Terms of Reference and Request for proposals with quotations:

ICT DATA RECOVERY SERVICES

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Deadline for Submissions: 30 JUNE 2022

SAHRC RFP 2-2021

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1.   Background

The South African Human Rights Commission (SAHRC) is a Constitutional body established in terms of the Constitution of South Africa, 1996 as well as the South African Human Rights Commission Act, 40 of 2014. The SAHRC is under the strategic leadership of Commissioners. The administration of SAHRC is overseen by a Chief Executive Officer (CEO).

The current service contract for the provision of SAHRC's ICT Disaster Recovery (ICT DR) services ended on 31 December 2020. As a result, South African Human Rights Commission (SAHRC) needs to review its ICT DR requirements and to take account of recent technological developments and business requirements.

Information security and integrity, data privacy and protection, information access, cybercrime, ecommerce, electronic signatures, electronic contracts and legal disclaimers are critical considerations for SAHRCs ICT environment and its effective operation. SAHRC must therefore be poised to respond to any data corruption and recover within predetermined target times and also keep critical business applications available to run from an alternative location in cases of a disaster.

2.   Objective

The objective of this RFP is to appoint a suitably qualified service provider who will provide comprehensive ICT Disaster Recovery Services to SAHRC that build organizational resilience such that it continues the delivery of services at acceptable predefined levels following a disruptive incident.

Contracting Period for the ICT Disaster Recovery and Business Continuity Services will be for a period of thirty-six (36) months

3.   Scope of service

3.1. Service providers must ensure that their ICT DR facilities cover basic physical facility requirements, requirements for environmental controls, telecommunications, continuous power supply and non- recovery amenities such as parking and accessibility to food and drinks also need to be considered. In addition, when service providers have multiple recovery sites, the guidance should be equally applied to each and every site.

3.2. Service providers must consider large scale occurrences of activities such as strikes, demonstrations, riots, violent crimes, natural disasters, pandemics or deliberate attacks in proposing their ICT DR Centre location for SAHRC.

3.3. Service providers must consider aspects of site proximity and associated risks when proposing their ICT DR Services to SAHRC. SAHRC requires that the proposed ICT DR sites, must be in geographic areas that are unlikely to be affected by the same disaster or failure events as SAHRC's primary site. Thus, SAHRC's primary site and ICT DR site should be as far away from each other as reasonably possible, while enabling SAHRC's DR staff to meet the recovery time objectives.

3.4. It is required that physical access controls be in place and maintained at all building entrances and exits of ICT DR sites proposed in response to this request. Service providers must have policies and procedures to control the movement on their ICT DR premises for all types of entrants into their premises.

3.5. Service providers must dedicate specific areas at their premises for SAHRC equipment and usage during recovery. These areas should not be re-allocated for other usage during normal times, or if the space is reassigned during normal operation, then the service provider should have a process in place to immediately use it for the purpose needed during a disaster or failure.

3.6. It will be required that the ICT DR site must be able to accommodate an additional incoming SAHRC MPLS link (Point-to-point) into ICT DR facility.

3.7. Service providers must have effective controls in place and the necessary capacity to isolate and protect all of their own and SAHRC equipment operating in their premises against damage due to power increases, surges, lightning or other unforeseen circumstances. Such effective controls should include: power generators and Uninterruptible Power Supply (UPS) equipment.

3.8. ICT DR facilities proposed for SAHRC must have appropriate controls, plans, and procedures for fire detection and suppression to protect computing equipment and personnel working at their recovery sites. These systems, power and data cabling management must comply with fire and safety regulations and requirements

contained in the Occupational Health and Safety Act. In addition, service providers must have plans and procedures to deal with fire and smoke outbreaks that take into account personnel safety, fire escape routes, fire response plan, and hand-held fire extinguishers.

3.9. Service providers must provide Emergency Operation Centres (EOCs) at their ICT DR sites that are appropriately equipped to enable SAHRC to supervise and maintain communications with its business units and external parties during disasters or failures. The successful service provider must provide basic equipment and supplies to enable SAHRC to operate their designated EOC (To be discussed)

3.10. The rooms of the ICT DR facilities housing main computer systems must be must comply with relevant industry standards such as the ISO/IEC 27000 standard or its equivalent.

3.11. Where service providers share ICT DR premises with other ICT DR providers, it will be required that formal risk assessment and risk reduction reviews of shared premises be performed and the details of residual risks which cannot be mitigated must be provided to SAHRC for review.

3.12. Service providers must provide the basic service capabilities required by SAHRC that include: qualified staff, the capacity to support simultaneous invocations of ICT DR plans by different clients where possible, all capabilities and services offered to SAHRC must be audited on a regular basis, which include their own fully documented and tested business continuity and disaster recovery. All ICT DR Services must meet the required "Service Hours" of SAHRC as defined in SAHRC's BCM plan.

3.13. Service providers will be required to familiarise themselves with SAHRC's necessary conditions and procedures for invoking and deactivating disaster recovery services adhering to SAHRC's BCM plan.

3.14. Successful service provider will be required to provide regular ICT DR training (at least twice a year) to relevant SAHRC staff in order to perform their ICT DR functions, which must be scheduled appropriately and records kept of the training delivered. In the event of significant changes to their services and related environment, training for all relevant SAHRC ICT DR staff must be provided in order to keep staff up-to-date; and ensure that they remain competent in performing their assigned tasks.

3.15. The successful service provider together with SAHRC ICT DR staff are required to ensure that all ICT systems essential for disaster recovery are tested quarterly to ensure their continuing capability to support SAHRC's ICT DR plans; especially when there are any significant changes in SAHRC requirements or changes in their capacity and capability that affect services to SAHRC. With the first ICT DR test be conducted within ninety (90) days of the first successful replication of all SAHRC's systems and data.

3.16. Service provider are required to provide assurance that they properly address their own business continuity and disaster recovery mechanisms for their ICT infrastructure on which SAHRC's systems and data will be replicated for ICT DR purposes.

3.17. Service providers must ensure that SAHRC's information security is not compromised by ensuring that they adhere to the Information Security policies of SAHRC (complete the confidentiality document).

3.18. Service providers are required to ensure that information from SAHRC's ICT systems are not accessible or disclosed to another ICT system of their other clients.

3.19. Service providers must also establish a means to identify and isolate (physically and/or logically) the different ICT systems which are located in their premises.

3.20. Service providers must provide an ICT DR Centre with restrictions on physical access to facilities housing SAHRC's ICT systems.

3.21. Service providers must also provide work areas that are planned and designed with information privacy and confidentiality as a prime consideration such as buildings or assigned separate areas for use by different personnel.

3.22. Service providers are required to ensure that the integrity and confidentiality of the SAHRC ICT DR data are maintained whilst being transferred (either electronically or physically) to and from ICT DR sites in compliance with contractual obligations of SAHRC. Furthermore, service providers must be able to demonstrate to SAHRC that all security incidents and weaknesses are promptly reported to the relevant authority and that appropriate action is taken to address such incidents in compliance with ISO/IEC 18044:2004 or equivalent.

3.23. User accounts of key ICT DR/BC technical personnel of the successful service provider will be issued according to SAHRC's User Access Management policy, which will be made available to the successful bidder. The successful bidder will also be required to comply with SAHRC's information security related policies.

3.24. It will be expected of the successful service provider to maintain a record of all incidents and service requests reported to them by SAHRC through an electronic incident management system from which reports can be generated. A unique ticket or job card number must be assigned to each reported incident or request for reference purposes. All incidents reported to the Service Desk must meet the "Time-To- Refer" target of not more than 1 hour for all incident categories. Proper escalation procedures must be in place to resolve incidents using various levels of support (e.g. First Line Support, Second Line Support, and Third Line Support).

3.25. In addition to providing facilities and equipment to enable actual recovery, the successful service provider must provide facilities that will cater for the well-being and welfare of SAHRC ICT DR staff stationed at their premises during a recovery. ICT DR

facilities proposed for SAHRC must at least provide for rest areas, toilet facilities, drinking water, medical first-aid supplies, easy access to food, and adequate and safe parking facilities.

3.26. SAHRC will require the successful service provider to formally notify it of any changes in the ICT DR environment that may affect the provision of the ICT DR services to SAHRC.

3.27. At the end of the contract, the successful service provider must be able to guarantee that all SAHRC data on their DR environment, is duly destroyed in compliance with all relevant South African laws and regulations pertaining to data retention and destruction after successfully releasing a good copy to SAHRC.

3.28. See below table of SAHRC applications

#	Application	DBMS version	OS version
1	Microsoft SharePoint v2013	MS SQL Server 2012	Windows Server 2012 R2
2	Veeam Enterprise v9.12	Not Applicable	Windows Server 2008
3	Sage CRM 2019 R2	MS SQL Server 2008	Windows Server 2012 R2
4	Sage Pastel Evolution v7.20.x	MS SQL Server 2012	Windows Server 2012 R2
5	Sage300 People	MS SQL Server 2012	Windows Server 2012 R2
6	DBText v17.1	Flat file system	Windows Server 2012
7	TeamMate	MS SQL Server 2012	Windows Server 2012 R2
8	Manage Engine Service Desk v8.2.0	MS SQL Server 2014	Windows Server 2012 R2
9	Manage Engine Desktop Central v10	MS SQL Server 2014	Windows Server 2008

4. Deliverables

4.1. Daily replication of full virtual and physical servers in SAHRC's production environment and online backup of its provincial data servers

4.2. Reserved SAHRC's ICT DR for ICT DR testing (rehearsals)

5. Pricing

A detailed price breakdown structure must be included with the total amount
All pricing must be shown inclusive of any applicable VAT

6. Project Timelines

Contracting Period for the ICT Disaster Recovery and Business Continuity Services will be for a period of thirty-six (36) months

7.   Evaluation Criteria

Please note that the following evaluation criteria will be used:

All quotes received will be evaluated based on the following criteria: functionality criteria will be further evaluated on applicable values as outlined below:

0 = **Unacceptable**, 1 = **Serious Reservations**, 2 = **Minor Reservations**, 3 = **Acceptable**, 4 = **Good**, and 5 = **excellent**

Evaluation on functionality, as in Table 1 below:

i.   Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 70%

ii.   The overall score must be equal or above 70% in order to proceed to for Price and BBBEE evaluations.

iii.   The minimum threshold for qualification by functionality is 70%, assessed as per criteria listed in Table 1 below:

Table 1: Functionality evaluation

	Criteria	Percentage weighting
1.	Bidder must have over 5 years' experience of relevant service 0 = less than 1 year experience 1 = 1 year experience 2 = 2 years of experience 3 = 3 years of experience 4 = 4 years of experience 5 = 5 years or more of experience	40
2.	Bidder's proposed project methodology and plan outlining how SAHRCs requirements will be implemented	20
3.	References included for executing a project of similar magnitude in the last 3 years, signed and on the letterhead of the company	20

	0 = no reference letters submitted or they are not in the last 3 years or not signed and on the letterhead of the company 1 = 1 reference letter submitted 3 = 2 reference letters submitted 5 = 3 relevant reference letters submitted	
4.	Cost effectiveness of the quote including breakdowns of the implementation phases and total cost of the project must be included in the quotation	20
	Total	**100**

Price evaluation based on the 80/20 preferential point system.

Only Bidders that have met the 80% threshold in functionality evaluation will be evaluated in for price and BBBEE. Price and BBBEE will be evaluated as follows:

- The price (maximum 80 points)
- B-BBEE status level of contributor (maximum 20 points)

Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation $$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$	80

The following formula will be used to calculate the points for price:

Where

Ps   =   Points scored for comparative price of bid under consideration

Pt   =   Comparative price of bid under consideration

Pmin =   Comparative price of lowest acceptable bid

Stage 2 – BBBEE Evaluation (20 Points)

a.   BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12
5	10
6	8
7	6
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- B-BBEE Certificate or sworn affidavit

8. Mandatory procurement documents required:

Quotation showing a detailed fee breakdown structure and all pricing must be inclusive of any applicable VAT;

8.1.1 Proposal

8.1.2 Valid Tax Clearance Certificate

8.1.3 BBBEE Certificate.

8.1.4 Company Profile

8.1.5 Central supplier database report

8.1.6 Standard bid document 4

8.1.7 Standard bid document 7.2

8.1.8 Standard bid document 6

9. Confidentiality, independence and objectivity

The service provider will hold all material and information exchanged in the course of the implementation of this project in the strictest confidence, and will take all steps necessary to prevent dissemination of this information to any third party, without the prior written agreement of the SAHRC as the SAHRC asserts its moral authority and copyright over the report. The

service provider must ensure that its staff maintains their objectivity by remaining independent of the activities they execute.

10. Contact Details

Submissions must be emailed to: tenderoffice@sahrc.org.za

For further information and clarification, contact Rulani Khuvutlu on rkhuvutlu@sahrc.org.za

Submissions are due by Thursday, 30 June 2022, before 11h00.