



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

TERMS OF REFERENCE

RFB SAHRA 01/2025

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES SUITABLY QUALIFIED SERVICE PROVIDERS TO PROVIDE ICT INFRASTRUCTURE COLOCATION HOSTING FOR A PERIOD OF 36 MONTHS.



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SCM TERMS OF REFERENCE

1. PURPOSE

- 1.1 The South African Heritage Resources Agency invites suitably qualified service providers to provide ICT Infrastructure colocation hosting for a period of 36 months.

2. BACKGROUND

- 2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.
- 2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. SAHRA has several properties situated in the various provinces of South Africa. All these properties are heritage sites in terms of the above-mentioned Act.
- 2.3 SAHRA's current ICT infrastructure hosting services is situated in the Bellville area of Cape Town and consists of rack space, rental servers, SAHRA-owned equipment and server, internet breakout from the Data Centre, Public IPs, access to the Data Centre 24/7. All equipment is managed in-house with support on an ad-hoc basis from external ICT vendors.
- 2.4 SAHRA invites suitable and qualified service providers to render ICT Infrastructure Colocation hosting services to meet its requirements as outlined in the specifications table below.



List of Acronyms:

<u>Acronym:</u>	<u>Meaning/Definition:</u>
BIOS	Basic Input/Output System
CAT5e	Category 5 Enhanced
CAT6	Category 6
CPU	Central Processing Unit
DDR5	Double Data Rate 5
ESXi	Elastic Sky X integrated
GbE	Gigabit Ethernet
ICT	Information and Communication Technology
iDRAC	Integrated Dell Remote Access Controller
IPs	Internet Protocols
kVA	Kilovolt-Amperes
KW	Kilowatts
Mbps	Megabits per second
MMF	Multi-Mode Fiber
NAS	Network Attached Storage
NIC	Network Interface Card
OS	Operating System
PAL	Power Allocation Limit
PDU	Power Distribution Unit
PSU	Power Supply Unit
RAID	Redundant Array of Independent Disks
RAM	Random Access Memory
SAHRA	South African Heritage Resources Agency
SSD	Solid State Drive
UEFI	Unified Extensible Firmware Interface
UPS	Uninterruptible Power Supply
VMs	Virtual Machines
VMware	Virtual Machine Ware
WAN	Wide Area Network



3. SCOPE AND SERVICES REQUIRED

***All proposals must be submitted, detailing the complete solution as per the requirements stated by SAHRA.**

****SAHRA will provide all operating systems, and therefore there is no need to quote for operating systems.**

The successful bidder will be expected to render ICT Infrastructure Colocation hosting services as per the table below:

No.	Description:	Quantity/Specification:
1.	Rack Space	Hosted Quarter Rack or 10U (Depending on how it is proposed) must be able to house all equipment specified in rows 14, 15 and 16.
2.	Power Supply to Rack Space/facility	PAL (Power Allocation Limit) x 1 or 1.11kVA/1KW PDU (Power Distribution Unit) for power to socket level with cabinets. (9 sockets Maximum total required for equipment and servers)
3.	Cooling Redundancy	N+1
4.	UPS Redundancy	N+1
5.	Uptime	99%
6.	Access to premises (For SAHRA ICT staff to perform server maintenance or repairs to equipment)	24/7
7.	Security	Building and perimeter security, surveillance 24/7, Physical security guards and controls to the premises, Biometric or equivalent access control, pre-authorization data center access.
8.	Environment controls	<ul style="list-style-type: none"> Humidity control between 20% and 80%

		<ul style="list-style-type: none"> • Temperature control and maintained between 18 degrees Celsius and 27 degrees Celsius. • Dust free environment
9.	Area (Distance from SAHRA Head Office) 111 Harrington Street, Cape Town.	No closer than 25KM and not further than 40km from the SAHRA Head Office, 111 Harrington Street. (Preferably Bellville, Brackenfell area). <i>(This ensures the data center is in safe distance from the SAHRA Head Office to meet our Disaster Recovery/offsite hosting needs and near enough to access when required.)</i>
10.	Fire Protection	Pro-Active fire monitoring and protection systems
11.	Dedicated Internet Access: Fixed Bandwidth	50Mbps Uncapped Dedicated Fiber Internet breakout, provision for failover must be included should the primary line go down.
12.	Public IPs	6 Public IPs with the Internet Breakout
13.	Connectivity	Copper (CAT5e/CAT6) and/or MMF – Multi-Mode Fiber – The SAHRA FortiGate 100F has a port for the fiber connection, the rest of SAHRA's equipment has standard connection ports for copper cabling.
14.	SAHRA Owned Equipment	SAHRA has a FortiGate 100F (1U) that will receive the internet (WAN) connection, from the Firewall it will route to the SAHRA owned 24-Port Switch (1U) and from the switch to the QNAP 16-bay NAS (3U) and the two rental servers (Each 2U) (Supplied as per specifications below).

15.	<p>Dedicated Rental Server 1</p> <p><u>All sliding rails and cabinet mounting accessories must be included.</u></p> <p><u>Bidders must provide the proposed server specifications with their bid that is of equal quality or higher.</u></p> <p><u>Please include the proposed server specifications in your proposal and highlight the specifications where it meets the mentioned minimum requirements.</u></p> <p><u>Refer to Annexure (A)</u></p>	<p>Dell PowerEdge R730/R760 or equivalent that must meet the below minimum requirements:</p> <p>CPU's = 2 x Intel Xeon Silver 4509Y 2.6G, 8C/16T, 16GT/s, 22.5M Cache, Turbo, HT (125W) DDR5-4400</p> <p>SSD's = 3 x 1TB</p> <p>RAM = 64GB DDR5 or higher per server, Dual Rank</p> <p>PSU's = Dual, Hot-Plug, Power Supplies, for Redundancy</p> <p>Active power controller</p> <p>RAID Controller</p> <p>UEFI BIOS Boot Mode with GPT Partition</p> <p>NIC = 4 Ports on the server/Quad Port 1Gbe</p> <p>iDRAC9 or equivalent</p> <p>Warranty and next business day support for the entire contract duration</p>
16.	<p>Dedicated Rental Server 2</p> <p><u>All sliding rails and cabinet mounting accessories should be included.</u></p> <p><u>Bidders must provide the proposed server specifications with their bid that is of equal quality or higher.</u></p> <p><u>Please include the proposed server specifications in your proposal and highlight the specifications where it meets</u></p>	<p>Dell PowerEdge R730/R760 or equivalent that must meet the below minimum requirements:</p> <p>CPU's = 2 x Intel Xeon Silver 4509Y 2.6G, 8C/16T, 16GT/s, 22.5M Cache, Turbo, HT (125W) DDR5-4400</p> <p>SSD's = 3 x 1TB</p> <p>RAM = 96GB DDR5 or higher per server, Dual Rank</p>

	<u>the mentioned minimum requirements.</u> <u>Refer to Annexure (A)</u>	PSU's = Dual, Hot-Plug, Power Supplies, for Redundancy
		Active power controller
		RAID Controller
		UEFI BIOS Boot Mode with GPT Partition
		NIC = 4 Ports on the server/Quad Port 1Gbe
		iDRAC9 or equivalent
		Warranty and next business day support for the entire contract duration
17.	Period/Contract duration	36-Months commencing upon signed SLA from both parties.
18.	Support and Services	Remote Hands services (e.g., quick assistance with hardware installation, troubleshooting by a data center engineer, check if a server is on or off, before a SAHRA ICT staff member comes onsite).
19.	Contingency	10% contingency of the total estimated value must be included in the quote for unforeseen costs and risks.
20.	Once-Off Support	Assistance with migration of servers and data from the old infrastructure (situated in Bellville) to proposed new site. (The current OS is VMWARE ESXI 5.5 and will be migrated to the same version on the new servers.) (VM's are a combination of Windows Server and Ubuntu Linux.)

- Service provider MUST provide detailed timeline for equipment delivery to the Data Centre and availability.
- Bidders are to submit a breakdown of their rates that amounts to their form of offer.**



4. TERMS AND CONDITIONS OF PROPOSALS

- 4.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- 4.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 4.3 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 4.4 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 4.5 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 4.6 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 4.7 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 4.8 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 4.9 The proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.
- 4.10 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 4.11 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 4.12 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.



- 4.13 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.
- 4.14 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 4.15 It is the conditions of this Tender that a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**
- SBD 1 Invitation Bid
 - SBD 3.1 Pricing Schedule
 - SBD 4 Declaration of Interests form
 - SBD 6.1 Preference points claim form (valid BBBEE certificate/sworn affidavit must be submitted together with this completed document.
 - SBD 7.2 Contract Form (Rendering Services)
 - General Conditions of Contract
 - Tax Compliance status pin

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit an original valid tax clearance certificate.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

5. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Tenders Issued	e-tender/Website	17 April 2025
Closing Date & Opening of BIDs	BIDs opened at SAHRA Head Office	15 May 2025 @ 11:00

6. EVALUATION CRITERIA

- 6.1 All proposal offers received shall be evaluated based on the following phase out approach.
- Phase one:** Compliance with the terms of reference, conditions, and functionality criteria of the proposal. Failure to meet any of these conditions will automatically disqualify your proposal at this phase. Additionally, failure to meet the criteria in Table 1 below will result in the disqualification of your proposal.
 - The Table 1 below is a compliance checklist for evaluation purposes and all proposals must meet all the requirements referenced under section 3: Scope of Services required.
 - (Please select in the relevant box if you meet the requirements and then reference where in your proposal this can be verified.) (Supplier to complete the below):**

Table 1: Technical Requirements

No.	Description of services required:	Meet requirements (Specify how and/or reference where in your proposal this can be verified	Do not meet the requirements
1.	<ul style="list-style-type: none"> <u>Rack Space</u> <p>Hosted Quarter Rack or 10U (Depending on how it is proposed) must be able to house all equipment specified in rows 14, 15 and 16.</p>	(Included in quote)	
2.	<ul style="list-style-type: none"> <u>Power Supply to Rack Space/facility</u> <p>PAL (Power Allocation Limit) x 1 or 1.11kVA/1KW</p> <p>PDU (Power Distribution Unit) for power to socket level with cabinets. (9 sockets Maximum total required for equipment and servers)</p>	(Include in quote or specify where in your proposal how this criteria is met)	
3.	<ul style="list-style-type: none"> <u>Area (Distance from SAHRA Head Office) 111 Harrington Street, Cape Town.</u> <p>Not closer than 25km and not further than 40km from the SAHRA Head Office, 111 Harrington Street. (Preferred but not essential locations are in Bellville, Brackenfell area to ensure the data center is deemed to be a safe enough distance from the SAHRA Head Office to meet our Disaster Recovery needs and near enough to access when required.)</p>	(Identify the Data Centre location, by attaching the address and google maps indicating the distance and location)	
4.	<ul style="list-style-type: none"> <u>Safety Regulations and requirements:</u> <p>Pro-Active fire monitoring and protection systems, N+2 for cooling and electrical redundancy.</p>		

5.	<ul style="list-style-type: none"> <u>Dedicated Internet Access: Fixed Bandwidth</u> <p>50Mbps Uncapped Dedicated Fibre Internet breakout, provision for failover must be included should the primary line go down.</p>		
6.	<ul style="list-style-type: none"> <u>Public IPs</u> <p>6 Public IPs with the Internet Breakout</p>	(Included in quote)	
7.	<ul style="list-style-type: none"> <u>Dedicated Rental Server 1</u> <u>All sliding rails and cabinet mounting accessories should be included.</u> <u>Please include the proposed server specifications in your proposal and highlight the specifications where it meets the mentioned minimum requirements. Refer to Annexure (A)</u> <p><u>Dell PowerEdge R730/R760 or equivalent that must meet the below minimum requirements:</u></p> <p><u>CPU's = 2 x Intel Xeon Silver 4509Y 2.6G, 8C/16T, 16GT/s, 22.5M Cache, Turbo, HT (125W) DDR5-4400</u></p> <p><u>SSD's = 3 x 1TB</u></p> <p><u>RAM = 64GB DDR5 or higher per server, Dual Rank</u></p> <p><u>PSU's = Dual, Hot-Plug, Power Supplies, for Redundancy</u></p> <p><u>Active power controller</u></p> <p><u>RAID Controller</u></p> <p><u>UEFI BIOS Boot Mode with GPT Partition</u></p> <p><u>NIC = 4 Ports on the server/Quad Port 1Gbe</u></p> <p><u>iDRAC9</u></p> <p><u>Warranty and next business day support for the entire contract duration</u></p>	(Include the specifications sheet of proposed server highlighting the areas where the minimum requirements are met, Refer to Annexure A as example of how it needs to be provided)	
8.	<ul style="list-style-type: none"> <u>Dedicated Rental Server 2</u> <u>All sliding rails and cabinet mounting accessories should be included.</u> 	(Include the specifications sheet of proposed server highlighting the areas where the minimum requirements are met,	

	<ul style="list-style-type: none"> <u>Please include the proposed server specifications in your proposal and highlight the specifications where it meets the mentioned minimum requirements. Refer to Annexure (A)</u> <p><u>Dell PowerEdge R730/R760 or equivalent that must meet the below minimum requirements:</u></p> <p><u>CPU's = 2 x Intel Xeon Silver 4509Y 2.6G, 8C/16T, 16GT/s, 22.5M Cache, Turbo, HT (125W) DDR5-4400</u></p> <p><u>SSD's = 3 x 1TB</u></p> <p><u>RAM = 96GB DDR5 or higher per server, Dual Rank</u></p> <p><u>PSU's = Dual, Hot-Plug, Power Supplies, for Redundancy</u></p> <p><u>Active power controller</u></p> <p><u>RAID Controller</u></p> <p><u>UEFI BIOS Boot Mode with GPT Partition</u></p> <p><u>NIC = 4 Ports on the server/Quad Port 1Gbe</u></p> <p><u>iDRAC9</u></p> <p><u>Warranty and next business day support for the entire contract duration</u></p>	Refer to Annexure A as example of how it needs to be provided))	
9.	<ul style="list-style-type: none"> <u>Contingency</u> <p>10% contingency of the total estimated value must be included in the quote for unforeseen costs and risks.</p>	(Included in quote)	

- Phase two:** Technical Evaluation criteria

Demonstrated experience and expertise in:

A proven track record of at least five years of providing colocation and/or hosting (including cloud colocation hosting) services to a minimum of five (5) clients. Appointment letters and/or confirmation of appointment for each of the five contracts must be submitted.

A minimum of three (3) reference letters with service ratings for the provision of colocation and/or hosting (Including cloud colocation hosting) services rendered within the last 5 years (2019 – 2025). The reference letters must state the contract period.

Failure to submit the Appointment letters/Confirmation of appointment AND Reference letters will render your bid unsuccessful. Negative references will not be considered.

These reference letters will be verified by SAHRA and should we receive negative outcomes on any of the verified reference letters, your bidding proposal will be disqualified.

- **Phase Three:** preference points on specific goals as follows:-

Preference Point System	Points
Price	80
Specific Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	100

6.2 Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score a maximum of 80 points.

7. SUBMISSION OF TENDERS:

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of Supply Chain Management

Placed in the Tender Box at the SAHRA Head Office, 111 Harrington Street, District Six, Cape Town 8001.

Project name: Provision of ICT Infrastructure Colocation Hosting for a period of 36 month. BID No: RFB SAHRA 01/2025

It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

8. CLOSING DATE AND TIME: 15 May 2025 @ 11:00 NO LATE BIDS WILL BE ACCEPTED

9. FOR ENQUIRIES:

Please contact SAHRA in writing:



SOUTH AFRICAN
HERITAGE
RESOURCES
AGENCY

AN AGENCY OF THE DEPARTMENT OF SPORTS, ARTS AND CULTURE



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Archaeology, Palaeontology and Meteorites
Maritime and Underwater Cultural Heritage
Heritage Objects
Burial Grounds and Graves

Built Environment
Heritage Protection
National Inventory
Heritage Properties