



DEPARTMENT: WATER AND SANITATION

**TERMS OF REFERENCE:
PROVISION OF OFF-SITE STORAGE AND ROTATION OF
LINEAR TAPE-OPEN (LTO) 8 MEDIA FOR A PERIOD OF
THREE (3) YEARS FOR THE DEPARTMENT OF WATER
AND SANITATION NORTHERN CAPE PROVINCIAL OFFICE,
KIMBERLEY**

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1. PURPOSE

The purpose of this terms of reference is to acquire a contract with a service provider to render off-site storage and rotation of backup media services, to the Department of Water and Sanitation Northern Cape, 28 Central Road Kimberley, for a period of 3 years.

2. BACKGROUND

The DWS's Information Security Policy indicates that "backup copies shall be stored off-site and be given an appropriate level of physical and environmental protection consistent with the standards at the main site" as well as "backup copies shall be made of all electronic documentation and be stored in a geographically separate location/off-site in a safe/secure environment".

3. SCOPE OF WORK

3.1 Service:

- 3.1.1 Off-site storage of backup media (LTO 8) as per standards stipulated in technical requirements.
- 3.1.2 Scheduled collection and delivery of backup tapes every month on the 1st of every month or the first working day of the month, in the event that the 1st is not on a working day. (Maximum of 2 tapes per collection)
- 3.1.3 Annual collection and delivery of backup tapes. (1 collection of 2 tapes per annual backup)
- 3.1.4 The service must include the provision for unscheduled retrieval and deliveries or collections as and when required. (maximum of 2 per 12 month cycle)

3.2 Containers:

- 3.2.1 Containers must be used to minimize the risk of potential data loss and should meet the following criteria as a minimum:
 - 3.2.1.1 Must use steel containers.
 - 3.2.1.2 Containers should be foam lined and specific for each media type.
 - 3.2.1.3 Containers must always be locked/sealed during transit.
 - 3.2.1.4 Containers must be waterproof and shatter resistant.
 - 3.2.1.5 Containers must have a unique label so not to identify customer or contents.

3.3 Facility – Location:

- 3.2.2 Must be accessible to multiple routes for entry and egress.
- 3.2.3 Must be at least 10 kilometres away from DWS site where backups are executed.
- 3.2.4 Entire building must have 100% fire suppression coverage.
- 3.2.5 Must be access controlled.

3.4 Facility – Construction:

- 3.4.1 Must be a single-story building.

- 3.4.2 Entire building/facility must be a secured/inaccessible facility.
- 3.4.3 Facility entrance should have a man-trap entry system.
- 3.4.4 Truck loading area must have a secured, double door entry system.
- 3.4.5 No water pipes over or under vaulting areas.
- 3.4.6 No pipes inside vault other than fire suppression and electrical support.
- 3.4.7 Vault construction should be steel-reinforced concrete and/or brick.
- 3.4.8 Must use industry approved vault doors.
- 3.4.9 Vaults must meet minimum of 4 hours fire rating.
- 3.4.10 Each vault must have a dedicated alarm, Halon system and HVAC unit.
- 3.4.11 Vaults floors must utilize an anti-dust floor agent HVAC units must be located outside vault.
- 3.4.12 Entire facility must be designed to achieve non-combustibility.
- 3.4.13 All racking in vaults must be cross braced for seismic activity.
- 3.4.14 Administrative areas are separated from the vaulting areas.

3.5 Facility – Environment:

- 3.5.1 No bulk-paper to be stored near the media vault.
- 3.5.2 Each vault must maintain acceptable temperature (18 – 22 degrees Celsius).
- 3.5.3 Each vault must maintain acceptable humidity (35% - 45%).
- 3.5.4 Temperature and humidity levels must be monitored constantly.
- 3.5.5 Each vault must be tied directly to an alarm company to detect temperature variances.

3.6 Facility – Alarms:

- 3.6.1 Immediate notification / response from authorities is mandatory for all alarms.
- 3.6.2 Detection of fire, water, motion, sound, vibration, magnetic door contact, window breakage and improper access code entry.
- 3.6.3 Alarms should use employee codes that cannot be lost, stolen or misplaced.
- 3.6.4 Alarm systems should provide an audit trail listing of activity.
- 3.6.5 Closed circuit television monitoring the interior and exterior of the facility.
- 3.6.6 A vault should have a dedicated, fully functioning alarm system.
- 3.6.7 All alarm systems should have a power back-up.

3.7 Facility – Vehicles:

- 3.7.1 Each vehicle must be owned by vendor.
- 3.7.2 Each vehicle must be retrofitted for protecting magnetic media and must only be used for transporting magnetic media.
- 3.7.3 Insulated shells designed to minimize temperature fluctuations must be used.
- 3.7.4 E-tracking within the vehicle cargo area should be utilized to secure all carts and containers during transportation.
- 3.7.5 Cargo area of vehicle must be separate from main cab.
- 3.7.6 Each vehicle cargo area must have air-conditioning.
- 3.7.7 Each vehicle must be equipped with a halon fire suppression unit.
- 3.7.8 Vehicles must not have windows in cargo area.
- 3.7.9 Vehicles must have mobile phones.
- 3.7.10 Vehicles must undergo daily inspection/maintenance (logs should be maintained).
- 3.7.11 All vehicles must have a self-alarming security system and tracking devices.
- 3.7.12 Vehicles must be locked and alarmed at all times while unattended.

3.8 Unscheduled retrieval, delivery and / or collection services (maximum of 2 per 12-month cycle):

- 3.8.1 Provide unscheduled retrieval and delivery and or collection service during working hours.
- 3.8.2 Provide unscheduled retrieval and delivery and or collection service after hours.

4. EVALUATION CRITERIA

Department of Water and Sanitation will evaluate all proposals in terms of the Preferential Procurement Regulations 2022. In accordance with the Preferential Procurement Regulations 2022, submissions will be adjudicated on 80/20 points system and the evaluation criteria. Bids received will be evaluated on the four (4) phases namely Administrative and Mandatory compliance, Functional/Technical criteria, Compulsory site visit and Price and Preference Points Claimed.

PHASE 1: ADMINISTRATIVE AND MANDATORY COMPLIANCE:

Please note that all bidders **must** comply with the following administrative and mandatory compliance.

Nr.	DESCRIPTION	COMPLY	DO NOT COMPLY
1.	All Standard Bidding Documents completed and signed.		
2.	Original tax clearance form must be attached.		
3.	1 References letter from a client/customer indicating off site storage service provided during the past 3 years. The letter must indicate: a) Entity name; b) Entity Address c) Contact name and telephone number; d) Date and duration when service was rendered;		

PHASE 2: FUNCTIONAL/TECHNICAL CRITERIA:

Compliance requirements:

1. **Full compliance** to the requirements by indicating compliance or non-compliance on the table requirements. Bidders may indicate compliance by means of a "right-click" (✓) and non-compliance by means of a (X).
2. A bidder who fails to comply with the below requirements will be disqualified and not considered for further evaluation inter alia Phase 3.

Nr.	DESCRIPTION	COMPLY	DO NOT COMPLY	COMMENTS
1.	Service:			
	Scheduled collection and delivery of backup tapes every month. (Maximum of 2 tapes per collection).			

Nr.	DESCRIPTION	COMPLY	DO NOT COMPLY	COMMENTS
	Annual collection of annual backup tapes (1 collection of 2 tapes per annual backup).			
	The service must include the provision for unscheduled collections and deliveries as and when required.			
2.	Containers:			
	Containers must be used to minimize the risk of potential data loss and should meet the following criteria as a minimum: Must use steel containers.			
	Containers should be foam lined and specific for each media type.			
	Containers must always be locked/sealed during transit.			
	Containers must be waterproof and shatter resistant.			
	Containers must have a unique label so not to identify customer or contents.			
3.	Facility – Location:			
	Must be accessible to multiple routes for entry and egress.			
	Must be at least 10 kilometres DWS site where backups are executed..			
	Entire building must have 100% fire suppression coverage.			
	Must be access controlled			
4.	Facility – Construction:			
	Must be a single-story building			
	Entire building/facility must be a secured/inaccessible facility			
	Facility entrance should have a man-trap entry system			
	Truck loading area must have a secured, double door entry system			
	No water pipes over or under vaulting areas			
	No pipes inside vault other than fire suppression and electrical support			
	Vault construction should be steel-reinforced concrete			
	Must use industry approved vault doors			
	Vaults must meet minimum of 4 hours fire rating			
	Each vault must have a dedicated alarm, Halon system and HVAC unit			
	Vaults floors must utilize an anti-dust floor agent HVAC units must be located outside vault			
	Entire facility must be designed to achieve non-combustibility			
	All racking in vaults must be cross braced for seismic activity			
	Administrative areas are separated from the vaulting areas			

5.	Facility – Environment:			
	No bulk-paper is to be stored near the media vault			
	Each vault must maintain acceptable temperature (18 – 22 degrees Celsius)			
	Each vault must maintain acceptable humidity (35% - 45%)			
	Temperature and humidity levels must be monitored constantly			
	Each vault must be tied directly to an alarm company to detect temperature variances			
6.	Facility – Alarms:			
	Immediate notification / response from authorities is mandatory for all alarms			
	Detection of fire, water, motion, sound, vibration, magnetic door contact, window breakage and improper access code entry			
	Alarms should use employee codes that cannot be lost, stolen or misplaced			
	Alarm systems should provide an audit trail listing of activity			
	Closed circuit television monitoring the interior and exterior of the facility			
	A vault should have a dedicated, fully functioning alarm system			
	All alarm systems should have a power back-up			
7.	Facility – Vehicles:			
	Each vehicle must be owned by vendor			
	Each vehicle must be retrofitted for protecting magnetic media and must only be used for transporting magnetic media			
	Insulated shells, designed to minimize temperature fluctuations must be used			
	E-tracking within the vehicle cargo area should be utilized to secure all carts and containers during transportation			
	Cargo area of vehicle must be separate from main cab			
	Each vehicle cargo area must have air-conditioning			
	Each vehicle must be equipped with a halon fire suppression unit			
	Vehicles must not have windows in cargo area			
	Vehicles must have mobile phones			
	Vehicles must undergo daily inspection/maintenance (logs should be maintained)			
	All vehicles must have a self-alarming security system and tracking devices.			
	Vehicles must be locked and alarmed at all times while unattended			

8.	Unscheduled retrieval, delivery and / or collection service (maximum of 2 per 12 month cycle):			
	Provide unscheduled retrieval and delivery and or collection service during working hours			
	Provide unscheduled retrieval and delivery and or collection service after hours			

PHASE 3: COMPULSORY SITE VISIT

DWS will perform a site visit at the intended off-site storage facility to confirm the compliance listed and submitted in Phase 2 above. The DWS will utilize a checklist to confirm the compliance.

PHASE 4: STANDARD EVALUATION CRITERIA IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

THE 80/20 POINTS AWARDED FOR PRICE AND SPECIFIC GOALS

The 80/20 Preferential Procurement System will be used in evaluating these bids:

Evaluation element	Weighting (Points)
SPECIFIC GOALS	20
PRICE	80
Total	100

Price

A maximum of 80 points are allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

Preference point system

SPECIFIC GOALS	NUMBER OF POINTS TO BE ALLOCATED
Women	5
People with disability	5
Youth (35 and below)	5
Location of enterprise (Province)	2
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	3

Total points for SPECIFIC GOALS	20
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Documents Requirement for verification of Points allocation: -

Procurement Requirement	Required Proof Documents
Women	Full CSD Report
Disability	Full CSD Report
Youth	Full CSD Report
Location	Full CSD Report
B-BBEE status level contributors from level 1 to 2 which are QSE or EME	Valid BBBEE certificate/sworn affidavit Consolidated BEE certificate in cases of Joint Venture Full CSD Report

The definition and measurement of the goals above is as follows:

Women, disability, and youth:

This will be measured by calculating the pro-rata percentage of ownership of the bidding company which meets this criterion. E.g., Company A has five shareholders each of whom own 20% of the company. Three of the five shareholders meet the criterion, i.e. they are women/disability/youth. Therefore, this bidder will obtain 60% of the points allowable for this goal.

Location of enterprise

Local equals province. Where a project cuts across more than one province, the bidder may be located in any of the relevant provinces to obtain the points.

B-BBEE status level contributors from level 1 to 2 which are QSE or EME

Measured in terms of normal BBBEE requirements.

Note: Formula for calculating points for specific goals

Preference points for entities are calculated on their percentage shareholding in a business, provided that they are actively involved in and exercise control over the enterprise. The following formula is prescribed:

$$PC = \frac{Mpa \times P\text{-own}}{100}$$

Where

PC= Points awarded for specific goal

Mpa= The maximum number of points awarded for ownership in that specific category

P-own = The percentage of equity ownership by the enterprise or business

5. CONDITIONS:

- 5.1 Only bidders who fully comply with the requirements indicated under technical evaluation will be considered for further evaluation on Phase 3. Bidders are required to submit a copy of the functional criteria to determine whether bidders comply to advance to the next phase.

- 5.2 The department reserves the right to engage with the successful bidder to negotiate the price as submitted. If it is envisaged that the negotiations will be conducted only with the successful supplier, the negotiations will be based on the best estimate of the cost of works.
- 5.3 The successful bidder shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with DWS, which will serve as a tool to measure, monitor, and assess the supplier performance and ensure effective delivery of service, quality and value-add to DWS business.
- 5.4 DWS Northern Cape is in the process of migrating data to the cloud of which the period of completion cannot be determined at this stage and once the process is fully completed, termination of the service may be deemed necessary prior to the expiration of the contract period, therefore the department will provide written notification (one calendar month), to the successful bidder / service provider.

6. CLIENT CONTACT DETAILS

The contact person for :

TECHNICAL ENQUIRIES:

Name : Mrs. F. Adamson
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ADMINISTRATIVE ENQUIRIES:

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