



# BeyondZero

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SUMMARY	
Title	PROCUREMENT OF ICT SERVER INFRASTRUCTURE AND CLOUD SERVICES
Reference	BZ-GF-2023-03-04
Description	Beyond Zero seeks to appoint a reputable and experienced ICT partner to provide a hosted server infrastructure and cloud services.
Submission by email only to	<a href="mailto:crs-procurement@beyondzero.org.za">crs-procurement@beyondzero.org.za</a>
Submission must include	<ol style="list-style-type: none"><li>1. Valid BBB-EE Certificate (from SANAS Accredited Verification Agency)/Sworn Affidavit</li><li>2. Valid SARS Tax Clearance Status/pin</li><li>3. In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / PIN</li><li>4. Valid VAT registration certificate /Notice of Vat Registration for all expenditure more than R1 million</li><li>5. Signed Global Fund Code of Conduct for Suppliers of Services</li><li>6. Completed and signed bid document.</li><li>7. CIPC Registration Documents</li><li>8. Technical Evaluation Criteria</li><li>9. Pricing Proposal</li></ol>
Deadline for submission	<b>18 April 2023 @15h00pm</b>



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## 1. PURPOSE

1.1 Beyond Zero intends to appoint a reputable, well-resourced, and experienced ICT partner to provide an integrated, scalable, secure, resilient, and fully managed ICT server infrastructure solution (IaaS) hosted on a private cloud over a twenty-four (24) months agreement.

## 2. BACKGROUND

2.1 The current on-prem server infrastructure is made up of the following components:

- SQL/Application Server
- File Server/AD

Server	OS	HDD1	HDD2	MEMORY	CPU	SQL	Purpose
<b>Server 1 SQL/App Server</b>	Microsoft Windows Server 2012 R2 Standard	1 TB	-	16.0 GB	Intel(R) Xeon(R) CPU E5-2430 v2 @ 2.50GHz, 2500 Mhz, 6 Core(s), 12 Logical Processor(s)	SQL server 2012	SQL databases and SAGE HR and Payroll applications
<b>Server 2 AD and File Server</b>	Microsoft Windows Server 2012 R2 Standard	500	1 TB	16.0 GB	Intel(R) Xeon(R) CPU E3-1240 V2 @ 3.40GHz, 3401 Mhz, 4 Core(s), 8 Logical Processor(s)	N/A	Active Directory and file storage

## 3. SCOPE OF WORK

The successful service provider will be expected to:

- 3.1 Transition Beyond Zero from the current on-premises infrastructure to the new environment. The transition will include migrating data and applications from the current servers to the new hosted servers.
- 3.2 Implement, migrate, operate, and maintain an integrated, scalable, secure, resilient, and fully managed externally hosted cloud-based ICT server infrastructure solution.



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3.3 Take ownership of the assets and all risks associated with maintaining a fully functional ICT server infrastructure solution with high availability.

3.4 The implementation of the proposed solution must be completed within 14 days from date of appointment and adoption of Service Level Agreement. **(Please include project plan)**

### 3.5 **Server Infrastructure Services**

- The cloud service provider will be expected to build, implement, migrate, maintain, and manage an offsite cloud-based server infrastructure (IaaS), hosted in South Africa in a certified data centre, for an initial period of two years. The solution will include **Backup as a Service (BaaS)** and cloud edge security with clustered UTM appliances and dedicated virtual firewalls.
- The managed service should include administration, deployment, patch management, performance monitoring, and availability management as standard, and provide Beyond Zero with a dashboard to deploy or de-commission virtual servers and blocks of (tiered) storage on demand.
- Service providers are expected include details regarding any change management processes to be followed in the administration and management of the cloud environment. Other relevant information that may be included in bid responses include operating system optimization and incident management, network settings, performance, capacity, and availability monitoring, including access to dashboards and reports, access for Beyond Zero ICT staff (i.e., manage domain users), etc.

### 3.6 **Network Infrastructure / Connectivity**

- Beyond Zero requires a secure, point-to-point link from our Rivonia and East London offices to the hosted cloud servers. The current ISP to BZ will ensure connectivity from our offices to the data centre and the service provider is required to provide a cross-connect link (VPN) from the offices to the cloud infrastructure. The prospective service provider will be expected to assist with the configuration of the links to their data center and provide IP addresses and rack details.

### 3.7 **Security**

- The CSP will manage access to the environment by means of a firewall in accordance with the Beyond Zero Security Policy, provide support for firewall issues and make changes (i.e., opening and closing of firewall ports) based on change control requests.
- Security monitoring, maintenance, and comprehensive reporting.



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- Secure VPN connections for remote access / access from anywhere.
- Service provider to state in detail, the security mechanisms and tools provided as part of the solution to ensure Beyond Zero meets governance, regulatory, compliance requirements and best practices, including real-time threat management and protection, and data-loss prevention.

## 3.8 Software Licenses

- Service providers will be required to make provision for the following software licenses using the NGO pricing model:
  - i. Microsoft SQL Server 2019 x 1
  - ii. Windows Server 2019 x 2

## 3.9 Data Backup and Retention

- Provide a backup solution for all BZ servers (the server specs and storage provided should be used to guide pricing)
- Data backups will be based on a predefined backup schedule and retention policies, and the ability to recover should the need arise (including archiving).
- The schedule must comply with the Beyond Zero backup policies with daily monitoring and reporting of all backups and to ensure data integrity of files and databases.

## 3.10 Disaster Recovery/Business Continuity

- Design, implement, operate, and maintain a cost-effective business continuity solution (infrastructure level) to enable Beyond Zero to resume critical business processes, without any data loss, within the agreed recovery time objectives. This requirement can be addressed by means of a replication site and testing accessibility to the secondary data centre.

## 3.11 Support

- Provide skilled support as and when required, as it relates to the services offered including service requests, incidents, and problems. Beyond Zero ICT resources will be responsible for end-user support (including first line AD support – creating, updating users).
- This should include access to a 24 hour, 7 days a week, 365 days of the year help / support desk for service request logging, classification, assignment, tracking, escalation, closure, and



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reporting.

- Assign a dedicated account / service manager in order to give Beyond Zero access to a single point of contact in order to simplify the daily administration and management of the contract and services.

## 3.12 Governance

- From an ICT governance and management perspective, Beyond Zero follows the Control Objectives for Information and Related Technologies (COBIT 19) good-practice framework.
- Bidders are to demonstrate how they would provide the required management, monitoring and reporting information related to the cloud environment and services to Beyond Zero to comply to COBIT requirements for good practice.
- Provide such tools to Beyond Zero (dashboards, analytics, and reports) which may include the following:
  - i. User Activity Monitoring.
  - ii. Real-time performance, capacity and availability monitoring and reporting (via set thresholds).
  - iii. Monitoring and reporting on abuses or security violations.
  - iv. Dashboard with the functionality to manage resources on the virtual machines.

## 3.13 Ownership and Sovereignty of Data

- Beyond Zero will have full ownership and access to its data. All data shall reside in a data centre within the borders of South Africa. The prospective bidder will be required to comply with the Protection of Personal Information (POPI) Act of 2013.

## 3.14 Service Level Agreement

- Please include a draft service level agreement (SLA). The SLA must (amongst others) clearly state the deliverables, the roles and responsibilities of all stakeholders, response times, performance guarantees and penalties for non-performance. Security and governance are of particular concern and should be addressed in detail.



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## 4. RESPONSE REQUIREMENTS

- 4.1 The successful service provider must first design, build and configure the cloud infrastructure environment as per the current configuration and Beyond Zero will commence with payment once the services are in use. As part of proposals, please indicate/make provision for the following:
- 4.2 All-inclusive pricing including all hardware, installation, commissioning, project management, delivery, and travel. Indicate cost for alternatives where applicable.
- 4.3 Implementation schedule with timelines.
- 4.4 Skilled resources to provide technical support.
- 4.5 Possible system enhancements and value adds that can be offered at no additional cost.
- 4.6 Multiple costing structures and benefits to Beyond Zero of each option.
- 4.7 Outline of any additional features or benefits that will add value to Beyond Zero.
- 4.8 Details of services that will be provided and billed for in addition to the standard offerings proposed that is based on the requirements specified.
- 4.9 Training of Beyond Zero IT staff on the service providers' tools, dashboards, etc.
- 4.10 Service providers must respond to the full scope of work. However, business requirements may change resulting in an increase or reduction of the scope. Flexibility must therefore be built into the proposed solution by way of quoting separately for all the different elements.
- 4.11 Beyond Zero reserves the right to exclude any services from the final agreement and not to award the complete solution to any one supplier.

## 5. EVALUATION CRITERIA

The evaluation of proposals will be managed by an Evaluation Committee which will prepare a shortlist of applicants that meet the eligibility for appointment. The evaluation process will be conducted according to the following stages:

- **Stage 1:** Assessment of administrative compliance with eligibility criteria. Applications that do not comply will not be evaluated further.
- **Stage 2:** Assessment on technical evaluation criteria competency focusing on the ability to fulfil the required scope of work. Service providers need to achieve a score of at least



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75 out of 100 points to progress further.

- **Stage 3:** The final stage of evaluation will be the application of the preference points system price at 80 points and B-BBEE 20 points.

## 5.1 STAGE 1: ELIGIBILITY EVALUATION

**Table 1: Eligibility evaluation criteria**

CRITERIA	SUB-CRITERIA	Comply/Not Comply
ELIGIBILITY	Valid BBB-EE Certificate (from SANAS Accredited Verification Agency)/Sworn Affidavit	Pass/Fail
	Valid SARS Tax Clearance Status/pin	
	In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / PIN	
	Valid VAT registration certificate /Notice of Vat Registration for all expenditure more than R1 million (if applicable)	
	Signed Global Fund Code of Conduct for Suppliers of Services	
	Completed and signed bid document	
	CIPC Registration Documents	

## 5.2 STAGE 2: TECHNICAL EVALUATION CRITERIA

Only service providers who score 75 points or more in stage 2 will be evaluated further in stage 3 for price and B-BBEE evaluation.



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**Table 2: Technical evaluation criteria**

Criteria	Description	Weighting
<p><b>Methodology and approach</b></p>	<p>The service provider must provide a detailed proposal of the methodology/ approach to be used to carry out the scope of work.</p> <p>The service provider must demonstrate their knowledge and how they will deliver this project in line with the scope of work which must include server infrastructure, backups, security, replication, connectivity, a detailed project plan with specific timeframes and deliverables.</p> <p><b>Scoring Matrix</b></p> <p><b>Excellent:</b> Satisfies the requirements The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full = <b>40 points</b></p> <p><b>Acceptable:</b> Satisfies the requirement. The response shows an acceptable level of understanding of the requirement and provides some satisfactory level of details on how the requirements will be fulfilled = <b>20 points</b></p> <p><b>Serious Reservations:</b> Satisfies the requirement with serious reservations. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled = <b>10 points</b></p> <p><b>Unacceptable:</b> Does not meet the requirement. Does not comply and/or insufficient information provided = <b>0 points</b></p>	<p>40</p>
<p><b>Project Manager experience and qualifications</b></p>	<p><b>Project Manager Qualifications</b></p> <p>The project manager must have a valid Project Management qualification.</p> <p>The service provider must attach certified copies of qualifications</p>	<p>10</p>





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Criteria	Description	Weighting
	<p>on project management or similar for the proposed project manager, not older than six (6) months.</p> <p><b>Scoring Matrix</b></p> <p>Certified copy of <b>bachelor's degree (SAQA NQF level 7)</b> in the fields indicated above = <b>10 points</b></p> <p>Certified copy of <b>National Diploma (SAQA NQF level 6)</b> in the fields indicated above = <b>5 points</b></p> <p>Less than a diploma or no certified qualifications submitted = <b>0 points</b></p>	
	<p><b>Project Manager Experience</b></p> <p>The service provider must attach a brief Curriculum Vitae (CV) for the project manager indicating relevant years of experience in Server Infrastructure and Cloud Services.</p> <p><b>Scoring Matrix</b></p> <p>Five (5) years' relevant experience and more = <b>10 points</b></p> <p>Four (4) years' relevant experience = <b>7.5 points</b></p> <p>Three (3) years' relevant experience = <b>5 points</b></p> <p>Two (2) years' relevant experience = <b>3.5 points</b></p> <p>Less than two (2) years' experience = <b>0 points</b></p>	10
<p><b>Team member experience and qualifications</b></p>	<p>The service provider must attach a certified qualification in IT/Electrical Engineering or other related fields of at least one (1) team member.</p> <p>The service provider must attach certified copies of qualifications for the facilitator, not older than six (6) months.</p>	10



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Criteria	Description	Weighting
	<p><b>Scoring Matrix:</b></p> <p>Certified copy of <b>bachelor's degree (SAQA NQF level 7)</b> in the fields indicated above = <b>10 points</b></p> <p>Certified copy of <b>National Diploma (SAQA NQF level 6)</b> in the fields indicated above = <b>5 points</b></p> <p>Less than a diploma or no certified qualifications submitted = <b>0 points</b></p> <p>The service provider must attach a brief Curriculum Vitae (CV) for at least one (1) team member indicating relevant years of experience in IT service management, cloud migration, etc.</p> <p><b>Scoring Matrix</b></p> <p>Five (5) years' relevant experience and more = <b>10 points</b></p> <p>Four (4) years' relevant experience = <b>7.5 points</b></p> <p>Three (3) years' relevant experience = <b>5 points</b></p> <p>Two (2) years' relevant experience = <b>3.5 points</b></p> <p>Less than two (2) years' experience = <b>0 points</b></p>	10
<p><b>Company Reference Letters</b></p>	<p>The bidder should provide and attach formal reference letters and appointment letters from their clients it has provided/is providing services of similar scope of work.</p> <p>Reference must not be older than five (5) years, and the written reference must be submitted on the letterhead of the previously serviced clients and should at least reflect name of the clients, title of the related work conducted, contactable reference name and contact number, <b>signed and dated</b> by the appropriate delegate.</p> <p><b>Scoring Matrix</b></p>	20



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Criteria	Description	Weighting
	Five (5) or more written reference letter attached = <b>20 points</b> Four (4) written reference letter attached = <b>15 points</b> Three (3) written reference letter attached = <b>10 points</b> Two (2) written reference letter attached = <b>5 points</b> Less than two (2) reference letter attached = <b>0 points</b>	

### 5.3 STAGE 3: PRICE AND B-BBEE EVALUATION

Service Providers that have successfully score a minimum of 75 points on stage 2 will be evaluation on stage 3 (Price and B-BBEE).

**NB:** The service providers' tender response will be evaluated based on a combination of price and BBEE in accordance with the ratios set out below:

Price and B-BBEE	Weighting
Price	80
B-BBEE	20
Total	100

Price evaluations will be conducted using the following formula:

$$\text{Lowest bid price} = 80$$

$$\text{Price under calculation} = 80 \left( 1 - \frac{\text{Price under consideration} - \text{Lowest bid price}}{\text{Lowest bid price}} \right)$$

BBBEE evaluations will be conducted in accordance with the following table:



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<b>B-BBEE Status</b>	<b>Number of Points (80/20 system)</b>
Level 1	20
Level 2	18
Level 3	12
Level 4	10
Level 5	8
Level 6	6
Level 7	4
Level 8	1
Non-compliant	0



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## 6. PRICING SCHEDULE

The format for submitting the financial proposal should be as follows:

**Table 3: Pricing Schedule**

#	Description	Unit of Measurement	Quantities	Unit Price	Total
1	SQL/Application Server	Monthly	24	R	R
2.	File Server/AD	Monthly	24	R	R
3.	Connectivity and Security	Monthly	24	R	R
4.	Managed Services	Monthly	24	R	R
5.	Cloud Backup	Monthly	24	R	R
6.	Replication	Monthly	24	R	R
7.	Training	Once-off	1	R	R
<b>TOTAL VAT Excl.</b>					<b>R</b>
<b>VAT @15% (if applicable)</b>					<b>R</b>
<b>TOTAL VAT Incl.</b>					<b>R</b>

### **Pricing Schedule Note:**

- i. Price should be VAT Inclusive.
- ii. Rand amount should be rounded off to two (2) decimal points.
- iii. Service providers are required to price on all items.