

**THE PUBLIC SERVICE SECTOR EDUCATION TRAINING AUTHORITY**

**SPECIFICATION FOR PROCUREMENT OF CLOUD BACKUP SERVICES**

**RFP NUMBER: RFP/2021/001406**

**CLOSING DATE: 28 APRIL 2026**

**CLOSING TIME: 12:00**



## **1. INTRODUCTION**

- 1.1 The Public Service Sector Education and Training Authority (PSETA) is established in terms of section 9(1) and (2) of the Skills Development Act (Act No. 97 of 1998 as amended). The Skills Development Act is the enabling legislation and guides PSETA operations as a Sector Education and Training Authority (SETA), as set out in section 10 of the Act.

## **2. OBJECTIVES OF THE ASSIGNMENT**

The objective of this assignment is to provide cloud backup services for the PSETA.

## **3. SCOPE OF WORK/SPECIFICATION**

The Public Service Education and Training Authority (PSETA) on-premises infrastructure is currently running on VMware Infrastructure with the following key features:

- VMware vCenter
- 5 Virtual Servers supporting ICT backend applications and databases with storage of approximately 3 TB

The cloud-based services and infrastructure are as follows:

- Microsoft Azure: Service Management
- Azure Active Directory
- SharePoint Online
- Microsoft 365 Office Suite
- Number of users/licenses: 100

The service provider will be required to provide backup service, administration support, monitoring and maintenance service on all the servers to ensure availability,

credibility, accessibility, and reliability of all Public Service Education and Training Authority (PSETA) business data and servers hosted on-premises.

This will include, but not be limited to, the following services:

- The Service Provider shall provide install, configure, and operate a data backup service for the PSETA in accordance with the backup and recovery policy and performance targets.
- In the event of a data access failure or data corruption, the service provider will be required to restore the data from the backups up to a recovery point required by the business to achieve a minimal disruption of services to the business.
- The service provider shall be expected to monitor backup failures, investigate, and take corrective steps to prevent the recurrence of such failures.
- Ensure that data restore is tested on a regular basis to verify the integrity of the backup solution and backup media according to an agreed schedule with PSETA.
- Ensure stored backups are encrypted in compliance with legal and governance requirements
- Ensure the use of automated backup software for 24/7 monitoring and ensure that each backup completes successfully on schedule
- Ensure that the correct data is backed up by validating all backed-up information continuously.
- Provide reporting on capacity frequency and success/ failure of backups
- Manage the capacity of all backup media and forecast future requirements
- Provide periodic reports on the success rate of all the backups (Daily, Weekly, and Monthly).
- Provide continuous improvement service to safeguard the business against any data loss.
- The service provider must also ensure a backup of PSETA data is kept in a data center located in South Africa in case something goes wrong in their primary location.
- The service provider should ensure backup and recovery for cloud applications and on-premises applications.

#### **4. TIME FRAME**

4.1 The services will be provided for eight (08) months.

## 5. COSTING

5.1 A cost analysis must be given to cover the full project amount. The proposed project pricing must be all-inclusive (i.e., including professional fees, venue hire, travel expenses, disbursements, and VAT). The PSETA may require a breakdown of rates on any of the items priced, and service providers are required to provide the same. PSETA reserves the right to negotiate the price.

Service Description	Price
Setup & Implementation Costs (Once-Off)	R
Monthly recurring Costs	R
<b>Total Costs over 8 months</b>	<b>R</b>

## 6 PROPOSAL EVALUATION AND APPOINTMENT OF SERVICE PROVIDER

The proposals will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for specific goals once the minimum functionality criteria are met. The evaluation will be based on:

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		Points
<b>Price</b>		<b>80</b>
<b>Special goals</b>		<b>20</b>
Black owned company Bidder who has 51% to 100% black people ownership	8	
Women Bidder who has 51% to 100% women ownership	4	

Youth Bidder who has 51% to 100% youth ownership	5	
Disability Bidder who has 51% to 100% disability ownership	3	
<b>Total</b>		<b>100</b>

## 7 FORMAT OF THE BID SUBMISSION

- 7.1. Proposals must be submitted electronically.
- 7.2. Submission of all applicable documents as indicated below:
  - Certified copy of doctor's certification with medical practice number.
  - Certified copies of the director's ID's document( in order claim points for disability as per SBD 6.1)
  - Certified copy of BB-BEE certificate or sworn affidavit
  - Valid Tax compliance status (TCS) PIN or proof of exemption from SARS;
  - Copy of the registration document of the organisation (CIPC);
  - Copy of the Central Supplier Database registration.

## 8. IMPORTANT MANDATORY INFORMATION FOR BIDDERS

- a. All Standard Bidding documents (SBD) documents must be completed and signed.
  - SBD 1 (All sections must be fully completed)
  - SBD 4 (All sections must be fully completed)
  - SBD 6.1(All sections must be fully completed)
  - Proof of registration on Central Supplier Database.
  - General Conditions of Contract (All pages must be signed or initialled)

NB: Please note that failure to submit documents requested on section 8 will render the proposal disqualified.

**Bid applications must be submitted to:**

**Mr Khutso Moroatshehla**

email on [khutsom@pseta.org.za](mailto:khutsom@pseta.org.za)

Please direct all queries to **Mr Khutso Moroatshehla** via email on [khutsom@pseta.org.za](mailto:khutsom@pseta.org.za)