



in the footprints ...

NELSON MANDELA MUSEUM

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APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A BACK UP & REPLICATION SERVICE FOR THE NELSON MANDELA MUSEUM FOR A PERIOD OF THREE (3) YEARS

NMM-2022-03

TERMS OF REFERENCE

1. BACKGROUND

The Nelson Mandela Museum (NMM) is a not for profit institution established by the government of South Africa as an agency of the National Department of Sports, Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The museum primarily houses collections of gifts to the nation given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela and one of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's two main facilities, the Qunu Youth and Heritage Centre, and the Bhunga Building in Mthatha CBD. The Bhunga Building doubles as the administrative office of the museum.

2. PURPOSE

The Nelson Mandela Museum (NMM) invites proposals from accredited service providers who are suitably qualified, professional, experienced, and competent to render ICT services for the provisioning of a backup and replication onsite using the NMM existing hardware with an offsite copy to cloud storage service for a period of three years (thirty-six 36 months). The copy of the cloud-based backup should reside within the borders of Republic of South Africa.

The purpose of the request for proposals is to solicit tenders from bidders (s) for the appointment of a service provider for the provision of a data backup and replication service for the Nelson Mandela Museum. This document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the Nelson Mandela Museum, for the aforementioned services. The appointed service provider is expected to provide the Nelson Mandela Museum with back and replication service onsite using NMM existing hardware with an offsite storage services that are consistent and reliable while maintaining a high level of satisfaction.

3. SCOPE OF THE SERVICE REQUIRED

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

- Supply and install 2 x 2TB HDD, Cage/Backplane, RAID controller with cables and energy pack, HPE Smart Array P408i-p Gen10 (8 internal lanes/2GB Cache) 12G SAS PCIe Plug-in Controller, HPE Smart Storage Hybrid Capacitator with 145mm Cable Kit, (for HP DL380 Server) and RAID 1 Configuration
- Create a backup virtual machine for the onsite storage

- Backup solution subscription and licenses (28 users, 2 Hosts, 6 Virtual Machines)
- 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

4. **TERMS AND CONDITIONS**

- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM 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.

- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- NMM may require responsive bidders to present and discuss their proposals in person.
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.

- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.

5. ACCOUNTABILITY

The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assignment duties.

6. PRICING INSTRUCTION

- The provision of back up and data replication services must be rendered as per the requirements of the NMM, and it must be invoiced on completion;
- The bid and the total price for the provision of back up and data replication services may not be exceeded;
- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

7. RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their proposal. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFP 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.***

7.1 Compulsory Returnable Documents

- Duly signed & completed **SBD 1** Invitation to BID
- **SBD 2** Tax Clearance Requirements
- Duly signed & completed **SBD 3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed **SBD 6.1** Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- 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 Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration
- Proof of company partner certificate (valid)

7.2 Supporting Returnable Documents (for functionality scoring)

- Proof of company location
- Signed reference Letters
- Project Methodology
- Proof of relevant qualifications

7.3 Essential Supporting Documents

- Valid and certified copy of BBBEE certificate or affidavit 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)**

8. VALIDITY PERIOD

- Bid submissions **must** be valid for a period of 120 days.

9. EVALUATION CRITERIA

- ☐ **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to meet any of the conditions of the tender will automatically disqualify your tender on this phase.

- **Phase two:** The bid will be evaluated and adjudicated using the 80/20 system (80 for Price and 20for BBEE). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a **minimum of 80 points** to qualify for the financial evaluation according to the criteria captured in the table below:

CRITERIA FOR FUNCTIONALITY	BREAKDOWN OF POINTS	WEIGHT
1. Reference Letters Signed reference letters on the recommending company's letterhead (not older than 5 years). <i>Submission of purchase orders or appointment letters WILL NOT be considered.</i>	4 letters and more = 40 points	40
	3 letters=30 points	
	2 letters= 20 points	
	1 letter=10 points	
	No reference letters or irrelevant letters submitted = 0 points	
2. Qualifications	Company partner certificate = 10 points	20
	Resources certificate for the installer as well as a short CV = 10 points	
	No certificates or irrelevant certificates submitted = 0 points	
3. Project methodology	Excellent = 20 points	20
	Good = 15 points	
	Fair = 10 points	
	Poor = 5 points	

	Failure to submit project methodology = 0 points	
4. Locality	OR Tambo Region – 20	20
	Any region in Eastern Cape – 15	
	Any Province within RSA – 10	
	Outside RSA – 0	
	Failure to submit-0	
TOTAL	100	

10. SUBMISSION OF TENDERS

- **CLOSING DATE FOR THE SUBMISSION OF PROPOSALS AND ACCOMPANYING IS 21 October 2022 @ 12:00**
- NO LATE, HAND DELIVERED, OR FAXED PROPOSALS SHALL BE ACCEPTED.
- **All proposals and accompanying documents must be submitted to supplychain@nelsonmandelamuseum.org.za**

11. DISCLAIMERS

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;

- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

12. ENQUIRIES

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

FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS	
Ms M Mputa	
Tel: 047 501 9504	
Email: mihlali@nelsonmandelamuseum.org.za	
Supply Chain Officer	
Technical Enquiries:	
Mr W Quzu	
Tel: 047 501 9524	
Email: wandile@nelsonmandelamuseum.org.za	
IT Specialist	

All enquiries must be forwarded to the relevant NMM personnel by no later than 18 October 2022 @ 16:30.

Dr Vuyani Boo
Chief Executive Officer