



**REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF HOSTING INFRASTRUCTURE SERVICES AND BUSINESS CONTINUITY DISASTER RECOVERY FOR A PERIOD OF THREE (03) YEARS.**

**RFP NO.:** NHBRC 07/2024

**CLOSING DATE:** 28 NOVEMBER 2024

**TIME:** 11:00 AM

**VENUE**  
NHBRC HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG

**NON - COMPULSORY BRIEFING SESSION**

**DATE:** 12 NOVEMBER 2024

**TIME:** 11:00AM

**VENUE**  
NHBRC HEAD OFFICE  
27 LEEUWKOP ROAD  
SUNNINGHILL  
JOHANNESBURG

## 1 TERMS AND CONDITIONS

**This Request for Proposal (“RFP”) has been compiled by the NHBRC and it is made available to the Bidders on the following basis.**

**Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out herein below:**

- 1.1 The Bidder must be registered on the National Treasury’s Central Supplier Database (“the CSD”) and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is Tax Compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains Tax Compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services (“SARS”) on an annual basis, confirming that it is tax compliant. If the bidder's tax is non-compliant, the bidder will be given 7 days to respond to their tax status. Failure to submit within seven (7) days will result in the bidder's disqualification.
- 1.3 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.4 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case may be. No oral amendments by any person will be considered or acknowledged.
- 1.5 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.6 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer, which will remain binding and irrevocable for a period of 90 Days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.9 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- 1.10 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.

- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to disqualify the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a “material change in the control and/or composition of any Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management (“SCM”) in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.
- 1.13 Briefing Session: **There will be a non-compulsory briefing session.** The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 Any requirement set out in the RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal. The Bid submitted by the bidder shall be considered irregular if it shows any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind.
- 1.17 ***The NHBRC reserves the right to accept or reject in part or completely any bid submitted, and to waive any technicalities for the best interest of the company. The NHBRC reserves the right to verify the validity of any document submitted as part of due diligence prior to the appointment.***
- 1.18 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.19 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
- 1.20 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
- 1.21 The Bid contains irregularities.
- 1.22 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the presentation. All expenses must be borne by the bidder.
- 1.23 All costs associated with the preparation and submission of the Bid are the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.24 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.25 In this RFP, the words “service provider”, and “bidders” will be used interchangeably to refer to the bidder.
- 1.26 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

## 2 BACKGROUND

### 2.1 ABOUT THE NHBRC

2.1.1 The National Home Builders Registration Council (“NHBRC”) is a regulator established in terms of section 2 of the Housing Consumers Protection Measures Act 95 of 1998 (“the Act”). Section 3 of the Act provides that the objects of the NHBRC are to:

- (a) represent the interests of housing consumers by providing warranty protection against defects in new homes;
- (b) regulate the home building industry;
- (c) provide protection to housing consumers in respect of the failure of home builders to comply with their obligations in terms of this Act;
- (d) establish and promote ethical and technical standards in the home building industry;
- (e) improve structural quality in the interests of housing consumers and the home-building industry;
- (f) promote housing consumer rights and to provide housing consumer information;
- (g) communicate with and to assist home builders to register in terms of this Act;
- (h) assist home builders, through training and inspection, to achieve and maintain satisfactory technical standards of home building;
- (i) regulate insurers contemplated in section 23 (9) (a); and
- (j) in particular, achieve the stated objectives of this section in the subsidy-housing sector.

### 2.2 NHBRC OFFICES

2.2.1 The NHBRC is a medium-sized organization with a staff complement of approximately 620 employees. The NHBRC’s Head Office is located in Sunninghill, Gauteng, with nine (09) Provincial Offices of varying sizes and 12 Satellite Offices which are located in the following areas:

#### **LIST OF NHBRC OFFICES**

	<b>NHBRC OFFICE LOCATIONS</b>	<b>#</b>	<b>NHBRC OFFICE LOCATIONS</b>
1	Head Office, (Sunninghill)	13	Eastern Cape (East London) - Satellite
2	Gauteng (Sunninghill) – Provincial	14	Western Cape (George) - Satellite
3	Kwa-Zulu Natal(Durban) – Provincial	15	North West (Klerksdorp) - Satellite
4	Western Cape (Cape Town) – Provincial	16	Limpopo (Tzaneen) - Satellite
5	Eastern Cape (Port Elizabeth) – Provincial	17	Limpopo (Modimolle) - Satellite
6	North West (Rustenburg) – Provincial	18	Mpumalanga (Witbank) - Satellite
7	Limpopo (Polokwane) – Provincial	19	Free State (Bethlehem) – Satellite
8	Mpumalanga (Nelspruit) – Provincial	20	North West (Mafikeng) – Satellite
9	Free State (Bloemfontein) – Provincial	21	Limpopo (Thulamela) – Satellite
10	Northern Cape (Kimberly) – Provincial	22	Gauteng (Pretoria) – Satellite
11	Kwa-Zulu Natal (Newcastle) – Satellite	23	Eric Molobi Innovation Hub (Soshanguve)
12	Kwa-Zulu Natal (Richards Bay) – Satellite		

## **3 INTRODUCTION**

The National Home Builders Registration Council is mandated by the Housing Consumers Protection Measures Act, 1998 ("Act No. 95 of 1998") to regulate the home building industry and protect housing consumers. The NHBRC ensures that it delivers on its mandate by delivering on its products and services, and the key performance indicators that are contained in the organizational scorecard.

### **3.1 VISION**

3.1.1 To be the Champion of the Housing Consumers.

### **3.2 MISSION**

3.2.1 To Protect the Housing Consumers and to Regulate the Homebuilding Environment.

### **3.3 MOTTO**

3.3.1 Assuring Quality Homes.

### **3.4 STRATEGY OF NHBRC**

3.4.1 The strategy of the NHBRC is based on the following pillars:

3.4.2 To ensure that housing consumers and homebuilders are educated on their rights and obligations.

3.4.3 To entrench a culture of compliance through fair and efficient enforcement mechanisms

3.4.4 To research and introduce innovative products, methods, and technologies within the homebuilding industry.

3.4.5 To maintain a sustainable warranty fund.

## 4 BUSINESS OVERVIEW

### 4.1 PURPOSE

- 4.1.1 The NHBRC is seeking an experienced service provider to deliver two key services over a three (03) year period (1) fully managed SAP hosting services for its SAP production environment, and (2) business continuity and disaster recovery solutions.
- 4.1.2 The hosting environment must be fully managed, following an Infrastructure as a Service (IaaS) model
- 4.1.3 The current production landscape contains seventeen (17) virtual servers (VM) running on Hyper-V.
- 4.1.4 The hosted servers must integrate seamlessly with the NHBRC's network infrastructure.
- 4.1.5 Ensure the implementation of robust business continuity and disaster recovery solutions to minimize downtime and prevent data loss.

### 4.2 CURRENT INFRASTRUCTURE

- 4.2.1 The service provider is required to consider the current server infrastructure when scoping the proposal about the replication requirements for the service:

#### 4.2.2 BCX One Cloud Hosted Services (Managed Service):

- 17 BCX One Cloud-hosted Hyper-V Virtual Machines (**See Annexure A for detailed specifications**).
- 1 Domain Controller.
- Daily incremental backups to BCX One Cloud.
- Full backups to disk, performed once a week and stored in BCX One Cloud.

### 4.3 SCOPE OF WORK

The scope of work is divided into **two (2) parts**: hosting services and disaster recovery.

#### 4.3.1 PART A: HOSTING SERVICES REQUIREMENTS

The scope for hosting services will include, but is not limited to, the following:

- a) **Application Hosting:** Provide and manage Infrastructure-as-a-Service (IaaS) solutions, including servers, storage, and network components to support the organization's applications and systems. Services must include Azure App Services, Azure Virtual Machines, and Azure SQL Database.

#### b) Server Specifications:

- 17 production servers
- Microsoft Windows Server 2022 Standard (x2)
- 12 vCPUs per server
- 128 GB RAM per server
- 2 x Intel Xeon Gold 6138 Processor, 20-Core (20 Cores / 40 Threads)
- 50TB Total SAN capacity (with approximately 45TB used);
- 2TB disks per server
- SQL Database: SQL Enterprise Edition

- c) **Scalable Hosting Solutions:** Ensure that the hosting services offer elastic capacity, allowing resources to scale up or down based on the organization's needs.
- d) **Cloud Integration:** Provide cloud-based hosting solutions, ensuring seamless integration with the organization's existing applications and services.
- e) **Identity and Access Management (IAM):** Outline the IAM strategy, including the use of Azure Active Directory, role-based access control (RBAC), and multi-factor authentication (MFA).
- f) **Data Security:** Implement data protection for data in transit and at rest, data masking, and configure data access policies.
- g) **Network Security:** Set up and maintain VPN, firewalls, network security groups, and virtual network peering configurations. Provide cloud security posture management, workload protection for machines, and advanced threat protection.
- h) **Migration and Transition:** Develop and implement a plan to facilitate the smooth transition of hosting services from current providers or in-house systems to the new hosting environment within a defined period of three months, minimizing downtime and service disruption.
- i) **Performance Monitoring and Optimization:** Provide performance, security, uptime, and monitoring reports for the hosted services, including details on any incidents or outages, upon request. Utilize Azure tools to monitor all connected resources.
- j) **High Availability:** Guarantee a minimum level of uptime of 99.9% to ensure critical systems and services are always accessible.
- k) **Data Center Connectivity:** the hosting site must be accessible from all NHBRC services with appropriate managed local area network (LAN), demilitarized zone (DMZ), firewall, network management services and their Tier 4 Data Center facilities.
- l) **Costs and Billing:** The service provider will manage all subscriptions and licensing, including billing and usage payments, as per the SLA. Support must be included within the application subscription.

#### 4.3.2 PART B: BACKUP AND DISASTER RECOVERY

The Backup and Disaster Recovery Services scope involves the design, implementation, and management of a robust, reliable solution that ensures data integrity, system availability, and seamless business continuity in the event of disruptions. This includes the following key components:

##### a) Infrastructure Provision and Management:

- **Comprehensive Environment Assessment:** The service provider must analyze and understand NHBRC's existing ICT environment, including applications, servers, and network connectivity. This assessment should consider the criticality of systems and the sensitivity of the information processed to ensure seamless integration with the new backup and disaster recovery infrastructure.
- **Tailored DR Solution Design:** Based on the environment assessment, the service provider will design a custom disaster recovery solution that aligns with NHBRC's operational needs and ensures business continuity.

##### b) Network, Bandwidth & Connectivity:

- **Reliable Network Links:** The service provider must manage the link between the NHBRC Data Center and the Disaster Recovery (DR) site, with a minimum bandwidth of 60 Mbps. The network must support connectivity between users, the DR site, and NHBRC's primary data centres.
- 2 x Intel Xeon Gold 6138 Processor, 20-Core (20 Cores / 40 Threads) 50TB Total SAN capacity (with approximately 45TB used);
- 800GB RAM Total RAM (with approximately 90% used)
- **High Availability and Failover:** Implement high availability or failover mechanisms for network connectivity to ensure 100% uptime during disaster scenarios, minimizing any potential downtime. Failover cluster/ Load Balancing

##### c) Disaster Recovery Capabilities:

- **Replication of Systems:** The service provider must implement a disaster recovery solution that replicates all critical systems hosted in the primary data centres to the DR site.
- **Recovery Point Objective (RPO) and Recovery Time Objective (RTO):** Ensure the ability to recover data up to 12 hours prior to a disaster event (RPO) and restore systems within 6 hours of a data loss incident (RTO).
- **Local Hosting:** All disaster recovery data centres must be hosted locally within South Africa, providing a 99.9% guaranteed uptime.
- **Swift Service Rerouting:** In the event of a disaster, ensure that all systems and services can be quickly redirected to the DR site with minimal disruption.

##### d) Data Backup, Restoration, and Replication:

- **Backup Schedule:** Perform daily incremental backups between 6 PM and 6 AM, with full backups completed weekly over weekends. Monthly data archiving should occur on the last weekend of each month.
- **Off-Site Backup Storage:** Daily backups must be securely stored off-site at a location different from the disaster recovery site to ensure redundancy.



- **Efficient Data Recovery:** Ensure quick and reliable recovery of all subscribed services, with the ability to synchronize data to the DR site at predefined intervals to maintain updated records.
- **Backup Flexibility:** Ensure the solution accommodates a 10% increase in the virtual environment over the contract period, priced on a pay-as-you-use model.

**e) Testing and Maintenance**

- **Disaster Recovery Testing:** Conduct disaster recovery tests at least three (03) times a year to ensure the Disaster Recovery site is fully operational and can handle critical services in the event of a disaster. The tests must simulate real-world scenarios to validate recovery plans and readiness.
- **Ongoing Plan Maintenance:** The Disaster Recovery plan must be continuously reviewed, updated, and maintained to reflect changes in NHBRC's systems and business environment, ensuring it remains relevant and effective.

**f) Monitoring and Reporting**

- **Proactive Monitoring:** Implement continuous monitoring of the disaster recovery solution to ensure system health, uptime, and data integrity.
- **Regular Reporting:** Provide detailed monthly reports on the performance, security, and uptime of the backup and disaster recovery services, including any incidents or outages.
- **End-of-Contract Review:** Deliver a final report at the end of the contract that assesses the overall health of the backup and disaster recovery solution and includes recommendations for ongoing support or improvements.

**g) Documentation and Support**

- **Backup and Disaster Recovery Plan:** Develop a comprehensive plan that includes detailed guidelines, procedures, and annotated diagrams for various disaster scenarios. This plan must outline the steps to be taken in emergencies and the roles and responsibilities of NHBRC and the service provider.
- **24/7/365 Technical Support:** Ensure round-the-clock support is available to address any issues or incidents related to backup and disaster recovery operations. Immediate assistance should be provided in the event of any failure or disaster. Service Providers may also be required to support and participate in NHBRC infrastructure-related projects Infrastructure Refresh.
- **Awareness Workshops:** Conduct workshops for NHBRC ICT staff to build a basic understanding of disaster recovery concepts, including the methodology, approach, and requirements.
- **Training:** Provide hands-on training to NHBRC employees responsible for disaster recovery, ensuring they are well-equipped to perform their roles during a disaster or system failure.

### 4.3.3 SYSTEM RESOURCES

Disk Space (GB)	Memory (GB)	Processor (GHz)
33870	1520	130

### 4.3.4 MANAGED LOCAL LAN

VLAN No.	Functionality	From	To
VLAN 1	Connectivity	Firewalls	Hosting Data centre

Connection.	Purpose	Port Speed	Qty
Top of Rack	Firewalls	>1000Mbs	2

### 4.3.5 DATA CENTER FACILITIES

The NHBRC requires the Data Center hosting its disaster recovery (DR) infrastructure to meet the following criteria:

- a) **Tier 4 Uptime Certification:** The Data Center must have Tier 4 Uptime certification, ensuring maximum redundancy and fault tolerance for uninterrupted service.
- b) **Location:** The Data Center must be located within 15 to 60 km from the NHBRC head office to balance proximity and disaster recovery best practices.
- c) **Rack Space:** The Data Center must provide space for at least one 42U rack, which will be supplied by NHBRC. This space will host critical DR infrastructure.
- d) **Environmental Monitoring:** The facility should be equipped with an environmental monitoring system to track and report on key conditions such as temperature, humidity, power, smoke, and fire. These parameters must be closely monitored to ensure infrastructure stability.
- e) **Power Systems:** The Data Center must have redundant power systems to ensure uninterrupted service. It must also have Uninterruptible Power Supplies (UPS) and backup generators to handle power outages.
- f) **Connectivity & Network:** The Data Center should offer interconnectivity with all major network providers and provide access to interconnection points with Microsoft, AWS, and Google cloud services. The NHBRC must have an unrestricted choice of network operators or ISPs for its hosting needs. The service provider must assess and recommend the optimal connectivity bandwidth between the NHBRC and the hosting Data Center. DMZ (Demilitarized Zone) implementation and network segregation are required to ensure security and performance.
- g) **Security and Monitoring:** The Data Center must offer 24/7 CCTV monitoring and access-controlled entry for security purposes. Physical and logical security measures for the computer room are mandatory to protect sensitive NHBRC data and systems.
- h) **Data Center Infrastructure:** The facility should have raised floors and cable trays for the organized placement of network and electrical cables. Adequate power and air-conditioning systems are required in the computer rooms to ensure the optimal operation of servers and infrastructure.

#### **4.4 THE SERVICE PROVIDER IS EXPECTED TO PROVIDE THE FOLLOWING SERVICES:**

- a) Develop a skills transfer plan and conduct training for the NHBRC technical team.
- b) Provide technical architecture diagrams.
- c) Assist in resolving audit findings relating to SAP application servers and BCDR.

### **5 DURATION OF THE CONTRACT**

**5.1** The duration of the service level agreement shall be undertaken for a period of three (03) years.

**5.2** The Service Provider and National Home Builders Registration Council (NHBRC) will enter into a Service Level Agreement on an effective date to be determined by the parties based on the scope of work to be delivered.

### **6 SERVICE PROVIDER RESPONSIBILITY**

**6.1** As part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30, the Service Provider will be required to work eight (8) hours a day.
- The Service Provider must be available as and when required by the NHBRC.
- The Service Provider will deploy resources to the NHBRC offices for the duration of the implementation of the project or work remotely as defined by the NHBRC policy. The Service Provider will be expected to provide high-quality work.
- The Service Provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
- Propose other cost-effective methods of delivering the project as per the NHBRC business requirements, including response to queries within a 24-hour turnaround time.

### **7 REPORTING**

**7.1** The report format will be agreed upon between the Service Provider and the NHBRC IT Manager.

**7.2** The Service Provider shall provide weekly and monthly reports to management.

## 8 TECHNICAL DATA TO BE SUBMITTED BY BIDDER

### 8.1 General Information

8.1.1 The NHBRC requires the services of interested and competent organisations or companies that are experienced in Managed Hosting Infrastructure Services and Business Continuity and Disaster Recovery and the Service Provider is expected to provide proof of expertise.

### 8.2 Requisites of the Service Provider:

8.2.1 A detailed proposal:

- Understanding of terms of reference.
- Team Composition Competencies (please attach CVs and indicate roles of individuals and certified qualifications).
- Quality Assurance Measures (process and control).
- Detailed Pricing Schedule **(Refer to Annexure B And C for the pricing schedule as attached to this document)**

### 8.3 Summary of projects executed and completed.

#### Documents to be submitted

8.3.1 The bidder must have completed hosting infrastructure services projects. The bidder must submit a summary of the projects in the format presented below: ( Input below MUST correspond with reference letters submitted from their clients.)

Name of Project	Project Description	Contract Value (incl. VAT)	Contract Duration	Client Name	Client Contact Tel

8.3.2 Expertise and experience of key personnel

8.3.3 The successful service provider will be required to provide the expertise, qualifications, and experience to successfully deliver the Managed Hosting Infrastructure Services and Business Continuity and Disaster Recovery and training to the NHBRC technical team.

8.3.4 Suitably qualified and experienced technical personnel must be assigned to this project. Please complete a summary detail of the main Project Team in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (5) YEARS				
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry
1.					
2.					
3.					
4.					
5.					

\*Please attach recently (last 6 months) certified copies of academic qualifications.

**Note**, in addition, please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.
- Provide project details of projects that were successfully completed in the last five (5) years in the format above. For each of these projects, a reference letter of successful completion of the project must be provided by the client, on the client's letterheads, and signed off by an authorized delegated employee of the client.

Name of project:

Name of Client:

Client Contact Details

Contact person:

Role in Project:

Contact Tel No:

Contact Cell:

Project Start Date:

Project Completion Date:

Contract Amount (incl. VAT):

Summary of Project (maximum 200 words).

**Note:** Please attach a letter on company letterhead from the client indicating the success of the project as per the client's brief.

## 8.4 Project Proposal

8.4.1 The bidder is required to submit a comprehensive project proposal.

8.4.2 The proposal must clearly outline the bidder's proposed approach to executing the project.

8.4.3 The approach and methodology should specifically address the minimum requirements outlined in the scope of work above.

8.4.4 A detailed project plan must be provided, including proposed milestones and timelines. This plan should identify key tasks, activities, and deliverables aligned with the scope of work.

8.4.5 The bidder must also submit a detailed migration plan, documenting the process flow and timelines linked to key deliverables. While a three-month implementation period is preferred, alternative reasonable timeframes will be considered.

## 9 TECHNICAL EVALUATION CRITERIA

9.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

Stage 1: Compliance check of bid Requirements

Stage 2: Functional Evaluation; and

Stage 3: Price and Preference Points

### 9.2 STAGE 1: COMPLIANCE CHECK OF BID REQUIREMENTS

DOCUMENTS TO BE SUBMITTED		
No.	Bidders shall take note of the following bid requirements and documents to be submitted.	Yes/No
1.	Please provide proof of ownership or a lease agreement for the Disaster Recovery Centre/Site. (Site inspection will be conducted) <b>(Mandatory)</b> .  If the service provider does not own the building, a Memorandum of Understanding (MOU) between the service provider and the lessee must be submitted.	
2.	Please provide a valid Data Centre Facility Certification: Tier 4 Uptime Institute Certified <b>(Mandatory)</b> .  <b>NHBRC will verify the validity of the certificate.</b>	
3.	Data Centre location Local / South African located Data Centres both (Primary and Secondary) (The bidder must provide a copy of the lease agreement or a Title Deed registered in the name of the company. Where necessary, a Copy of the Local Municipality Tax / Utility bill) <b>(Mandatory)</b> .	
4.	Provide the Microsoft Partner accreditation or official letter of accreditation from the OEM <b>(Mandatory)</b> .	
5.	<b>Annexure B and C</b> Pricing schedule: including a detailed costing breakdown of all costs. The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified <b>(Mandatory)</b>	
6.	Audited Financial Statements or reviewed financial statements by independent reviewers for close corporations for the last three (03) financial years, will be used to determine the bidder's financial stability. <b>(Mandatory)</b>	
7.	SBD 3.1 Pricing Schedule (Firm Price) Make sure it is completed	
8.	SBD 4 (Bidders Disclosure Form, Should be completed and signed)	

9.	SBD 6.1 The Preference claim form should be completed and signed, regardless if points are claimed or not.	
10.	SBD 7.2 (Contract Form, should be completed and signed)	
11.	Bidder should submit CSD (Central Supplier Database) Report/ MAAA Number	

**Note: NHBRC will be using General Conditions of Contract ( GCC) as issued by the National Treasury and SLA for the management of the contract**

**10.3 STAGE 2: FUNCTIONALITY IN TERMS OF THE SET TECHNICAL EVALUATION CRITERIA**

Bids must fully comply with all the Mandatory Requirements for **Stage 1: Compliance check of Mandatory Requirements** to qualify for **Stage 2: Functional Evaluation** and those bids which failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

Functionality Evaluation (Combination of Paper Based and Site Inspection Criteria) = 80 points out of 100 points.

- i. Paper-Based Evaluation – **Bidders will be evaluated out of 80 points and bidders are required to achieve a minimum threshold of 60 points or more out of 80 points. Only bidders who achieve a minimum of 60 points or more, a site inspection will be conducted on the date specified by the Bid Evaluation Committee.**
- ii. Site Inspection – **Bidders will be evaluated out of 20 points and are required to achieve 20 points**
- iii. **The overall combined score for paper-based and site inspection must be equal to or above 80 points to proceed to Stage 3 for Price and Preference Points Evaluation**

**10.4 The bidder’s information will be scored according to the following points system:**

**Paper-based evaluation:**

- Details as per the proposal Stage 2: Part 1 - Functionality score 60 Points

**Site inspection evaluation**

- Details as per the proposal Stage 2: Part 2 - Site inspection score 20 Points
- **COMBINED TOTAL SCORE FOR PART 1 & 2: 100 Points**

**PART 1**

The Bidders information will be scored according to the following points systems:

The following values will be applicable when evaluating the bid

**Member score for criteria**

$$\text{Highest points for criteria} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

**Highest points for criteria**

**5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance**

Item No	Evaluation Criteria	Description	Weight (%)
1	<b>Bidder Experience</b>	<p>The Service Provider <b>MUST</b> demonstrate experience in delivering managed hosting infrastructure services and business continuity disaster recovery and support. A company profile should be provided, highlighting relevant projects illustrating the service provider's expertise in these areas. The profile must indicate that the company has experience in offering managed hosting infrastructure services and business continuity disaster recovery and support.</p> <p><b>Bidder Experience:</b></p> <ul style="list-style-type: none"> <li>• 0 Years' Experience = <b>0 Points</b></li> <li>• 1 Year Experience = <b>1 Point</b></li> <li>• 2. Years' Experience = <b>2 Points</b></li> <li>• 3. Years' Experience = <b>3 Points</b></li> <li>• 4.Years' Experience = <b>4 Points</b></li> <li>• 5. Years' Experience and more = <b>5 Points</b></li> </ul>	<b>10</b>
2.	<b>Client References</b>	<p>The Service Provider <b>MUST</b> provide verifiable written reference letters from clients, confirming the successful delivery of managed hosting infrastructure services and business continuity disaster recovery and support. These references <b>MUST</b> specifically relate to projects where such services were fully implemented and completed.</p> <p><b>The reference letters provided by the Service Provider's clients must include the following details:</b></p> <ul style="list-style-type: none"> <li>• Company Name</li> <li>• Company Letterhead</li> <li>• Contact Person and contact telephone numbers</li> <li>• Project Start Date</li> <li>• Project Completion Date</li> <li>• The reference letter must be dated from 2019 to date</li> <li>• The letter must be signed by a duly authorised person.</li> </ul>	<b>30</b>



Item No	Evaluation Criteria	Description	Weight (%)
		<p><b>Bidders Reference Letters</b></p> <ul style="list-style-type: none"> <li>• 0 Reference letter= <b>0 Points</b></li> <li>• 1 Reference letter = <b>1 Point</b></li> <li>• 2 Reference letters = <b>2 Points</b></li> <li>• 3 Reference letters = <b>3 Points</b></li> <li>• 4 Reference letters = <b>4 Points</b></li> <li>• 5 Reference letters and more = <b>5 Points</b></li> </ul>	
3.	<b>Project Team Experience, Qualification and Certification</b>	<p>The Service Provider <b>MUST submit</b> three (3) CVs for the project team qualifications and certifications. Each individual must have five years of experience or more in managed hosting infrastructure services and business continuity disaster recovery and support.</p> <p><b>NHBRC reserves the right to verify qualifications and certifications.</b></p> <p><b><u>The bidder MUST attach the CV, at least one of the below qualifications, and one of the below certificate</u></b></p> <ul style="list-style-type: none"> <li>• CV with related experience</li> <li>• NQF level 6 – National Diploma or NQF level 7 Bachelor Degree in Information Technology or above</li> <li>• Microsoft relevant certificates (MCSE Windows Server 2012 or higher); or</li> <li>• Certified Azure Cloud Hosting personnel; or</li> <li>• Certified HyperV Virtualization Certificate.</li> </ul> <p><b>Scoring Allocation:</b></p> <ul style="list-style-type: none"> <li>• No CV, no Qualification, and no certificate submitted = <b>0 Points</b></li> <li>• 3 CVs with one (1) year experience, qualification, and certificate = <b>1 point</b></li> <li>• 3 CVs with two (02) years experience, qualification, and certificate = <b>2 points</b></li> <li>• 3 CVs with three (03) years experience, qualification, and certificate = <b>3 Points</b></li> <li>• 3 CVs with four (04) years experience, qualification and certificate = <b>4 Points</b></li> <li>• 3 CVs with five (05) years experience, qualification and certificates, and more = <b>5 Points</b></li> </ul>	<b>30</b>

Item No	Evaluation Criteria	Description	Weight (%)
4.	<b>Migration Plan</b>	<p>The Service Provider <b>MUST submit</b> a project plan and a methodology confirming the understanding of the scope of work including process flows, timelines, and deliverables.</p> <p><b>Note: Bidders must submit the project plan, methodology, process flows, timelines and deliverables.</b></p> <p><b>Scoring Allocation</b></p> <ul style="list-style-type: none"> <li>• Bidder failed to submit a project plan, methodology, process flows, timelines, and deliverables = <b>0 Points</b>.</li> <li>• Bidder submitted a project plan, methodology, process flows, timelines, and deliverables and more = <b>5 Points</b></li> </ul>	<b>10</b>
<b>TOTAL</b>			<b>80 Points</b>
<b>MINIMUM QUALIFYING REQUIREMENT</b>			<b>60 Points</b>

**NB: Only bidders who score 60 points or more out of 80 points (Part 1) will qualify for a site inspection (Part 2)**

#### **PART 2: SITE INSPECTION**

The NHBRC will conduct a site visit to assess the Data Centre's compliance with the ISO 22301 and COBIT frameworks

No	Criteria	Description	Weight (%)
1	<b>Building Security</b>	Check access controls: keycard access, biometric security, or security door.	<b>20 Points</b>
		Verify security camera coverage and functionality.	
		Ensure physical security staff and monitoring systems are in place 24/7.	
2	<b>Power and Utilities</b>	2 or more Backup Generators	
		Power Redundancy: dual power feed	
		Uninterruptible Power Supply (UPS): Test UPS failover functionality	
3	<b>Environmental Controls</b>	Verify fire suppression systems are functional (e.g., sprinklers, fire extinguishers, gas systems).	
		Inspect HVAC (Heating, Ventilation, and Air Conditioning) systems for consistent temperature and humidity control.	
4	<b>Redundant Network Connections</b>	Demonstrate failover functionality between primary and secondary network links. Provide a high-level document.	
5	<b>Firewall and Security Systems</b>	Verify that firewalls, intrusion detection/prevention systems (IDS/IPS), and other security appliances are operational.	

6	<b>Server Health</b>	Provide a maintenance Agreement	
<b>Scoring allocation</b>			
<ul style="list-style-type: none"> <li>• Bidder did not meet ALL the requirements listed above on-site inspection = 0 points</li> <li>• Bidder met ALL the requirements listed above and more on-site inspection = 5 points</li> </ul>			
<b>SUBTOTAL</b>			<b>20 Points</b>
<b>TOTAL FOR PART 1 AND 2</b>			<b>100 Points</b>

Bidders who score a total of 80 points or more on two stages (Paper-based and Site Inspection Evaluation ) will qualify for further evaluation which is Price and Preference points system.

The minimum threshold for functionality is 80 out of 100 points. Bidders who fail to meet the minimum threshold will be disqualified and will not be evaluated further for price and preference points.

**Stage 3: Price and Preference Points Evaluation**

Only bids that obtained a minimum qualifying score (80 points) for Stage 2 (Functional Requirements) will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations about the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2022 and bids will be adjudicated in terms of the (80/20) preference points system. Points are awarded to service providers based on the below:

**80/20 Preference point system (for the acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)**

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P<sub>s</sub> = Points scored for the comparative price of the bid or offer under consideration.

P<sub>t</sub> = Comparative price of the bid or offer under consideration

P<sub>min</sub> = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder in accordance with the table below:

**A maximum of 20 points may be awarded to a bidder for Preference Points specified in the tender.**

<b>Preference Points</b>	<b>Points Allocated</b>
Women	12
Youth	5
Disabilities	1.5
Military Veterans	1.5
<b>TOTAL</b>	<b>20 Points</b>

The following formula must be applied to calculate the number of points for preference points.

$$NEP = NOP \times \frac{EP}{100}$$

Where:

NEP = Points awarded for equity ownership Preference Points

NOP= The maximum number of points awarded for Preference Points

EP = The percentage of equity ownership

*The points scored for price will be added to the points scored for preference points to obtain the Bidder's total points scored out of 100 points.*

## **10 RFP SUBMISSION INSTRUCTIONS**

- 10.1** All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

## **11 AVAILABILITY OF THE RFP DOCUMENT**

- 11.1** Bid documents can be downloaded on the NHBRC Website ([www.nhbrc.org.za/current-tenders](http://www.nhbrc.org.za/current-tenders)) from **06 November 2024**
- 11.2** There will be a non-compulsory briefing session that will be held on **12 November 2024** at 11h00 am
- 11.3** Venue for non-compulsory briefing session: **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG.**

## **12 RFP CLOSING DATE**

- 12.1** Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before **28 November 2024 at 11h00**. No emailed or faxed Bids will be accepted. The bid document should be supplied in a sealed envelope clearly **marked ( one (1) Original hard copy and one (1) Memory Stick/ USB with scanned original documents)** with the bid number and the full name of the service provider(s).
- 12.2** **No late submissions will be accepted.**

### 13 VALIDITY PERIOD OF BIDS

- 13.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

### 14 ENQUIRIES SHOULD BE DIRECTED TO BOTH:

- 14.1 The administrative enquiries may be directed to:

**Department:** Supply Chain Management

**Contact Person:** Ms.Paballo Relela, Mr.Bernard Kekana

**E-mail address:** [Tenders@nhbrc.org.za](mailto:Tenders@nhbrc.org.za)

- 14.2 Clarifications and enquiries by bidders should be sent to [tenders@nhbrc.org.za](mailto:tenders@nhbrc.org.za). Responses will be communicated during weekdays, between Monday to Friday from 8:30 am to 16:30 pm.

### 15 SUBMISSIONS OF PROPOSALS

- 15.1 Submission of bid in an envelope **should include one (1) Original hard copy and one (1) memory stick/USB with scanned original documents of the proposal marked (Original hard copy and memory stick/USB) and deposited into the tender box. NB: The Original hard copy submission in the envelope should be the same as the electronic copy**
- 15.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.

### 16 POPIA

- 16.1 The NHBRC is committed to adhering to the Protection of Personal Information Act 4 of 2013 and the Promotion of Access to Information Act 2 of 2000. To this end, the NHBRC has published its Information Manual on its website, which regulates the manner in which NHBRC processes information.
- 16.2 The NHBRC requires the information requested in bids for the purpose set out in paragraph 2.5 of the Manual. Further, the Manual confirms that NHBRC processes the information requested in bids from prospective service providers and third parties in paragraph 3.4.
- 16.3 Bidders should note that the NHBRC is committed to securing all the information submitted from bidders, in terms of paragraph 6 of the Manual. (included on the NHBRC website)
- 16.4 Bidders are in turn required to comply with the tender requirements and when the information of third parties is required by NHBRC, bidders are by law required to obtain the consent of such third parties for the sharing of such third parties' information with the NHBRC. ”

**ANNEXURE A: SAP LANDSCAPE****PRODUCTION SAP LANDSCAPE AND SERVER SPECIFICATIONS****Table 1 AS-IS SAP Landscape Diagram**

<b>Detail</b>	<b>Disk Space (GB)</b>	<b>Memory (GB)</b>	<b>Processor (GHz)</b>
SAP Solution Manager	2350	64	8
SAP Governance, Risk and Compliance 10	2400	32	4
SAP Customer Relationship Management (Central Instance)	4000	80	8
SAP Enterprise Resource Planning(Central Instance)	8000	80	8
SAP Portal	1100	80	8
SAP Business Objects	1000	64	8
SAP Business Warehouse	3000	64	8
SAP Process Integration/Orchestration	1500	64	8
SAP Mobility	1500	80	8
SAP Web Dispatcher (Installed in DMZ)	500	16	4
System Landscape Directory	1000	24	4
TREX	600	32	4
Open Text Archive Server	4100	32	4
Open Text Content Server Back-End Server	1000	16	6
Open Text Content Server Front-End Server	1000	16	6
Open Text Web Server	500	8	4
Open Text SEA Server	320	8	2

**ANNEXURE B: MANAGED HOSTING INFRASTRUCTURE SERVICES PRICING SCHEDULE**

Pricing Table: Bidders must comply with the following requirements when calculating their price.

**Note: All prices must be inclusive of VAT.**

<b>MANAGED HOSTING INFRASTRUCTURE SERVICES</b>	<b>YEAR 1</b>	<b>YEAR 2</b>	<b>YEAR 3</b>	<b>TOTAL COST PER YEAR</b>
Managed Hosting Infrastructure Services	R	R	R	R
<b>Annual escalation</b>				
Maintenance and Support	R	R	R	R
<b>Annual escalation</b>				R
Licenses	R	R	R	R
<b>Annual escalation</b>				
Migration (Once Off)	R			R
Skill Transfer	R	R	R	R
<b>Total cost for three (03) years (Excl VAT)</b>				R
<b>Total cost for three (03) years (Incl VAT)</b>				R
<b>Bidder Signature</b>				

**The bidder MUST take note of the following:**

- *The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.*
- *An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*
- **PRICE ADJUSTMENTS:** *Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once-off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*
- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

***NB: The Service Provider should carry their own travel and accommodation costs (if any)***



**ANNEXURE C: MANAGED BUSINESS CONTINUITY AND DISASTER RECOVERY PRICING SCHEDULE**

Pricing Table: Bidders must comply with the following requirements when calculating their price.

**Note: All prices must be inclusive of VAT.**

<b>MANAGED BUSINESS CONTINUITY AND DISASTER RECOVERY SERVICES</b>	<b>YEAR 1</b>	<b>YEAR 2</b>	<b>YEAR 3</b>	<b>TOTAL COST PER YEAR</b>
Disaster Recovery: Assessment, Site Connectivity, Scope Verification, and finalization of the Scope of Work (once-off)	R			R
Disaster Recovery Solution configuration and deployment	R	R	R	R
Maintenance and Support	R	R	R	R
<b>Annual escalation</b>				
Disaster Recovery Simulation X3 per year	R	R	R	R
<b>Annual escalation</b>				R
Licenses	R	R	R	R
<b>Annual escalation</b>				
Skill Transfer	R	R	R	R
<b>Total cost for three (03) years (Excl VAT)</b>				R

Total cost for three (03) years (Incl VAT)		R
Bidder Signature		

**The bidder MUST take note of the following:**

- *The pricing schedule must be duly signed by the bidder/ and or a duly authorized individual by way of resolution which must be attached to the bid, if there is no signature on the pricing schedule the bidder will be disqualified.*
- *An incomplete pricing schedule will result in the bidder being disqualified, no alterations can be made subsequent to submission of the bid.*

**RICE ADJUSTMENTS:** *Bidders must take note that firm prices will be accepted for the first twelve (12) months of the contract duration, thereafter a once-off price adjustment on the 13th month will be accepted based on the average CPI % as issued by STATS SA.*

- All prices must be VAT Inclusive and must be quoted in South African Rand (ZAR).

**NB: The Service Provider should carry their own travel and accommodation costs (if any).**

## 18 USERS BY OFFICE

The table below is an approximate count. Bidders may assume a growth of 20% per office.

<b>Office Location</b>	<b>No of Users</b>
Sunninghill Head Office	214
Eric Molobi	11
Pretoria	28
George	7
East London	25
Kimberley	10
Richards Bay	7
New Castle	7
Polokwane	18
Port Elizabeth	23
Tzaneen	21
Modimolle	4
Cape Town	45
Mafikeng	11
Bloemfontein	17
Nelspruit	20
Rustenburg	20
Klerksdorp	8
Bethlehem	12
Witbank	16
Durban	42
Thulamela	6