



Request for Proposals

NMM-2025-04

Provision of Data Backup and Replication service for the Nelson Mandela Museum for a period of 36 months

Background

The Nelson Mandela Museum is a not for profit institution established by South Africa's government as an agency of the National Department of Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from the apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region. The museum primarily houses collections of gifts given by Nelson Mandela to the museum to share his legacy with the nation. The mandate of the Nelson Mandela Museum (NMM) is to preserve and promote Nelson Mandela's legacy. One of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's four main facilities, the Qunu Youth and Heritage Centre, Bhunga Building, Ingquza Hill Museum in Flagstaff, and OR Tambo Garden of Remembrance in Bizana (eNkantolo) in Mthatha CBD. The Bhunga Building doubles as the administrative office of the museum

Purpose

The Nelson Mandela Museum (NMM) invites RFP from accredited service providers whom are suitably qualified, professional, experienced and competent to render ICT services of a data backup and replication service for a period of sixty (36) months (Three Years).

Scope of Work

The scope of work to be undertaken by the service provider upon appointment will include the following:

- Create a backup virtual machine for the onsite storage
- Backup solution subscription and licenses (50 users, 2 Host Servers, 6 Virtual Serveres)
- Centrally set and configure to backup local server, and offsite cloud storage and set policies and rules to ensure the inclusion of business-critical data
 - Backup filters must also cater to Microsoft Outlook PST Files regardless of their location on the workstation.
- Centrally manage all backups, users, and backup account quotas
- Must prevent unauthorized removal of data
- Automated backup
 - Backup must occur regularly (Daily) without user intervention
- Integrated remote deployment
- Users must be able to restore files through a self-service recovery that allows users to store files
- Recovery of metadata
 - Must be able to restore the created and modified date of files
- Must be able to perform offline restoration
- Offline import of initial backup data for multiple users
- Data Encryption is a **must**
- Automated Revoking of access – the NMM admin must be able to revoke the access of the users

Returnable Documents

Service providers are required to submit all the returnable documents together with their quotations. *Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFQ will result in a respondent's disqualification. Respondents are therefore*

urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.

Compulsory Returnable Documents

- Duly signed & completed SBD 1 Invitation to BID
- SBD 2 Tax Clearance Requirements
- Duly signed & completed SBD 3.3 Pricing Schedule
- Duly signed & completed SBD 4 Declaration of Interests form.
- Duly signed & completed SBD 6.1 Preference points claim form
- Duly signed & completed SBD 7.2 Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed SBD 8 Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed SBD 9 Certificate of Independent Bid Determination
- Full CSD Report
- OEM Certification or Partnership certification/confirmation letter

SUPPORTING RETURNABLE DOCUMENTS (for functionality scoring)

- Reference Letters and Appointment letters/Purchase Orders
- Project Methodology with:
 - Project Management Plan with efficient help desk, Service, transition plan, estimated downtime period
- Project Management Certification
- Personnel qualification(s) and CVs

ESSENTIAL SUPPORTING DOCUMENTS

Specific goals verification documents as stipulated below must be submitted on or before the closing date and time (*failure to submit on or before the closing date will result in an automatic score of zero for preference*)

1. APPLICABLE PREFERENCE POINTS ALLOCATION SYSTEM

(1) Points for this shall be awarded for:

(a) Price; and

(b) Specific Goals.

(c) Where 80 points will be allocated for price and 20 points allocated for specific goals

(2) The following specific goals are applicable to all procurements of a transaction value above R2 000 and up to R50 000 000

a. The NMM will utilize the following preference criteria;

i. Service providers within the OR Tambo region & Eastern Cape

ii. Historically Disadvantaged Individuals (Women, Youth, and People living with disabilities)

iii. SMMEs

b.

Category		Sub-categories	Specific goals points	Verification documents
Local Supplier	5	OR Tambo supplier	5	CIPC Registration Certificate (CK) or Proof of residence
		Eastern Cape Supplier	4	
		Anywhere in South Africa	3	
		Non-South African	0	
Women-owned supplier	4	Black African Women	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Black African Women	2	

Youth Owned Supplier	4	Youth Owned (< 35-year-old persons)	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Youth Ownership (> 35-year-old persons)	2	
People living with disabilities	3	People living with disabilities	3	CSD Report
Small Micro, Medium & Enterprises	4	SME – Owned by people with disability	4	CSD Report
		SME – Black owned	3	Sworn Affidavit (BBBEE Affidavit)
		SME – Other	2	

EVALUATION CRITERIA

The received quotations will be evaluated using the 80/20 system (80 for Price and 20 for Specific Goals). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a minimum of **70 points** to qualify for the financial evaluation according to the criteria captured in the table below:

Value: 1=Poor; 2=Average; 3=Good; 4=Very good; 5=Excellent

Criteria	Weight	Value
Reference Letters: Signed reference letters on the recommending company's letterhead –	40	4 letters = 40 points
		3 letters = 30 points
		2 letters = 20 points

Criteria	Weight	Value
<p>Each reference letter must be accompanied an appointment letter or the official Purchase Order.</p> <p>Appointment Letter submitted without a reference letter — score: 0.</p> <p>NB: Reference letters should not be older than seven (7) years</p>		1 letter = 10 points
		Failure to submit or submission of irrelevant letter - 0
Project Methodology	30	Excellent – 30 Points
		Good – 20 Points
		Average – 10 Points
		Poor – 5 Points
		Failure to submit or submission of irrelevant letter - 0
<p>Qualification(s), Certified Identity Document not older than 6 months and CV of a resources</p> <p>NB: A certificate not linked to a CV and an ID will not be considered</p>	30	Valid Project Management Certification – 10
		NQF Level 6 or Higher in the relevant field (Information Technology) – 10
		Valid Product or vendor certificate – 10
		Invalid certificate or failure to submit = 0

Bidders should note that the Nelson Mandela Museum may call for presentation of bidders offers at any stage of the procurement process after the closing date.

QUOTATION SUBMISSIONS

Quotation submissions must be delivered to the **Nelson Mandela Museum, Bhunga Building, Corner of Nelson Mandela Drive and Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (**an Original and Copy**).
- Submissions are to be deposited in the allocated Tender Box Clearly marked with reference and this bid's title.
- NMM will not be responsible for any submissions left with the Security Officers or any employee of the NMM. which may lead to the submission not deposited into the tender box by the closing date.
- **NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.**
- **CLOSING DATE FOR SUBMISSION OF PROPOSALS IS 18 March 2026 @ 12:00**

ENQUIRIES

All communications and inquiries/requests for clarification relating to this proposal should be directed to the contact person:

FOR BID ADMINISTRATION
Ms P. Mfundisi
Tel: 047 501 9528
Email: phakama@nelsonmandelamuseum.org.za
SCM
<i>Technical Enquiries:</i>
Mr. W. Quzu
Tel: 047 501 9524
Email: wandile@nelsonmandelamuseum.org.za
ICT Office

NB: The NMM reserves the right to amend, modify or withdraw this RFP at any time, without prior notice and without liability to compensate and/or reimburse any party.

Mr. Mandisi Msongelwa CA (SA)

Acting CEO