

SANBI

Biodiversity for Life

South African National Biodiversity Institute



Request for Tender

for

APPOINTMENT OF A SERVICE PROVIDER WITH NATIONAL (GAUTENG AND WESTERN CAPE PROVINCE) ACCREDITATION ON THE SITA RFB 2003/2014 CONTRACT TO SUPPLY ,DELIVER, INSTALL, CONFIGURE, TEST AND COMMISSION SERVER, STORAGE INFRASTRUCTURE AND SOFTWARE TO THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE (SANBI).

**The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
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Bid No: SANBI IT343/2019

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1. Introduction and Background

The South African National Biodiversity Institute (hereafter referred to as SANBI) is a public entity which is mandated by the National Environmental Management: Biodiversity Act (NEMBA), Act No. 10 of 2004. SANBI's mission is to champion the exploration, conservation, sustainable use, appreciation and enjoyment of South Africa's exceptionally rich biodiversity for all people. The Institute provides biodiversity knowledge and information through research and communication and gives biodiversity planning and policy advice and pilots best practice biodiversity management models in partnership with a wide range of stakeholders. In addition, it manages botanical and zoological gardens.

As part of the Information and Communications Technology (ICT) infrastructure strategic review process and operational infrastructure sustainability risk assessment, SANBI requires its ICT capacity to be refreshed due to the following:

- Evolving business requirements and the ability to meet increased business demands as a result of new acquisitions e.g. the National Zoological Garden (NZG) and enterprise systems such as the National Biodiversity Information System (NBIS) system, the Human Resources (HR) system and the ICT Asset Management system,
- ICT Infrastructure that is out of warranty (expired) and subsequent lack of hardware support, leading to unstable business operations,
- Increased levels of business risk relating to insufficient ICT Disaster Recovery (DR) capability across SANBI.

2. Purpose

To address organisational ICT risk, align with business demands, streamline ICT operations and improve ICT services quality, it is necessary to:

- Upgrade SANBI infrastructure capacity to effectively host current and future business systems and requirements.
- Acquire additional servers, storage area network modules and other related hardware and software.
- Expand the server and storage infrastructure (including software) at the main SANBI data centres (Cape Town and Pretoria) to enable a complete ICT Disaster Recovery (DR) capability.

3. Compulsory Briefing Session

A compulsory briefing session will be held on:

Date: 13 June 2019

Time: 10:00

Venue: Administration Building, Kirstenbosch National Botanical Garden, Rhodes Drive, Newlands, Cape Town.

Failure to attend the compulsory Briefing Session will disqualify a potential bidder's proposal.

4. Scope of Work

SANBI invites suitably qualified Service Providers to tender for the supply, delivery, installation, configuration and testing of the infrastructure solution to cater for current hosted business systems and future requirements.

Service Providers are required to provide details on the following in their responses:

4.1 Proposed Architecture

- Explain the proposed solution in detail
- Discuss the features and benefits
- Provide detailed diagrams
- Software requirement for solution (Including Operating Systems (OS) and VEEAM backup licensing requirement)
- Storage protocols
- Data protection

Note: The proposed hardware and software must allow for virtualization and replication

4.2 Hardware and Software Requirements

- As defined in the hardware requirement tables
- Specify the estimated lead delivery times of all hardware and software
- Provision of 200 HPE IMC Enterprise Licenses
- Fiber Channel Switches for proposed solution

4.3 Implementation Requirements

- Installation and configuration of new storage requirement
- Installation and configuration of the virtual environment
- Installation of the VEEAM 1 licensing solution with 20 Agents

- Installation of 200 HPE IMC Enterprise Licenses

The tables below reflect the infrastructure specifications required to address the business needs:

Table 1: Virtual Platform Specifications

Virtual Platform – Cape Town (Corporate Systems)		
4 Hosts		
CPU/host	RAM/host	Storage/host
2 × 8core 16thread CPU	768Gb	2 × 500Gb SSD's
Shared Storage	1PB usable Storage	

Virtual Platform – Cape Town (Science Systems)		
4 Hosts		
CPU/host	RAM/host	Storage/host
2 × 8core 16thread CPU	768Gb	2 × 500Gb SSD's
Shared Storage	1PB usable Storage	

Shared storage to integrate with the current IBMV5010

Virtual Platform - Pretoria		
4 Hosts		
CPU/host	RAM/host	Storage/host
2 × 8core 16thread CPU	768Gb	2 × 500Gb SSD's
Shared Storage	1PB usable Storage	

Table 2: Backup Specifications

Backup Solution - Proxy and Backup Servers		
4 Hosts		
CPU/host	RAM/host	Storage/host
2 × 8core 16thread CPU	256Gb	8 × 1.2Tb SSD's
2 × Backup NAS or backup appliance	1PB usable Storage	

All Service Providers shall be held liable to deliver the support services contained in their proposals. Service Providers must respond with the services they will deliver in accordance with the specified requirements rather than what could be implemented.

4.4 Delivery and Installation

The following deliverables will have to be complied with:

- **Pre-installation environmental review required**
- Delivery of all equipment to the Primary and DR sites as identified in the table above (refer to Point 4, Table1 and 2)
- Installation of Servers and Storage into racks (Racks to be provided by SANBI)
- Connect Servers and Storage to the SANBI network
- Network and Power re-cabling where applicable
- Installation of related software and installation of firmware upgrades where applicable
- Replace Backup Software to latest version of VEEAM including reporting components
- Five (5) year extended next day onsite maintenance and support with a 4-hour swop out period on the failure of any hardware component
- Five (5) year extended warranty for all hardware and related software
- Rebuild of the current HYPER-V Cluster environment on both primary and secondary sites
- Rebuild of the current disaster recovery replication between primary and secondary sites
- Training on configuration and setup to support staff onsite

5. Documents Required

5.1 Mandatory Documents Required

Responses submitted by prospective Service Providers **must** include the following documentation:

- Only Service Providers accredited on the SITA RFB 2003/2014 contract in the Gauteng and Western Cape Provinces should respond
- Duly completed and signed **SBD forms**
- Compulsory briefing session certificate of attendance
- A valid original or certified copy of a Broad-based Black Economic Empowerment (B-BBEE) Status Level one (1) Certificate or sworn affidavit.
- A copy of the Company Central Supplier Database (CSD) registration report
- A valid copy of the **Unemployment Insurance Fund (UIF)** letter of compliance issued by the Department of Labour
- A certified copy of Liability Insurance Cover for the company and the amount available per claim to a maximum of R10 million per claim
- Letter of Good Standing from the office of the **Compensation Commissioner** as required by the Compensation for occupational Injuries and Diseases Act (COIDA). The letter should be issued by the Department of Labour
- **Only bidders with BBBEE status level 1 and who will be subcontracting 30% of the project to the companies/business which are at least 51% by black people. Document of sub-contracting must be attached and failure to do so will lead to bid being disqualified.**

Failure to submit the above required documentation will lead to disqualification.

5.2 Other documents required

Each tender response should also include the following:

- Certified competency in Microsoft Technology platforms, tools and technologies
- Certified competency for Networking Administration
- Certified Competency for Server Administration
- Certified Competency in VEEAM and Hyper-V Backup management
- The bidder must provide a minimum of at least two (2) CV's of the Server Infrastructure Engineers that will implement the proposed infrastructure solution (hardware/software)
- A minimum of two qualification certificates as MCSE (Microsoft Certified Engineer Certificate with five (5) years' experience) are required
- Project plan reflecting the resources for the infrastructure and service implementation

6. Evaluation Criteria

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in the following stages:

The **first stage** will evaluate functionality according to the criteria listed in the table below:

CRITERIA FOR EVALUATING FUNCTIONALITY	Weight
Past Experience:	20
In the supply, delivering and commissioning of servers and storage infrastructure:	
• Supply at least three traceable references on company letter heads relating to the supply, delivering and commissioning of servers and storage infrastructure projects undertaken in the past 3 years	(10)
• Provide a brief description of the number, scope and scale of similar solutions successfully implemented for each and indicate the value of each contract	(10)
Human Resource and Financial Capacity:	25
The Tenderer should demonstrate the project team and personnel's capacity to be utilised in the execution of the contract (personnel skills, qualifications and experience).	
- Certified competency in Microsoft Technology platforms, tools and technologies - Certified competency for Networking Administration	(10)

- Certified Competency for Server Administration - Certified Competency in VEEAM and Hyper-V Backup management - A minimum of two CVs are required for the Server Infrastructure Engineers (Microsoft Certified Engineer Certification) that will implement the proposed solution. Each CV submitted should not be longer than three (3) pages in total and should be structured as follows: - Related experience and professional qualifications (minimum of five (5) years relevant experience required) - o Brief description of individual's experience of similar work in last five years - o Name of previous employer/s and position in enterprise/s - o Role in the services to be provided in this tender - A copy of the latest Audited Financial Statements	(10) (5)
Proposed Architecture • Bidders must provide a blueprint of the architectural solution proposed focusing on the servers, storage and network infrastructure to be supplied, delivered and commissioned (as per Scope of Work and Annexure A & B) • Indicate the servers, storage and back-up suppliers to be used and the Original Equipment Manufacturer (EOM) accreditation for each	30 (20) (10)
Project Management and Delivery • The Tenderer must provide a project plan reflecting the resources for infrastructure and service implementation • The time frame to implement the new solution	25 (15) (10)
TOTAL	100

Bids that fail to score a minimum of 70 points out of a possible 100 points for functionality will not be eligible for further consideration.

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No.5 of 2000), the 80/20-point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded on the bidder's B-BBEE Status Level Certificate.

Sufficient information must be provided to allow the evaluation panel to evaluate proposals against these criteria.

7. Occupation Health, Safety and Environmental Requirements

Service Providers will be expected to comply with the Occupation Health and Safety Act (OHSA) and its regulations and the Compensation for Occupational Injuries and Diseases Act (COIDA) relating to Health, Safety and the Environment.

It will be expected of potential Service Providers to execute ICT work in a manner that complies with all the requirements of the Acts and regulations and in doing so, minimise the risk of incidents/accidents occurring.

It will be expected of the potential Service Provider to supply an Occupational Safety, Health and Environmental file before signing the contract. This file will have to be approved by the SANBI Deputy Director for Safety, Health and the Environment before commencement of the contract. The Occupational Safety, Health and Environmental File will become SANBI property at the end of the contract. Compliance will be monitored for the duration of the contract period.

8. Communication and Statement of Good Faith

All information provided by SANBI in this RFT is offered in good faith. Individual items are subject to change at any time. SANBI makes no certification that any item is without error.

Formal communications may include, but will not be limited to:

- Recommendations to SANBI in writing, regarding any discrepancies, errors or omissions which may exist within this RFT
- Recommendations to SANBI in writing, regarding any enhancements which might be in SANBI's best interests
- SANBI will make a good faith effort to provide a written response to each question or request for clarification that requires addenda within 5 calendar days. All questions and answers will be shared with all bidders registered at the compulsory briefing session.
- All technical information in this RFT should be directed to:
ITTender@sanbi.org.za.
- All bid related queries shall be directed to: sanbi.tenders@sanbi.org.za.
- SANBI will not respond to any questions or request for clarification which requires addenda if received after **28 May 2019**.

9. Contract Period

The duration of the contract shall be for a period of one (1) year.

10. Pricing

All pricing supplied in the Request for Tender (RFT) responses shall remain valid for a period of four (4) calendar months (120 days).

Potential Service Providers are required to complete the pricing annexure provided in Annexure A.

All proposals are to include VAT and SANBI will assume that all pricing received is VAT inclusive and in South African Rand (ZAR).

All prices must be tendered in accordance with the units specified (Annexure A & B).

Foreign exchange rates used, to be indicated, if applicable.

All pricing will be final and binding.

Service Providers should see section 13 below for more information on how to submit the pricing.

11. General

Unless specifically requested, all documentation submitted to SANBI will not be returned to the bidder. All received information will be treated with confidentiality by SANBI.

12.1 Non-Disclosure Agreement

SANBI reserves the right to require the successful bidder to enter into a non-disclosure agreement.

12.2 Costs

The RFT does not obligate SANBI to pay for any costs, of any kind whatsoever that may be incurred by the potential Service Providers or any third parties, in connection with the tender. All tenders and supporting documentation shall become the property of SANBI submit to claims of confidentiality in respect of the proposals and supporting documentation.

12.3 Intellectual Property

All submitted tenders should not use any intellectual property of SANBI including, but not limited to: All logos, registered trademarks, or trade names of SANBI, at any time without the prior written approval of SANBI, as appropriate.

All documentation, software customisation and/or any intellectual property developed by the appointed Service Provider during the duration of this contract shall become the property of SANBI.

12.4 Liability

SANBI shall not be liable to any bidder, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the bidder responding to this RFT, or
- As a result of the use of any information, error, or omission contained in this RFT document or provided during the RFT process

12. Submission of Tender

This is a two envelope tender process.

Service Providers are to submit one pack of the original proposal marked "ORIGINAL" in envelope #1 and 3 copies marked "COPY" in envelope #2.

Financial or pricing details should only be included in the pack marked "ORIGINAL". Financial information included in the documents in the pack marked "Copy" will lead to your bid being disqualified.

Failure to submit 1 pack of original and 3 packs of copies, will lead to the bid being disqualified.

Should the response not comply with the minimum technical requirements stipulated, the submission will be deemed to be non-responsive and disqualified.

All documents must be bound and clearly labelled.

Closing date and time for responses: 28 June 2019 at or before 11:00

Tenders can be submitted in the following manner:

Physical Delivery

Drop off in the Tender Box located in the Biodiversity Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, Gauteng during office hours before or on the closing date **28 June 2019 at or before 11:00**. Normal office hours: 08:00–16:00 (See street address above).

Via Courier, addressed to:

The Deputy Director: Supply Chain Management

Biodiversity Building

Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, Gauteng during the hours 08:00–16:00 or on the closing date **28 June 2019 at or before 11:00**.

NB. E-mailed and faxed submissions will not be accepted. Late submissions will not be considered.

13. Annexure A

Pricing to be included in Envelope 1 only

Summary Costing

Item Description	Quantity	Cost (Exc VAT)	Total Cost (Incl VAT)
Servers	16		
Storage	4		
Software - VEAAM	1		
Software – HPE IMC Enterprise	200		
Sub Total			
Total (Incl VAT)			

14. Annexure B**Server Costing Detail**

Item No	Item Description	Quantity	Unit Cost	Total Cost
1	Hosts	16		
Sub Total				
Total (Incl VAT)				

Storage Costing Detail

Item No	Item Description	Quantity	Unit Cost	Total Cost
1	Storage Devices	4		
Sub Total				
Total (Incl VAT)				

Software Costing Detail

Item No	Item Description	Quantity	Unit Cost	Total Cost
1	VEEAM Backup Enterprise	1		
2	HPE IMC Enterprise Licenses	200		
Sub Total				
Total (Incl VAT)				

Services Costing Detail

Item No	Item Description	Cost
1.	Architecture Review and Blueprint	
2.	Installation (Servers, Storage, Software)	
3.	Configuration (Servers, Storage, Software)	
4.	Testing (Servers, Storage, Software)	
5.	Commissioning (Servers, Storage, Software)	
6.	Training and handover of configuration and setup to support staff onsite	
Additional		
Sub Total		
Total (Incl VAT)		