



SOUTH AFRICAN TOURISM

Part B: - SCOPE OF WORK (TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR DISASTER RECOVERY PLAN AT SOUTH AFRICAN TOURISM (SAT), 90 PROTEA ROAD, CHISLEHURSTON, SANDTON, FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

Bid Description	
TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR DISASTER RECOVERY PLAN AT SOUTH AFRICAN TOURISM (SAT), 90 PROTEA ROAD, CHISLEHURSTON, SANDTON, FOR A PERIOD OF THIRTY-SIX (36) MONTHS.	
Bidder Name:	
CSD MAAA Number:	MAAA
Tender Number:	SAT 275/24
Closing Date and Time:	12 December 2024, 12:00pm (No late submission will be accepted)
Bid Submission link	https://e-procurement.southafrica.net Should bidders encounter any issues, queries must be directed in writing to tenders@southafrica.net Bidders are required to complete all the fields before submitting on the above link before uploading a PDF version of the entire proposal; the details are as follows: Bidder/Company name, bidder's representative, contact details (email and mobile), then a fully completed bid documents, signed and initial page, relevant supporting documents for uploads. NB: Bidders are required to ensure that during submission on the system, the uploads were successful before the closing date and time. No tenders transmitted by telegram, hand delivery telex, facsimile, e-mail, or similar apparatus will be considered.
Contact Person	Francina Tlali
Email Address	tenders@southafrica.net

ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS - (NOT TO BE RE-TYPED)

THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC), AND IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1. CLOSING DATE

The closing date for the submission of proposals is **12 December 2024, 12:00pm Noon.** No late submissions will be accepted.

2. PROCUREMENT TENDER PORTAL AND TENDER DOCUMENTS MARKING

- 2.1 South African Tourism have developed and implemented an on-line e-Procurement Portal which will enable bidders to respond to procurement opportunities as and when they are issued by South African Tourism. The portal is the official portal for South African Tourism, which ensures an open, transparent, and competitive environment for any person participating in the procurement processes.

The portal enables a bidder to register as a supplier on the system and to RSVP to tender briefings and to submit tender responses on the portal. The Portal's URL (<https://e-procurement.southafrica.net>) is compatible with Google Chrome, Microsoft Edge, Internet Explorer, FireFox and Safari. Interested bidders should with immediate effect consider registering and submitting their bid proposals on the portal which has specifically been developed and implemented for this purpose.

The supplier user manual can be viewed and downloaded on South African Tourism's website at <https://www.southafrica.net/gl/en/corporate/page/tenders>. All bidders should therefore take note that the physical drop-offs and courier of bid responses to South African Tourism's physical address is no longer permitted.

Prospective tenderers must periodically review both <http://www.southafrica.net/gl/en/corporate/page/tenders> and <https://e-procurement.southafrica.net> for updated information or amendments with regard to this tender, prior to due dates

- 2.2 Failure on the part of the tenderer to sign/mark this tender form and thus to acknowledge and accept the conditions in writing or to complete the attached forms, questionnaires, and specifications in all respects, may invalidate the tender.
- 2.3 Tenders must be completed in black ink where mechanical devices, e.g., typewriters or printers, are not used.
- 2.4 Tenderers will check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability will be accepted regarding claims arising from the fact that pages are missing or duplicated.

3. CONTACT AND COMMUNICATION

- 3.1 A nominated official of the bidder(s) can make inquiries in writing to the specified person, Francina Tlali via email at tenders@southafrica.net. Bidder(s) must reduce all telephonic inquiries to writing and send to the above email address.
- 3.2 Bidders are to communicate any technical inquiries through the nominated official in writing no later than **21 November 2024.**

All responses will be published by **02 December 2024** on the following links:

<https://www.southafrica.net/gl/en/corporate/page/tenders>

4. VALIDITY PERIOD AND CONTRACT DURATION

The tender proposal must remain valid for at least five (5) months after the tender due date. All contributions/prices indicated in the proposal and other recurrent costs must remain firm for the period of the contract.

South African Tourism intends to enter a thirty-six (36) month contract and service level agreement with the successful bidder(s). The contract will also be subject to a periodic performance evaluation on agreed terms and conditions unless the parties agree otherwise.

5. BACKGROUND AND SCOPE OF SERVICES

5.3 Scope of services

1. Scope of Work - Terms of reference

South African Tourism (SA Tourism) operates a disaster recovery solution through an outsourced partner where the contract is coming to an end soon. Through this Tender, SA Tourism is inviting reputable firms with established track records in the field to submit their proposals in a bid to demonstrate their suitability to be appointed as SA Tourism's preferred Disaster Recovery Services partner to provide an end-to-end disaster recovery solution within the Johannesburg (Gauteng) area.

1.1. Overview of Environment and requirements

SA Tourism operates a Datacentre environment consisting of 2+1 Simplivity Hyperconverged Solution with a numerous virtual server hosted on the platform. These servers need to be readily available in the event of a disaster and hence it is required that the environment be replicated to a Disaster Recovery Services partner, in the event of a catastrophic disaster all servers need to be brought on-line at the DR Partners premises so that SA Tourism users may be able to access the systems via a VPN connection to have as little impact on the operations of the business as possible. SA Tourism also has Oracle Database Appliances implemented in the environment, the Production server resides at SA Tourism Head Office and the DR server resides with the existing Disaster Recovery Partner.

SA Tourism also makes use of a more traditional File level backups solution as part of its backup strategy namely, Redstor Attix 5 Pro. The solution has an on-site storage server hosted at the SA Tourism Head office for quick access to file recovery and the data from this server is replicated onto mirror server hosted at the DR Facility.

Licensing for the solution needs to be included in the winning bidder's proposal. The Licence Information for the Redstor Attix 5 Pro solution for your consideration is as follows: Online Backup Platform licence - 1, Online Backup ESE - 12, Online Backup Server Edition - 12, Online Backup Storage Server Licence - 1, Online Backup Mirror Server Licence - 1, Online Backup Server licence 3.

Both the Simplivity Backups and Attix Backups are transferred offsite via a dedicated fibre connection, the speed of this link should be 1 GBPS. This link is only to be used for the backup data between the sites and acts as an extension of the on-premises network into the DR facility and does not require internet connectivity to be available.

DR Testing should be conducted at least twice per annum, but it is recommended that this is performed more regularly to ensure that all the systems are in place and functioning as expected. The tests should also include steps to identify inefficiencies in the current DR recovery steps and accordingly introduce possible improvement to make the process more efficient. Reporting needs to be generated in line with these tests to highlight the points mentioned before as well as the success or failure rating.

Monthly Service Level Agreement meetings are to be conducted as part of the service providers required services to be delivered, during these meetings it is required that reports be presented in line with the backup requirements and status, as well as corrective measures that have been implemented in the event of failed backups, It is also required that the current state of the Business Continuity Plan and Disaster Recovery procedures be reviewed in order to highlight their effectiveness and possible improvements to be introduced. During these sessions any possible security risk and possible exposure also needs to be reviewed, this is critical to a successful disaster recovery facility, Reviews

of Recovery Time Objectives and incident management procedures and introduce improvements and corrective measures where needed.

The solution should include an onsite physical working environment to be invoked when a disaster strikes, this will cater for SA Tourism officials at the DR Partner's location to provision for 10 workstations need to be included in the cost. Mostly our users will be able to work remotely, but this caters to the need if users need to be physically present to represent the organization. There will also be similar requirement for meetings rooms and facilities where SA Tourism officials can host scheduled physical meetings with stakeholders as and when required (online meetings will take precedence during such an outage).

SA Tourism also operate several offices located internationally where these offices will require connectivity to key systems hosted at Disaster Recovery Services partner. SA Tourism users have VPN connectivity available to them when they need to make use of on-site systems such as file shares, these are catered for with internal VPN server and DNS routing to the DR facility would need to be facilitated if the Primary Site is offline.

SA Tourism's current IT Services Continuity Strategy and Plan (which forms part of the overall Business Continuity Plan) calls for a Recovery Time Objective of between 2 and 16 hours for the most critical systems. As a result, SA Tourism has decided to back up its most critical Virtual Machine systems between its Sandton Head Office Server facility and the current DR hosted Server facility. The critical systems are backed up on an on-going basis throughout the day with data mirrored to the DR facility during the night via a dedicated fibre line. This is aimed at enabling restoration of data from the backup systems to hosted servers in the event of a 'disaster' with very little effect on the end-users. SA Tourism currently operates a similar platform with its current Disaster Recovery Services partner.

The preferred bidder would be required to host key SA Tourism servers in their datacentre, this will include the DR Simplivity Server (2U), the DR Management server (1U) that as well as then final component to the Simplivity solution is a HPE Store Once Server (2U). It is also required that the DR Oracle ODA server (1U) is hosted in the same datacentre. We may at some point install a Firewall dedicated to the Disaster Recovery environment to be used in the event of an actual disaster. This will be indicated as and when required and will need a 1U slot in in the datacenter together with the rest of our equipment.

The server environment consists of mostly windows built servers but we do have a few servers that run Linux operating systems. It would be beneficial if the service provider is knowledgeable in both these operating systems as well as the VMware/Simplivity solution that is used in house for our hypervisor.

There is also a requirement for the winning bidder to host a Storage server that caters to our Redstore Attix 5 Pro backup solution. The hosted server will serve as the Mirror server for the backup data that is replicated to the DR Facility (the server should have about 20TB of space available for this mirror data. The preferred bidder also needs to adhere to the other requirements that have been listed to ensure that a comprehensive solution that will cater to SA Tourism's needs in a Disaster Recovery Service Partner.

The geographical location of Disaster Recovery Facility should be within a 50KM Radius of SA Tourism's head office

Brief overview of SOW

1. Full Data and IT Service Protection including:
 - Provision of full Disaster Recovery Facility Service
 - Managed On-line Backup Service and Facility
 - Hosting of the indicated servers, a total of 4 Servers as well as the Redstor Attix 5 Pro service with the required space.
2. Managed On-line Backup Redstor Attix Pro including licensing requirements as indicated above. A full on-line Backup service including:
 - Server appliance at Production site for Backup and speedy Recovery of all or specific data items.
 - Dedicated Storage Facility at the Disaster Recovery site.

Data communications link between the Production and Disaster Recovery sites for regular backup of changes to the Disaster Recovery site storage facility needs to be a 1Gbps connection. (no internet connectivity required for this)

link, internet would only become a requirement in the event of a disaster and we needed to make use of the disaster recovery facility)

3. A Fixed Site Recovery Centre providing for:
 - Emergency recovery and recovery testing.
 - Production processing as demanded by the IT Service Continuity Plan.
 - Backup and service protection to continue to be available.
4. Switch board service capability, (Mitel) that will enable us to continue to work as usual in the event of a failure
5. Meeting rooms with appropriate accommodation and communication media for multiple meetings at the same time for between 4 & 12 people at any given time:
 - Crisis Management
 - Managing Emergency Response
 - Media liaison
 - Running the business in Disaster mode.
 - "Return to normal operation" planning and execution.
6. Case study to demonstrate start to end disaster recovery and how they would cater to our needs. - methodology.