



## ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-120

# ICT INFRASTRUCTURE MAINTENANCE 2024

## REQUEST FOR PROPOSAL (RFP) PACK

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FOR THE RENEWAL OF ICT INFRASTRUCTURE MAINTENANCE FOR THE EAST  
LONDON INDUSTRIAL DEVELOPMENT ZONE

START DATE: 07<sup>th</sup> June 2024

CLOSING DATE: 01<sup>st</sup> July 2024 (12h00)

NAME OF TENDERER: \_\_\_\_\_

TENDERER'S ADDRESS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### CHECKLIST FOR SUBMISSIONS

ITEM	TICK
<b>Supporting Documentation To Be Submitted</b>	
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)	
<b>Compulsory Documentation To Be Submitted</b>	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV agreement (when necessary) a consolidated BBBEE and supporting documents for the parties.	

**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

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1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Annexure 1:** Procurement Handbook
4. **Annexure 2:** Reference Letter Template
5. **Annexure 3:** Enterprise \ Supplier Development Agreement
6. **Annexure 4:** IronForge UPS Replacement – As-is View



## **SECTION A: General Guidelines**

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FOR THE RENEWAL OF ICT INFRASTRUCTURE 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 rule i.e., 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[ 1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

Specific goals = 20 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
Up to R2000	Not applicable
Above R2000 up to R1 000 000	<p>80 points for price</p> <p>10 points for 51% and above Black owned suppliers</p> <p>5 points – 25% to 50% Black owned suppliers</p> <p>5 points for Eastern Cape Based suppliers</p> <p>2 points for 51% and above Youth owned suppliers</p> <p>2 points for 51% and above Women owned suppliers.</p> <p>1 point for Persons with 51% disability owned companies</p>

**Specific Goals returnable Documents**

Evaluation Criteria	Returnable document
51% and above Black owned suppliers	BBBEE Certificate/Affidavit/CSD report
Eastern Cape Based suppliers	Municipality Bill or Lease agreement or any other document confirming address
51% and above Youth owned suppliers	BBBEE Certificate/Affidavit/CSD report
51% and above Women owned suppliers.	BBBEE Certificate/Affidavit/CSD report

Persons with 51% disability owned companies	BBBEE Certificate/Affidavit/CSD report
---------------------------------------------	----------------------------------------

Please note all BBBEE certificates requires SANAS accreditation.

Service providers are required to return the above-mentioned document in order to score points for the Preferential Procurement 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 a compulsory virtual briefing session via Microsoft Teams on the 14<sup>th</sup> June 2024, at 10:00. Meeting link as follows: [https://zaf01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2F%2Fmeetup-join%2F19%253ameeting\\_NDdkZjNmNDMtZTM1My00ZTg0LWFkM2QtNWQzMdk3ZDRlZWJh%2540thread.v2%2F0%3Fcontext%3D%257b%2522tid%2522%253a%2522bd71323e-f0dc-4d06-8e22-af342304bedc%2522%252c%2522oid%2522%253a%252209174bf1-727b-442f-84bb-83ce732c74d2%2522%257d&data=05%7C02%7CWesley%40elidz.co.za%7C74d2236dce294d39ed7508dc847a0703%7Cbd71323ef0dc4d068e22af342304bedc%7C0%7C0%7C638530906860944486%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwWwLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=RH1DarleJRcBy6OFb9t%2Bq8liw%2FAiyAifOjPriUNXVnl%3D&reserved=0](https://zaf01.safelinks.protection.outlook.com/ap/t-59584e83/?url=https%3A%2F%2Fteams.microsoft.com%2F%2Fmeetup-join%2F19%253ameeting_NDdkZjNmNDMtZTM1My00ZTg0LWFkM2QtNWQzMdk3ZDRlZWJh%2540thread.v2%2F0%3Fcontext%3D%257b%2522tid%2522%253a%2522bd71323e-f0dc-4d06-8e22-af342304bedc%2522%252c%2522oid%2522%253a%252209174bf1-727b-442f-84bb-83ce732c74d2%2522%257d&data=05%7C02%7CWesley%40elidz.co.za%7C74d2236dce294d39ed7508dc847a0703%7Cbd71323ef0dc4d068e22af342304bedc%7C0%7C0%7C638530906860944486%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwWwLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=RH1DarleJRcBy6OFb9t%2Bq8liw%2FAiyAifOjPriUNXVnl%3D&reserved=0) ;
- Tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to [zandile@elidz.co.za](mailto:zandile@elidz.co.za) on/or before 24<sup>th</sup> June 2024 at 16:00 responses will be sent by the 25<sup>th</sup> of June 2024 at 15:00;
- It is the responsibility of the potential service provider to make a follow-up on the response should there be omitted by the 25<sup>th</sup> June 2024 at 15:00.
- The closing date for this tender is at 12h00 on the 01<sup>st</sup> of July 2024. 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;
- 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, Sunnyside, 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 in Envelope B, 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 undergo ELIDZ SHE induction and produce a SHE file for approval with contents that include but might not be limited to:

1. Copy of appointment.
2. Copy of scope of work.
3. Project specific Safety, Health & Environmental (SHE) Risk assessments,
4. SHE Risk assessments to include activity specific risks (example risk of injury, risk of operating machinery, risk of pollution, etc.), service providers risk to the ELIDZ and the ELIDZ risk to them;
5. 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, working at heights, fall protection plans, working in confined spaces, etc.);
6. Emergency preparedness plans – including relevant emergency contact information (example, emergency services and contacts for those with information on dealing with snake bites);
7. List of applicable PPE required;
8. PPE issue register;
9. List of chemicals and related Material Data Sheets;
10. Letters of Good standing with workman's compensation where applicable;

11. Applicable legal appointments - as required;
12. Requisite training / competency certificates where applicable;
13. 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);
14. Applicable certifications and / or registrations with / from the relevant authorities as required;

NB: Work may not commence until the SHE file has been approved and induction training concluded.

## 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
<b>Supporting Documentation To Be Submitted</b>	
CIPC 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)	
Enterprise \ 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
<b>Compulsory Documentation To Be Submitted</b>	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV agreement (when necessary) a consolidated BBBEE and supporting documents for the parties.	

## 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 07<sup>th</sup> June 2024 at 12h00 (Noon) from the East London Industrial Development Zone website: [www.elidz.co.za](http://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**

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FOR THE RENEWAL OF ICT INFRASTRUCTURE 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 renewal of our ICT infrastructure maintenance for a further three years from the 01 August 2024. Our existing maintenance and support project ended on the 31 May 2024.

In addition to the OEM support for listed assets \ software \ subscriptions. Critical spares and replacement assets need to be supplied due their age as well as a hybrid technical resource appointed for further support activities. The following areas are covered with a detailed scope and requirements in Section B, point 4.

#### **OEM Support Services**

- CISCO Infrastructure Maintenance and Support
- Fortinet Security Infrastructure Maintenance and Support
  - Firewall Replacement \ Migration
- Schneider Electric (SE) Data Centre Infrastructure Maintenance and Support
  - UPS and Battery Replacements
  - Critical Onsite Sparing for the new Data Centre

#### **Hybrid Co-managed Services \ Proactive Support**

- Guidelines \ Assumptions
- Hybrid Resource Sourcing Process
- Hybrid Resource Draft Job Profile \ Skill Requirements
- Performance Measurables \ Set of shared KPIs
- Independent System and Security Reviews (ICT Health Reviews)
- Bi-annual Infrastructure Firmware \ Software Updates
- Fault Logging & Onsite Support
- Skills Transfer, Processes and Documentation

#### **Project Support**

- Service Delivery Management \ Reporting
- Project Management

A monthly ICT health and audit review is to be conducted and a report presented to the East London IDZ, detailed further in Section B, point 4.

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.

## 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
<b>Project Approach</b>	Fault Logging	10	10	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 3-year timeline, Tasks and milestones related to the project scope of work included.
			0	No draft project plan provided
<b>Service Providers Expertise and Resources</b>	Skills Competency	15	15	OEM project support team members have relevant certifications in the following core support areas: CISCO, Schneider Electric and Fortinet.
			0	OEM project support team members do not have relevant certifications in the following core support areas: CISCO, Schneider Electric and Fortinet.

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
		20	10	Service Delivery Manager team member has relevant certifications and more than 10 years of experience. (Management Qualification)
			5	Service Delivery Manager team member has relevant certifications and less than 10 years of experience. (Management Qualifications)
			10	Project Manager team member has relevant certifications and more than 10 years of experience. (Prince2 or PMBOK Certification)
			5	Project Manager team member has relevant certifications and less than 10 years of experience. (Prince2 or PMBOK Certification)
			0	Above criteria not met for the Service Delivery Manager and Project Manager team members.
		20	20	Provide proof of inhouse capability to source a hybrid co-managed resource with references for other outsourced \ managed services projects.
			0	No proof of inhouse capability to source a hybrid co-managed resource provided.
	References	20	20	3 Relevant performance scored references, preferably provided on the ELIDZ reference template. This combined average score will then be translated to a final score out of 20.
			0	No 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>
<b>Advert and Issuing of RFP</b> :	07 <sup>th</sup> June 2024
<b>Compulsory Briefing Session</b> :	10h00, 14 <sup>th</sup> June 2024
<b>Deadline for Questions</b> :	16h00, 24 <sup>th</sup> June 2024
<b>Response to Questions</b> :	15h00, 25 <sup>th</sup> June 2024
<b>RFP Submission Due Date</b> :	12h00, 01 <sup>st</sup> July 2024

The East London Industrial Development Zone would like this project to commence 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 the elements required for this project:

### 4.1. OEM Support Services

#### 4.1.1. 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 infrastructure listed in Section B, point 4, which is located either in the data centres, on our client premises, our stores or listed as spares needs to be covered as per the relevant sections.

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.

Service providers are to allow for the verification of serial numbers during the project initial stage.

Any infrastructure or software procured with active separate support during the previous maintenance cycle, needs to be co-termed with this project from the applicable dates.

#### 4.1.2. CISCO Network Infrastructure Maintenance and Support

Service providers are required to provide a CISCO SMARTnet, Next Business Day, Call to Repair for the period up to and not exceeding 31 July 2027 or up until CISCO's End of Support date for the summary tables listed below as Table 4.1.2B-E. A sample definition table has been included as Table 4.1.2A.

A detailed list of CISCO assets has been provided for the summaries below. As these assets were supplied through various projects and therefore different end of support dates, CISCO will need to advise on each assets co-terming period for this project.

CISCO SMARTnet Service (NBD)				
CISCO SMARTnet Service (NBD)	Equipment Covered	Hardware Replacement	CISCO OS Updates	CISCO TAC Support
	All CISCO Infrastructure Included by the East London IDZ	8x5xNBD	Yes	Yes
	Registered Access to CISCO.com	Smart Call Home Diagnostics and Alerts		
	Yes	Yes		

**Table 4.1.2A**

#### **Service Provider Network**

Model	Qty	Support Type
NCS 5501	2	8x5xNBD
NCS5504	2	8x5xNBD
NCS540	6	8x5xNBD
NCS520	40	Firmware & RMA
C9300L	2	Firmware & RMA
EPNM Servers and Software	2	8x5xNBD

**Table 4.1.2B**

#### **Corporate and Wi-Fi**

Model	Qty	Support Type
5520 Wifi Controller	2	8x5xNBD
Cisco C9500-48Y4C	1	8x5xNBD

**Table 4.1.2C**

#### **Voice**

Model	Qty	Support Type
Cisco Call Manager Virtual	2	8x5xNBD
Cisco Voice Gateway Routers 2921	2	8x5xNBD

**Table 4.1.2D**

**APIC**

Model	Qty	Support Type
Nexus Leave	4	8x5xNBD
Nexus Spine	2	8x5xNBD
Cisco APIC Servers	3	8x5xNBD
Subscriptions	36	Months

**Table 4.1.2E**

#### 4.1.3. Fortinet Security Infrastructure Maintenance and Support

Service providers are required to provide Fortinet Unified Threat Protection (UTP) and FortiCare Premium support for the period up to and not exceeding 31 July 2027 for the infrastructure listed in Table 4.1.3B and Table 4.1.3C. A sample definition table has been included as Table 4.1.3A.

Fortinet UTP \ FortiCare Service				
FortiCare & UTP	Hardware Support Option	Privileged Web Access	Technical Support	
	Advanced Replacement Next Business Day (NBD)	24x7	24x7	
	Maintenance & Future Releases	Anti-Virus Updates	Web-Content Filtering	Anti-Spam
	24x7	24x7	24x7	24x7

**Table 4.6A**

FortiGate Firewalls				
Number	Support SKU	Serial Number	Description	Location
1	FG-1801F-BDL-950-36	Replacement Appliance	Fortinet FortiGate 1801F	Dalaran Data Centre
2	FG-1801F-BDL-950-36	Replacement Appliance	Fortinet FortiGate 1801F	IronForge Data Centre
3	FG-VDOM-50-UG		VDOM License Add-on	

**Table 4.6B**

FortiAnalyzer				
Number	Support SKU	Serial Number	Description	Location
1	FC3-10-LV0VM-248-02-36	FAZ-VM000000875	Fortinet FortiAnalyzer-VM	IronForge Data Centre

**Table 4.6C**

#### **4.1.3.1. Firewall Replacement \ Migration**

Existing FortiGate firewalls to be replaced and configuration migrated by the service provider. High availability configuration will need to change from active-passive to active-active during the migration.

This needs to be scheduled for installation as soon as possible after the order has been placed.

Additional FortiCare support has been procured for 3 months from the 01 June – 31 August for the existing assets.

The approximate sizes of the white space areas are as follows:

- This excludes supporting rooms for the generators, electrical switch gear and UPSs. Two assets at our Conference Centre have also been included for maintenance and support.

Service providers are required to include a local supply of refrigeration gas for refilling or maintenance as needed as well allow for the replacement of the cooling units air filters on an annual basis.

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The following preventative maintenance activities are expected to be performed quarterly, all parts, labor and travel related to the site visits need to be included for assets covered by the Schneider Electric Advantage Ultra Service Plan:

- Visual inspection of all power and cooling products
- Environmental inspection
- Gas pressure test of all cooling products
- Visual inspection of cooling filters
- Cleaning of the facilities
- Biannual verification and updating of firmware versions of all power, UPS and cooling products
- A template will be provided for preventative maintenance activities, results with addition SE DCIM environmental graphs to be included in quarterly report

The Schneider Electric team is expected to participate in every second quarterly preventative maintenance task.

<b>Schneider Electric Advantage Ultra Plan</b>	
<b>Equipment Covered</b>	<b>Hardware Support Coverage Window</b>
All Schneider Electric Infrastructure Included by the East London IDZ	24 Hrs Standard Office Days, 24 Hrs Day 6, 24 Hrs Day 7, Holidays Covered
<b>Software Updates and Support Included</b>	<b>Hardware Replacement</b>
Yes	Onsite Support, Parts and Material Provided, Replacement of Local Spare Stock
<b>Software Response</b>	<b>Software Support Coverage Window</b>
Standard	24 Hrs Standard Office Days, 24 Hrs Day 6, 24 Hrs Day 7, Holidays Covered
<b>Preventative Maintenance</b>	<b>Environmental Inspection</b>
One visit per year to assure system is performing to manufacturer specifications.	Verify the system's surroundings to optimize the lifetime of the UPS solution.

**Table 4.1.4A**

Number	Product Code \ Model	Description	QTY	Serial Numbers	Location
		<b>UPS Stand-Alone 200Kva units (not parallel)</b>			Stormwind DC
1	GVL200K500DS	Galaxy VL UPS 200 scalable to 500 kW, 400/480V, Start-up 5x8	2	UPS 1: BD2317004099 UPS 2: BD2317004100	Stormwind DC
2	GVLOPT004	Galaxy VL Internal Backfeed kit for IEC	2	New Assets	Stormwind DC
3	LIBSESMG16IEC	Galaxy Li-Ion Battery Cabinet IEC with 16 x 2.04 kWh battery modules	4	New Assets	Stormwind DC
4	IDAV2022A	<b>DX CRACs - 72 kWc</b>	3	New Assets	Stormwind DC
		Basic Unit	4		
		Version: 5 - Double power supply - Vers. C	4		
		Air accessories: 3 - Motorized damper	4		
		Electrical accessories: C - Power phase correction capacitors	4		
		Control / measurement accessories: 1 - Kit AFC	4		
		Packaging: 6 - Wooden case(ISPM15) for unit with damper	4		
		Return Air plenum box	4		
		Q1 - Height-adjustable legs kit	4		
		S5 - Relay 24Vac fire/smoke remote alarm	4		
		J5 - Water leak detector + tape probe	4		
		J2 - Room temperature/humidity sensor	4		
		Remote Air cooled condensers + Blu Chem coated fins and S/S casing	4		
5	IDAV0601A	<b>DX CRACs - 19 kWc</b>	4	New Assets	Stormwind DC
		- Double Power Supply	4		
		- Electrical Accessories (Power Phase Correction Capacitors)	4		
		- Packaging	4		
		- Floor Stand	4		
		- Relay 24V Fire Smoke Remote Alarm	4		
		- Water Leak Detector (Tape Probe)	4		
		- Remote Air-Cooled Condensers + Blu-Chem Coatted Fins and S/S Casing	4		

Number	Product Code \ Model	Description	QTY	Serial Numbers	Location
6	PDPM277H	APC Modular Remote Power Panel, 277kVA, 400A, 400V, 72 Pole, 300mm	4	New Assets	Stormwind DC
7	NBRK0750	NetBotz Rack Monitor 750	7	New Assets	Stormwind DC

**Table 4.1.4B (Stormwind DC)**

Number	Product Code \ Model	Description	QTY	Serial Numbers	Location
1	ACRP	APC InfraStruXure InRow RD	1	UK1038212160	IronForge DC
2	NBRK0550	APC Netbotz Rack Monitor 550	1	QA1114180534	IronForge DC
3	NBRK0570	APC Netbotz Rack Monitor 570	1	QA1516131228	IronForge DC
4	NBRK0570	APC Netbotz Rack Monitor 570	1	QA1247180459	IronForge DC
5	ACRP	APC InfraStruXure InRow RD	1	UK1038212136	IronForge DC
6	ACRP	APC InfraStruXure InRow RD	1	UK1038212154	IronForge DC
7	Modular PDU	APC InfraStruXure Modular PDU	1	QD1938110638	IronForge DC
8	Modular PDU	APC InfraStruXure Modular PDU	1	QD2312210302	IronForge DC
9	ACRP	APC InfraStruXure InRow RD	1	UK1038212146	IronForge DC
10	-	APC GALAXY VS 50KW Complete with Battery Cabinet	1	Replacement UPS	IronForge DC
11	-	APC GALAXY VS 50KW Complete with Battery Cabinet	1	Replacement UPS	IronForge DC

**Table 4.1.4C (IronForge DC)**

Number	Product Code \ Model	Description	QTY	Serial Numbers	Location
1	NBRK0550	APC Netbotz Rack Monitor 550	1	QA1115280160	Dalaran DC
2	-	APC Galaxy 300 40 KVA 3:3	1	UJ1618000966	Head Office Basement
3	-	APC Galaxy 300 40 KVA 3:3	1	UJ1709001019	Head Office Basement

**Table 4.1.4D (Dalaran DC)**

Number	Product Code \ Model	Description	QTY	Serial Numbers	Location
1	SRT10KXLI	SMART-UPS SRT 10000	1	AS2042370517	Conference Centre
2	NBRK0250	Netbotz Rack Monitor 250	1	QA1833170495	Conference Centre

**Table 4.1.4E (Conference Centre)**

Service providers are required to provide 4x APC InRow Cooling unit's air filters annually or when indicated by the units, see Table 4.1.4F below.

Data Centre APC Air Filters			
Number	Product Code \ Model	Description	Location
1	OJ-8752013A	Filter Air 30% 418X470X96 MM	IronForge Data Centre

**Table 4.1.4F**

Service providers are required to ensure that a local supply of R407c refrigeration gas is available for refilling or maintenance of the APC InRow Cooling units at the IronForge Data Centre.

#### 4.1.5. Schneider Electric New & Existing Critical Spares

The following Schneider Electric critical spares in Table 4.1.5A need to be supplied by the service provider and delivered to the onsite maintenance store to reduce the risk and delivery period relating to the required mean time to repair. These spares are to be replaced by the service provider under this contract if used to replace any failed hardware for assets covered with the Schneider Electric Advantage Ultra Service Plan.

Number	Description	Qty
1	<b>WVL200-500 Spare Part Kit Level 1 SPL1 Includes Critical Spares Parts</b>	1
	ASSY GENERIC POWER MODULE 50KW AGILIS	1
	Fan Assy Narrow and Wide	2
	System Lev Control	1
	UC BOX ASSEMBLY GVL	1
	UCI BOX ASSY GVL	1
	SBS Controller Assy GVL	1
	ASSY SLC INTERFACE BOX	2
	PORT EXPANDER ASSY GVL	3
	PSU BOX ASSY GVL	4
	Bonding Contactor Assembly spare	5
	PCB ASSY IOB3 GVL	6
	PCB ASSY AGILIS I/O INTERFACE 5, IOB5	7
	FUS 900A HIGH-SPEED FLSH end CONT SZ 3	1
	FUS 1250A aR FLSH End CONT 3	1
	Galaxy VL Performance Air Filter Kit for UPS	2
2	SCROLL COMPR. VZH044 MANIFOLD R410A	1
3	SCROLL COMPR. DCJ121T4LC6 R410A	1
4	FILTER - CYLINDRICAL POLYETHYLENE 1/8 IN	2
5	PVE LUBRICANT OIL FOR SCROLL COMPRESSORS	1

Number	Description	Qty
6	CHANGE OV. SWITCH =S= 1P 20A ISSW A9E18072	1
7	CIRCUIT BREAKER SHN. IC60H 3P C" 16A"	1
8	CIRCUIT BREAKER SHN. IC60H 2P 20A C""	1
9	CIRCUIT BREAKER SHN. IC60H 3P 40A C""	1
10	CONTACTOR LC1-D25B7	2
11	CONTACTOR SCHNEIDER LC1-D65AP7	2
12	CONT RELAY AUX 2P NO 440V_SP	2
13	RSF RM17TG00	1
14	RELAY RSL1PVBU	1
15	RELAY 6A 250V	2
16	ON-DELAY TIMING RELAY RE17RAMU	2
17	AUX CONTACTS SCHNEIDER A9A26924	1
18	AUX CONTACTS SCHNEIDER DF14AM1	1
19	USER TERMINAL 7" DISPLAY LCES R.COOL	1
20	INVERTER CDS803 10KW IP20 DANFOSS	1
21	MINIPRESS. HIGH MAN. 061F9669 (40.5BAR	2
22	CONTROL BOARD ASSY CONTR.UCAP MGR	1
23	CONTROL BOARD ASSY CONTR.UCAP PWR MOD	1
24	CONTROL BOARD ASSY CONTR.COOLING 18DIN	1
25	P. TRANSDUCER AFC 0.+125PA	1
26	P. TRANSDUCER WAP9520TP APC 0..2068PA	1
27	TEMP. PROBE NTC APC 300mm -20T70 °C	4
28	P. TRANSDUCER SPKT00B1D0 0/44.8BAR	2
29	P. TRANSDUCER SPKT0031D0 0/30 BAR	2
30	LEVEL SENSOR LC-XT TEKLAB -40+125 C	1

Number	Description	Qty
31	SOLENOID E.V. MQ-A03024-010022 24V 50/6	3
32	SAFETY VALVE D10/CS 1/2NPT SET=45.0"	2
33	EL. EXP. VALVE SER-DS 5X7 ODF LESS CAB.	2
34	RADIAL FAN GR63V-ZIK.GG.VR 400/3/50	2
35	SCROLL COMPR. ANB33FBTMT R410A	1
36	SWITCH COM. 2P 16A 3IN4010I151724	1
37	CIRCUIT BREAKER SHN. IC60H 4P 16A "C"	1
38	CIRCUIT BREAKER SHN. IC60L 3P 32A B""	1
39	CONTACTOR SCHNEIDER LC1-D09B7	1
40	CONTACTOR LC1-D32B7	1
41	RELAY RSB2A080B7	3
42	RSF RM17TG00	1
43	RELAY SCHNEIDER RXM4AB2B7	1
44	TEMPOR. RELAY SCHNEIDER RE17RBMU	1
45	CRANKCASE HEATER DANFOSS 40W - 230V CE	1
46	USER TERMINAL PGDN1 +BUZZ W/O FRAME	1
47	NVERTER CAREL PS20018404100 18A	1
48	MINIPRESS. HIGH MAN. 061F9669 (40.5BAR	1
49	PRESS.DIFFER. AUT. SPD 910 IP54	2
50	TLAN SERIAL CARD FOR PCO1	1
51	DRIVER BOARD EVD EVOLUTION RS485/MDB	1
52	CONTROL BOARD pCO5+ SMALL	1
53	TEMP. SENSOR NTC015HP (1.5M)	1
54	TEMPERATURE PROBE NTC030HP (3M)	1
55	SEALED TEMPERATURE SENSOR NTC060HT	2

Number	Description	Qty
56	TEMPERATURE PROBE SERIES WF L=3MT	1
57	P. TRANSDUCER CAREL SPKT0033 0/34.5BAR	1
58	P. TRANSDUCER 075G4009 DANFO 0/50 bar SPARE	1
59	EL. EXP. VALVE STATOR CAREL E2VSTA0201	1
60	EL. EXP. VALVE CAREL E2V24FSMC1	1
61	RADIAL FAN R3G310-RR05-H2 230 50/60	2

**Table 4.1.5A (New Critical Spares)**

The following Schneider Electric critical spares in Table 4.1.5B are currently stored onsite to reduce the risk and delivery period relating to the required mean time to repair. These spares are to be replaced by the service provider under this contract if used to replace any failed hardware for assets covered with the Schneider Electric Advantage Ultra Service Plan.

Number	Product Code \ Model	Serial Number	Description	Location
1	PDM1316IEC-3P	N/A	APC IT Power Distribution Module 3x1 Pole 3 Wire 16A 3xIEC309 300cm, 360cm, 420cm	Maintenance Store
2	PDM1316IEC-3P	N/A	APC IT Power Distribution Module 3x1 Pole 3 Wire 16A 3xIEC309 300cm, 360cm, 420cm	Maintenance Store
3	PDM1332IEC-3P	N/A	APC IT Power Distribution Module 3x1 Pole 3 Wire 32A 3xIEC309 300cm, 360cm, 420 cm	Maintenance Store
4	PDM1332IEC-3P	N/A	APC IT Power Distribution Module 3x1 Pole 3 Wire 32A 3xIEC309 300cm, 360cm, 420 cm	Maintenance Store
5	PDM1332IEC-3P	N/A	APC IT Power Distribution Module 3x1 Pole 3 Wire 32A 3xIEC309 300cm, 360cm, 420 cm	Maintenance Store
6	PDM1332IEC-3P	N/A	APC IT Power Distribution Module 3x1 Pole 3 Wire 32A 3xIEC309 300cm, 360cm, 420 cm	Maintenance Store
7	NBPD0171	N/A	APC Netbotz Rack Access Pod 170 For SX Rack	Maintenance Store
8	NBPD0171	N/A	APC Netbotz Rack Access Pod 170 For SX Rack	Maintenance Store
9	NBPD0171	N/A	APC Netbotz Rack Access Pod 170 For SX Rack	Maintenance Store
10	OJ-430-0197B	N/A	APC XFMR Class II Transformer 110 VA	Maintenance Store
11	W451-0104	N/A	Contactora, NR 24VAC 9 AMP 1NO	Maintenance Store
12	NBPD0170	N/A	APC Netbotz Rack Access Pod 170 For SX Rack	Maintenance Store
13	NBPD0170	N/A	APC Netbotz Rack Access Pod 170 For SX Rack	Maintenance Store
14	NBPD0170	N/A	APC Netbotz Rack Access Pod 170 For SX Rack	Maintenance Store
15	WSYC2BTMON	N/A	Symmetra PX Battery Monitor Card	Maintenance Store
16	WSYSW160KH	N/A	Static Switch / Bypass Module	Maintenance Store
17	WSYSW160KH	N/A	Static Switch / Bypass Module	Maintenance Store

Number	Product Code \ Model	Serial Number	Description	Location
18	WSYMIM16	N/A	Intelligence Module For PX2	Maintenance Store
19	WOP2465	N/A	Complete 808 PCB CRAC 9X Relay 2X OPTO Fan Tach	Maintenance Store
20	OJ-875-9925	N/A	Printed Circuit Board For Compact 3 KG/H 400 VAC 3-Phase	Maintenance Store
21	WOP2355	N/A	Complete 809 PCB CRAC 3X RS485	Maintenance Store
22	W875-1001	N/A	Valve, TEV 5/8in 7/8 Out R-407C	Maintenance Store
23	WON-0297	N/A	Humidity Sensor for ACRP	Maintenance Store
24	W451-0047	N/A	Contactors A16 Coil Code 85 1NO For ACRP502	Maintenance Store
25	WOM-9897	N/A	High Pressure Switch Assy	Maintenance Store
26	W875-00031	N/A	Disposable Humidifier Cylinder Low Conductivity 400V For ACRP 102/502	Maintenance Store
27	WOM-8204	N/A	Solenoid 24AC Coil 6 Position Plug	Maintenance Store
28	W430-0423	N/A	Step Down Transformer 480V to 24V 20 VA For ACRP501	Maintenance Store
29	W430-0251	N/A	Transformer 100VA 380/400/415V	Maintenance Store
30	WOW-3314	N/A	Cable Assy Thermistor/Probe EMU 0.5M	Maintenance Store
31	WOP2358	N/A	Complete 811 PCB CRAC 8x OPTO SIMM	Maintenance Store
32	WOP2860	N/A	1-Bay Board Set (MB,WC,XA,DP,OPT)	Maintenance Store
33	WOP2483	N/A	PCB Communication Card For RS485	Maintenance Store
34	W491-0523	N/A	Pump Condensate Hartell 240V	Maintenance Store
35	W875-3802	N/A	Compressor 2 Cylinders with Oil Equalization 400V For ACRP 101/102	Maintenance Store
36	875-9002	N/A	Humidifier Compact 1-3 KG/H 400V	Maintenance Store
37	NBES0303	N/A	Netbotz Door Switch Sensors	Maintenance Store
38	NBES0303	N/A	Netbotz Door Switch Sensors	Maintenance Store
39	NBES0303	N/A	Netbotz Door Switch Sensors	Maintenance Store

**Table 4.1.5B (Existing Spares)**

#### **4.1.6. Schneider Electric Replacement UPS Units and Batteries**

The following Schneider Electric UPS units need to be supplied, delivered, installed and commissioned in the low voltage (LV) room alongside our Ironforge Data Centre. 2 x APC Galaxy VS 50KW scalable to 100KW, 3 Phase Online UPS's, complete with external maintenance free batteries supplied in separate battery cabinets (1 x battery cabinet housing lithium batteries per UPS with 30 minute runtime at 50KW load) as detailed in Table 4.1.6A, giving an extended back-up time, in the event of a power failure.

UPS Feed B needs to be scheduled for installation as soon as possible after the order has been placed, while the UPS for Feed A needs to be installed in April 2025. Once both units are fully commissioned, the existing APC Symmetra PX160 kVA unit needs to be removed from site and disposed of according to eWaste and environmental regulations.

The SNMP cards need to be configured and cabled to the LAN switch cabinet in the LV room. Existing electrical reticulation to be reused where possible, additional electrical breakers and cables to be provided to complete the installation. The LV room will need to be sealed to ensure the UPS operating environment is within norms. A health and safety file will need to be prepared and submitted for this portion of work.

Additional essential circuits from 3x adjacent buildings will need to be incorporated with the data centre load on UPS Feed B. 1x existing faulty Emerson 15 kVA UPS with battery cabinet to be removed from site once decommissioned.

The current DC load is +- 20 Kw, while the additional load from the other essential circuits is 10 Kw. The LV room UPS \ breakers is approximately 40 meters from the DC isolators. These isolators connect to SE InRow Modular PDU's allowing the DC to scale up in Kw load, service providers are to maintain current breaker and cable sizes to allow for future growth. As the maintenance bypass breakers are currently part of the existing Symmetra setup, new maintenance bypass breakers will need to be installed in the existing LV electrical panel.

See **Annexure 4** for a view of the current state of the LV room and electrical reticulation.

IronForge Symmetra PX 160 Replacement			
Number	Serial Number	Description	Location
1	New Asset	APC Galaxy VS 50 KW Scalable to 100 KW 3 Phase UPS (A Feed)	IronForge DC Substation
2	New Asset	APC Galaxy VS 50 KW Scalable to 100 KW 3 Phase UPS (B Feed)	IronForge DC Substation
3	New Asset	External Battery Cabinet with Batteries (Lithium Ion, 30 min Runtime) (A Feed UPS)	IronForge DC Substation
4	New Asset	External Battery Cabinet with Batteries (Lithium Ion, 30 min Runtime) (B Feed UPS)	IronForge DC Substation
5	New	SNMP Card, LAN Enabled (A Feed UPS)	IronForge DC Substation
6	New	SNMP Card, LAN Enabled (B Feed UPS)	IronForge DC Substation
7	New	Maintenance Bypass Breaker in Existing LV Electrical Panel	IronForge DC Substation
8	New	Maintenance Bypass Breaker in Existing LV Electrical Panel	IronForge DC Substation

**Table 4.1.6A**

The replacement of existing 150 x 12V maintenance free batteries in each of the listed APC Galaxy 300 40 KVA 3 phase UPSs needs to be completed within this three (3) year maintenance cycle. Service providers are to assess the condition of the current battery modules and recommend a replacement date. The service provider is required to replace any faulty battery modules at no additional cost under this contract.

Battery Replacement (Galaxy 300 40KVA 3 PHASE)			
Number	UPS Serial Number	Description	QTY
1	UJ1618000966	12V Maintenance Free Batteries	150
2	UJ1709001019	12V Maintenance Free Batteries	150

**Table 4.1.6B**

#### **4.2. Hybrid Co-managed Services \ Proactive Support**

The ELIDZ requires a service provider to source a skilled resource to assist with operational duties relating to the ELIDZ corporate and service provider networks, security and data centre services (DCS). This resource will need to attend to tasks onsite when required on an ad-hoc basis, therefore a local resource is required with flexibility to work from home when appropriate. As this resource needs to join the exiting technical teams responsible for these areas, a co-managed approach is also a requirement.

Several managed tasks performed by the previous service providers team have been incorporated into this role which is further detailed below:

##### **4.2.1. Role Guidelines \ Assumptions**

The following guidelines or assumptions have been identified in developing this scope of work:

- The service provider will provide the resource with the necessary tools to perform the role (Laptop \ cellphone \ Annual Training Plan)
- All travel costs to site needs to be included by default.
- Standby support will be a requirement during the 3-week shutdown period in December each year. A rotation arrangement can be planned if required.
- It is assumed that a hybrid work arrangement will be a 30, office based / 70 home-based split, however, depending on activities or projects, the resource will be expected to be onsite for extended periods during project implementations.
- Standard sick leave and annual leave is expected, while extended periods of sick leave will need to be catered for by the service provider for at least additional remote support.
- It is expected that the hybrid resource will be sufficiently skilled and experienced to cover at least 80% of the deliverable, with minimum escalation or remote support from other skilled resources.
- It is expected that a waiting period of at least 2 – 3 months to appoint the hybrid resource will be included in the project plan.
- The ELIDZ technical team will be included in the development of the final job advertisement as well as the short listing.

- It is expected that the appointed hybrid resource will integrate smoothly with the existing team dynamics \ culture.

#### **4.2.2. Hybrid Resource Sourcing Process**

The following basic process is expected to be followed by the service provider while sourcing an appropriate resource:

- Development and Approval of Job Specification and Advert
- Shortlisting participation \ review by the ELIDZ with approval
- Interviews by the service providers talent management team
- Onboarding and induction by the ELIDZ technical team

#### **4.2.3. Hybrid Resource Draft Job Profile \ Skill Requirements**

The following draft job profile \ skills requirement has been developed as a guide for the hybrid resource's role. The details relating to the job role and requirements will be finalized during the project planning stage of this project.

##### **Key Roles and Responsibilities:**

###### **ITSM \ Support \ Projects**

- Proactively monitors all ITSM queues and NOC dashboards, captures all required and relevant information and updates support cases with resolution tasks performed
- Performs operational tasks to resolve all incidents/requests in a timely manner and within the agreed SLA \ KPIs
- Identifies, investigates, analyses issues and errors prior to or when they occur, and logs all such incidents in a timely manner
- for immediate resolution
- Communicates with other teams and clients for support related matters
- Escalates support cases when required
- Ability to work across various other resolver groups (internal and external) like CISCO TAC, etc
- Contributes to the change management process by logging all change requests with complete details for standard and non-standard including patching and any other changes to Configuration Items. Executes changes with clear identification of risks and mitigation plans once approved
- Executes approved maintenance activities according to change controls and project schedules
- Audits and analyses incident and request cases for quality and recommends improvements with updates to knowledge articles
- Produces trend analysis reports for identifying tasks for automation \ root cause, leading to a reduction in tickets and optimization of effort
- May also contribute to / support on project work as and when required

- Assist with the implementation of bi-annual infrastructure firmware updates or more regular software updates when released by infrastructure or software OEMs
- May work on implementing and delivering Disaster Recovery functions and tests

#### **Networks**

- Assist with onboarding and implementation of new ISP \ VOIP clients
- Assist with CISCO Corporate and ISP network day to day operations
- Quarterly Internal Device \ Configuration Security Reviews & Remediation (ISP Network Device Hardening \ Vulnerability Remediation)
- Monthly Performance Reviews and Report (Highlighting congested uplinks, port errors \ discards, risks or other areas of concern which could affect redundancy and performance)
- Annual Topology \ Design \ Technology Review and Report

#### **Security**

- Assist with daily Security Alerts \ Log Reviews (SIEM)
- Assist with security day to day operations (Email Spam & Phishing Reviews)
- Assist with security alert \ vulnerability remediation tasks
- Quarterly Firewall Configuration Reviews & Remediation
- Quarterly Security Trends and Risk Identification and Recommendations
- Monthly Security Risk \ Maturity Score Improvement Activities

#### **DCS**

- Assist with onboarding and implementation of new BaaS \ DRaaS \ Cloud hosting clients
- Assist with Data centre day to day operations (Environmental \ operational alerts)
- Assist with Microsoft Azure day to day operations and hybrid cloud journey
- Assist with on-premise virtualized platform management
- Assist with HPE Infrastructure Platform management (dHCI Cluster with Alletra, MSA, Qumulo, DL Servers, HPE Switches, Tape Libraries, Blade Enclosures & Blade Servers)
- Monthly Performance Reviews and Report (SE DCIM Reports \ VEEAM Performance and Capacity Reports)
- Annual Topology \ Design \ Technology Review and Report

#### **Knowledge, Skills and Attributes:**

- Ability to communicate and work across different cultures and social groups
- Ability to plan activities and projects well in advance, and takes into account possible changing circumstances
- Ability to maintain a positive outlook at work
- Ability to work well in a pressurized environment
- Ability to work hard and put in longer hours when it is necessary
- Ability to apply active listening techniques such as paraphrasing the message to confirm understanding, probing for further relevant information, and refraining from interrupting
- Ability to adapt to changing circumstances
- Ability to place clients at the forefront of all interactions, understanding their requirements, and creating a positive client experience throughout the total client journey

**Academic Qualifications and Certifications:**

- Bachelor's degree or equivalent qualification in IT/Computing or demonstrated equivalent work experience
- Certifications relevant to the services provided.
  - Relevant certifications include:
    - CCNP or equivalent certification
    - CISCO Service Provider Network and CISCO APIC certifications advantageous
    - Microsoft Certified: Azure Administrator Associate
    - Other Microsoft certifications advantageous
    - HPE Infrastructure (dHCI Cluster with Alletra, MSA, Qumulo, DL Servers, HPE Switches, Tape Libraries, Blade Enclosures & Blade Servers) certifications advantageous
    - Fortinet Certified (FortiGate Firewall, FortiAnalyzer)

**Required Experience:**

- Moderate level years of relevant managed services experience handling cross technology infrastructure (CISCO, HPE, Microsoft, Fortinet)
- Moderate level working knowledge of ITIL processes
- Moderate level experience working with vendors and/or 3rd parties

**Skills Summary:**

Incident Resolution, Information Technology Infrastructure Library (ITIL), Infrastructure Deployment, IT Infrastructure Management, IT Monitoring, Managed Services Delivery, Root Cause Analysis (RCA), Troubleshooting

#### 4.2.4. Performance Measurables \ Set of shared KPIs

As the ELIDZ has several ICT operational KPIs which affect the existing ICT team, the service provider is expected to align and assist by either maintaining the current level or improving on the KPI where necessary.

The following have been included as examples and a final set of shared KPI's and performance measurables will be agreed upon with the appointed service provider:

Infrastructure \ Service Uptime		Microsoft Security Compliance	
Network Uptime	99,5%	MS Patch Tuesday Compliance (30 Days)	> 80%
Voice Uptime	99,5%	Device Compliance (Baseline)	> 80%
Data Centre Uptime	100%	Device Encryption Compliance	100%
Server Uptime	99,5%	MS Secure Score	> 80%
		MS Identity Posture Score	> 70%
		MS Exposure Score	< 30 out of 100

A full list of KPI's will be shared with the appointed service provider.

#### **4.2.5. Independent System and Security Reviews (ICT Health Reviews)**

An independent review of ICT security and core business systems is required. Therefore, a monthly ICT health and audit review is to be conducted by the service provider \ Hybrid resource and a report presented to the East London IDZ. This review will include the following areas:

- Active Directory Security and Controls Review and Summary
- Patch Management Status of Critical Business Servers Review and Summary
- Azure Defender \ Security Compliance and Scores
- Fortigate Status Review and Summary
- Microsoft Endpoint Protection Status \ Intune Review and Summary

12x Microsoft System Centre Operations Manager 2016 Audit Collection services reports are currently scheduled for review.

Appliance console access and remote access will be provided for the review of devices or servers where scheduled reports are not available.

#### **4.2.6. Bi-annual Infrastructure Firmware \ Software Updates**

Assist with the implementation of bi-annual infrastructure firmware updates or more regular software updates when released by infrastructure or software OEMs.

Patching compliance by vendor tools and vulnerability assessments will be used as a baseline for monthly reporting and required actions.

#### **4.2.7. 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 OEM support calls for 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) with assistance from the ELIDZ where applicable.
- 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.
- The ELIDZ will provide ITSM access for all other incidents, service and change logging requirements for non-OEM support tasks.

#### **4.2.8. 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.

#### **4.3. Project Support**

##### **4.3.1. Service Delivery Management \ Reporting**

Service delivery with regards to OEM's commitments and the hybrid resources tasks in alignment to the agreed KPIs is to be closely monitored and reported on. It is expected that a Service Delivery Manager will be assigned to this project to manage the hybrid resource, deliverables and 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
- Hybrid Resource Activities Performed
- Monthly ICT health & security audit results
- Data centre quarterly preventative maintenance results
- Bi-annual firmware, software & OS upgrade results
- Project risks & issues
- Project lessons learned
- Recommendations & action plans

A quarterly performance report will be presented by the ELIDZ relating to the performance achieved by the service provider in relation to the agreed shared KPIs and overall project performance.

#### **4.3.2. Project Management**

In addition to the monthly report meetings, the following minimum project management deliverables are required as part of this project. It is expected that a Project Manager will assist with the initial project management activities and the Service Delivery Manager will perform the tracking and reporting for the duration of the project.

Project Management deliverables:

- Project Initiation Document
  - Serial Number Verification
- 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 August 2024. 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 36 months.

## 5. Response Format

### 5.1. Company 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

The draft project plan included for functionality scoring needs to include milestones and a 3 year timeline, showing the tasks and milestones related to the project scope of work defined in Section B, Point 4 of the RFP.

### 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.

Where a third-party assists the appointed service provider with a portion of the defined deliverables, clearly indicate the scope of the third-party as well as include their relevant skills \ qualifications and years of work experience relevant to this project for the associated personnel.

It is expected that the service provider will provide proof of an in-house human resourcing team or talent management team with the capability and experience to source a skilled resource for this project.

#### **5.5. References**

- Provide a minimum of three (3) performance scored references, preferably provided on the ELIDZ reference template, 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.

Relevant references provided need to be aligned to the services included in this RFP which includes similar projects with OEM back-to-back support agreements and onsite managed human resource contracts.

## 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.

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## ANNEXURE 1

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PROCUREMENT HANDBOOK



## ANNEXURE 2

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REFERENCE LETTER TEMPLATE



## ANNEXURE 3

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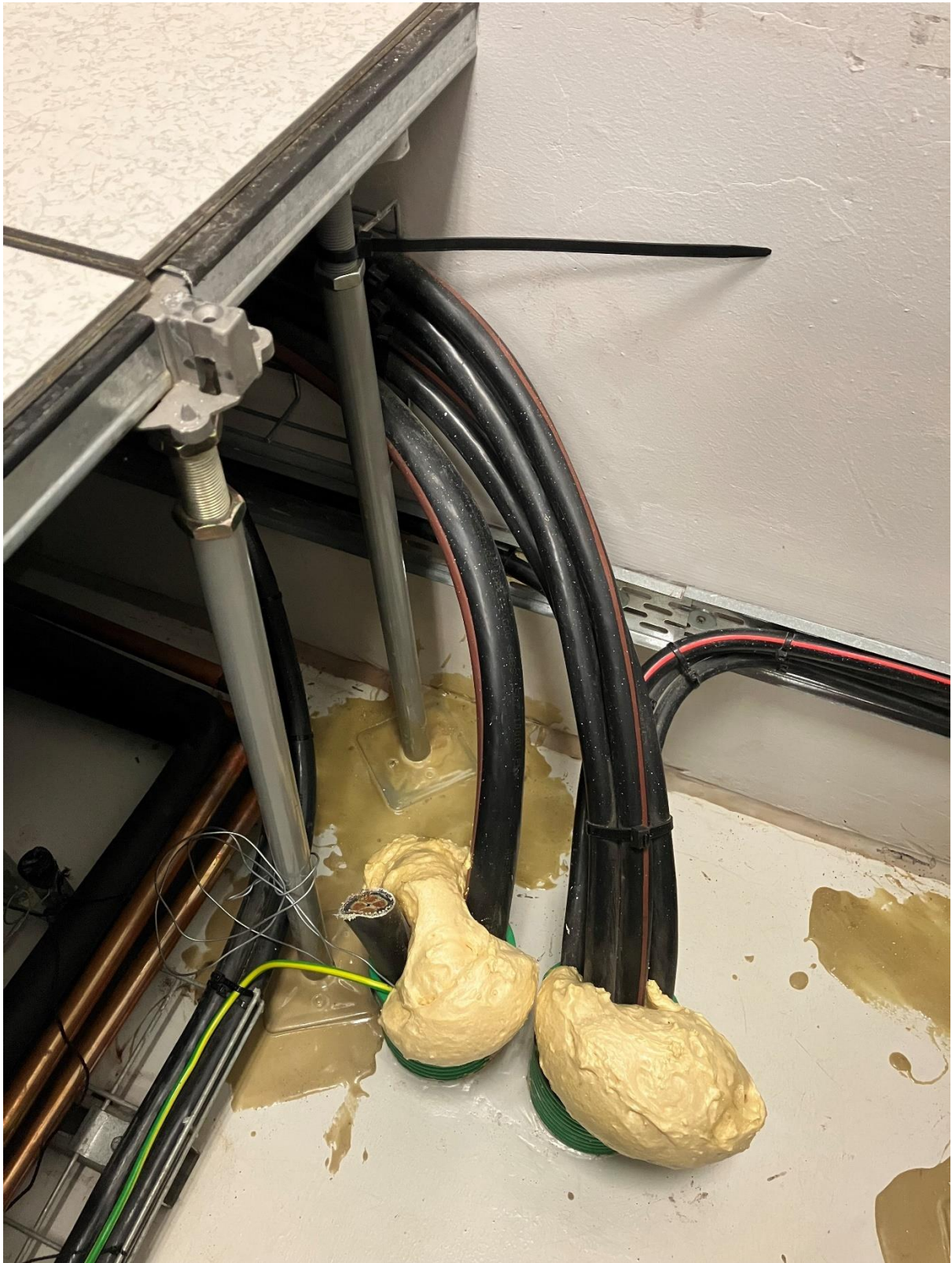
ENTERPRISE \ SUPPLIER DEVELOPMENT AGREEMENT



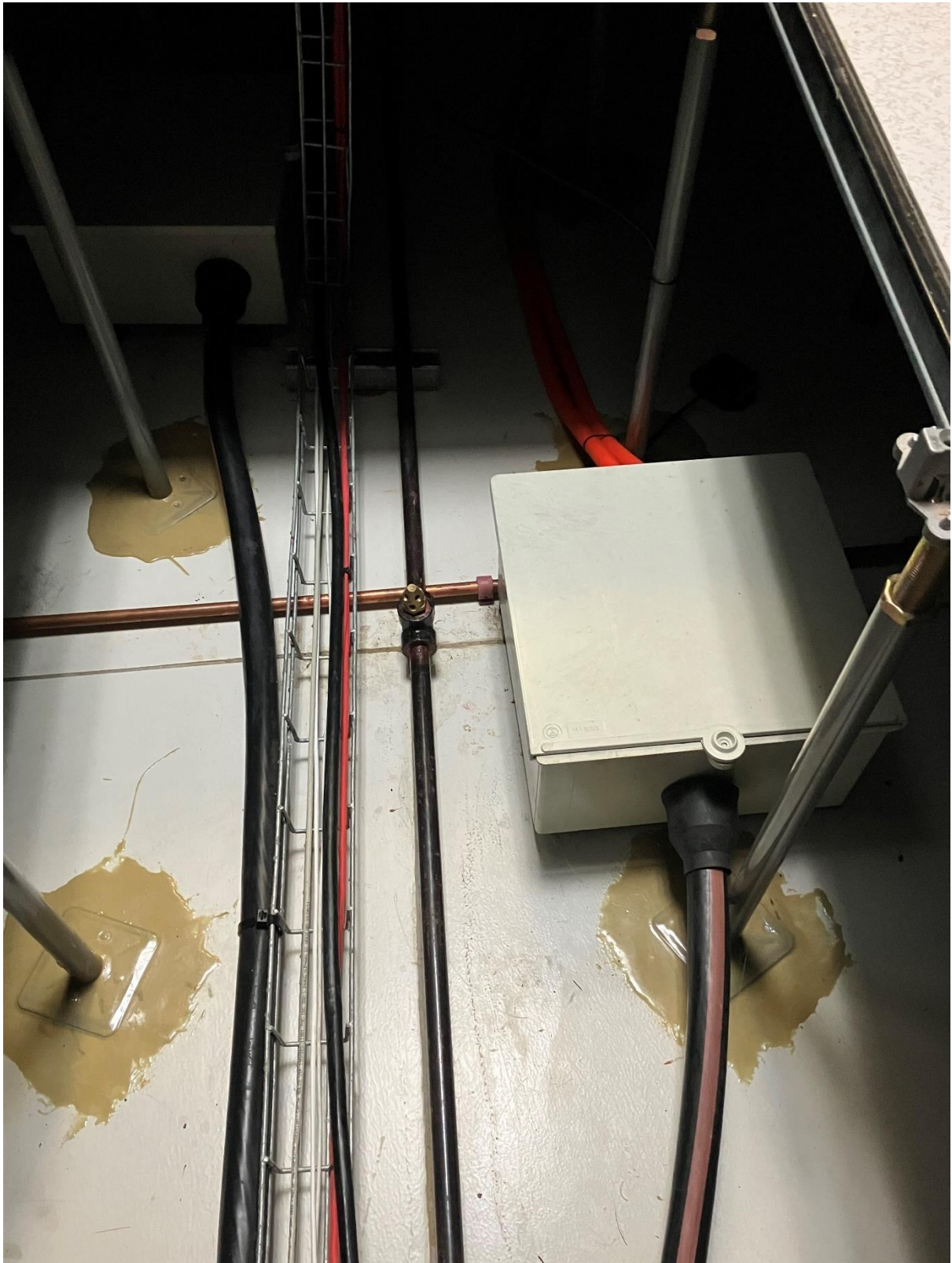
## ANNEXURE 4

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IRONFORGE UPS REPLACEMENT - AS-IS VIEW



DC Entry Point



UPS Feed A & B Isolators



Faulty Eaton 15 kVA UPS in LV Room



LV Room View 1



LV Room View 2



LV Room View 3



LV Room View 4



LV Room View 5



LV Room LAN 19" Rack

