



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-086

HPE SERVER & SAN REFRESH 2023

REQUEST FOR PROPOSAL (RFP) PACK

FOR THE SUPPLY AND CONFIGURATION OF HPE SERVERS & DATA STORAGE
INFRASTRUCTURE WITH MAINTENANCE FOR THE EAST LONDON INDUSTRIAL
DEVELOPMENT ZONE

START DATE: 7 JULY 2023

CLOSING DATE: 31 JULY 2023 (12H00)

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
CIPPC Registration	
Share certificate	
Proof of disability	
Proof of Office Location (lease agreement, statement of account, from the municipality and/or confirmation of address/clearance from the municipal councilor)	
Accredited Valid Original or Certified B-BBEE Certificate for Generic companies for EMES and QSE's - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Proposed Solution and Project Approach	
Project Team Skills Matrix \ Organogram and Curriculum Vitae's	
Three Completed Reference Letters (Annexure 2)	
Supplier Development Plan (If applicable)	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable), JV Agreement and consolidated BBBEE	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter
5. **Annexure 3:** Enterprise Development Agreement



SECTION A: General Guidelines

FOR THE SUPPLY AND CONFIGURATION OF HPE SERVERS & DATA STORAGE
INFRASTRUCTURE WITH MAINTENANCE FOR THE EAST LONDON INDUSTRIAL
DEVELOPMENT ZONE

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 or 90/10 rule i.e. 80/90 of evaluation points will be based on price competitiveness and 20/10 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$P_s = R \times \left[1 - \frac{P_t - P_{min}}{P_{min}} \right]$$

Where:

- P_s = Points scored for price of tender under consideration
- R = Percentage of the price
- P_t = Rand value of tender under consideration
- P_{min} = Rand value of lowest acceptable tender
- R must be up to a maximum of 80 /90

Score Breakdown:

- Price (R) = 80 or 90 points
- Specific goals = 20 or 10 points

A maximum of 10 or 20 points may be awarded to a tenderer for the specific goal specified for the tender. The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.

Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

Preferential and specific goals shall be as per below may include:

- (a) Historically disadvantaged individuals’ companies (51% Black owned)
- (b) Women (51% Black Women Owned) companies.
- (c) Persons with disability owned companies
- (d) SMMEs
- (e) Service providers located in Eastern Cape Province

(f) Youth

(g) Any other RDP goal or preference points in favor of historically disadvantaged individuals, may be added

The tender documents shall stipulate—

(a) the applicable preference point system as envisaged in regulations

(b) the specific goal in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate issued by verification agency accredited by SANS for the Generic Suppliers, for QSE's and EME's Sworn Affidavit signed under oath confirm ownership status. Failure to submit a valid B-BBEE certificate and/or sworn affidavit may result in zero points being awarded for preference.

Unincorporated Joint Ventures are required to compile a consolidated verified BBBEE certificate in order to achieve Preferential Points

The following table shall be used to convert the Specific goals criteria into points.

Table: Specific Goals Points Conversion

Estimated Rand Value Inclusive of Vat	Specific Goals and Point Allocation
Above R1 000 000 up to R50 000 000	80 points for price 10 points for 51% and above Black owned suppliers 5 points for Eastern Cape based suppliers 1 point for 51% and above Women owned suppliers 1 point for 51% and above Youth owned suppliers 3 points for SMMEs

Or

Estimated Rand Value Inclusive of Vat	Specific Goals and Points Allocation
Above R50 000 000	90 points for price 3 points for 51% and above black owned suppliers 2 points for Eastern Cape based supplier 1 point for 51% and above Women owned suppliers 1 point for 51% and above Youth owned suppliers 3 points for subcontracting a 51% Black owned SMME

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- There will be no briefing session. Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za on/or before 21st July 2023 at 16:00 responses will be sent by the 24th of July 2023 at 15:00.
- The closing date for this tender is at 12h00 on the 31st of July 2023. All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time.
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Tender documents are to be securely bound;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized hereto and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure 1 (Procurement Handbook) with the tender together with all profit sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyridge, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the DTI in consultation with the National Treasury.

6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable;
- Statement of accounts.

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHEQ COMPLIANCE (IF APPLICABLE)

Before starting work, service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - a. SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;

All of the above must be included in a SHE file together with:

1. Copy of scope of work;
2. Copy of appointment;
3. PPE issue register;
4. Requisite training / competency certificates where applicable;
5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

16 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Supporting Documentation To Be Submitted	
CIPPC Registration	
Share certificate	
Proof of disability	
Proof of Office Location (lease agreement, statement of account, from the municipality and/or confirmation of address/clearance from the municipal councilor)	
Accredited Valid Original or Certified B-BBEE Certificate for Generic companies for EMES and QSE’s - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Proposed Solution and Project Approach	
Project Team Skills Matrix \ Organogram and Curriculum Vitae’s	
Three Completed Reference Letters (Annexure 2)	
Supplier Development Plan (If applicable)	

17 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
Valid Tax Clearance Certificate or SARS PIN	
JV Participation Documentation (If applicable), JV Agreement and consolidated BBBEE	

18 POPIA

By submitting this tender, the bidder hereby consents to providing the ELIDZ with personal information as provided in the Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidder's personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.

8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on the 7 July 2023 at 12h00 (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders.

All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR THE SUPPLY AND CONFIGURATION OF HPE SERVERS & DATA STORAGE
INFRASTRUCTURE WITH MAINTENANCE FOR THE EAST LONDON INDUSTRIAL
DEVELOPMENT ZONE

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1. Introduction

The ELIDZ is a Greenfield development project that is part of a sub-regional economic growth and employment creation initiative driven by the government's micro-economic reform strategy, as implemented by the South African Department of Trade and Industry. Over 400 hectares of prime land has been transformed into a world-class industrial location.

The ELIDZ is the operator of the zone, an entity that exists to help manufacturers to become globally competitive through the development and efficient management of a modern, purpose built industrial location, which offers investing industries a streamlined business environment enhanced by a range of supporting services.

The ELIDZ is a prime industrial park in South Africa. It is perfectly positioned for light industry manufacturers that are investing from R10 million (+/- \$1.2 million) upwards. The zone is specially developed for growth-oriented manufacturers in search of ultimate global competitiveness. The zone focuses on streamlining business operations and engineering operational efficiencies for located industries.

The zone is already operational and currently houses a number of manufacturers that supply products for the local and international markets. The zone is situated on the Buffalo City's West Bank, adjacent to the existing East London port. The ELIDZ includes a Customs Control Area to allow for a duty-free importation of manufacturing inputs utilized in the production of export products as well as providing access to a variety of general sector-specific industrial investment incentives.

The zone has six individually fenced sub-zones, each designed to serve specific manufacturing needs. It is characterized by excellent internal roads and a newly built dual carriageway designed to carry both light and heavy vehicles including 22m-long interlines.

Boasting 150 fully serviced sites with access to all utilities including the highest calibre ICT infrastructure and systems and all are within close proximity to key transport networks. The ELIDZ is on a mission and has already succeeded in establishing local and global export-oriented industries within the zone.

The ELIDZ offers complete solutions and streamlined business activity for companies doing business in a number of sectors. These include:

- Automotive
- ICT and Electronics
- Agro-processing
- Pharmaceuticals
- Energy and Advanced Manufacturing
- Marine Aqua-culture
- Business Process Outsourcing and Offshoring
- Logistics
- General Manufacturing

ELIDZ Forming Part of the New Special Economic Zone Programme

The ELIDZ is an initiative under the South African Government's Special Economic Zones (SEZ) Programme.

SEZ's are geographically designated areas of a country set aside for specifically targeted economic activities, supported through special arrangements (that may include laws) and systems.

SEZ's are designed to be conduits for the creation of an appropriate environment for foreign direct and domestic investment and the development of strategic industrial capabilities. Companies that locate in the SEZ have access the following incentives:

- VAT and customs relief, if located within a CCA;
- Employment tax incentive;
- Reduced corporate income tax rate;
- Accelerated depreciation.

2. Scope

2.1. The Scope Of This RFP Includes The Following:

The East London IDZ would like to appoint a service provider for the supply, installation, configuration and support of a HPE Greenlake dHCI solution with additional VMware \ Hyper-V hypervisor hosts over a five (5) year period.

The following areas are covered with a detailed scope and requirement in Section B, point 4.

- General
- Greenlake (Servers & Storage)
 - Storage & Compute Bands
 - Bills of Materials
- Infrastructure Maintenance & Support
 - Support Terms and Definitions
 - Fault Logging & On-site Support
- Reporting
- Skills Transfer and Documentation
- Project Management

Travel and accommodation costs need to be included where applicable.

2.2. The Scope Of This RFP Excludes The Following:

The following is excluded under this project:

- Any infrastructure not listed in Section B, point 4 or procured after the commencement of this contract will be managed separately.
- Licensing for Microsoft, VMware or other products not listed in Section B, point 4.
- Software or Operating Systems upgrades whereby a side-by-side configuration or migration is required will be managed separately or as a project.

3. Considerations

3.1. Functionality Evaluation Matrix

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in a zero score for that section).

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Project Approach	Fault Logging	20	20	Evidence of a service desk provided for fault logging
			0	No service desk provided for fault logging
	Project Management	15	15	Draft project plan provided with milestones and timeline
			0	No draft project plan provided
Service Providers Expertise and Resources	Skills Competency	25	25	Project team members have relevant certifications in 5 or more of the following technologies: HPE Alletra \ Nimble, HPE Proliant Servers, HPE Greenlake, HPE OneView, Microsoft Hyper-V and Vmware ESXi
			15	Project team members have relevant certifications in 3 - 4 of the following technologies: HPE Alletra \ Nimble, HPE Proliant Servers, HPE Greenlake, HPE OneView, Microsoft Hyper-V and Vmware ESXi
			0	Project team members have no relevant certifications to support the project
		20	20	Project team members have an average of 10 years or more relevant working experience in the Enterprise ICT industry relating to the above certifications
			10	Project team members have an average of 5 years or more relevant working experience in the Enterprise ICT industry related to the above certifications

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
	References	20	0	Project team members have less than 5 years relevant working experience in the Enterprise ICT industry relating to the above certifications
			20	3 Relevant references provided with 3 completed reference letters. This combined average score will then be translated to a final score out of 20.
			10	3 Relevant references provided with no completed reference letters
			0	Less than 3 relevant references provided

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

3.2. Financial Considerations

Payment milestones will be attached to the service level agreement.

The total bid price from the service provider for this project can't be exceeded. Keeping in mind the price is dependent on the Rand \ Dollar exchange rate, all service providers need to ensure that the rates and price tendered sufficiently covers the service provider's obligations under this project and will allow for the proper completion of the project.

3.3. Time Constraints

<u>Milestones</u>	<u>Target Date</u>
Advert and Issuing of RFP	: 7 July 2023
Deadline for Questions	: 16h00, 21 July 2023
Response to Questions	: 16h00, 24 July 2023
RFP Submission Due Date	: 12h00, 31 July 2023

The East London Industrial Development Zone would like this project to commence on the 01 December 2023 or as soon as possible after approval and the signing of the service level agreement.

3.4. Area of Service & Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London. We currently have no remote or branch offices.

Onsite storage and office space will be made available if and when required.

4. Detailed Requirements

This section will aim to unpack all elements required for this project:

4.1. General

Service providers are required to provide a copy of all the back-to-back agreements with the Original Equipment Manufacturers (OEMs) which will be attached after the award of the project to the SLA as an addendum. Where no back-to-back agreement exists, proof of the warranty, maintenance and support is to be provided to the East London IDZ.

All back-to-back agreements are to be registered in the East London IDZ's name with administrator access to the portal for device management, support and relevant downloads. This access will be shared with the appointed service provided.

Service providers are required to detail their value offering for each infrastructure area in addition to the back-to-back agreements with the OEMs.

The East London IDZ is aware that all software support related calls are not bound to the OEM's specified repair times and is a best effort service, however Servicer Providers are required to show that every effort was made to resolve the call as close as possible to the detailed requirement.

A critical business service interruption is defined as a service failure whereby the event is rated as **High Impact** and **High Urgency** resulting in the East London IDZ needing to activate either its Business Continuity or Disaster Continuity Plans. The East London IDZ has made every effort to ensure all essential ICT services are protected with by means of high availability or N+1 designs, thus substantially reducing the risk of a critical business service interruption event.

All firmware, software and operating systems relating to the infrastructure detailed in Section B, point 4, needs to be updated by an adequately qualified engineer biannually or whenever an OEM releases a critical update. Software or Operating Systems upgrades which can be classified as simple or in place needs to be included with firmware reviews and the biannual update cycle. Please see exclusions noted in Section B 2.2.

Service providers are required to detail the storage location or locations of the replacement hardware for each infrastructure area.

Service providers are required to improve on the content within the definition tables if required so that both parties will have a clear understanding of the different maintenance and support offerings.

A soft copy of the infrastructure lists plus the definition tables will be provided upon request via email for easy reference.

An overview of the East London IDZ's existing HPE infrastructure is included in the below diagram.

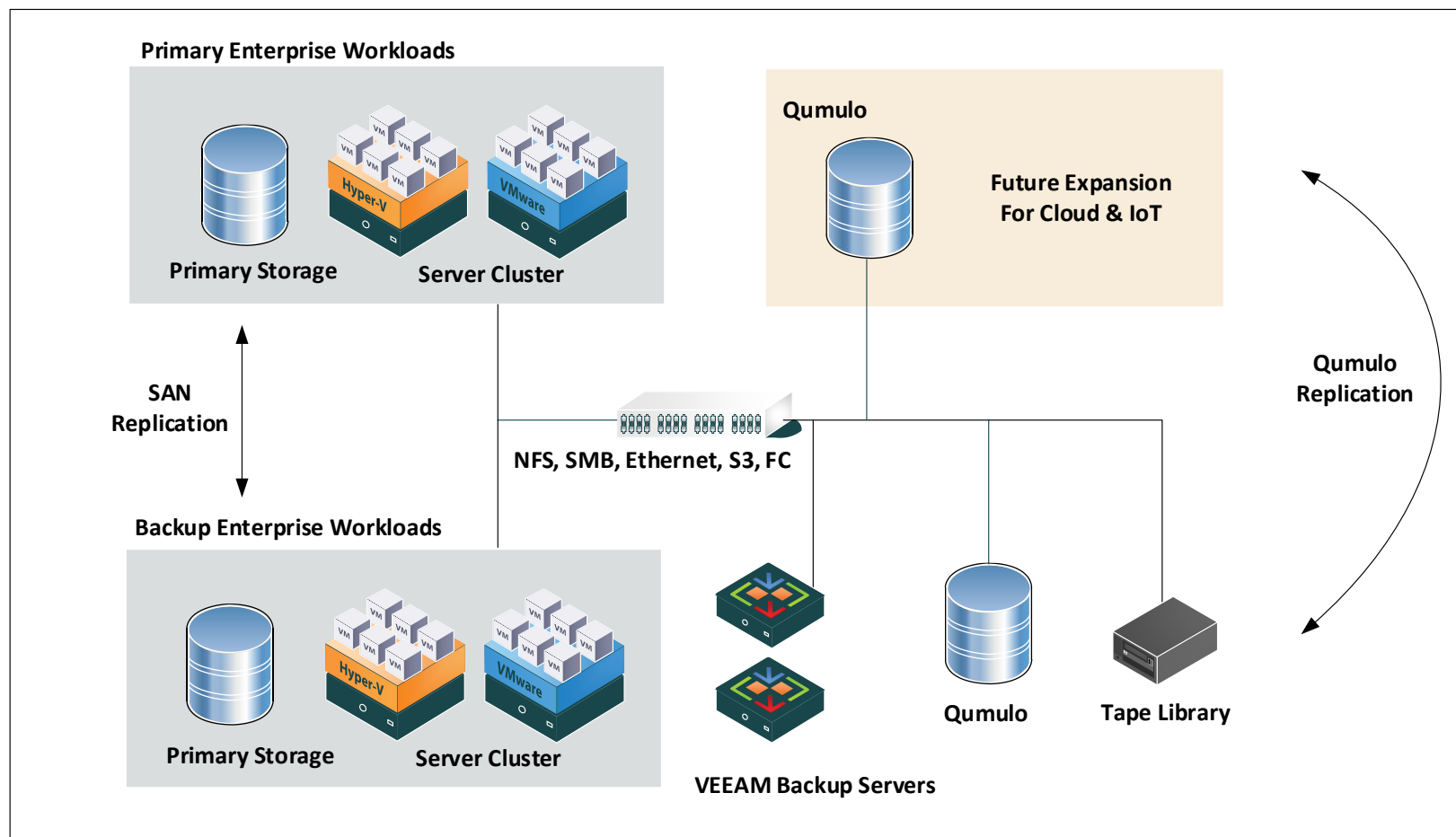


Figure 1 – HPE Infrastructure Overview

4.2. Greenlake (Servers & Storage)

The East London IDZ has selected the HPE Greenlake Infrastructure-as-a-Service model for its primary data storage and server refresh.

As per the initial bill of material summary in Table 4.3.1A. The dHCI storage and hosts will be installed at the primary data centre, while the remaining host servers will be installed at the backup data centre. This project will allow for the current Gen8 servers to be phased out over the period, while the current 3PARs need to be consolidated and replaced as they are end of life. In the short term the Gen8 servers will be repurposed for disaster recovery services.

All 25 Gb/s LAN interfaces will connect to the East London IDZ's CISCO data centre switches in both locations, CISCO SFPs and fibre patch cables will be provided by the East London IDZ.

Service providers are to assist with the installation of the hypervisor, being VMware or Hyper-V, basic configuration as per current hosts, present storage and perform a performance simulation for the storage as well as the 25Gb network. The East London ICT team will then migrate the virtual machines from the existing clusters to the new platform.

All HPE support fees, installation and setup fees, reporting and management relating to the Greenlake build need to be included in the unit of measure price section in Envelope B.

Once the 3PARs have been decommissioned, the service provider is to assist the East London IDZ with the trade-in of the 3PAR arrays as per HPE's trade in program.

The following criteria have been defined during the Greenlake planning phase:

Contract Term	5 Years
Model Type	Premium (Growth & Shrinkage)
Committed \ Reserve Capacity	80%
Variable Capacity	20%
Buffer Capacity	0%

4.3. Storage & Compute Bands

Services providers are required to complete the pricing plan or bands with Rand values in Envelope B in addition to the supporting price schedule.

The price attributed to each pricing plan or band as described will be evaluated respectively to determine reasonableness of the bid proposed and will be considered within the adjudication process.

4.3.1. Bills of Materials

Services providers are required to supply, install and configure a dHCI cluster with additional host servers as per the Greenlake criteria, forecast and build provided. The related bill of materials have been included in Tables 4.3.1C - 4.3.1F.

Initial Capacity BoM Summary			Comments
dHCI Build			
Qty	Product #	Product Description	
2	P05172-B21	HPE Proliant DL380 Gen10 Plus 8SFF NC (6342)	2x DL 380 Gen10 Plus Servers 1024 Gb RAM (6342) Dual 24 Core 2.8 Ghz Xeon CPUs 25 GbE
1	R8E17A	HPE Nimble Storage dHCI with Alletra 6000	
Host Server Build			
Qty	Product #	Product Description	
2	P05172-B21	HPE Proliant DL380 Gen10 Plus 8SFF NC (4314)	dHCI Alletra 6000 All NVMe 92 TB Flash Bundle
2	P05172-B21	HPE Proliant DL380 Gen10 Plus 8SFF NC (6342)	
			2x DL 380 Gen10 Plus Servers 512 Gb RAM (4314) Dual 16 Core 2.4 Ghz Xeon CPUs 25 GbE
			2x DL 380 Gen10 Plus Servers 1024 Gb RAM (6342) Dual 24 Core 2.8 Ghz Xeon CPUs 25 GbE

Table 4.3.1A

End Capacity BoM Summary			Comments
dHCI Build			
Qty	Product #	Product Description	4x DL 380 Gen10 Plus Servers 1024 Gb RAM (6342) Dual 24 Core 2.8 Ghz Xeon CPUs 25 GbE
4	P05172-B21	HPE Proliant DL380 Gen10 Plus 8SFF NC (6342)	
1	R8E17A	HPE Nimble Storage dHCI with Alletra 6000	
Host Server Build			dHCI Alletra 6000 All NvMe 185 TB Flash Bundle
Qty	Product #	Product Description	
4	P05172-B21	HPE Proliant DL380 Gen10 Plus 8SFF NC (4314)	4x DL 380 Gen10 Plus Servers 512 Gb RAM (4314) Dual 16 Core 2.4 Ghz Xeon CPUs 25 GbE
4	P05172-B21	HPE Proliant DL380 Gen10 Plus 8SFF NC (6342)	
			4x DL 380 Gen10 Plus Servers 1024 Gb RAM (6342) Dual 24 Core 2.8 Ghz Xeon CPUs 25 GbE

Table 4.3.1B

Initial Capacity (dHCI Build)		
Product #	Product Description	Qty
HU4A6A5#ZV6	HPE Alletra 6000 AF 92TB 3.84 Flash Supp	1
HU4A6A5#ZUG	HPE Alletra 6050 Base Array Supp	1
HU4A6A5#ZUN	HPE Alletra 6000 2x10/25GbE 2p Kit Supp	2
HU4A6A5	HPE 5Y Tech Care Essential Service	1
R7N52AAE#CTH	5-year Subscription	532
R7N52AAE	HPE Alletra Software and Support SaaS	1
R8E99A	HPE Nimble Storage dHCI NOS PB for VMware ESXi 7.0 FIO Software	1
R7G13A	HPE Alletra 6000 4x 1600W FIO AC Power Supply Kit	1
R9X15A	HPE Alletra Tier 1 Storage Array Standard Tracking	1
R9D23A	HPE C13 - C14 250V 10Amp 2m WW PDU FIO Power Cord	4
R7S84A	HPE Alletra 6000 92TB (24x3.84TB) NVMe Flash Carrier FIO Flash Bundle	1
R7D07A	HPE Alletra 6000 2x25Gb SFP28 SR 100m FIO Transceiver	4
R0R12A	HPE Alletra 6000 2x10/25GbE 2-port FIO Adapter Kit	2
R7L28A	HPE Nimble Storage dHCI with Alletra 6050 Configure-to-order Base Array	1
HA124A1#V0T	HPE Nimble Storage dHCI Expan Deploy SVC	1
HA124A1	HPE Technical Installation Startup SVC	1
R0R10A	HPE Nimble Storage dHCI for Additional DL3x0 Server Tracking	2
HU4A6A5#R2M	HPE iLO Advanced Non Blade Support	2
HU4A6A5#ZSB	HPE ProLiant DL380 Gen10+ Support	2
HU4A6A5	HPE 5Y Tech Care Essential Service	1
AC114A	HPE ProLiant Door/dock Medium Logistic Service	2
R8E93A	HPE Nimble Storage dHCI with Additional Custom ESXi 7.0 FIO Software	2
P27095-B21#0D1	Factory Integrated	4
P27095-B21	HPE ProLiant DL380 Gen10 Plus High Performance Heat Sink Kit	4
P22020-B21#0D1	Factory Integrated	2

Initial Capacity (dHCI Build)		
Product #	Product Description	Qty
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	2
P22018-B21#0D1	Factory Integrated	2
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	2
875519-B21#0D1	Factory Integrated	2
875519-B21	HPE Bezel Lock Kit	2
867809-B21#0D1	Factory Integrated	2
867809-B21	HPE Gen10 2U Bezel Kit	2
BD505A#0D1	Factory Integrated	2
BD505A	HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features	2
P38997-B21#0D1	Factory Integrated	4
P38997-B21	HPE 1600W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	4
P14608-B21#0D1	Factory Integrated	2
P14608-B21	HPE DL38X Gen10 Plus Maximum Performance Fan Kit	2
845398-B21#0D1	Factory Integrated	8
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	8
P10115-B21#0D1	Factory Integrated	2
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	2
P26262-B21#0D1	Factory Integrated	2
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	2
P12965-B21#0D1	Factory Integrated	2
P12965-B21	HPE NS204i-p x2 Lanes NVMe PCIe3 x8 OS Boot Device	2
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	2
P40497-B21#0D1	Factory Integrated	4
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	4
P06035-B21#0D1	Factory Integrated	32

Initial Capacity (dHCI Build)		
Product #	Product Description	Qty
P06035-B21	HPE 64GB (1x64GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	32
P36936-B21#0D1	Factory Integrated	4
P36936-B21	Intel Xeon-Gold 6342 2.8GHz 24-core 230W Processor for HPE	4
P05172-B21#B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	2
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	2
R8E17A	HPE Nimble Storage dHCI with Alletra 6000 Configure-to-order Additional Base Array Tracking	1

Table 4.3.1C

Initial Capacity (Host Server Build)		
Product #	Product Description	Qty
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	1
P05172-B21#B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	1
P36922-B21	Intel Xeon-Silver 4314 2.4GHz 16-core 135W Processor for HPE	2
P36922-B21#0D1	Factory Integrated	2
P06033-B21	HPE 32GB (1x32GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	16
P06033-B21#0D1	Factory Integrated	16
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	2
P40497-B21#0D1	Factory Integrated	2
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	1
P06367-B21	Broadcom MegaRAID MR416i-p x16 Lanes 4GB Cache NVMe/SAS 12G Controller for HPE Gen10 Plus	1
P06367-B21#0D1	Factory Integrated	1
P9D94A	HPE SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	1
P9D94A#0D1	Factory Integrated	1
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	1
P26262-B21#0D1	Factory Integrated	1
P01366-B21	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	1
P01366-B21#0D1	Factory Integrated	1
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	1
P10115-B21#0D1	Factory Integrated	1
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	4
845398-B21#0D1	Factory Integrated	4
P37042-B21	HPE ProLiant DL300 Gen10 Plus 2U Standard Fan Kit	1
P37042-B21#0D1	Factory Integrated	1
P38995-B21	HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	2

Initial Capacity (Host Server Build)		
Product #	Product Description	Qty
P38995-B21#0D1	Factory Integrated	2
E5Y43A	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	1
P55467-B21	HPE ProLiant DL38x 8SFF SAS/SATA Tri-Mode Cable Kit	1
P55467-B21#0D1	Factory Integrated	1
867809-B21	HPE Gen10 2U Bezel Kit	1
867809-B21#0D1	Factory Integrated	1
P13771-B21	HPE Trusted Platform Module 2.0 Gen10 Plus Black Rivets Kit	1
P13771-B21#0D1	Factory Integrated	1
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	1
P22018-B21#0D1	Factory Integrated	1
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	1
P22020-B21#0D1	Factory Integrated	1
P37034-B21	HPE ProLiant DL380 Gen10 Plus Standard Heat Sink Kit	2
P37034-B21#0D1	Factory Integrated	2
AC114A	HPE ProLiant Door/dock Medium Logistic Service	1
HA114A1	HPE Installation and Startup Service	1
HA114A1#5A6	HPE Startup 300 Series OS SVC	1
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5#ZSB	HPE ProLiant DL380 Gen10+ Support	1
HU4A6A5#SVN	HPE One View w/Ilo Support	1
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	1
P05172-B21#B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	1
P36922-B21	Intel Xeon-Silver 4314 2.4GHz 16-core 135W Processor for HPE	2
P36922-B21#0D1	Factory Integrated	2

Initial Capacity (Host Server Build)		
Product #	Product Description	Qty
P06033-B21	HPE 32GB (1x32GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	16
P06033-B21#0D1	Factory Integrated	16
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	2
P40497-B21#0D1	Factory Integrated	2
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	1
P06367-B21	Broadcom MegaRAID MR416i-p x16 Lanes 4GB Cache NVMe/SAS 12G Controller for HPE Gen10 Plus	1
P06367-B21#0D1	Factory Integrated	1
P9D94A	HPE SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	1
P9D94A#0D1	Factory Integrated	1
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	1
P26262-B21#0D1	Factory Integrated	1
P01366-B21	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	1
P01366-B21#0D1	Factory Integrated	1
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	1
P10115-B21#0D1	Factory Integrated	1
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	4
845398-B21#0D1	Factory Integrated	4
P37042-B21	HPE ProLiant DL300 Gen10 Plus 2U Standard Fan Kit	1
P37042-B21#0D1	Factory Integrated	1
P38995-B21	HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	2
P38995-B21#0D1	Factory Integrated	2
E5Y43A	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	1
P55467-B21	HPE ProLiant DL38x 8SFF SAS/SATA Tri-Mode Cable Kit	1
P55467-B21#0D1	Factory Integrated	1

Initial Capacity (Host Server Build)		
Product #	Product Description	Qty
867809-B21	HPE Gen10 2U Bezel Kit	1
867809-B21#0D1	Factory Integrated	1
P13771-B21	HPE Trusted Platform Module 2.0 Gen10 Plus Black Rivets Kit	1
P13771-B21#0D1	Factory Integrated	1
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	1
P22018-B21#0D1	Factory Integrated	1
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	1
P22020-B21#0D1	Factory Integrated	1
P37034-B21	HPE ProLiant DL380 Gen10 Plus Standard Heat Sink Kit	2
P37034-B21#0D1	Factory Integrated	2
AC114A	HPE ProLiant Door/dock Medium Logistic Service	1
HA114A1	HPE Installation and Startup Service	1
HA114A1#5A6	HPE Startup 300 Series OS SVC	1
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5#ZSB	HPE ProLiant DL380 Gen10+ Support	1
HU4A6A5#SVN	HPE One View w/Ilo Support	1
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	2
P05172-B21#B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	2
P36936-B21	Intel Xeon-Gold 6342 2.8GHz 24-core 230W Processor for HPE	4
P36936-B21#0D1	Factory Integrated	4
P06035-B21	HPE 64GB (1x64GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	32
P06035-B21#0D1	Factory Integrated	32
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	4
P40497-B21#0D1	Factory Integrated	4
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	2

Initial Capacity (Host Server Build)		
Product #	Product Description	Qty
P06367-B21	Broadcom MegaRAID MR416i-p x16 Lanes 4GB Cache NVMe/SAS 12G Controller for HPE Gen10 Plus	2
P06367-B21#0D1	Factory Integrated	2
P9D94A	HPE SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	2
P9D94A#0D1	Factory Integrated	2
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	2
P26262-B21#0D1	Factory Integrated	2
P01366-B21	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	2
P01366-B21#0D1	Factory Integrated	2
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	2
P10115-B21#0D1	Factory Integrated	2
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	8
845398-B21#0D1	Factory Integrated	8
P14608-B21	HPE DL38X Gen10 Plus Maximum Performance Fan Kit	2
P14608-B21#0D1	Factory Integrated	2
P38995-B21	HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	4
P38995-B21#0D1	Factory Integrated	4
E5Y43A	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	2
P55467-B21	HPE ProLiant DL38x 8SFF SAS/SATA Tri-Mode Cable Kit	2
P55467-B21#0D1	Factory Integrated	2
867809-B21	HPE Gen10 2U Bezel Kit	2
867809-B21#0D1	Factory Integrated	2
P13771-B21	HPE Trusted Platform Module 2.0 Gen10 Plus Black Rivets Kit	2
P13771-B21#0D1	Factory Integrated	2
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	2

Initial Capacity (Host Server Build)		
Product #	Product Description	Qty
P22018-B21#0D1	Factory Integrated	2
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	2
P22020-B21#0D1	Factory Integrated	2
P27095-B21	HPE ProLiant DL380 Gen10 Plus High Performance Heat Sink Kit	4
P27095-B21#0D1	Factory Integrated	4
AC114A	HPE ProLiant Door/dock Medium Logistic Service	2
HA114A1	HPE Installation and Startup Service	1
HA114A1#5A6	HPE Startup 300 Series OS SVC	2
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5#ZSB	HPE ProLiant DL380 Gen10+ Support	2
HU4A6A5#SVN	HPE One View w/Ilo Support	2

Table 4.3.1D

End Capacity (dHCI Build)		
Product #	Product Description	Qty
R8E17A	HPE Nimble Storage dHCI with Alletra 6000 Configure-to-order Additional Base Array Tracking	1
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	4
P05172-B21 B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	4
P36936-B21	Intel Xeon-Gold 6342 2.8GHz 24-core 230W Processor for HPE	8
P36936-B21 OD1	Factory Integrated	8
P06035-B21	HPE 64GB (1x64GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	64
P06035-B21 OD1	Factory Integrated	64
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	4
P12965-B21	HPE NS204i-p x2 Lanes NVMe PCIe3 x8 OS Boot Device	4
P12965-B21 OD1	Factory Integrated	4
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	4
P26262-B21 OD1	Factory Integrated	4
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	4
P10115-B21 OD1	Factory Integrated	4
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	16
845398-B21 OD1	Factory Integrated	16
P14608-B21	HPE DL38X Gen10 Plus Maximum Performance Fan Kit	4
P14608-B21 OD1	Factory Integrated	4
P38997-B21	HPE 1600W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	8
P38997-B21 OD1	Factory Integrated	8
BD505A	HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features	4
BD505A OD1	Factory Integrated	4
867809-B21	HPE Gen10 2U Bezel Kit	4
867809-B21 OD1	Factory Integrated	4

End Capacity (dHCI Build)		
Product #	Product Description	Qty
875519-B21	HPE Bezel Lock Kit	4
875519-B21 OD1	Factory Integrated	4
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	4
P22018-B21 OD1	Factory Integrated	4
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	4
P22020-B21 OD1	Factory Integrated	4
P27095-B21	HPE ProLiant DL380 Gen10 Plus High Performance Heat Sink Kit	8
P27095-B21 OD1	Factory Integrated	8
R8E93A	HPE Nimble Storage dHCI with Additional Custom ESXi 7.0 FIO Software	4
AC114A	HPE ProLiant Door/dock Medium Logistic Service	4
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5 ZSB	HPE ProLiant DL380 Gen10+ Support	4
HU4A6A5 R2M	HPE iLO Advanced Non Blade Support	4
R0R10A	HPE Nimble Storage dHCI for Additional DL3x0 Server Tracking	2
HB983A1	HPE Installation Comm Svrs Hourly SVC	2
HA124A1	HPE Technical Installation Startup SVC	1
HA124A1 V0T	HPE Nimble Storage dHCI Expan Deploy SVC	1
R7L28A	HPE Nimble Storage dHCI with Alletra 6050 Configure-to-order Base Array	1
R0R12A	HPE Alletra 6000 2x10/25GbE 2-port FIO Adapter Kit	2
R7D07A	HPE Alletra 6000 2x25Gb SFP28 SR 100m FIO Transceiver	4
R6J21A	HPE Alletra 6000 2x100GbE 2-port OCP FIO Mezzanine Adapter Kit	1
R7S84A	HPE Alletra 6000 92TB (24x3.84TB) NVMe Flash Carrier FIO Flash Bundle	1
R9D23A	HPE C13 - C14 250V 10Amp 2m WW PDU FIO Power Cord	4
R9X15A	HPE Alletra Tier 1 Storage Array Standard Tracking	1
R7G13A	HPE Alletra 6000 4x 1600W FIO AC Power Supply Kit	1

End Capacity (dHCI Build)		
Product #	Product Description	Qty
R8E99A	HPE Nimble Storage dHCI NOS PB for VMware ESXi 7.0 FIO Software	1
R7L34A	HPE Nimble Storage dHCI with Alletra 2140 Configure-to-order Expansion Shelf	1
R7S84A	HPE Alletra 6000 92TB (24x3.84TB) NVMe Flash Carrier FIO Flash Bundle	1
R9D23A	HPE C13 - C14 250V 10Amp 2m WW PDU FIO Power Cord	4
R7G12A	HPE Alletra 6000 4x 800W FIO AC Power Supply Kit	1
R7N52AAE	HPE Alletra Software and Support SaaS	1
R7N52AAE CTH	5-year Subscription	931
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5 ZUN	HPE Alletra 6000 2x10/25GbE 2p Kit Supp	2
HU4A6A5 ZUG	HPE Alletra 6050 Base Array Supp	1
HU4A6A5 ZUK	HPE Alletra 6000 2x100GbE 2p Kit Supp	1
HU4A6A5 ZV6	HPE Alletra 6000 AF 92TB 3.84 Flash Supp	2
HU4A6A5 ZVD	HPE Alletra 6000 AFS4 CTO Shelf Supp	1

Table 4.3.1E

End Capacity (Host Server Build)		
Product #	Product Description	Qty
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	4
P05172-B21 B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	4
P36936-B21	Intel Xeon-Gold 6342 2.8GHz 24-core 230W Processor for HPE	8
P36936-B21 OD1	Factory Integrated	8
P06035-B21	HPE 64GB (1x64GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	64
P06035-B21 OD1	Factory Integrated	64
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	8
P40497-B21 OD1	Factory Integrated	8
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	4
P06367-B21	Broadcom MegaRAID MR416i-p x16 Lanes 4GB Cache NVMe/SAS 12G Controller for HPE Gen10 Plus	4
P06367-B21 OD1	Factory Integrated	4
P9D94A	HPE SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	4
P9D94A OD1	Factory Integrated	4
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	4
P26262-B21 OD1	Factory Integrated	4
P01366-B21	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	4
P01366-B21 OD1	Factory Integrated	4
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	4
P10115-B21 OD1	Factory Integrated	4
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	16
845398-B21 OD1	Factory Integrated	16
P14608-B21	HPE DL38X Gen10 Plus Maximum Performance Fan Kit	4
P14608-B21 OD1	Factory Integrated	4
P38995-B21	HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	8

End Capacity (Host Server Build)		
Product #	Product Description	Qty
P38995-B21 OD1	Factory Integrated	8
E5Y43A	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	4
P55467-B21	HPE ProLiant DL38x 8SFF SAS/SATA Tri-Mode Cable Kit	4
P55467-B21 OD1	Factory Integrated	4
867809-B21	HPE Gen10 2U Bezel Kit	4
867809-B21 OD1	Factory Integrated	4
P13771-B21	HPE Trusted Platform Module 2.0 Gen10 Plus Black Rivets Kit	4
P13771-B21 OD1	Factory Integrated	4
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	4
P22018-B21 OD1	Factory Integrated	4
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	4
P22020-B21 OD1	Factory Integrated	4
P27095-B21	HPE ProLiant DL380 Gen10 Plus High Performance Heat Sink Kit	8
P27095-B21 OD1	Factory Integrated	8
AC114A	HPE ProLiant Door/dock Medium Logistic Service	4
HA114A1	HPE Installation and Startup Service	1
HA114A1 5A6	HPE Startup 300 Series OS SVC	4
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5 ZSB	HPE ProLiant DL380 Gen10+ Support	4
HU4A6A5 SVN	HPE One View w/Ilo Support	4
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	2
P05172-B21 B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	2
P36922-B21	Intel Xeon-Silver 4314 2.4GHz 16-core 135W Processor for HPE	4
P36922-B21 OD1	Factory Integrated	4

End Capacity (Host Server Build)		
Product #	Product Description	Qty
P06033-B21	HPE 32GB (1x32GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	32
P06033-B21 OD1	Factory Integrated	32
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	4
P40497-B21 OD1	Factory Integrated	4
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	2
P06367-B21	Broadcom MegaRAID MR416i-p x16 Lanes 4GB Cache NVMe/SAS 12G Controller for HPE Gen10 Plus	2
P06367-B21 OD1	Factory Integrated	2
P9D94A	HPE SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter	2
P9D94A OD1	Factory Integrated	2
P26262-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 Adapter for HPE	2
P26262-B21 OD1	Factory Integrated	2
P01366-B21	HPE 96W Smart Storage Lithium-ion Battery with 145mm Cable Kit	2
P01366-B21 OD1	Factory Integrated	2
P10115-B21	Broadcom BCM57414 Ethernet 10/25Gb 2-port SFP28 OCP3 Adapter for HPE	2
P10115-B21 OD1	Factory Integrated	2
845398-B21	HPE 25Gb SFP28 SR 100m Transceiver	8
845398-B21 OD1	Factory Integrated	8
P37042-B21	HPE ProLiant DL300 Gen10 Plus 2U Standard Fan Kit	2
P37042-B21 OD1	Factory Integrated	2
P38995-B21	HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	4
P38995-B21 OD1	Factory Integrated	4
E5Y43A	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	2
P55467-B21	HPE ProLiant DL38x 8SFF SAS/SATA Tri-Mode Cable Kit	2
P55467-B21 OD1	Factory Integrated	2

End Capacity (Host Server Build)		
Product #	Product Description	Qty
867809-B21	HPE Gen10 2U Bezel Kit	2
867809-B21 OD1	Factory Integrated	2
P13771-B21	HPE Trusted Platform Module 2.0 Gen10 Plus Black Rivets Kit	2
P13771-B21 OD1	Factory Integrated	2
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	2
P22018-B21 OD1	Factory Integrated	2
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	2
P22020-B21 OD1	Factory Integrated	2
P37034-B21	HPE ProLiant DL380 Gen10 Plus Standard Heat Sink Kit	4
P37034-B21 OD1	Factory Integrated	4
AC114A	HPE ProLiant Door/dock Medium Logistic Service	2
HA114A1	HPE Installation and Startup Service	1
HA114A1 5A6	HPE Startup 300 Series OS SVC	2
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5 ZSB	HPE ProLiant DL380 Gen10+ Support	2
HU4A6A5 SVN	HPE One View w/Ilo Support	2
P05172-B21	HPE ProLiant DL380 Gen10 Plus 8SFF NC Configure-to-order Server	2
P05172-B21 B19	HPE DL380 Gen10 ICX CTO Mod-X 8SFF	2
P36922-B21	Intel Xeon-Silver 4314 2.4GHz 16-core 135W Processor for HPE	4
P36922-B21 OD1	Factory Integrated	4
P06033-B21	HPE 32GB (1x32GB) Dual Rank x4 DDR4-3200 CAS-22-22-22 Registered Smart Memory Kit	32
P06033-B21 OD1	Factory Integrated	32
P40497-B21	HPE 480GB SATA 6G Read Intensive SFF BC Multi Vendor SSD	4
P40497-B21 OD1	Factory Integrated	4
P37038-B21	HPE ProLiant DL380 Gen10 Plus x8/x16/x8 Primary FIO Riser Kit	2

End Capacity (Host Server Build)		
Product #	Product Description	Qty
P06367-B21	Broadcom MegaRAID MR416i-p x16 Lanes 4GB Cache NVMe/SAS 12G Controller for HPE Gen10 Plus	2
P06367-B21 OD1	Factory Integrated	2
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P37042-B21	HPE ProLiant DL300 Gen10 Plus 2U Standard Fan Kit	2
P37042-B21 OD1	Factory Integrated	2
P38995-B21	HPE 800W Flex Slot Platinum Hot Plug Low Halogen Power Supply Kit	4
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E5Y43A	HPE OneView for ProLiant DL Server including 3yr 24x7 Support FIO Bundle Physical 1-server LTU	2
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867809-B21 OD1	Factory Integrated	2
P13771-B21	HPE Trusted Platform Module 2.0 Gen10 Plus Black Rivets Kit	2
P13771-B21 OD1	Factory Integrated	2
P22018-B21	HPE DL38X Gen10 Plus 2U SFF Easy Install Rail Kit	2

End Capacity (Host Server Build)		
Product #	Product Description	Qty
P22018-B21 OD1	Factory Integrated	2
P22020-B21	HPE DL38X Gen10 Plus 2U Cable Management Arm for Rail Kit	2
P22020-B21 OD1	Factory Integrated	2
P37034-B21	HPE ProLiant DL380 Gen10 Plus Standard Heat Sink Kit	4
P37034-B21 OD1	Factory Integrated	4
AC114A	HPE ProLiant Door/dock Medium Logistic Service	2
HA114A1	HPE Installation and Startup Service	1
HA114A1 5A6	HPE Startup 300 Series OS SVC	2
HU4A6A5	HPE 5Y Tech Care Essential Service	1
HU4A6A5 ZSB	HPE ProLiant DL380 Gen10+ Support	2
HU4A6A5 SVN	HPE One View w/Ilo Support	2

Table 4.3.1F

4.3.2. Infrastructure Maintenance & Support

Service providers are required to provide a HPE Year Tech Care Essential service for the period from the Greenlake start date for the infrastructure listed in Tables 4.3.1C – 4.3.1.F. Maintenance and support definition criteria provided below for both hardware and software.

HPE 5 Year Tech Care Essential	
Hardware	
Equipment Covered	Hardware Support Coverage Window
All HPE Infrastructure Included by the East London IDZ	24 Hrs Standard Office Days, 24 Hrs Day 6, 24 Hrs Day 7, Holidays Covered
Software Updates and Support Included	Hardware Replacement
Yes	Onsite Support, Parts and Material Provided
Software Response	Software Support Coverage Window
Standard	24 Hrs Standard Office Days, 24 Hrs Day 6, 24 Hrs Day 7, Holidays Covered

Table 4.4A

HPE 5 Year Tech Care Essential	
Software	
Software & Licensing Covered	Software Support Coverage Window
All HPE Software & Licensing Included by the East London IDZ	24 Hrs Standard Office Days, 24 Hrs Day 6, 24 Hrs Day 7, Holidays Covered
Software Updates and Support Included	Response
Yes	Standard

Table 4.6A

4.4. Fault Logging & On-site Support

The following information and support needs to be provided by the service provider:

- A single call center needs to handle all faults or calls logged relating to this project. Contact details will need to be provided to the East London IDZ.
- On receipt of the fault with relevant information, the successful service provider must provide a unique fault reference number to the East London IDZ.
- All faults need to be logged with the relevant Original Equipment Manufacturer (OEM) within 15 minutes of receiving the fault from the East London IDZ.
- The fault logging service needs to be available 24 hours a day including weekends and public holidays.
- It is expected that either the service provider or the OEM will provide adequately qualified on-site personnel for the duration of the call.

4.5. Reporting

A scheduled monthly project meeting and report is required as part of this project, the following will need to be covered in the meeting and report:

- Minutes from the previous meeting
- SLA maintenance calls raised
- Greenlake Usage Reporting
- Bi-annual firmware, software & OS upgrade results
- Project risks & issues
- Project lessons learned
- Recommendations & action plans

4.6. Skills Transfer, Processes & Documentation

It is expected that the service provider will transfer the necessary skills to the project team after implementation and at the end of the project in order to ensure continuity.

Detailed project documentation and designs needs to be provided to the ELIDZ in the original editable version and PDF version at the end of the implementation period.

The service provider is required to adhere to any internal processes and procedures the East London IDZ approves. Planning should be in conjunction with the operational requirements of the ELIDZ.

4.7. Project Management

In addition to the project meetings, the following minimum project management deliverables are required as part of this project:

- Project Initiation Document
- Project Kick-off Meeting
- Monthly Project Report Meeting Presented to the Project Team with Minutes
- Project Plan
- Risk & Issue Register
- Lessons Learned
- Project Close-out Report

Service providers are required to provide the draft project plan with milestones and a timeline for this project within the tender submission, with the expected start date of 01 December 2023. The dates can be updated once awarded to the successful service provider. This plan is required for functionality evaluation purposes.

The duration of this project will be 60 months.

5. Response Format

5.1. Company / Firm Profile

- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate
- Provide an organogram for team allocated to this project in terms of roles and responsibilities

5.2. Proposed Solution

Describe your proposed solution or methodology of services that will be provided in detail in response to the detailed requirements as per Section B, point 4. This is an essential part of your response and it will form part of the service level agreement.

All areas of Section B, point 4 is **mandatory**. Service providers will be disqualified if any of the technical requirements are excluded within this Section.

5.3. Implementation Methodology

Describe the proposed engagement model with reference to this tender. Please provide the following:

- Engagement Structure
- Implementation Methodology, for example, ITIL, Prince 2

5.4. Service Provider Skills Competency

Provide a detailed list of personnel whom will form the team for this project, listing similar projects completed by each team member, their relevant skills \ qualifications and years of work experience relevant to this project in the form of a summary. Include curriculum vitae's of the personnel in the project team.

5.5. References

- Provide a minimum of three (3) relevant completed reference letters, stamped, signed and dated.
- Reference letter template is attached as Annexure 2;
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.
- The ELIDZ reserves the right to verify the references.

The evaluation score for references will be calculated by dividing the sum of all the ratings provided by 90 and multiplying again by 20 to calculate a score out of 20.

6. Conclusion

This document seeks to provide comprehensive information for the purposes of supporting the proposal of a solution that meets the requirements of the ELIDZ.

The information provided herein has been done so in partnership with the relevant business units of the ELIDZ in order to describe necessary requirements.

Please forward any queries in writing to Ms. Zandile Mtebele at the following contact details:

Tel: (043) 702 8200

Fax: (043) 702 8251

Zandile@elidz.co.za



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

ENTERPRISE DEVELOPMENT AGREEMENT