marked with the tender number, tender name, and closing date and for the attention of the Supply Chain Management Unit. Provision of ICT Infrastructure Colocation Hosting for a period of 36 month. **Quote No: SAHRA/ICT/ICH/02/2025**



Bids must be deposited in the Tender Box located in Cape Town:

South African Heritage Resources Agency (SAHRA)

111 Harrington Street

Cape Town

8000

Tel: 021 462 4502

Quotes can be sent via e-mail to tenderinfo@sahra.org.za

It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

8. CLOSING DATE AND TIME: 21 February 2025 @ 11:00

NO LATE BIDS WILL BE ACCEPTED

FOR ENQUIRIES:

For Supply Chain Management and Technical information, please contact:

Ms. Yonela Somtsewu

Supply Chain Management Manager

111 Harrington Street

Cape Town

8000

Tel: 021 462 4502

Email: ysomtsewu@sahra.org.za

