



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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TERMS OF REFERENCE

**APPOINTMENT OF A SUITABLY QUALIFIED SERVICE
PROVIDER TO SUPPLY SOFTWARE FOR RENEWAL OF
THE CURRENT ANNUAL MAINTENANCE OF VEEAM
BACKUP AND REPLICATION SOLUTION**



TERMS OF REFERENCE

1. PURPOSE

The purpose of this request for quotations is finding a suitably qualified service provider to supply software for the renewal of SAHRA's current Veeam Backup & Replication Universal license.

2. BACKGROUND

SAHRA procured Veeam Backup and Replication Software in 2018 for its physical servers hosted in different locations. The solution has met our requirements and working effectively. We migrated to the VUL licenses in 2023. The renewal of the maintenance support of the software is therefore critical to our ongoing solution.

3. SCOPE AND SERVICES REQUIRED

3.1 The following is required from potential service provider:

Production Support ID	QTY	Description
#03040940	7	Veeam Data Platform Foundation Universal license. Includes Enterprise Plus Edition Features. 1 Year with Production Support, 5 Instance pack.
#03040941	150	Veeam Backup for Microsoft Office 365, 1-Year Renewal subscription & production support, 150 Users

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 waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 4.4 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.
- 4.5 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 4.6 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.
- 4.7 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.
- 4.8 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.
- 4.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 4.10 The proposals should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- 4.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 4.12 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.
- 4.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.
- 4.14 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.
- 4.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote.
- 4.16 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.



4.17 It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**

- a. SBD 1 Invitation Bid
- b. Tax Compliance Status
- c. SBD 3.1 Pricing Schedule
- d. SBD 4 Declaration of Interests form
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. SBD 8 Declaration of Bidders Past Supply Chain Management Practices
- g. SBD 9 Certificate of independent Bid Determination
- h. General Conditions of Contract
- i. Proof of Registration with CSD (Central Supplier Database)

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation.

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

5. EVALUATION CRITERIA

5.1 All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal on this phase.
- **Phase two:** preference points on specific goals as follows;

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

5.2 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 the maximum 80 points.



6. SUBMISSION OF QUOTATIONS

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of Supply Chain Management - **Bid No: SAHRA/ICT/VUL/03/04/2024**

Bids must be deposited in the Tender Box located in Cape Town:

South African Heritage Resources Agency
111 Harrington Street
Cape Town
8000

Bids can also be emailed to: tenderinfo@sahra.org.za

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.

7. CLOSING DATE AND TIME: 10 April 2024 @11:00am NO LATE BIDS WILL BE ACCEPTED

8. For Supply Chain Management and Technical information, please contact:

Ms. Yonela Somtsewu
Supply Chain Management Manager
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8000
Tel: 021 462 4502
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For Technical information, please contact:

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