



## ***National Empowerment Fund***

**RFP No: NEF 01/2018**

**REQUEST FOR PROPOSAL: CLOUD BACKUP AND  
DISASTER RECOVERY SERVICES FOR THE NEF**

**CLOSING DATE : 22 JUNE 2018**

**TIME : 14H00**

## CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

### 1. Proprietary Information:

The National Empowerment Fund (NEF) considers this tender and all related information, either written or verbal, which is provided to the Bidders, to be proprietary to the NEF. It shall be kept confidential by the Bidders and its officers, employees, agents and representatives. The Bidders shall not disclose, publish, or advertise this specification or related information in part or as a whole to any third party without the prior written consent of NEF.

### 2. Enquiries

All communication and attempts to solicit information of any kind relative to this tender should be channeled to names provided below:

**Contact person (all questions should be in writing)**

#### **Enquiries can be directed to:**

Name: Ms Kedibone Mboweni

Head: Supply Chain Management

Telephone Number Office: +27 11 305 8000

Fax Number: +27 11 305 8001

Email address: [mbowenik@nefcorp.co.za](mailto:mbowenik@nefcorp.co.za)

#### **Technical Enquiries can be directed to:**

Name: Ms. Lebohang Motsohi

Manager: Information, Systems and Technology  
Department

Telephone Number Office: +27 11 305 8000

Fax Number: +27 11 305 8001

Email address: [motsohil@nefcorp.co.za](mailto:motsohil@nefcorp.co.za)

### 3. Medium of Communication

All the documentation submitted in response to this tender must be in English.

## CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER

### 4. Verification of Documents

Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. The NEF will not be liable for any loss which may occur as a result of any pages or information missing or duplicated from or within the submission.

### 5. Validity Period

Responses to this Request for Proposal received from Bidders will be valid for a period of **120 days**, calculated from the closing date of the tender.

### 6. Submission of Tenders

6.1 Tenders should be submitted in **duplicate** in a sealed envelope endorsed, **“(TENDER NEF 01/2018: CLOUD BACKUP AND DISASTER RECOVERY SERVICES FOR THE NEF)”**. The sealed envelope must be placed in the tender box at the Main Reception area of the NEF West Block, 187 Rivonia Road Morningside by no later than **14h00** on **22 June 2018**. **A compulsory briefing session will be held on 12 June 2018 at 11:00 at the NEF Offices (HQ)**.

6.2 The closing date, company name and the return address must also be endorsed on the envelope.

6.3 If a courier service company is being used for delivery of the tender document, the tender description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the tender box. The NEF takes no responsibility of late/lost submission due to delays in postal and courier services used by the applicants.

6.4 No tender received by telegram, telex, email, facsimile or similar medium will be considered.

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

- 6.5 Where a tender document is not in the tender box at the time of the tender closing, such a tender document will be regarded as a late tender. Late tenders will not be considered.
- 6.6 In the event that the Bidders wish to amend their submissions once made, an envelope marked "Amendment to tender" together with the other details as required above may be placed in the tender box. Such amendment must reach the NEF before the closing date. No amendment will be accepted after such closing date unless such amendment is as a result of a specific request from the NEF.
- 6.7 The Bidders are responsible for all the costs incurred in relation to the preparation and submission of the tender document including any related amendment, even in the event where such amendment is as a result of a specific request from the NEF.
- 6.8 A list of all references (minimum of 3) with contact details must be included in the tender document.
- 6.9 An original valid Tax Clearance certificate must be included in the tender document. Failure to submit a certificate would render your tender invalid.
- 6.10 A copy/ies of certificates from any professional bodies that you are affiliated to must be attached to the response to this tender.
- 6.11 The following information also needs to be provided with the tender document:
- Names and details of Senior Management.
  - Organogram of your organization.
  - Shareholders Certificate.
  - Details of employees at an Operational Level.
  - Percentage of ownership by:
    1. Black Shareholders
    2. Black Women
    3. White Women

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

- 6.12 The NEF is entitled to amend any tender conditions, the validity period, any specifications, or extend the closing date of tenders before the closing date. All Bidders, to whom tender documents have been issued, will be advised timeously, in writing, of such amendments.
- 6.13 The NEF shall not be obliged to accept the lowest offer or proposal received. The NEF reserves the right to enter into negotiations with a prospective vendor in relation to any terms and conditions, including the price of a prospective contract.
- 6.14 The NEF reserves the right to award this tender to an empowered entity or may award this tender on condition that a joint venture with an empowerment entity is formed.
- 6.15 The NEF may in its sole discretion determine how the tender will be awarded to the successful Bidders. Where the NEF deems fit, the tender may be awarded to Bidders in relation to specific portion of the terms of reference and in certain cases in relation to the entire terms of reference without having to furnish specific reasons. The NEF also reserves the right not to award the tender at all without having to furnish specific reasons.
- 6.16 The Bidders hereby offer to render all or any of the services described in this tender document to the NEF on the terms and conditions and in accordance with the specifications stipulated in this tender document. This tender document and the tenderer's response thereto shall form part of any service level agreement that may be concluded between the NEF and the bidders. In the event of conflict between such documents, the service level agreement shall take precedence over all other documents.
- 6.17 Bidders submitted must be signed by the duly representative of those Bidders, as evidenced by an authorising resolution or such similar document, a certified copy of which document, must be submitted with the tender.

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

- 6.18 The Bidders may be required by the NEF to prepare for a possible presentation and the Bidders shall be notified thereof no later than 4 (four) days before the actual presentation date.
- 6.19 The Bidders hereby agree that the offer herein shall remain binding upon them during the validity period. This Proposal and its acceptance shall be subject to the terms and conditions contained in this tender document.
- 6.20 The bidder furthermore confirms that he/she has satisfied himself/herself as to the correctness and validity of his/her tender response, that the price(s) and rate(s) quoted cover all the work/item(s) specified in the Tender response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accepts that any mistakes regarding price(s) and calculations will be at his/her risk.
- 6.21 The bidder hereby accepts full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on him/her under this tender as the principal(s) liable for the due fulfillment of this tender and any contract that might be concluded pursuant hereto.
- 6.22 **Bidders are required to register on the National Treasury Database as per National Treasury Circular No 3 of 2015/2016 – Central Supplier Database (CSD).**

**CONDITIONS AND UNDERTAKINGS BY BIDDERS IN RESPECT OF THIS TENDER**

|  |   |
|--|---|
| Name of your Company (in block letters)      |   |
| Signature(s) of the Bidders or assignee(s)   |   |
| Name of person signing (in block letters)    |   |
| Capacity                                     |   |
| Are you duly authorized to sign this tender? |   |
| Company Registration Number                  |   |
| VAT Registration Number                      |   |
| Postal address (in block letters)            |   |
| Physical address (in block letters)          |   |
| Domicillium citandi et executandi in RSA     | (full) street address) (in block letters) |
| Contact Person                               |   |
| Telephone Number                             |   |
| Fax Number                                   |   |
| Cell Number                                  |   |
| E-mail                                       |   |

**\*Failure to comply with any of the terms and conditions as set out above will invalidate the tender.**

## 6. EVALUATION CRITERIA

Tenders shall be evaluated in terms of the following parameters and shall be scored on the weightings stated below. Bidders will need to score a minimum of **60 points** in order to be evaluated further.

**Phase 1: Technical:** Bidders will need to score a minimum of **36 points in technical** in order to qualify for further evaluation (Phase 2 and 3).

|  |           |
|--|-----------|
| <b>Technical</b>   | <b>60</b> |
| Cloud Backup Solution (Hardware and Software capability and specifications)                        | 18        |
| Disaster Recovery Methodology to meet maximum RTO of 24 hours. 4 DR tests to be conducted annually | 18        |
| Experience and Capability of the Vendor  | 6         |
| Maintenance Support Methodology  | 15        |
| 3 Client References  | 3         |

**Phase 2: Presentation:** Bidders will need to score a minimum of **24 points** in order to be evaluated further

|   |                  |
|---|------------------|
| <b>Presentation</b>   | <b>40 Points</b> |
| Only shortlisted companies will be invited for presentation | 40               |

### **Phase 3: 80/20 Preference Point System**

All tenders that will achieve the minimum qualifying score for technical will be evaluated further in terms of the preference point system as follows:

| <b>CRITERIA</b> | <b>POINTS</b>     |
|-----------------|-------------------|
| Price           | 80                |
| BEE             | 20                |
| <b>TOTAL</b>    | <b>100 points</b> |



## SECTION: 2

### TERMS OF REFERENCE / SCOPE OF SERVICE

#### 2.1 Preamble

The National Empowerment Fund Act No.105 of 1998 established the National Empowerment Fund Trust (NEF), for the purpose of promoting and facilitating economic equality and transformation, by providing development finance for Black empowered South African businesses and by designing investment products in promoting savings and investment activity amongst Black South Africans. The NEF is an agency of the Department of Trade and Industry (**the Dti**) and is committed to the implementation of the Broad Based Black Economic Empowerment Act, Act 55 of 2003, and the Codes of Good Practice.

#### 2.2 BACKGROUND AND PURPOSE

The National Empowerment Fund (NEF) seeks to engage the services of a Service Provider for provision of Cloud Backup and Disaster Recovery services.

#### 2.3 SCOPE OF SERVICE

- Backup of business systems on a daily x 7; weekly x 8; monthly x 86 and custom backups x 10.
- Stand-by of the Backup service in the event of a disaster.
- Allow for 4 x backup tests per annum that must meet an **RTO of maximum 24 hours**. Allow 5 days per test = total 20 days per annum.
- Weekly automated restore test reports.
- Daily; weekly and monthly backup reports

## Scope of Work/ Terms of Reference

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### Server to backup

The bidder is required to consider the below while scoping the proposal with regards to the hardware aspect for the service.

- 8 x Virtual Machines (8 TB)
  - 2 x Domain Controllers (500 GB)
  - 1 x MS SQL Server (2 TB)
  - 1 x MS Web Server (250 GB)
  - 1 x MS Exchange Email Server (2 TB)
  - 1 x Desktop Services/ Terminal Server (250 GB)
  - 1 x File Server (2 TB)

**Note:** The indicated capacities of storage space (GB) are minimum specifications; the bidders may propose higher specification. The above mentioned are based on RAW/ Production data – no de-duplication has been included.

- The DR Environment should be able to service at least 180 people connecting remotely via VPN and operating as if the environment was a production environment.
- DR Site can be syndicated as dedicated would prove to be a lot more costly.
- The service provider should provide a backup link to the DR Site (For example 10 Mbps fibre or WiMAX link)
- The bidder should be able to provide for 4 x DR Tests per annum assisting with the recovery process; measuring and monitoring progress.
- The appointed service provider would be required to provide DR Test Certificates after each test, detailing the process; issues and improvements noted.
- Regular reports to be provided:
  - Daily Reports to be provided regarding status of backup process.
  - Alerts of failures needs to be attended to by the appointed service provider.
  - Weekly reports on Mondays regarding previous week's backups and weekend backups.
  - Weekly reports of test restores/ automated test restores.
  - Monthly reports of backup status; disk space used/ left; errors experienced.

- The service provider must allow for the syndicated hardware to serve as a temporary replacement device in the event of hardware failure in the production environment.

### Value Added Services and Support

The bidder will be required to enter into a Service Level Agreement (SLA) which will cover the following:

- Managed Backup services over 60 Months
- Disaster Recovery support services
- Backup line/link to DR Site
- Confidentiality regarding data and processes

### Mandatory Technical Requirements

| • Accreditation   | Comply | Not Comply |
|---|--------|------------|
| The bidder must have accreditation to install and maintain the proposed cloud backup solution.<br>The bidder must provide proof of accreditation from the principal dealers or vendor (i.e VeeAM; Arcserv; Microsoft) |        |            |
| <b>The bidder to attach the OEM letter verifying their accreditation</b>  |        |            |

| • Backup Solution minimum specification   | Comply | Not Comply |
|---|--------|------------|
| Data Stored in local (South African) Data Centre                                      |        |            |
| Backed-up data must be saved in encrypted form to avoid ransomware infection          |        |            |
| Onsite Backup Server (replicating to offsite server)                                  |        |            |
| Offsite Backup Server (replicated from onsite server)                                 |        |            |
| Backup solution must be secure  |        |            |
| Solution must meet RTO of 24 hours in event of a disaster                             |        |            |
| Data must be transferable to customer production site (e.g. external HDD) on request. |        |            |
| Fibre/Data link provided by service provider  |        |            |
| Daily Reporting   |        |            |
| Alerts – Monitored daily  |        |            |
| Weekly Reporting  |        |            |
| Monthly reporting   |        |            |
| 4 x DR Tests per quarter  |        |            |
| Hardware must be transferable to customer production site.                            |        |            |

|  |               |                   |
|--|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Backup Solution minimum specification</b></li> </ul>             | <b>Comply</b> | <b>Not Comply</b> |
| Collaboratively with the IST Department, draft the Disaster Recovery Plan and Back Up Policy and Procedure |               |                   |

|   |               |                   |
|---|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Data Retention</b></li> </ul> | <b>Comply</b> | <b>Not Comply</b> |
| Daily x 7   |               |                   |
| Weekly x 8  |               |                   |
| Monthly x 12  |               |                   |
| Custom x 10   |               |                   |

|   |               |                   |
|---|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Rate of Change</b></li> </ul> | <b>Comply</b> | <b>Not Comply</b> |
| 1200 MB per month (raw)   |               |                   |

|  |               |                   |
|--|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Migration</b></li> </ul>             | <b>Comply</b> | <b>Not Comply</b> |
| Appointed service provider to migrate current data to new solution if possible |               |                   |

### Maintenance and Support

|  |               |                   |
|--|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Service Level Agreement</b></li> </ul>                                 | <b>Comply</b> | <b>Not Comply</b> |
| The bidder will provide comprehensive warranty for five (5) years (inclusive of labour and all spares) on 8 X 5. |               |                   |

|  |               |                   |
|--|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Service Level Agreement</b></li> </ul>   | <b>Comply</b> | <b>Not Comply</b> |
| A faulty part/unit on the backup solution must be repaired within 24 hours from the time the fault is reported. Any delays in repairs would attract imposition of penalties as define above. |               |                   |

|  |               |                   |
|--|---------------|-------------------|
| <ul style="list-style-type: none"> <li><b>Help Desk</b></li> </ul>   | <b>Comply</b> | <b>Not Comply</b> |
| The bidder will provide comprehensive support for 5 years. The bidder shall establish an incident logging process with NEF in order to provide operational maintenance on the backup solution. |               |                   |

| • <b>Bidder's Relevant Experience</b>  | <b>Comply</b> | <b>Not Comply</b> |
|--|---------------|-------------------|
| The bidder must have experience and capability (resources) in managed backup services environment. |               |                   |
| The bidder must provide three (3) references of similar work done in the past five years.          |               |                   |

### **CONTRACT DURATION**

Appointments to the successful service provider will be subject to a contract period of five years (60 months). It is at the sole discretion of the NEF to review any contract of appointment on an annual basis, if deemed necessary. The service provider will report directly to the Information Systems and Technology Manager.

## **SECTION: 3**

### **Pricing Schedule**

**(A separate pricing sheet must be attached)**

# SECTION: 4

## BLACK ECONOMIC EMPOWERMENT

### BBBEE Supplier Assessment Form

Trading name of entity \_\_\_\_\_

Contact person \_\_\_\_\_

Physical Address \_\_\_\_\_

\_\_\_\_\_

Contact telephone number \_\_\_\_\_

Fax number \_\_\_\_\_

Cell phone \_\_\_\_\_

Email address \_\_\_\_\_

Percentage black shareholding (where applicable) \_\_\_\_\_

Percentage black women shareholding \_\_\_\_\_

Percentage white women shareholding \_\_\_\_\_

Do you fall within a gazetted industry charter? \_\_\_\_\_

Are you a Qualifying Small Enterprise?  
(Annual turnover between R5 million and R35 million) \_\_\_\_\_

Are you an Exempt Micro Enterprise?  
(Annual turnover less than R5 million) \_\_\_\_\_

**Please attach the BBBEE rating / scorecard certificate.**

I, the undersigned, certify that the information contained in this document is accurate and correct. I am fully responsible for any misrepresentation in this document and am aware of the repercussions that may arise as a result of such a misrepresentation.

Name: \_\_\_\_\_ ID Number/Passport Number: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_

### **LIST OF TENDER RETURNABLES**

- Original valid Tax Clearance Certificate
- Declaration of Interest form
- Declaration of tenderer's past supply chain management practices
- BEE credentials / rating certificate
- Completed and signed tender document
- A copy/ies of any professional bodies that you are affiliated to
- The following information also needs to be provided with the tender document:
  - Names and details of Senior Management.
  - Shareholders Certificate.
  - Details of employees at an Operational Level.
  - Percentage of ownership by:
    1. Black Shareholders
    2. Black Women
    3. White Women

**Failure to submit the required documents will result in the proposal being non compliant and will be disqualified.**



## Declaration of tenderer's past supply chain management practices

- 1 This tender may be disregarded if the tenderer, or any of its directors have:
- Abused the institutions supply chain management systems;
  - Committed fraud or any other improper conduct in relation to such a system; or
  - Failed to perform on any previous contract
- 2 In order to give effect to the above, the following questionnaire may be completed and submitted with the tender

| Item  | Question   | Yes | No |
|-------|--|-----|----|
| 4.1   | Is the bidder or any of its directors listed on the National Treasury's database as companies or persons prohibited from doing business with the public sector? (Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the <i>audi alteram partem</i> rule was applied).  |     |    |
| 4.1.1 | If so, furnish particulars   |     |    |
| 4.2   | Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?<br>To access this Register enter the National Treasury's website, <a href="http://www.treasuy.gov.za">www.treasuy.gov.za</a> . click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 326 5445 |     |    |
| 4.2.1 | If so, furnish particulars   |     |    |

|       |  |  |  |
|-------|--|--|--|
| 4.3   | Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years? |  |  |
| 4.3.1 | If so, furnish particulars   |  |  |
| 4.4.  | Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?                  |  |  |
| 4.4.1 | If so, furnish particulars   |  |  |

I, THE UNDERSIGNED (FULL NAME) ..... CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

## DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state\*, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest, where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:

.....

2.3 Position occupied in the Company (director, shareholder etc):

.....

2.4 Company Registration Number:  
.....

2.5 Tax Reference Number:  
.....

2.6 VAT Registration Number:  
.....

\* "State" means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

2.7 Are you or any person connected with the bidder **YES / NO**  
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / shareholder/ member: .....

Name of state institution to which the person is connected:  
.....

Position occupied in the state institution:  
.....

Any other particulars:  
.....  
.....

.....

2.8 Did you or your spouse, or any of the company's directors / **YES / NO**  
shareholders / members or their spouses conduct business  
with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

.....  
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other)  
with a person employed by the state and who may be involved with the evaluation and or  
adjudication of this bid? **YES/NO**

2.9.1 If so, furnish particulars.

.....  
.....

2.10 Are you, or any person connected with the bidder,  
Aware of any relationship (family, friend, other) between the bidder and any person  
employed by the state who may be involved with the evaluation and or adjudication of this  
bid? **YES/NO**

2.10.1 If so, furnish particulars.

.....  
.....

2.11 Do you or any of the directors /shareholders/ members of the company have any interest in  
any other related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:

.....  
.....

## DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT ALL THE INFORMATION FURNISHED IN THIS TENDER SUBMISSION IS CORRECT.

I ACCEPT THAT THE STATE/NEF MAY ACT AGAINST ME IN TERMS OF THE GENERAL CONDITIONS OF CONTRACT ISSUED BY NATIONAL TREASURY OR ANY APPLICABLE LAW SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder