

TERMS OF REFERENCE

APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE PROVISION OF SUPPORT AND MAINTENANCE OF SAHRA IT SERVER ENVIROMENT OVER A PERIOD OF TWO YEARS.

1. PURPOSE

The South African Heritage Resources Agency (SAHRA) seeks to appoint a partner to provide support and maintenance of its IT Server Environment. Accordingly, all suitably qualified service providers are called upon to submit to the scope of service and skills set as listed below.

2. OVERVIEW

The required support and maintenance for SAHRA IT server environment must ensure economical service, which is reliable, consistent and of high standards.

2.1 Scope of the Skills and Support Required:

- A Novell Gold Partner with at least 2 certified engineers with 5 years experience to Support the Novell and Directory Services for Head Office (two, possibly three locations), as well as the Pretoria and Grahamstown offices.
- A Partner who has at least 1 SQL Database Administrator with 5 years experience.
- A Partner who has knowledge of Juniper Firewalls and Security
- A Partner who has at least 2 years experience with Synscsort Backup system
- A Partner who has at least 2 GroupWise Engineers with 5 years experience
- A Partner who has a similar SLA with at least 2 current customers running GroupWise and Novell Services, which can be presented as references.

2.2 The above skills are required to provide the following support and services:

- Support and Maintenance of Novell OES 2 Linux Servers and Users. Includes troubleshooting and administration of the Novell Directory Services, DNS, DHCP and all other Novell File and Print Services for Suse Linux.
- The Support and Maintenance of SQL2005 hosted on Windows 2003 server.
- The configuration and support of Juniper Firewalls for security and VPN Services.
- The support, administration and maintenance of Syncsort Backup, including the management of backups and restores as needed.
- Support and maintenance of the GroupWise including user administration, troubleshooting and backup and recovery of GroupWise Services.
- The support of McAfee Anti-Virus services on all servers.
- The application of service packs for all Novell and Microsoft Servers as and when required in order maintaining a high system integrity and availability.

3. SAHRA Environment to support:

Cape Town x 3 offices
Grahamstown x 1
Pretoria x 1

Should you require any further information regarding the terms of reference listed above, please do not hesitate to contact me.

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4. EVALUATION CRITERIA

All offers received shall be evaluated based on the 80/20 Preference point system, wherein 80 points will be allocated to price and 20 points allocated the BBBEE status level. Please submit a copy of a valid accredited BBBEE status of your company.

5. Price (Vat included in ZAR currency)

Price must be quoted in South African currency and must be inclusive of VAT and consolidated. Price will be evaluated based on 80 points and applicable formula of calculating points scored by each bidder.

6. SUBMISSION OF BID OFFER AND PROPOSALS

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of the contact person. It must be posted to the following address: South African Heritage Resources Agency, P.O. Box 4637, Cape Town, 8000, or hand delivered into the tender box at the SAHRA Head Office, 111 Harrington Street, Cape Town.

Alternatively, offers may be scanned and emailed to the email address listed below.

Closing date for bid offers and proposals: 23 January 2012 AT 11H00 AM.

Contact person:

Mr Luyanda Mema

Manager: Supply Chain Management

South African Heritage Resources Agency

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