



SOUTH AFRICAN TOURISM

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RFQ/13/DR/21

Dear Bidder

Subject Matter: Request for Quotations for Disaster Recovery Solution for the period of one (1) year for the South African Tourism

The South African Tourism Board (South African Tourism) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. SA Tourism is a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of South African Tourism in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. It is common cause that tourism is a strategic industry in terms of the National Tourism Sector Strategy as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

The scope of South African Tourism's business includes four (4) distinct areas of business focus and delivery, with different target markets and segments:

- I. International Leisure and Domestic Leisure Tourism (travel trade and consumer),
- II. Business events through the delivery unit the South African National Convention Bureau (Meetings, Incentives, Conferences, Exhibitions);
- III. Quality assurance of the tourism sector/industry through the delivery of both Visitor Experience and the Tourism Grading Council of South Africa.
- IV. Corporate - enhancing the South African Tourism brand.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted through a system that is fair, equitable, transparent, competitive and cost-effective and also confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed.

The submission of proposals will be in terms of this document. All information requested, must be supplied and all annexures completed, whether such information or annexure refers to the eventual RFQ or not. This information will form part of the eventual RFQ and must therefore be completed, as there will not be an opportunity to do so later. Thus, it is essential that the information supplied is both correct and true.

South African Tourism has a detailed evaluation methodology premised on Treasury Regulation 16A.3 promulgated under Section 76 of the Public Finance Management Act, 1999 (Act, No. 1 of 1999), the Preferential Procurement Policy Framework Act 2000 (Act, No.5 of 2000) read with Preferential Procurement Regulations 2017, and the Broad-Based Black Economic Empowerment Act, 2003 (Act, No. 53 of 2003).

SA Tourism invites prospective bidders for the Request for Quotations for Disaster Recovery Solution of one (01) year for the South African Tourism.

1. Scope of Work - Terms of reference

South African Tourism (SA Tourism) operates a disaster recovery solution through an outsourced partner where the contract is coming to an end soon. Through this RFQ, SA Tourism is inviting reputable firms with established track records in the field to submit their proposals in a bid to demonstrate their suitability to be appointed as SA Tourism's preferred Disaster Recovery Services partner to provide an end-to-end disaster recovery solution within the Johannesburg (Gauteng) area.

1.1. Overview of Environment and requirements

SA Tourism operates a Datacenter environment consisting of 2+1 Simplivity Hyperconverged Solution with a numerous virtual server hosted on the platform. These servers need to be readily available in the event of a disaster and hence it is required that the environment be replicated to a Disaster Recovery Services partner, in the event of a catastrophic disaster all servers need to be brought on-line at the DR Partners premises so that SA Tourism users may be able to access the systems via a VPN connection to have as little impact on the operations of the business as possible. SA Tourism also has Oracle Database Appliances implemented in the environment, the Production server resides at SA Tourism Head Office and the DR server resides with the existing Disaster Recovery Partner.

SA Tourism also makes use of a more traditional File level backups solution as part of its backup strategy namely, Redstor Attix 5 Pro. The solution has an on-site storage server hosted at the SA Tourism Head office for quick access to file recovery and the data from this server is replicated onto mirror server hosted at the DR Facility. Licencing for the solution needs to be included in the winning bidder's proposal. The Licence Information for the Redstor Attix 5 Pro solution for your consideration is as follows: Online Backup Platform licence - 1, Online Backup ESE - 12, Online Backup Server Edition - 12, Online Backup Storage Server Licence - 1, Online Backup Mirror Server Licence - 1, Online Backup Server licence 3.

Both the Simplivity Backups and Attix Backups are transferred offsite via a dedicated fibre connection, the speed of this link should be at least 30Mbps as that is what is currently in place and manages to cater to the data transfer needs. This link is only used for the backup data between the sites and acts as an extension of the on-premises network into the DR facility.

DR Testing should be conducted at least twice per annum, but it is recommended that this is performed more regularly to ensure that all the systems are in place and functioning as expected. The tests should also include steps to identify inefficiencies in the current DR recovery steps and accordingly introduce possible improvement to make the process more efficient. Reporting needs to be generated in line with these tests to highlight the points mentioned before as well as the success or failure rating.

Monthly Service Level Agreement meetings are to be conducted as part of the service providers required services to be delivered, during these meetings it is required that reports be presented in line with the backup requirements and status, as well as corrective measures that have been implemented in the event of failed backups, It is also required that the current state of the Business Continuity Plan and Disaster Recovery procedures be reviewed in order to highlight their effectiveness and possible improvements to be introduced. During these sessions any possible security risk and possible exposure also needs to be reviewed, this is critical to a successful disaster recovery facility, Reviews of Recovery Time Objectives and incident management procedures and introduce improvements and corrective measures where needed.

The solution should include an onsite physical working environment to be invoked when a disaster strikes, this will cater for SA Tourism officials at the DR Partner's location who will be critically impacted by an outage of this nature (10 workstations). There will also be similar requirement for meetings rooms and facilities where SA Tourism officials can host scheduled meetings between themselves and external stakeholders to be able to operate with minimal disruption.

SA Tourism also operate several offices located internationally where these offices will require connectivity to key systems hosted at Disaster Recovery Services partner. Each office has VPN connectivity into the environment so during a critical failure it is required these offices to connect via the VPN solution, our local users that will not be based at the DR facility would also from time to time need to access the systems via VPN. In these instances, the current VPN DNS'ing would need to be rerouted to terminate in the DR Facility and allow users to access the systems without having to change anything on their own settings.

SA Tourism's current IT Services Continuity Strategy and Plan (which forms part of the overall Business Continuity Plan) calls for a Recovery Time Objective of between 2 and 16 hours for the most critical systems. As a result, SA Tourism has decided to back up its most critical Virtual Machine systems between its Sandton Head Office Server facility and the current DR hosted Server facility. The critical systems are backed up on an on-going basis throughout the day with data mirrored to the DR facility during the night via a dedicated fibre line. This is aimed at enabling restoration of data from the backup systems to hosted servers in the event of a 'disaster' with very little effect on the end-users. SA Tourism currently operates a similar platform with its current Disaster Recovery Services partner.

The preferred bidder would be required to host key SA Tourism servers in their datacentre, this will include the DR Simplivity Server (2U), the DR Management server (1U) that as well as then final component to the Simplivity solution is a HPE Store Once Server (2U). It is also required that the DR Oracle ODA server (1U) is hosted in the same datacentre. There is also a requirement for the winning bidder to host a Storage server that caters to our Redstore Attix 5 Pro backup solution. The hosted server will serve as the Mirror server for the backup data that is replicated to the DR Facility (the server should have about 15TB of space available for this mirror data) *Take Note that this excludes the Storage server hosted at SA Tourism head office as that is already catered for and hosted by SA Tourism internally. The preferred bidder also needs to adhere to the other requirements that have been listed to ensure that a comprehensive solution that will cater to SA Tourism's needs in a Disaster Recovery Service Partner.

1. Format of proposals

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for technical and financial proposals

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicated below: -

- (a) A cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- (b) National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- (c) Proof of B-BBEE Status level contribution;
- (d) Bidders must have specific experience and submit at least three recent references (in a form of written proof(s) on their client's letterhead including relevant contact person(s), office telephone & fax number, website and email address) where similar work was undertaken.
- (e) Overview of the methodology your firm uses to facilitate the development of implementation plans;
- (f) Outline of the qualifications and related experience of the proposed candidate who will be assigned to the matter;
- (g) Financial proposal to deliver the assignment, i.e. your firm's daily rate for facilitation services, including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- (h) Declaration of Interest - SBD 4;
- (i) Preference Point Claim Form - SBD 6.1;

- (j) Declaration of Bidder's Past Supply Chain Management Practices - SBD 8; and
- (k) Independent Bid Determination - SBD 9.

2. Evaluation Method

The evaluation process of bids will comprise of the following phases:

Phase 1	Phase 2	Phase 3
Evaluation Administrative Requirements	Functionality Evaluation Criteria	Price and B-BBEE
Compliance with administration and mandatory bid requirements	Bidder(s) are required to achieve a minimum threshold of 70% to proceed to Phase 3 (Price and B-BBEE).	The bidders that have successfully progressed through to Phase 2 will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2017 80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

3.1. Points awarded for functionality:

EVALUATION CRITERIA	Rating					Weight
	1	2	3	4	5	
The Bids will be evaluated on a scale of 1 - 5 in accordance with the criteria below. The rating will be as follows: 1 = Very poor, 2 = Poor, 3 = Good, 4 = Very good, 5 = Excellent						
<p>1 Full Data and IT Service Protection including:</p> <ul style="list-style-type: none"> • Provision of full Disaster Recovery Facility Service • Managed On-line Backup Service and Facility • Hosting of the indicated servers, a total of 4 Servers as well as the Redstor Attix 5 Pro service with the required space. * Excludes Attix Storage Server hosted at SA Tourism, only the mirror server is required relating to the Attix 5 solution. <p>Managed On-line Backup Redstor Attix Pro including licensing requirements as indicated above. A full <u>on-line</u> Backup service including:</p> <ul style="list-style-type: none"> • Server appliance at Production site for Backup and speedy Recovery of all or specific data items. • Dedicated Storage Facility at the Disaster Recovery site. • Data communications link between the Production and Disaster Recovery sites for regular backup of changes to the Disaster Recovery site storage facility needs to be at least a 30 Mbps connection 						24
<p>2 Disaster Recovery.</p> <p>A Fixed Site Recovery Centre providing for:</p> <ul style="list-style-type: none"> • The recovery of all Servers on similarly configured syndicated hardware (both server and storage capacity) to cater for: • Emergency recovery • Production processing as demanded by the IT Service Continuity Plan. • Backup and service protection to continue to be available. 						24

<ul style="list-style-type: none"> • Backup copy of our website environment that is hosted outside of the onsite SA Tourism datacenter 	
<p>3 Work Area Recovery Accommodation for at least 10-member personnel including:</p> <ul style="list-style-type: none"> • Individual Desk and Chair • PC Workstation • LAN and WAN connectivity • Internet Connectivity • Document Printing • Telephone • Parking • Support 	3
<p>4 Network connectivity including:</p> <ul style="list-style-type: none"> • Enabling remote site (SA Tourism branch/country offices) connectivity to “operate as normal”. • Internet Connectivity • Email • Banking and EFT • VPN into Recovery Environment in the event of a disaster. 	4
<p>5 A switchboard service for enabling the organisation’s telephonic communication to operate as normal.</p>	3
<p>6 Meeting rooms with appropriate accommodation and communication media for multiple meetings at the same time for between 4 & 12 people at any given time:</p> <ul style="list-style-type: none"> • Crisis Management • Managing Emergency Response • Media liaison • Running the business in Disaster mode. • ” Return to normal operation” planning and execution. 	5
<p>7 Mobile Disaster Recovery facility to cater for recovery of facilities and services which do not require a move to the Recovery site including delivery to our specified address in Gauteng of:</p> <ul style="list-style-type: none"> • Server(s) • Disk Storage • Workstation(s) 	4
<p>8 Technical expertise with both Fixed Site and Mobile Disaster Recovery facilities for:</p> <ul style="list-style-type: none"> • Technical Recovery Assistance • User/Business Recovery assistance. <p>Technical expertise and experience for the speedy restoration of data to Disaster Recovery site servers for:</p> <ul style="list-style-type: none"> • Speedy recovery of IT Services • Testing of technical recovery procedures. 	10

Full Monitoring and Management of all Backups and mirror data with regular reporting to SA Tourism	
<p>9 The Disaster Recovery Site must include:</p> <ul style="list-style-type: none"> • Adequate standby power capability in the form of power generation and uninterruptable power in the event of power outages. • Fire detection and suppression. • 24 x 7 x 365 access for our users during testing and recovery situations. • The summary of how SA Tourism will fit into the service provider Disaster Recovery Plan, in case of the catastrophic disaster affecting the site itself. <p>Systems security and Physical access control.</p>	15
10 At least 10 simulated instances of business recovery testing annually. (bimonthly recovery tests need to be conducted with certificates of proof of those results, as part of these test and results, SA Tourism also requires the service providers inputs on ways to possibly improve and optimize the DR tests and assist in identifying ways to improve on recovery times.)	4
11 Backup of data from Disaster Recovery site storage facility to Tape Cartridge and removal to off-site tape storage facility.	4
TOTAL POINTS FOR FUNCTIONALITY	100
A threshold of 70% is applicable	

“functionality” means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;

- 3.1.1 Bids will be evaluated strictly according to the bid evaluation criteria stipulated in this section.
- 3.1.2 Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as well as key considerations under section 1. The official responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided
- 3.1.3 The score for functionality will be calculated as in terms of the table below where the SAT official will rate each individual criterion on the score sheet using the following value scale:

Rating	Definition	Score
Excellent	Exceeds the requirement. Exceptional demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential value, with supporting evidence.	5
Good	Satisfies the requirement with minor additional benefits. Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services. Response identifies factors that will offer potential required services, with supporting evidence.	4

Acceptable	Satisfies the requirement. Demonstration by the supplier of the relevant ability, understanding, experience, skills, resource, and quality measures required to provide the goods / services, with supporting evidence.	3
Minor Reservations	Satisfies the requirement with minor reservations . Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Serious Reservations	Satisfies the requirement with major reservations . Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet the requirement . Does not comply and/or insufficient information provided to demonstrate that the supplier has the ability, understanding, experience, skills, resource & quality measures required to provide the goods / services, with little or no supporting evidence.	0

3.1.4. The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These scores will be added and expressed as a fraction of the best possible score for all criteria.

3.1.5. The proposal from the bidder which meets the highest score for functionality will be deemed the preferred proposal.

Awarding of Points for Price and Broad-Based Black Economic Empowerment.

The bidders that have successfully progressed through to Phase 3 (bidders who meets the minimum threshold for functionality of **70%**) will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations of 2017.

80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Points for B-BBEE level of contribution will be awarded in accordance with the below table: -

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

Bidders are required to submit proof of B-BBEE Status Level of contributor. Proof includes original and valid B-BBEE Status Level Verification Certificates issued by a SANAS credited agency or certified copies thereof together with their price quotations, to substantiate their B-BBEE rating claims.

In terms of the Generic Codes of Good Practice, an enterprise including a sole propriety with annual total revenue of R10 million or less qualifies as an EME. An EME is required to submit a sworn affidavit confirming their annual total revenue of R10 million or less and level of black ownership to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

The Codes define a QSE as any enterprise with annual total revenue of between R10 million and R50 million. A QSE is required to submit a sworn affidavit confirming their annual total revenue of between R10 million and R50 million and level of black ownership or a B-BBEE level verification certificate to claim points as prescribed by regulation 6 and 7 of the Preferential Procurement Regulations 2017.

Bidders who do not submit B-BBEE Status Level Verification Certificates or Sworn affidavits, in the case of EME's and QSE's, or who are non-compliant contributors to B-BBEE do not qualify for preference points for B-BBEE but will not be disqualified from the bidding process. They will score points out of 80 for price only and zero (0) points out of 20 for B-BBEE.

12 National Treasury Centralized Supplier Registration and B-BBEE Certificates.

All bid submissions must include a copy of successful registration on National Treasury's Centralized Supplier Database (CSD) with a valid tax clearance status and proof of B-BBEE status level of contribution.

13 Deadline for submission

All proposals must be e-mailed, in PDF format, to quotes@southafrica.net no later than 12h00 on Thursday 04 November 21 and should remain valid for at least 45 days after the closing date.

Proposals submitted after the closing date and time will be not considered.

14 Confidentiality

The request for a technical and cost proposal and all related information shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. All bidders are bound by a confidentiality agreement preventing the unauthorized disclosure of any information regarding SA Tourism or of its activities to any other organization or individual.

The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

15 Terms of engagement

Prior to commencing with the assignment, the successful bidder will be required to meet with the Ms. Pheladi Ohadiaso to align the final statement of work (SOW) and criteria for approval.

16 Payments

No advance payments will be made in respect of this assignment. Payments shall be made in terms of the deliverables as agreed upon and shall be made strictly in accordance with the prescripts of the PFMA (Public Finance Management Act, 1999. Act 1 of 1999).

The successful bidder shall after completion of the contract, invoice SA Tourism for the services rendered. No payment will be made to the successful bidder unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to SA Tourism.

Payment shall be made into the bidder's bank account normally 30 days after receipt of an acceptable, valid invoice. The bidder must ensure that their banking details are verified on the CSD report.

17 Non-compliance with delivery terms

The successful bidder must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the bidder that they will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, SA Tourism' must be given immediate written notice to this effect.

18 Cost

The bidder will bear all the costs associated with the preparation of the response and no costs or expenses incurred by the bidder will be borne by SA Tourism.

19 Cancellation of the request for a technical and cost proposal

SA Tourism may, prior to the award of the bid, have the right to cancel the bid if:

- (a) Due to changed circumstances, there is no longer a need for the service; or
- (b) Funds are no longer available to cover the part and/or total envisaged expenditure; or
- (c) No acceptable bids are received.

SA Tourism reserves the right to withdraw this request for technical and cost proposals, to amend the term or to postpone this work by email notice to all parties who have received this request.

20 Clarification.

Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning this request for technical and cost proposals, is to be requested in writing from the Sourcing Specialist.

All clarifications must be emailed to Quotes@southafrica.net

Thanking you and looking forward to your proposal in this regard.

Yours in Tourism