



NATIONAL CONSUMER COMMISSION
a member of **the dtic** group

TERMS OF REFERENCE

BIDDERS ARE HEREBY INVITED TO SUBMIT BIDS IN RESPECT OF THE FOLLOWING SERVICE FOR THE NATIONAL CONSUMER COMMISSION (NCC):

PROVISION OF CLOUD HOSTED INFRASTRUCTURE AS A SERVICE (IaaS) FOR THE NCC PRODUCTION SYSTEMS, DISASTER RECOVERY AS A SERVICE, BACKUP AS A SERVICE, SECURE AND REDUNDANT INTERNET CONNECTIVITY, SUPPORT AND MAINTENANCE FOR 36 MONTHS

Reference: NCC/04/2024/2025

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Bid validity period: 90 days after closing date.

ADDRESS:

National Consumer Commission

SABS Campus, Building C,

1 Dr Lategan Road,

Groenkloof,

Pretoria

Pricing information to be submitted in a separate sealed envelope. No pricing information must be included in the main proposal

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1. PURPOSE

To request proposals for the provision of cloud hosted infrastructure as a service (IaaS) for the NCC production systems, disaster recovery as a service, backup as a service, secure and redundant internet connectivity, support and maintenance for 36 months

2. BACKGROUND

2.1. The National Consumer Commission (NCC), herein referred to as the Commission, is a juristic person established in terms of section 85 of the Consumer Protection Act; No 68 of 2008 ("Act"), as an organ of the state within the public administration but as an institution outside the public service. The NCC has been operational since 1 April 2011. The main objective of the NCC is to, amongst other things, promote and advance the social and economic welfare of consumers in South Africa by:

- 2.1.1. Establishing a legal framework for the achievement of a consumer market that is fair, accessible, efficient, sustainable, and responsible.
- 2.1.2. Reducing and ameliorating any disadvantages experienced by vulnerable consumers in accessing goods or services.
- 2.1.3. Promoting fair business practices & protecting consumers from improper conduct.
- 2.1.4. Improving consumer awareness and encouraging choice.
- 2.1.5. Promoting consumer confidence and empowerment.
- 2.1.6. Providing a consistent, accessible, and efficient system of consensual resolution of disputes; and
- 2.1.7. Providing an accessible, consistent, harmonized, effective, and efficient system of redress for consumers.

2.2. The NCC has just below 100 employees and operates from a Head office within the SABS campus. There are no regional offices, however, the NCC supports a hybrid working environment where there is a rotation base system to work remotely or in the office.

2.3. Current Office and Data Centre (DC) addresses:

2.3.1. Office address:

Block C, SABS Campus, 1 Dr Lategan Street, Groenkloof, Pretoria

2.3.2. Data Centre address:

The NCC co-locates its ICT backend infrastructure in the SABS data centre which is located on-premises at the SABS campus:

Block A (SABS data centre), SABS Campus, 1 Dr Lategan Street, Groenkloof, Pretoria

2.4. NCC's current ICT Backend Infrastructure

- 2.4.1. The NCC operates from one site currently with all the ICT backend infrastructure co-located on-premises in the SABS Data Centre. The infrastructure comprises of HPE Hyperconverged systems with VMWare infrastructure for a virtual environment.
- 2.4.2. The current NCC ICT infrastructure and systems comprise of:
- a) **Storage, compute, and backup equipment:**
 - i. Four (4) x HPE SimpliVity DL 380 Gen10 SFF H Nodes
 - ii. One (1) x HPE DL 380 Gen10 SFF H Node
 - iii. One (1) x HPE StoreEver MSL 2024 0-Drive Tape Library

 - b) **Virtual Environment:**
 - i. VMWare vSphere v 7.U3o Cluster and vCenter 7.U3p. The NCC has its licenses which are renewed annually.
 - ii. The virtual environment hosts a line of business systems. Some systems are accessible over the Internet and some such as the file server and other systems are currently not accessible over the Internet though there is a drive to move to systems that are accessible over the WAN links.
 - iii. There is one critical business systems, the *eService and OORS* online application that is accessible to the members of the Public when they file complaints. The utilisation of this system is expected to increase drastically once the Opt-Out Registry System (OORs) regulations are signed off. The regulations will make it law for thousands of Direct Marketers within South Africa to interact with this system to Dedup (clean) their lists before direct marketing to the members of the Public. Millions of South Africans will interact with the system to register their pre-emptive block (do not call block). It is anticipated that the utilisation of the system will be high immediately after the system is launched to the Public and will then stabilize of time. As a result, the NCC requires the elasticity and scalability of the cloud infrastructure to be provided.
 - iv. The *eService and OORS* integrates with DHA, CIPC, and Banks. The bidder will provide public IP addresses that the Department of Home Affairs (DHA) will whitelist to enable the NCC to consume data from the DHA.

2.4.3. Network Environment

- a) Two fail-over and load-balancing 100Mbps WAN links, a 100Mbps DFA fibre link and COMSOL Microwave link through eNetworks
- b) Two (2) x Cisco ISR 4461 routers
- c) Three (3) x Cisco Catalyst 9500 48-port x 1/10/25G + 4-port 40/100G, Advantage
- d) Two (2) x FortiGate – 1800F Firewalls
- e) Two (2) x Mikrotik RB1100x4
- f) The LAN configuration consists of Cisco switches and Cisco Access Points. End users have a choice to either access the network through LAN or WLAN.

2.4.4. Data Backup and Recovery

- a) The NCC utilises Veeam Backup and Recovery version 12.2.0.334 to back up the NCC systems and data, also to replicate the data to the current Disaster Recovery as a service site.
- b) The current DRaaS site is hosted/ accessed through the SABS and is hosted at the Telkom Datacentre. This service is inefficient and does not offer sufficient protection to the NCC.
- c) The HPE StoreEver MSL 2024 0-Drive Tape Library is used to perform backups that are stored on the tape medium.
- d) The current backup schedule consists of:
 - i. Daily backups
 - ii. weekly backups
 - iii. monthly backups
 - iv. yearly backups
 - v. monthly testing of disk-to-disk and disk-to-tape restores.

3. BUSINESS DRIVERS

3.1. The NCC needs to:

- 3.1.1. Migrate all the NCC systems from on-premises to cloud hosted infrastructure located within the borders of South Africa. The service provider's datacentres must guarantee a minimum **99.99% uptime** and be compliant with applicable data privacy laws such as POPIA.
- 3.1.2. Implement a testable disaster recovery as a service (DRaaS). The DRaaS must be hosted at a different data centre from where the production cloud infrastructure will be hosted.
- 3.1.3. Implement backup as a service. The solution should:
 - a) Have the capacity and capability to do daily, weekly, monthly, and yearly backups.

- b) Be testable monthly.
 - c) The NCC ICT team should be equipped with the ability to manage the backup and perform test restores.
 - d) Be immutable and provides for encrypted backups to secure the NCC data against ransomware related threats.
 - e) Should be able to read and restore data that is currently stored in the physical backup medium (Tapes). The NCC has copies of servers that were backed up into the tape medium when they were decommissioned. These servers may need to be switched on at any time within the next 5 years. Therefore, the NCC is looking for a solution where this data or servers can be imported/migrated to the new backup platform but only attract costs in the event they are switched on.
- 3.1.4. Implement scalable, secure, and redundant Internet connectivity links. The links should be scalable from 100MBps up to 500MBps. The Internet breakout is required at both the NCC premises and the hosting sites. Provide a cost effective, secure and effective mechanism to connect the NCC offices and the hosting location to enable end users to access resources such as the file server services over a secure WAN connection.
- 3.1.5. Augment internal capacity and skills by having access to specialised support and maintenance resources on time and material for at least the following:
- a) Symantec Data Center Security Server Advanced, Subscription License with Support, and Endpoint Security Enterprise, Hybrid Subscription License with Support.
 - b) CISCO infrastructure (Switches).
 - c) Microsoft (SQL Server, 365, AD).
- 3.1.6. The service provider is expected to provide all applicable infrastructure licenses. The NCC will provide MS server licenses, and any license required for its software applications.
- 3.1.7. The NCC is looking for a rapid implementation to migrate from on-premise to cloud-hosted infrastructure, preferably by **28 February 2025 (though the successful bidder will have an opportunity to advise of a realistic timeline)** to ensure that:
- a) The NCC meets the target date for moving its infrastructure away from the SABS datacentre.
 - b) The NCC mitigates the risk of duplication of costs as most of its infrastructure license subscriptions are due for renewal between February and May annually. Refer to **Annexure E** for the license subscription responsibilities that the NCC was to do away with to fund the strategy for sourcing cloud-hosted infrastructure.

4. SCOPE OF WORK

4.1. The successful service provider will be responsible for providing cloud-hosted infrastructure, backup as a service, Disaster Recovery as a Service (DRaaS), connectivity, and support for 36 months. The service provider will be responsible for the configuration of the cloud hosted services and connectivity, migration of the on-premise services, testing, ad hoc technical support and advisory, reporting and attending the SLA meetings. The hosting services must offer elastic capacity, allowing resources to scale up or down based on the NCC needs.

4.2. The services to be provided are:

4.2.1. Infrastructure as a Service (Local hosted Cloud service for production servers)

- a) The NCC wants to migrate its production virtual servers running on a VMWare Platform to local cloud service provider. Refer to **Annexure C** for a list of virtual servers to be hosted in the cloud infrastructure. The final list will be confirmed before the migration and the pricing adjusted accordingly as the NCC is in the process of consolidation to reduce the number of virtual servers it has.
- b) The datacentre hosting the NCC production servers must guarantee a minimum of **99.99% uptime**. The Datacentre must be located in Gauteng not more than 60 KMS distance from the SABS Campus on 1 Dr Lategan Road, Groenkloof.
- c) Migration of the production virtual servers by **28 February 2025**, assuming the Service Level agreement will be finalised with the successful bidder by early **January 2025**.
- d) NCC ICT will manage the Virtual Servers post deployment and interact with the bidder's team when 2nd and 3rd line support is required.
- e) The hosted production virtual servers should have unlimited inbound and outbound traffic.
- f) A minimum of 99.99% uptime monthly is required.
- g) The successful bidder must have an experienced Solutions/ Cloud Architect who will work with the NCC at the beginning of the project and advise on bidder's solution cost and performance optimisation to tailor the solution to the NCC needs including the right sizing of the virtual servers to ensure the NCC gets maximum benefits from the pay as you use model.
- h) Server which are not switched on should only attract storage cost and not compute costs.
- i) The solution should host the virtual servers on the VMWare Platform to ensure continuity for the NCC ICT team.

4.2.2. **Managed Backup and Disaster Recovery as a Service (DRaaS)**

- a) The DRaaS must be testable quarterly (four times a year). Refer to **Annexure B** for the list of servers to be replicated to DR. The NCC is in the process of reviewing its servers and may decommission some services. Any changes to **Annexure B** will be communicated to the successful bidder before implementation.
- b) The DRaaS must be hosted in a different datacentre to the datacentre hosting the production servers.
- c) The NCC is in the process of reviewing its business continuity and DR plans. The Bidders must quote for a solution that accommodates an RTO of 12 hours and an RPO of 24 hours.
- d) The backups must have robust security features such as encryption and immutable backups to protect the backups against unauthorized access and ransomware.
- e) The solution must offer at least the following retention periods:
 - i. Daily incremental backups– 4-day retention periods
 - ii. Weekly – 5 weeks retention periods
 - iii. Monthly – 12 months retention periods
 - iv. Yearly – 5 years retention periods
- f) The NCC has virtual servers that were decommissioned and backed up to an offsite medium, LTO 8 tapes. These VMs are to be retained for 5 years. The services provider must have a strategy for ensuring the VMs in these LTO tapes are restorable to the DR environment and testable before the NCC discontinues and/or sell its current physical infrastructure which includes the HPE tape library. These VMs should remain switched off and not attract any costs until they are switched on should there be a need to switch them on.
- g) The archived VMs need to reside in one environment such as production and do not need to be replicated to DRaaS as part of cost optimization.
- h) NCC ICT will manage the backups once the deployment and configuration are completed. Adding and removing servers to the backup schedules will be the responsibility of the NCC. The NCC ICT will interact with the bidders' team when 2nd and 3rd line support is required.
- i) The hosted DR virtual servers should have unlimited inbound and outbound traffic.
- j) Warm site DR as a service provider. The successful bidder will be required to route traffic to the DR site in the event of a disaster.

4.2.3. Connectivity

- a) The service provider must provision scalable Internet connectivity links. The links must be scalable from 100Mbps to 500Mbps automatically when certain thresholds are met or be scalable within 24 hours if the process is manual. The scalability must preferably be in a 95-percentile model.
- b) A minimum of 99% uptime SLA for connectivity
- c) High speed low latency connectivity
- d) Secured Internet breakout will be required at both sites, the hosting site to enable the NCC online systems to be accessible from the Internet and at the NCC offices.
- e) The successful bidder must ensure secure connectivity between the hosting site and the offices. The successful bidder must provide the Virtual firewall and necessary equipment as part of the 36-month subscription to ensure secure connectivity to and from the NCC offices and hosting site. The NCC has systems such as the file server which must be accessible securely over the WAN.
- f) The NCC ICT team has experience of working with the FortiGate firewall therefore the virtual firewall to be provided by the successful bidder as part of the subscription costs should be FortiGate.
- g) The successful bidder will provide a managed virtual firewall at the hosting location and a physical appliance at the office to secure and filter traffic. The firewall(s) will be configured according to the NCC requirements, and the bidder will be required to adhere to international best practice standards such as ISO27001, CIS, PCI-DSS, etc.
- h) For the eService and OORS, the NCC is implementing a WAF as a service with a different service provider which will provide an additional layer to protect this critical online platform.
- i) The successful bidder is to issue 10 Public IP addresses by January 2025. Some of these addresses will be shared with the Department of Home Affairs to whitelist so that the integration between the DHA and the NCC functions.
- j) There is a contemplated office move, however, Bidders should quote on the current address. The successful bidder will be required to implement connectivity at the new address once the address is available. The cost of moving connectivity from the current address to the new address will be handled at a later stage once the new address is known.
- k) The NCC is implementing a new VoIP solution comprising of a cloud hosted Unify OpenScape system hosted by PlusOneX at the Teraco Datacentre and Microsoft Teams

business phone. The connectivity should consider QoS and voice prioritisation to ensure audio quality for end users to access the solution at the office is not compromised.

- I) The proposed solution should be optimised for transmitting data, audio, and video.

4.2.4. Backend infrastructure support

Provide 2nd and 3rd line technical support on a time and material basis. The support will include:

a) Proactive Support Services

- i. **Infrastructure hosting production servers:** A minimum of monthly infrastructure health checks which include performance analysis, resource utilisation, platform versioning analysis, compliance with best practice analysis, and recommendations about the infrastructure and related services.
- ii. **BaaS and DRaaS:** A minimum of monthly infrastructure health checks which include performance analysis, resource utilisation, platform versioning analysis, compliance with best practice analysis, error analysis, recommendations about the infrastructure and related services, and monthly backup recovery testing and validation.
- iii. A minimum of monthly health check for the Security and Networking (Symantec, Secure Physical Appliance at the office, and virtual Firewalls at the hosting sites)

b) Support, Monitoring and Reporting

- i. The solution must be covered by a 24x7x365 Service Level Agreement with clearly defined escalation paths, penalties for no delivery, and data ownership clauses. The data and business systems running on the infrastructure will remain the property of the NCC.
- ii. Cost optimisation recommendations as part of the monthly reporting.
- iii. Real-time monitoring of the server environment
- iv. **Reporting:** A minimum bi-weekly to a monthly health check inclusive of at least and usage report, threshold reporting on capacity, service uptime, and billing.
- v. The solution should cater for alerting of the NCC ICT of outages, service interruptions, and capacity threshold.
- vi. Monthly project/ account management services – SLA reporting.
- vii. In addition to infrastructure support and maintenance that is part of the hosting subscription, a pool of support hours for technical support and consultancy/ advisory (these hours will include reactive support) and will cover services such as:
 - Security and Networking (includes Symantec Antivirus, Firewalls, etc).
 - Microsoft Services

- c) Value – Added Services: Decommissioning and disposing of the current physical infrastructure.**
- i. As a value-added service the service provider should advise if it has the capacity to purchase the current physical infrastructure on a buy back model from the NCC once the cloud migration is completed.
 - ii. The process should include a complete cleanup of the any data carrying component.
 - iii. In a separate sheet in the pricing proposal the bidder should indicate what it is likely to offer to the NCC to purchase the current equipment. The bidder should indicate the price applicable should the bidder be successful as part of this procurement and if the bidder is unsuccessful.
 - iv. Facilitate engagement with OEM, especially Fortinet, HPE, VMWare, and Veeam up on receipt PO/SLA to ensure that the NCC either gets licenses subscriptions renewed on month-to-month or get evaluation licenses while the successful bigger is busy with the migration. A schedule of licenses that may be affected is appended hereto as **Annexure E**.
 - v. The inability to offer the value-added services will be an added advantage will not disqualify any of the bidders.**

4.3. General requirements:

- 4.3.1. 36 months commitment with monthly payment
- 4.3.2. Both the decanter hosting the production virtual machines and the facility where DRaaS will be hosted at a datacentre that guarantees **99.99% uptime**.
- 4.3.3. The NCC wants to collaborate with a partner that will not expose it to prolonged service outages. The SLA between the two parties should cater for guaranteed uptime and provisions on penalty percentages for recurring and/ or outages exceeding the agreed uptime where applicable.
- 4.3.4. The NCC will have the right to audit the Datacentres as part of the SLA to ascertain that the service provider maintains the highest good controls. Access to the datacentre 24x7x365 following the correct access control processes.

4.3.5. **Costing:**

- a) Any virtual servers that are switched off should only be billed for storage and not compute (processor, memory, licensing, etc.). The hosted virtual servers should only be billed for the time they are utilized.
- b) resources costing must be based on pay as you go (RAM, HDD, Storage, networking, logical firewalling).
- c) Monthly billing based on usage.

4.3.6. **Security**

- a) Integration with Azure AD Identity and Access Management, role-based access, and the currently configured MFA
- b) Single sign-on
- c) The bidder or its data centre should comply with the International standards such as ISO 27001, PCI, CIS, SOC2/ISAE 3402, etc.
- d) Data protection in transit and at rest
- e) Secure connectivity behind the firewalls for both incoming and outgoing traffic with Internet filtering capabilities and Intrusion Prevention Systems.
- f) Immutable and encrypted backups with ransomware protection.
- g) The successful bidder will be required to provide its data privacy policy and cybersecurity plans with should include at least vulnerabilities and patch management processes and infrastructure penetration testing.
- h) Data encryption in transit or at rest aligned to internal standards such as AES 256.

4.3.7. **Comprehensive Environment Assessment:**

- a) The service provider must analyse and understand NCCs existing ICT environment, including servers, business applications, and network connectivity. This assessment should consider the criticality of systems, and the sensitivity of the information processed to ensure fit for purpose implementation of the new backup solution and DRaaS.
- b) **Tailored DRaaS Solution:** Based on the environment assessment, the service provider will design a custom disaster recovery solution that aligns with NCC's operational needs and ensures business continuity.

c) Training, skills transfer, and documentation:

- i. Conduct workshops for NCC ICT staff to build a basic understanding of disaster recovery concepts, including the methodology, approach, and requirements.
- ii. Training and skills transfer to enable the team to manage the cloud hosted infrastructure.
- iii. Advise of suitable formal training that the NCC ICT personnel must attend in order to manage the cloud infrastructure effectively.
- iv. **DRaaS Training:** Provide hands-on training to NCC employees responsible for disaster recovery, ensuring they are well-equipped to perform their roles during a disaster or system failure.
- v. Develop a skills transfer plan and conduct training for the NCC ICT technical team to enable the team to perform day to day first line support.
- vi. Develop and provide technical architecture diagrams and implementation documents.
- vii. Assist with providing information during audits.

d) Offboarding

- i. The Data remains a property of the NCC. The bidder will not have any rights to the NCC data.
- ii. The bidder must return NCC data in a format readable to the NCC.
- iii. The bidder's technical team will be expected to assist during the offboarding process.

5. SPECIAL CONDITIONS

5.1. National Consumer Commission Reserves the Right:

- 5.1.1. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 5.1.2. **To** accept part of a tender rather than the whole tender.
- 5.1.3. **To** contact references provided by the bidders.
- 5.1.4. To cancel and/or terminate the tender process at any stage, including after the Closing Date and/or after proposals have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.

6. EVALUATION CRITERIA

6.1. The NCC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No.5 of 2000 (PPPFA). A copy of the PPPFA regulations can be downloaded from www.treasury.gov.za. In accordance with the PPPFA, submissions will be adjudicated on 80/20 points system and the evaluation criteria.

6.2. The NCC has set minimum standards, referred to as phases that a bidder needs to meet to be evaluated and selected as a successful bidder. The minimum standards consist of the following:

Pre-qualification Criteria (Phase 1)	Technical Evaluation Criteria (Phase 2)	Site Visits (Phase 3)	Price and Preference Points Evaluation (Phase 4)
Bidders must submit all documents as outlined in paragraph 6.1.1 (Table 1) below. Only bidders that comply with ALL these criteria will	Bidder(s) are required to achieve a minimum of 70 points out of 100 points to proceed to Phase 3 (Site visit).	Bidder(s) are required to achieve a minimum of 20 points out of 25 points to proceed to Phase 4 (Price and Preference Points).	Bidders will be evaluated as per the PPPFA, where 80 points will be for price and 20 points for preference points.

6.2.1. PHASE 1 - ADMINISTRATIVE AND MANDATORY COMPLIANCE (PRE-QUALIFICATION):

- a) Without limiting the generality of the Commission's other critical requirements for this Bid, bidders must submit the documents listed in **Phase 1** below. All documents must be completed and signed by the duly authorized representative of the prospective bidders. During this phase, bidders' responses will be evaluated based on compliance with the listed administration and mandatory bid requirements. The bidders' proposals may be disqualified for non-submission of some of the documents.

Administrative Compliance Documents	Guideline	Consequence of Non-submission of Disqualification?
Invitation to Bid – SBD 1	Complete, sign, and submit the provided pro forma document.	NO
Tax status – Compliant	<ul style="list-style-type: none"> i. Tax Compliance will be verified on the Central Supplier Database (CSD). ii. Supplier to be Tax-Compliant before an award is made and throughout the contract period. iii. CSD Supplier number will be used to verify Tax Compliance. 	NO
Bidder’s Disclosure–	Complete and sign the supplied pro forma document.	YES
Preference Point Claim Form – SBD 6.1	Complete and sign the supplied pro forma document. Preference points will be verified using the CSD.	NO

<p>Registration on Central Supplier Database (CSD)</p>	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, the service provider must visit https://secure.csd.gov.za/ to register on the CSD. An award will not be made to any bidder who is not registered on the CSD. Furthermore, no preference points will be allocated to bidders who are not registered on CSD.</p>	<p>NO</p>
<p>Pricing Schedule – SBD 3 and Annexure A</p>	<p>Submit full details of the pricing proposal in a separate envelope ONLY and not as part of the proposal. Non-compliance will lead to disqualification.</p>	<p>YES</p>
<p>Compulsory Briefing Session</p>	<p>MS Teams</p>	<p>YES</p>
<p>Partner accreditation (OEM accreditation)</p>	<p>Letter or certificate confirming that the bidder is an accredited partner of: VMWare, Veeam, Fortinet (Fortigate), and confirmation that the Bidder provides WAN connectivity or is a partner of a WAN connectivity provider</p>	<p>YES</p>

Datacentre location	Primary DC to host the production systems and DR data centre – provide proof of GPS coordinates and the physical address of the data centres / Map. Maximum acceptable distance is 60KMS from the SABS campus	YES
VMWARE Cloud Verified	Proof that the bidder or its Data centre provider is a VMWare Cloud Verified.	YES

6.2.2. PHASE 2 - FUNCTIONALITY EVALUATION (TECHNICAL EVALUATION)

- a) Only bidders that have met the Pre-Qualification Criteria in **Phase 1** will be evaluated in **Phase 2** for Functionality, and will be evaluated as follows:
- i. **Functional Evaluation** –The Bid Evaluation Committee (BEC) will evaluate proposals and bidders will require a minimum score of **70 out of 100** to proceed to **phase 3** which is the site visit.
 - ii. Bidders who score 80% (20 of 25 points) from the site visit will proceed to **phase 4** price and preference points.

PHASE 2 - Functional and Technical Evaluation		
Evaluation Area	Evaluation Criteria	Points
Project implementation plan	The project implementation plan must assume a project start date in January 2025 and cover the milestones listed below and include at least the following: Activities Resources (indicating NCC/ Bidder’s team) Timelines/ duration	24
	Hosting of production servers	6
	<ul style="list-style-type: none"> • Clear project plan indicating activities per milestone, resource requirements, and timelines 	6
	<ul style="list-style-type: none"> • Partially complete project plan that lacks either activity per milestone, resource requirements, and timelines 	3

	<ul style="list-style-type: none"> No information in the plan relates to hosting of production servers 	0
	Disaster Recovery as a Service (DRaaS)	6
	<ul style="list-style-type: none"> Clear project plan indicating activities per milestone, resource requirements and timelines 	6
	<ul style="list-style-type: none"> Partially complete project plan that lacks either activity per milestone, resource requirements and timelines 	3
	<ul style="list-style-type: none"> No information in the plan relates to DRaaS servers 	0
	Backup as a service (BaaS)	6
	<ul style="list-style-type: none"> Clear project plan indicating activities per milestone, resource requirements and timelines 	6
	<ul style="list-style-type: none"> Partially complete project plan that lacks either activity per milestone, resource requirements and timelines 	3
	<ul style="list-style-type: none"> No information in the plan relates to BaaS servers 	0
	Internet Connectivity/ WAN Links	6
	<ul style="list-style-type: none"> Clear project plan indicating activities per milestone, resource requirements, and timelines 	6
	<ul style="list-style-type: none"> Partially complete project plan that lacks either activity per milestone, resource requirements, and timelines 	3
	<ul style="list-style-type: none"> No information in the plan relates to Connectivity (WAN Links) 	0
Bidders understanding of the requirements and scope of work	Demonstrate an understanding of the requirements and scope of work. The bidder should illustrate how the solution will be designed and implemented in line with the scope of work.	24
	<ul style="list-style-type: none"> Training Skills Transfer and documentation 	2
	<ul style="list-style-type: none"> Comprehensive environment assessment 	2
	<ul style="list-style-type: none"> Security 	2
	<ul style="list-style-type: none"> Hosting production servers 	2
	<ul style="list-style-type: none"> DRaaS and BaaS 	2
	<ul style="list-style-type: none"> Connectivity 	2

	<ul style="list-style-type: none"> Costing model (only outline the costing model – pricing must be in a separate envelop. Do not include any cost under this section) 	2
	<ul style="list-style-type: none"> Value added services. **full 8 points if the bidder can provide the value-added services (buy back option) and 0 if the bidder cannot. 	8
	<ul style="list-style-type: none"> Support monitoring and reporting 	2
Bidder's experience	<p>The bidder must provide contactable references where the proposed Cloud Infrastructure Hosting for production servers, DRaaS, Backup as a service, Secure highly available WAN connectivity solution(s) were implemented successfully within the past five (5) years.</p> <p>Only reference letters will be considered. The reference letters should contain:</p> <ul style="list-style-type: none"> Name of the company where the project was implemented. Description of the project Year the project was implemented. Contact person (Name, surname, telephone number and email address. <p>The NCC reserves the right to contact the references to verify the information provided.</p>	24
	Reference letters for Infrastructure Hosting (Production systems)	8
	<ul style="list-style-type: none"> The bidder has more than 3 reference letters for production infrastructure cloud hosting. 	8
	<ul style="list-style-type: none"> The bidder has a total of 3 reference letters for production infrastructure cloud hosting. 	4
	<ul style="list-style-type: none"> The bidder has a total of 2 reference letters for production infrastructure cloud hosting 	2
	<ul style="list-style-type: none"> The bidder has a total of 1 reference letter for infrastructure hosting 	1
	<ul style="list-style-type: none"> The bidder has a total of 0 reference letter for production infrastructure cloud hosting 	0
	Reference letters for Backup as a service (BaaS) and/or Disaster recovery as a service (DRaaS)	8
	<ul style="list-style-type: none"> The bidder has more than 3 reference letters for DRaaS and BaaS hosting 	8
	<ul style="list-style-type: none"> The bidder has a total of 3 reference letters for DRaaS and BaaS hosting 	4
	<ul style="list-style-type: none"> The bidder has a total of 2 reference letters for DRaaS and BaaS hosting 	2

	<ul style="list-style-type: none"> The bidder has a total of 1 reference letter for DRaaS and BaaS hosting 	1
	<ul style="list-style-type: none"> The bidder has a total of 0 reference letter for DRaaS and BaaS hosting 	0
	Reference Letters for Network Connectivity (WAN Links)	8
	<ul style="list-style-type: none"> The bidder has more than 3 reference letters for WAN connectivity implementation 	8
	<ul style="list-style-type: none"> The bidder has a total of 3 letters for WAN connectivity implementation 	4
	<ul style="list-style-type: none"> The bidder has a total of 2 letters for WAN connectivity implementation 	2
	<ul style="list-style-type: none"> The bidder has a total of 1 letter for WAN connectivity implementation 	1
	<ul style="list-style-type: none"> The bidder has a total of 0 letters for WAN connectivity implementation 	0
Bidders Team experience	<p>The Bidder must provide an organogram (structure composition) depicting resources that will be part of the project. Where one resource will be responsible for more than one function, the Bidder must indicate.</p> <p>CVs and copies of qualifications for the key personnel included in the organogram must highlight qualifications and areas of experience/competencies relevant to the specialities listed below.</p> <p>Bidders to provide copies of qualifications and/or International Certification for the key roles listed below.</p>	20
	<p>Project Manager/ Lead <i>Project Management Certification or qualification (Degree or Diploma)</i></p>	5
	<ul style="list-style-type: none"> 5 years experience or more managing ICT Projects 	5
	<ul style="list-style-type: none"> 3 to less than 5 years experience managing ICT Projects 	3
	<ul style="list-style-type: none"> Less than 3 years experience managing ICT Projects 	0
	<p>Solutions Architect <i>Cloud Infrastructure/ Solutions Architect certification</i></p>	5
	<ul style="list-style-type: none"> 5 years' experience or more 	5
	<ul style="list-style-type: none"> 3 to less than 5 years' experience 	3
	<ul style="list-style-type: none"> Less than 3 years' experience 	0

	<ul style="list-style-type: none"> Network Engineer / Architect (experienced in CISCO and different WAN technologies) <i>CISCO certification or equivalent technology to be deployed at the NCC</i> 	5
	<ul style="list-style-type: none"> 5 years' experience or more 	5
	<ul style="list-style-type: none"> 3 to less than 5 years' experience 	3
	<ul style="list-style-type: none"> Less than 3 years' experience 	0
	<ul style="list-style-type: none"> Security Engineer (Firewalls and Symantec Datacenter experience) <i>Certified in the virtual Firewall product proposed by the bidder and Symantec certification (A minimum of one resource and maximum of two will be evaluated – certifications can be split across the two resources)</i> 	5
	5 years' experience or more	5
	3 to less than 5 years' experience	3
	Less than 3 years' experience	0
Technical Support Process	The bidder has a documented technical support process which includes:	8
	<ul style="list-style-type: none"> The bidder has a well-defined technical support process with includes: <ul style="list-style-type: none"> Contact details to log support tickets (email address and/or telephone number/ link to the portal) Escalation process Bidders' standard turnaround times to respond and resolve technical support tickets Business hours and after-hours technical support 	8
	<ul style="list-style-type: none"> The bidder has a poorly defined technical support process which does not include all the aspects listed below: <ul style="list-style-type: none"> Contact details to log support tickets (email address and/or telephone number/ link to the portal) Escalation process Bidders' standard turnaround times to respond and resolve technical support tickets Business hours and after-hours technical support 	4
	<ul style="list-style-type: none"> No technical support process provided 	0
Total Points		100
Minimum Threshold		70

6.2.3. **PHASE 3 – SITE VISIT**

- a) Site visits to all bidders who obtained a minimum of 70 points in **Phase 2**
- b) The bidder must be able to arrange a site visit within 5 days.

	Items 5 = Good.3 = Average. 0 = Not Good	Points
Demonstrate hosting facilities' capacity and capability	Security/Access Control	5
	<ul style="list-style-type: none"> • 24x7x365 surveillance and physical security monitoring • Process for preventing unauthorised access to the DC. • Biometric access to the sensitive areas. 	
	Electricity/ Power high availability features	5
	<ul style="list-style-type: none"> • Redundant Generators • Redundant power feeds 	
	Environmental Controls	5
	<ul style="list-style-type: none"> • Intelligent climate control monitoring temperature in the rack, humidity, flooding, etc. • Energy efficiency to ensure the service is cost-effective for the NCC. • Fire suppression system. • Realtime alerts 	
	Data Centre Compliance Certificates	5
	<ul style="list-style-type: none"> • PCI-DSS certified Data Centre • ISO27001 certified. • SOC2/ ISAE 3402 	
	Connectivity	5
	<ul style="list-style-type: none"> • Interconnect with multiple major network operators 	
Total		25

***** Only bidders who score 80% (20 of 25 points) from the site visit will progress to phase 4 evaluation.**

6.2.4. PHASE 4 - PRICE AND PREFERENCE POINTS EVALUATION

- a) Only Bidders that have met the **70**-point threshold for phase 2 and 80 points for phase 3 will be evaluated in phase 4 for price and preference points.
- b) In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders on the basis of:
 - The bid price (maximum 80 points)
 - Specific Goals (maximum 20 points)
- c) **Stage 1 - Price Evaluation (80 Points)**

<p>Price Evaluation</p> $P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$	80

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

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

- d) **Stage 2 – Specific Goals Evaluation (20 Points)**

A maximum of 20 points may be allocated to a bidder for attaining the specific goals in accordance with the table below:

Specific Goals	Number of Points
100% Black owned	6
51-99% Black owned	4
100% women-owned	6
51% to 99% women-owned	4
5% Youth Ownership	2

2% Owned by persons with disabilities	1
Exempt Micro Enterprise (EME)	5
Qualifying Small Enterprise (QSE)	3
Large Enterprise	0

Points for Specific Goals may be allocated to bidders on the submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1)
- B-BBEE Certificate
- CSD Report

7. PRESENTATION / DEMONSTRATION

7.1. The Presentation/Demonstration will be covered as part of the site visit.

8. GENERAL CONDITIONS OF CONTRACT

8.1. Any award made to a bidder(s) under this bid is conditional upon:

8.1.1. The bidder(s) accepting the terms and conditions contained in the General Conditions of Contract as the minimum terms and conditions upon which National Consumer Commission is prepared to enter into a contract with the successful Bidder(s).

9. SUBMISSION OF PROPOSALS

9.1. All tenders must be clearly marked: "For attention: The Manager: Supply Chain Management, with the Tender Reference number included and delivered at the reception, in the NCC's tender box, at the following address:

The National Consumer Commission
SABS Campus, Reception,
1 Dr Lategan Road,
Groenkloof, Pretoria

9.2. Bid documents shall only be considered when received by the Commission before the closing date and time.

9.3. The bidder(s) are required to submit two (2) copies, and one (1) original. Each submission must be marked correctly and sealed separately for ease of reference during the evaluation process.

- 9.4. Bidders are required to submit the pricing schedule in a sealed and marked envelope. Bidders are not supposed to write pricing anywhere on the tender document and their proposals.
- 9.5. Bidders are requested to *initial each page* of the tender document on the right-hand side at the bottom of each page.

10. ENQUIRIES

For SCM Inquiries:

Name: Mapula Moropene
Contact: 012 428 7739
Email: m.moropene@thecc.org.za

For Technical enquiries

Name: Jacob Mulaudzi
Contact: 012 428 7744
Email: j.muluadzi@thecc.org.za

Name: Lindani Ngema
Contact: 012 428 7745
Email: L.Ngema@thecc.org.za

11. PRICING TEMPLATE ANNEXURE A

11.1. The purpose of this pricing template is to enable the NCC to clearly see the once off and monthly recurring costs.

11.2. All pricing must include VAT.

11.3. Bidders may complete the pricing template and also append to it their own standard pricing proposals if it will simplify their costing.

11.4. To avoid disqualification, this pricing template must be submitted in a separate envelope. No information pertaining to pricing should be included in the main proposals.

Service	Frequency of payments	Total Year 1	Total Year 2	Total Year 3	Annual Escalation
HOSTING PRODUCTION SERVERS					
Hosting of production servers **** refer to Annexure C for list of servers	Monthly				
Once off setup and configuration cost if applicable	Once off				
Once off migration costs if applicable	Once off				
Maintenance and support IaaS related (if not included in the subscription cost)	Monthly				
Licenses (if not included in the monthly subscription costs)	Monthly				
Post migration skills transfer and training	Once off				
Other	Once off				
Other	Monthly				
Annual price escalation %	Yearly				
BACKUP AS A SERVICE (BaaS)					
Once off setup and configuration cost if applicable	Once off				
BaaS (includes daily, weekly, monthly, and yearly backups) ** refer to Annexure C for list of servers	Monthly				
Monthly test report (1 to 2 servers/ data elements)	Monthly				
Once off integration of backups stored on tape to BaaS	Once off				
Maintenance and support BaaS related (if not included in the subscription cost)	Monthly				
Post migration skills transfer and training	Once off				
M365 Backup (for user data e.g. OneDrive)	Monthly				
License (not included in the monthly subscription)	Monthly				

Service	Frequency of payments	Total Year 1	Total Year 2	Total Year 3	Annual Escalation
Other	Once off				
Other	Monthly				
Annual Escalation %					
DISASTER RECOVERY AS A SERVICE (DRaaS)					
Once off setup and configuration cost if applicable	Once off				
DaaS daily replication for servers listed in Annexure B	Monthly				
DR simulation (4 test annually)	Quarterly				
Maintenance and support DRaaS related (if not included in the subscription cost)	Monthly				
Post implementation skills transfer and training	Once off				
Licenses (not part of the monthly subscription costs)	Monthly				
Other	Once off				
Other	Monthly				
Annual Escalation %					
CONNECTIVITY					
Once off configuration and settings for connectivity including virtual firewall at the hosting site and an appliance at the offices	Once off				
Virtual Firewall (FortiGate)	Monthly				
Secure Connectivity between hosting site and office network	Monthly				
Secure Connectivity between hosting site and DR site	Monthly				
Primary Link - 100MBps	Monthly				
Secondary Link - 100MBps	Monthly				
Primary Link auto-scaling to 200MBps	Monthly				
Secondary Link auto-scaling to 200MBps	Monthly				
Primary Link auto-scaling to 300MBps	Monthly				
Secondary Link auto-scaling to 300MBps	Monthly				
Primary Link auto-scaling to 400MBps	Monthly				
Secondary Link auto-scaling to 400MBps	Monthly				
Primary Link auto-scaling to 500MBps	Monthly				
Secondary Link auto-scaling to 500MBps	Monthly				
License costs (not part of the monthly subscription costs)	Monthly				
Interconnect costs (if applicable)	Monthly				
Escalation %	Annually				

Service	Frequency of payments	Total Year 1	Total Year 2	Total Year 3	Annual Escalation
REPORTING, SLA MANAGEMENT AND ADHOC SUPPORT					
Monthly SLA reports	Monthly				
Project Management cost during implementation	Once off				
Ad hoc support hours to assist the NCC with technical support or advisory service (includes Firewall configs, Symantec, MS Services (SQL, AD, M365, etc)) – Estimate 360 hours annually. Additional support hours to be utilised for service that are not included as part of monthly subscription costs.	Monthly (ad hoc)				
Escalation %					

12. ANNEXURE B

12.1. List of VMs to be replicated to DR.

12.2. The final list to be confirm during the project initiation phase after engagements with the bidder’s architects.

No	VM	CPUs	Memory	Disks	Disk Allocated	Disk Used capacity	OS according to the VMware Tools
1	NCCPTAACC-001	8	24 576	1	300GB	183,57GB	Microsoft Windows Server 2022 (64-bit)
2	NCCPTAAZC-001	4	12 508	1	150GB	55,48GB	Microsoft Windows Server 2019 (64-bit)
3	NCCPTADC-002	4	16 512	1	150.2GB	57,05GB	Microsoft Windows Server 2019 (64-bit)
4	NCCPTAES-001	4	32 768	1	200,71GB	108,22GB	Microsoft Windows Server 2022 (64-bit)
5	NCCPTAES-002	4	32 768	1	500GB	48,01GB	Microsoft Windows Server 2022 (64-bit)
6	NCCPTAES-003	4	65 536	2	620,73GB	60,39GB	Microsoft Windows Server 2022 (64-bit)
7	NCCPTAFN-001	4	32 768	3	1,17TB	115,45GB	Microsoft Windows Server 2022 (64-bit)
8	NCCPTAFN-002	2	16 384	2	450,67GB	63,81GB	Microsoft Windows Server 2022 (64-bit)
9	NCCPTAFN-003	2	16 384	2	1,07TB	73,28GB	Microsoft Windows Server 2022 (64-bit)
10	NCCPTAFNE-001	2	8 192	3	820,71GB	60,98GB	Microsoft Windows Server 2022 (64-bit)
11	NCCPTAFS-001	4	16 508	3	6,04TB	4,92TB	Microsoft Windows Server 2019 (64-bit)
12	NCCPTAPDC-001	4	16 384	1	500GB	147,99GB	Microsoft Windows Server 2022 (64-bit)
13	NCCPTAPRT-001	2	12 288	1	300,45GB	91,55GB	Microsoft Windows Server 2019 (64-bit)
14	NCCPTARAS-001	4	34 120	2	1,12TB	893,29GB	Microsoft Windows Server 2019 (64-bit)
15	NCCPTASDM-001	3	36 508	2	728,76GB	322,16GB	Microsoft Windows Server 2019 (64-bit)
16	NCCPTASM-001	3	16 508	2	1,2TB	896,25GB	Microsoft Windows Server 2022 (64-bit)
17	NCCPTASP-001	8	24 576	1	502,69GB	363,76GB	Microsoft Windows Server 2019 (64-bit)
18	NCCPTASPS-001	2	16 508	1	500,63GB	215,46GB	Microsoft Windows Server 2019 (64-bit)
19	NCCPTASQL-001	4	32 508	1	889,46GB	432,73GB	Microsoft Windows Server 2019 (64-bit)
20	NCCPTAVMV-001	4	16 384	1	91,16GB	87,79GB	Microsoft Windows Server 2019 (64-bit)

13. ANNEXURE C

13.1. List of production VMs to be hosted.

13.2. The final list to be confirm during the project initiation phase after engagements with the bidder's architects to ensure cost optimisation.

NO	VM	CPUs	Memory	Disks	Disk Allocated	Disk Used capacity	OS according to the VMware Tools
1	NCCPTAACC-001	8	24 576	1	300GB	183,57GB	Microsoft Windows Server 2022 (64-bit)
2	nccptaazc-001	4	12 508	1	150GB	55,48GB	Microsoft Windows Server 2019 (64-bit)
3	NCCPTADC-001	8	16 264	3	950GB	876,58GB	Microsoft Windows Server 2019 (64-bit)
4	NCCPTADC-002	4	16 512	1	150.2GB	57,05GB	Microsoft Windows Server 2019 (64-bit)
5	nccptadevdc-001	2	8 192	1	90,43GB	32,93GB	Microsoft Windows Server 2022 (64-bit)
6	NCCPTADVFLC-001	2	16 384	2	240,44GB	40,45GB	Microsoft Windows Server 2022 (64-bit)
7	NCCPTADVFLC-002	2	16 384	3	390,42GB	61,42GB	Microsoft Windows Server 2022 (64-bit)
8	nccptaes-001	4	32 768	1	200,71GB	108,22GB	Microsoft Windows Server 2022 (64-bit)
9	nccptaes-002	4	32 768	1	500GB	48,01GB	Microsoft Windows Server 2022 (64-bit)
10	NCCPTAES-003	4	65 536	2	620,73GB	60,39GB	Microsoft Windows Server 2022 (64-bit)
11	nccptaflc-001	2	16 384	2	300,44GB	36,06GB	Microsoft Windows Server 2022 (64-bit)
12	nccptaflc-002	4	16 384	3	440,45GB	148,45GB	Microsoft Windows Server 2022 (64-bit)
13	NCCPTAFN-001	4	32 768	3	1,17TB	115,45GB	Microsoft Windows Server 2022 (64-bit)
14	NCCPTAFN-002	2	16 384	2	450,67GB	63,81GB	Microsoft Windows Server 2022 (64-bit)
15	NCCPTAFN-003	2	16 384	2	1,07TB	73,28GB	Microsoft Windows Server 2022 (64-bit)
16	NCCPTAFNE-001	2	8 192	3	820,71GB	60,98GB	Microsoft Windows Server 2022 (64-bit)
17	nccptaafs-001	4	16 508	3	6,04TB	4,92TB	Microsoft Windows Server 2019 (64-bit)
18	nccptaooors-001	4	24 576	1	500,46GB	57,66GB	Microsoft Windows Server 2022 (64-bit)
19	nccptaooors-002	4	24 576	1	500,46GB	49,21GB	Microsoft Windows Server 2022 (64-bit)
20	nccptaooors-003	8	32 768	1	500,15GB	61,49GB	Microsoft Windows Server 2022 (64-bit)
21	NCCPTAOPT-001	2	16 384	1	163,43GB	107,19GB	Microsoft Windows Server 2019 (64-bit)
22	NCCPTAOPT-002	2	16 384	1	90,59GB	68,99GB	Microsoft Windows Server 2019 (64-bit)
23	NCCPTAOPT-003	2	32 768	1	90,7GB	82,94GB	Microsoft Windows Server 2019 (64-bit)
24	NCCPTAPDC-001	4	16 384	1	500GB	147,99GB	Microsoft Windows Server 2022 (64-bit)
25	NCCPTAPRT-001	2	12 288	1	300,45GB	91,55GB	Microsoft Windows Server 2019 (64-bit)
26	nccptaras-001	4	34 120	2	1,12TB	893,29GB	Microsoft Windows Server 2019 (64-bit)
27	nccptasdm-001	3	36 508	2	728,76GB	322,16GB	Microsoft Windows Server 2019 (64-bit)
28	nccptasm-001	3	16 508	2	1,2TB	896,25GB	Microsoft Windows Server 2022 (64-bit)
29	nccptasp-001	8	24 576	1	502,69GB	363,76GB	Microsoft Windows Server 2019 (64-bit)

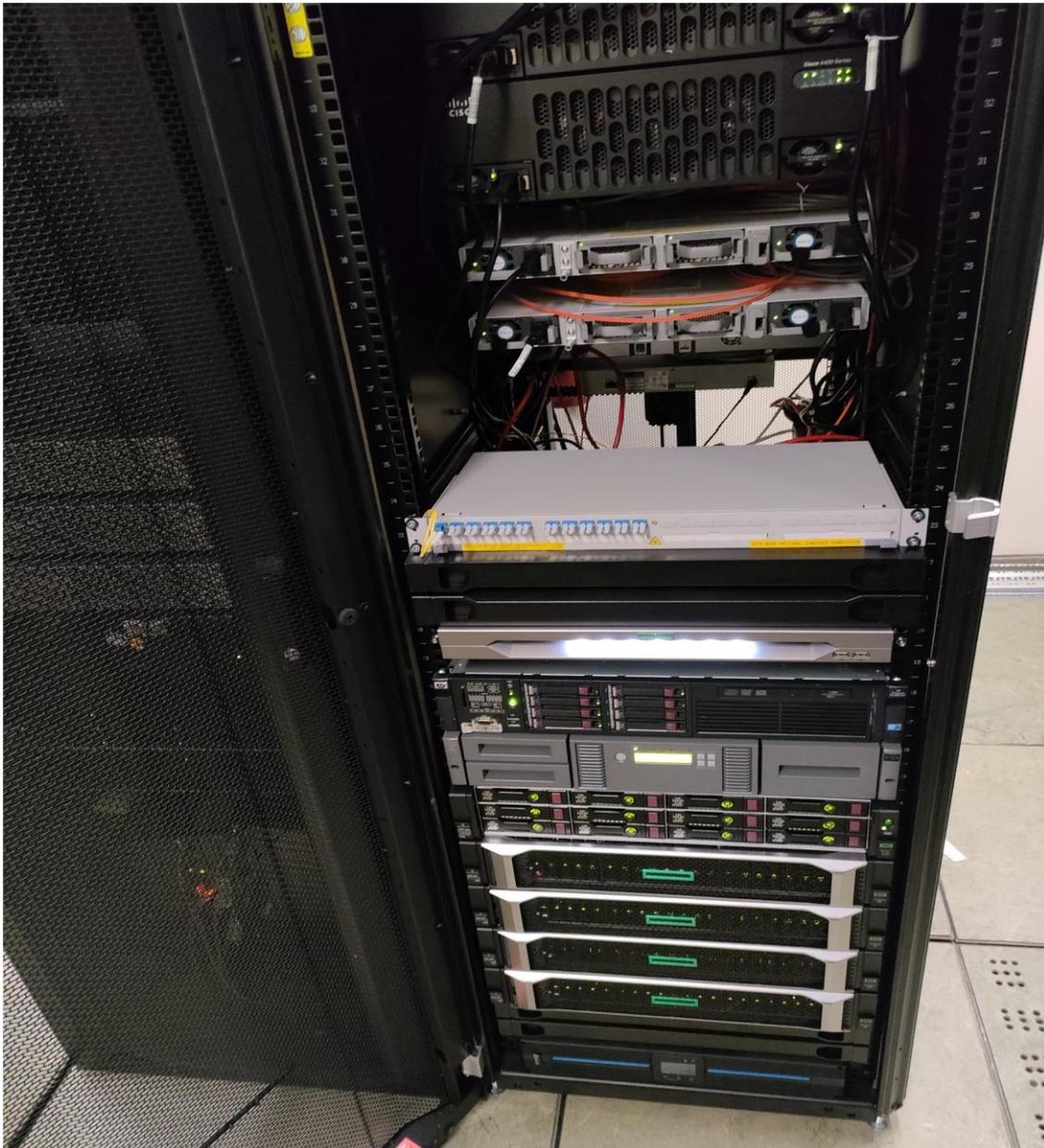
30	nccptasps-001	2	16 508	1	500,63GB	215,46GB	Microsoft Windows Server 2019 (64-bit)
31	nccptasql-001	4	32 508	1	889,46GB	432,73GB	Microsoft Windows Server 2019 (64-bit)
32	NCCPTAVMV-001	4	16 384	1	91,16GB	87,79GB	Microsoft Windows Server 2019 (64-bit)

14. ANNEXURE D

14.1. List of physical equipment in the 42U Cabinet (single phase power connection) the NCC will decommission and dispose of.

14.2. Value added service (buy back) is applicable to the equipment listed below.

- 4 x HPE SimpliVity DL 380 Gen10 SFF H Nodes
- 1 x HPE DL 380 Gen10 SFF H Nodes
- 1 x HPE StoreEver MSL 20224 0-Drive Tape Library
- 2 x FortiGate – 1800F FireWalls
- 2 x Mikrotik RB1100x4
- 2 x Cisco ISR 4461 (2x10GE+4x1GE,3NIM,3SM,8G FLASH,4G DRAM)
- 3 x Cisco Catalyst 9500 48-port x 1/10/25G + 4-port 40/100G, Advantage.



15. ANNEXURE E

- 15.1. List infrastructure license subscription that the NCC wants to avoid paying in 2025 since the cost of these licenses will fund the cloud infrastructure hosting.
- 15.2. The NCC intends to avoid duplicating costs and may rely on the bidder success full bidder to assist facilitate discussions with OEMs for either evaluation or month-to-month licenses while the migration is in progress.

License Subscription Description	Status	Start Date	End Date
HP Support subscription	Active	01.03.2024	28.02.2025
Forti-Analyzer	Active	06.02.2024	05.02.2025
VMware	Active	01.03.2024	28.02.2025
Veeam	Active	29.02.2024	24.02.2025
FortiGate FW license subscription	Active	13.05.2024	14.05.2025