



## TERMS OF REFERENCE

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<b>RFQ NO:</b>	<b>RFQ/SANAS/CDR/2018/01</b>
<b>RFQ DESCRIPTION:</b>	<b>REQUEST FOR PROVISION OF 24 MONTHS SANAS CLOUD DISASTER RECOVERY SOLUTION</b>
<b>CLOSING DATE:</b>	<b>22 FEBRUARY 2019 at 11:00</b>
<b>BRIEFING SESSION DATE:</b>	There will be no briefing session for this request

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***NB.*** *On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.*

*Faxed, emailed bids will not be accepted, only hand delivered and couriered original proposals will be accepted.*

## 1. PURPOSE

The purpose of this Request for Quotation (RFQ) is to invite proposals for the provision of cloud disaster recovery solution for the period of 24 months (2 years) for the South African National Accreditation System (SANAS) offices at the following addresses: **Libertas Office Park, 305 Highway Street, Cnr Libertas and Highway Street, Equestria, Pretoria, 0184, South Africa.**

## 2. BACKGROUND

SANAS is requesting 24-months proposals to host its critical VMs in a cloud repository and perform both full and incremental backups as per SANAS backup Policy. Full backups of our Hyper-V environment will be performed on Saturday and incremental every other day of the week. The Hosting Environment solution must be highly available, fully redundant and cost effective. In line with the archives act as well as the future enforcement of the POPI legislation, all backed up SANAS data must reside within the borders of South Africa and in no way be replicated or otherwise outside the borders of South Africa.

## 3. SCOPE OF WORK

SANAS backup solution used in its environment is VEEAM backup and replication 9.5. Enterprise. Also, for yearly DRP testing or should we suffer a disaster, we will require an Hyper-V environment to restore all our VMs

Our monthly environment requirements include:

- Veeam Backup cloud connectivity for us to do our daily backups
- As we are running a SharePoint Environment, the Service provider must be **SharePoint licenced** to provide public facing websites. The service must allow our SharePoint environment to be web accessible for our online accreditation systems, the portal must be accessible both internally and externally
- Virtual Domain
- Allocated bandwidth
- Virtual Firewall
- Active directory which is to be synced to both the virtual directory and Domain controller, therefore, allowing us to connect via VPN to the domain in case of disaster
- The storing of 13 critical VM instances and storage, **the 13 VMS which includes 14 restore points with one full back and incremental is approximately 2TB. However, this will increase as we continue storing data**
- Our 13 Virtual machine specifications with a mix Microsoft OS including 2008 and 2016 as well as a legacy server XP which will be retired towards the end of 2019 include:

VM	No.of Processors	Total Memory (GB)	Total Disk Space (GB)
AP4	4	16	160
AP5	4	16	160
AV1	4	8	250
DB1	4	16	1000
DB2	4	16	1000
DC4	4	4	2150
DC5	2	2	160
HR1	1	4	127
SQ2	4	4	390
SQ1	2	8	500
WB1	4	16	160
WB2	4	16	160
ACH	4	16	75
<b>13</b>	<b>45</b>	<b>142</b>	<b>6292</b>

Should we invoke our DRP, we will need the Active Directory, Domain controller and the 13 VMs to be restored to the Hyper-V environment

#### **Disaster recovery testing**

According to our policy we would need to test our DR once a year. The assumption is that we do not require more than 40 hours (5 working days), however, please can the bidder quote an hourly rate based on this assumption. At the time of the DRP testing and upon engagement of our Auditors for the scope of the testing and our service providers for the hours requires, we will confirm the number of hours we will require for the test.

The baseline for the test, will include the restoration of some or all our Stored VM and spun up on the Virtual host. The Virtual domain and firewall will also need to be set up depending of the tests required.

#### **4. MANDATORY REQUIREMENTS**

##### **Bidders must produce the below as minimum requirements for the bid to be accepted**

- I. The service provider must provide 3 contactable references
- II. The service provider must provide Demonstrable experience and access to qualified/certified engineers in the following areas of expertise:
  - a. Microsoft Hyper-V
  - b. Veeam 9.5 Enterprise
  - c. SharePoint

- d. Networking (such as setting up VPN, Cloud connectivity, Virtual domain, Virtual firewall, Active directory, DNS and IP settings)
- III. The Service provider must give evidence that our data will be stored within the boundaries of South Africa in line with the POPI and Archives Act
- IV. The Service provider must be licenced for **SharePoint** to provide public facing websites.

**NB, if the bidder is a reseller, they must provide evidence of whom their wholesaler and that complies with the above 4 points**

**Should the above not be submitted with your proposal, SANAS reserves the right to disqualify your bid.**

## 5. PRICING

- I. **Proposal must include the once off project costs separately – Assist in the designing, planning, deployment of the cloud DRP solution and setting up of Veeam backup**
- II. Assist and provide support on the Client Veeam environment.
- III. We currently have a 30MB 1:1 contention ratio fibre link
- IV. Assist with the Planning of the connectivity and internal IP ranges.
- V. We require the bidders to fill the below tables:

Once off Project costing

Description	Cost	Qty	Total Monthly including VAT
<b>Total Monthly including VAT</b>			

Monthly cost

Description	Cost	Qty	Total Monthly including VAT
VM Cloud connection			
GB Storage			
Virtual Firewall			
vCpu			

GB Ram			
GB Storage			
Microsoft OS			
Veeam Backup			
GB Storage			
Bandwidth			
<b>Total Monthly including VAT</b>			

Live DR (Invoking DR) cost

Description	Cost	Qty	Total Monthly including VAT
VM Cloud connection			
GB Storage			
Virtual Firewall			
vCpu			
GB Ram			
GB Storage			
Microsoft OS			
Veeam Backup			
GB Storage			
Bandwidth			
<b>Total Monthly including VAT</b>			

## 6. RESPONSE FORMART (SUBMISION OF PROPOSAL)

Service providers shall submit their responses in accordance with the response format specified below:

- The proposal must be submitted in the prescribed format. Standard bidding
- Documents attached with terms of reference should be filled in (**not re-typed**).
- Service providers are required to submit their proposals by hand and place them on the tender box next to the security

## 7. STAGE 1: ADMINISTRATIVE COMPLIANCE

The table below depicts the documents that the Service Provider must ensure that they are completed and included in the bid.

**Proposal : Bidding documents, as follows:**

- Proposal and the mandatory requirements listed on number 5 of this document.
- SBD 1 Invitation to Bid.
- SBD 4 Declaration of Interest.
- SBD 6.1 Preference Points Claim Form In Terms Of The Preferential Procurement Regulations 2017
- SBD 8 Declaration of Bidder's past supply chain management practices.
- SBD 9 Independent Bid Determination Certification.
- Certified copy of BBBEE Certificate / sworn affidavit
- Certified Copies of Company registration certificates documents.
- Certified ID Copies of Company Directors/ Partners / Trustees
- Copy of CSD report OR MAAA Number as proof of CSD Registration.

**Failure to comply with this requirement will result in your bid being disqualified**

## **8. GENERAL REQUIREMENTS**

Service Providers must provide all the information requested in the Terms of Reference and Instruction to Service Providers.

## **9. EVALUATION PROCESS FOR BIDS RECEIVED**

- All bids received will be examined to determine compliance with bidding requirements and conditions (completion and attachment of mandatory documents).
- SANAS will establish an Evaluation Committee to review all the responses received.
- Bidders will be evaluated as follows:
- **Stage 1: Mandatory requirements**
- **Stage 2: Price and BEE**

Calculation of points for price • Only quotes that meet the mandatory requirements will be evaluated further in accordance with the 80/20 preference point system, as contemplated in the Preferential Procurement Policy Framework Act 2000: Preferential Procurement Regulations 2017. The formulae to be used in calculating points scored for price is as follows:

$$\text{REQUEST FOR QOUTATION} - \quad P_s = 80 \left[ 1 - \frac{(P_t - P_{\min})}{P_{\min}} \right]$$

Where  $P_s$  = Points scored for comparative price of bid or offer under consideration

$P_t$  = Comparative price of bid or offer under consideration

$P_{min}$  = Comparative price of lowest acceptable bid or offer.

Points scored will be rounded off to the nearest 2 decimal places.

Step 2: Calculation of points for B-BBEE status level of contributor Points will be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Non-complaint contributor: A Supplier will not be disqualified from the bidding process if the Supplier did not submit a certificate substantiating the B-BBEE status level of contribution or is a non-compliant contributor. Such a bidder will score zero (0) out of a maximum of 20 points respectively for B-BBEE.

## 10. CLOSING DATE AND TIMES

Sealed bids clearly stating the name of this bid and bid number must be deposited into the tender box located at the reception of SANAS, Libertas Office Park, Cnr Libertas and Highway Street, Equestria, 0184 during office hours (08h00 to 16h30) **on or before 22 February 2019 at 11h00**

## 11. VALIDITY OF PROPOSALS

The Bidder is required to confirm that it will hold its proposal valid for **90 days** from the closing date of the submission of proposals during which time it will maintain without change the personnel proposed for the services together with their proposed rates.

## 12. PAYMENT TERMS

SANAS undertakes to pay valid invoices in full within 30 (thirty) days from the invoice date for work done to its satisfaction. No payment will be made where there is outstanding information not submitted by the supplier.

### 13. TAX COMPLIANT STATUS

It is an absolute requirement that the taxes of the successful bidder MUST be in order, or that suitable arrangements must have been made with SARS. **Proposals received with a non-compliant status will be disqualified when they fail to update the Tax Status within 7 days.** Bidders are required to supply a valid Tax Compliance Status (TCS) PIN for verification purposes.

### 14. AUTHORISED DELEGATE (S)

Nothing as stipulated in these terms of reference may be amended without the written confirmation of SANAS.

### 15. DISCLAIMER

SANAS reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal. SANAS reserves the right to:

- Award the contract or any part thereof to one or more service providers.
- Reject all bids.
- Decline to consider any bids that do not conform to any aspect of the bidding process.
- Request further information from any service provider after the closing date, for clarity purposes.
- Cancel this bid or any part thereof at any time.

### 16. ENQUIRIES/ CLARIFICATION

All communication and attempts to solicit information of any kind relative to this Request for Proposal (RFP) should be channelled in writing to:

**Name:** Zanele Mbiza  
**Telephone Number: Office:** 012 740 8536  
**Email address:** [Procurement@sanas.co.za](mailto:Procurement@sanas.co.za)



**17. DECLARATION**

I, the undersigned (full name)

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Certify that the information provided is true and correct, and understood the above document in full.

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SIGNATURE

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Date