

THE NATIONAL CREDIT REGULATOR

NOVEMBER 2025

**TERMS OF REFERENCE TO SELECT OF A QUALIFIED AND
EXPERIENCES SERVICES PROVIDER TO ESTABLISH A
DISASTER RECOVERY (DR) AND BUSINESS CONTINUITY
(BC) SOLUTION FOR THE PERIOD THREE (YEARS) AT
NATIONAL CREDIT REGULATORY**

RFP NUMBER: NCR979.11.2025

COMPULSORY BRIEFING-DATE: 28 NOVEMBER 2025 AT 10:00AM

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Meeting ID: 335 059 874 453 60

: KY7sS2e9

DUE DATE: 15 DECEMBER 2025 AT 11H00 SHARP CAT

**ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND (NCR
OFFICE**

EMAIL YOUR RFP QUERIES TO: Mlebepe@ncr.org.za

SUBMISSION **MUST INCLUDE 1 ORIGINAL, 1 COPY AND (A SOFT
COPY MEMORY STICK OF THE ENTIRE PROPOSAL)**

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission to appoint to select of an qualified and experienced servicers provider to establish a disaster recovery(Dr) and business continuity(BC) solution for the period of three (3) years

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website -<https://www.ncr.org.za/index.php/procument/tenderstandard-bidding-documents/general-terms-conditions>). **Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.**

2. The Proposal Format

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. **Validity of proposals**

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. **Number of proposals**

Each bid participant must provide two (2) hard copies (original copy & 1 Copy) and one (1) memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. **Submission of proposals**

- 5.1. Proposals must reach the offices of the NCR before 11:00AM on 15 December 2025 and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFQ No: NCR979.11.2025

b) TERMS OF REFERENCE FOR THE APPOINTMENT OF SELECT OF AN QUALIFIED AND EXPERIENCED SERVICES PROVIDER TO ESTABLISHED A DISASTER RECOVERY (DR) AND BUSINESS CONTINUITY (BS) SOLUTION FOR THE PERIOD OF THREE (3) AT NATIONAL CREDIT REGULATORY

c) CLOSING DATE: 15 DECEMBER 2025 AT 11H00 AM

- 5.2. Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).
- 5.3. Please note that this RFP CLOSES 15 December 2025. No late submissions will be considered under any circumstances.
- 5.4. **All** the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded and not considered for evaluation.

- 5.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered “**late**” and will not be considered for evaluation.
- 5.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 5.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 5.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 5.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 5.10. After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days’ notice will be given to relevant participants in advance of presentation date.

6. Timetable

Date & time	Activity
21/11/2025	Issue RFP document
28/11/2025	Compulsory Briefing
15/12/2025	Closing date
15 /12//2025	Preliminary evaluation
15/01/2026	Evaluations by the Evaluation Committee
15/02/2026	Adjudication Committee meeting
16/02/2026	Appointment

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	<p>The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal.</p> <p>Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA. Submit proof of registration.</p>	Disqualification from process
Document that must be Submitted	Guideline		Consequence of Non-submission
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procedure/tender-standard-biddingdocuments/general-terms-conditions	Bidders to confirm that they read

8. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
	81% - 100% owned by women	7

Persons historically disadvantaged on the basis of gender – Women	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are youth	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to

the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

**Report any incidents of wrongdoing to
the KPMG Ethics Line**

0800 20 53 17 (Toll Free)

TERMS OF REFERENCES / SCOPE OF WORK:

1. PURPOSE:

The purpose of this project is to appoint a qualified, accredited, and reputable service provider to provide the NCR with the **fully managed online backup, disaster recovery, disaster recovery solution including support and maintenance services** for the period of three (03) years. Two options are proposed for consideration:

Option A: Cloud-Based Backup and DR as a Service (BaaS/DRaaS)

Option B: DR Private Hosting with a Dedicated server

2. OBJECTIVES:

- 2.1 Migrate NCR from on-premises backups to a fully managed platform.
- 2.2 Achieve $RPO \leq 1$ hour and $RTO \leq 4$ hours across all in-scope workloads.
- 2.3 Deliver demonstrable business continuity, including tested failover/failback, quarterly DR drills, and ransomware resilience.
- 2.4 Enforce data sovereignty: store/process data within South Africa in Tier 3/4 data centres;
- 2.5 Evidence compliance with POPIA, ISO 27001/27002:2022, ISO 22301:2019, ISO 27018:2019, and NIST CSF.
- 2.6 Provide 24x7x365 support, proactive monitoring, and a dedicated Project Manager and Infrastructure Architect.
- 2.7 Transfer knowledge and certify a minimum of two NCR engineers on the platform

3. CURRENT STATUS OF NCR ICT ARCHITECTURE:

- 3.1 NCR currently operates in the Midrand area with the following address:

Old Building - NCR Main Office
Physical Address: 127 - 15 th Road, Randjespark, Midrand

- 3.2 The current office is on lease which is expected to end in August 2026 and there is a possibility of moving to total new building at the end of the current lease.
- 3.3 The NCR has a Microsoft (M365 E5) License Agreement for 250 users and uses Azure Active Directory and Microsoft Online Services (SharePoint and Users' One Drive);
- 3.4 The above is also supported through backups performed by the current service provider.

3.5 As indicated above, the ICT Department is primarily running windows operating systems (2019, 2022, etc.) with SQL databases.

3.6 NCR have a total of twenty-four (24) servers (physical and virtual) hosting a total of eight (8) mission critical applications.

3.7 The current total data size / volume which includes fields, folders and onsite application systems within these servers are approximately 100TB.

3.8 NCR's current backup solution is through the Veeam solution and running on a 50MB internet line between the NCR Office and the Backup / DR site.

3.9 NCR currently has a Disaster Recovery Solution contract which is ending in March 2026, as a result, the objective of this project is to replace the current contract with additional services as mentioned above.

4. EXPECTED OUTPUTS:

The outcome of this project is expected to be as follows:

4.1 Configurations and taking over / one of the backup and DR services from the current professional service provider.

4.2 Internet Line / Connectivity between the NCR data Centre and the DR Site.

4.3 Managed Online / Cloud Backup Facility.

4.4 Regular data backups and retentions in accordance with the NCR Policies;

4.5 Full Managed Disaster Recovery and Restoration Facilities in accordance with the NCR Policies (per folder, file, application system, etc.).

4.6 Full Managed Virtual Disaster Recovery / Secondary Site.

4.7 Three-year Support and Maintenance in line with NCR SLA Requirements.

4.8 Handover of the services post the expiration of the contract

5 PROJECT SPECIFICATIONS:

5.1 Backup

The bidder solution must provide policy-driven, application-aware backups across all in-scope workloads with layered retention, immutable storage, and verifiable restores.

Minimum Requirements

- **Schedules & Retention:**

- Daily incremental: retention **14 days**
- Weekly full: retention **4 weeks**
- Monthly full: retain **12 months**
- Annual full: retain **5 years**

- **Application Awareness:** VSS for Windows, DB-consistent snapshots, transaction-log

handling where applicable.

- **Security:** End-to-end encryption (in transit + at rest), **immutability/WORM**, **air-gapped** or logically isolated copies, customer-managed keys preferred.
- **Quality & Evidence:** Automated monitoring/alerting, periodic **test restores**, and monthly backup reports (success rate, capacity, trends, issues/actions).
- **Scalability:** Capacity planning for **≥5% YoY growth**.

Bidder Response should include components, data flows, schedules, repositories, immutability design, key management, performance assumptions, restore processes, and runbooks.

5.2 Disaster Recovery

Provide orchestrated recovery to a South African cloud or physical DR site, enabling rapid failover/failback with minimal data loss and verified recovery processes.

Minimum Requirements

- Targets: RPO ≤ 1 hour, RTO ≤ 4 hours for all in-scope systems.
- **Replication:** Efficient host/VM replication via direct connect; dependency mapping and boot order orchestration as needed.
- **Testing:** **≥4 DR drills/year** with **post-drill reports** (gaps, lessons, improvements, recovery timing).
- **Readiness:** DR dashboards, automated health checks, and control effectiveness evidence.

Bidder Response should include DR topology, replication schedules, orchestration tooling, failover/failback procedures, test methodology, performance assumptions, and success criteria.

Note: Bidder to consider 4 hours DR drill resource costing on public cloud based every quarter

6.1 Implementation & Migration

- Bidders must own end-to-end transition with minimal business disruption.
- Phased cutover plan: discovery, design, build, pilot, migration, stabilization, optimization.
- Pre-production testing for backup jobs, restores, and DR runbooks.
- Responsible decommissioning of Veeam; retain access to historical data for ≥12 months unless directed otherwise.
- Risk-based rollback for every milestone.

SERVER FARM

BACKGROUND				DISKS						OS		BACKUP				
VM #	Server Name	Workload Type	Environment	vCPU	RAM (GB)	Disk type	Disk 1 (GB)	Disk type	Disk 2 (GB)	Disk type	Disk 3 (GB)	Hypervisor	OS	BACKUP	Backup Type	Total Used space(GB)
VM	NCRSRV-2018	SERVER	PROD	4110	16 HDD		1000 HDD		1000	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	1000
VM	NCRSRV-PDC-2019	Domain Controller	PROD	4110	15.62 HDD		399.4 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	126
VM	NCRSRV-BDC-2019	Domain Controller	PROD	4110	7.81 HDD		499.4 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	24.7
VM	NCRSRV-ADC	AD Connect	PROD	4110	8 HDD		149.4 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	128
VM	NCRSRV-GP17	Great Plains	PROD	4110	34.3 HDD		931 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2012 R2	YES	SERVER	652
VM	NCRSRV-SIGNIFLOW	APP	PROD	4110	15.62 HDD		499.2 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	109
VM	NCRSRV-SIGNI-DB	DB	PROD	4110	8.79 HDD		1095 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	1084
VM	NCRSRV-MICROFILE	APP	PROD	4110	8.78 HDD		499 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2022	YES	SERVER	34
VM	NCRSRV-IRASDEMO	APP/DB	PROD	4208	15.6 HDD		68.3 HDD		273	N/A	N/A	Hyper-V	Windows Server 2008 R2	YES	SERVER	48.7
VM	NCRSRV-INTRANET	WEB	PROD	4208	20 HDD		499 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2022	YES	SERVER	30
HOST	NCRSRV-SHARES	SERVER	PROD	4110	15.62 HDD		126 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2022	YES	SERVER	22.5
VM	NCRSRV-EXCH-01	EXCHANGE	PROD	4110	15.62 HDD		499 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2016	YES	SERVER	364
VM	NCRSRV-DATA-02	SERVER	PROD	4110	7.81 HDD		79.3 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	29.1
VM	NCRSRV-HELPOESK	WEB	PROD	2637	5.86 HDD		126.39 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2022	YES	SERVER	38.6
HOST	NCRSRV-SAGE-PRODUCTION	SAGE	PROD	4208	127.67 HDD		699 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2022	YES	SERVER	515
HOST	NCRSRV-HYPERV-SAGE	SAGE	PROD	4208	127.67 HDD		499 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2016	YES	SERVER	496
VM	NCR3	SERVER	PROD	4208	4 HDD		132 HDD		558	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	169.6
VM	NCR2	SERVER	PROD	2637	3.91 HDD		135 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	35.4
HOST	NCRSRV-DATA1	SERVER	PROD	2650	63.97 HDD		278 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	42
VM	NCRSRV-DATA	SERVER	PROD	4208	5.86 HDD		68.3 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	36.2
HOST	NCRSRV-HPV-01	SERVER	PROD	4110	95.67 HDD		5.45TB HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2019	YES	SERVER	4.41TB
HOST	NCRSRV-HPV-02	SERVER	PROD	4110	95.67 HDD		461 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2020	YES	SERVER	85.1
HOST	NCRSRV-HPV-03	SERVER	PROD	4110	95.68 HDD		5.45TB HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2021	YES	SERVER	4.62
HOST	NCRSRV-HPV-04	SERVER	PROD	4110	127.87 HDD		930 HDD		N/A	N/A	N/A	Hyper-V	Windows Server 2022	YES	SERVER	182

6.2 Network, Security & Compliance

- **Residency:** Data hosted **within South Africa** in **Tier 3/4** data centres (declare facilities and submit evidence).
- **Connectivity:** Bidder to provide 1 Gbps dedicated cross-connect + 100 Mbps IPsec VPN as redundant path.
- **Zero Trust:** MFA/SSO, RBAC, PAM, segmentation/micro-segmentation, secure bastion.
- **Telemetry:** Daily monitoring/auditing of access and backup activities.
- **SSL VPN:** 15 SSL VPN licenses

The bidder should Provide security architecture, control map, and evidence pack approach

6.3 Support & Service Management

- **24x7x365** Service Desk, ITIL-aligned (Incident/Request/Problem/Change).
- Dedicated Project Manager and Infrastructure Architect to be provided and costed.
- **Monthly Service Reports:** backup KPIs, DR drill outcomes, security events and responses, capacity & growth, SLA performance, risk register, CSI actions.
- Proactive monitoring and defined **escalation paths**.

6.4 Training & Certification

- The bidder should deliver formal training and **certify at least two NCR engineers** across configuration, recovery, monitoring, DR orchestration, and security.
- Include labs, materials, and examination (if applicable).

7.1 Business Continuity Requirements

7.1 The bidder service must integrate with NCR's BCMS (ISO 22301:2019);

7.2 Bidders must supply and maintain DR runbooks, contact trees, and service continuity plans, to be reviewed and tested quarterly.

7.3 Provide impact-based restoration tiers and application dependency maps; support alternate access methods (e.g., secure client SSL VPN/VDI) during DR.

7.4 Bidder should ensure the solution is embedded in NCR continuity governance, not operated as a standalone toolset.

8 Non-Functional Requirements (NFRs)

8.1 Availability: 99.9% for backup control plane; DR readiness dashboards 24/7.

8.2 Performance: Consistent achievement of RPO/RTO targets.

8.3 Scalability: ≥5% YoY growth without re-architecture.

8.4 Reliability: ≥98% monthly backup success; ≤1% restore failure rate (excluding corrupt source)

8.5 Security: Zero Trust controls, MFA, PAM, immutability, ransomware detection/response.

8.6 Observability: End-to-end logging/metrics and dashboards

9 Architecture Requirements

9.1 Backup Architecture

Backup proxies/agents (workload-aware), tiered repositories (performance + immutable capacity), object-lock/WORM for monthly/annual copies, air-gap strategy, **CMK/HSM**-based key management, and validated restore paths (file, app, volume, bare-metal/VM) supported by **operational runbooks**.

9.2 DR Architecture

Primary (on-prem) to Cloud DR site (within SA) via Direct Connect 1 Gbps cross-connect and 100 Mbps IPsec VPN as backup. Near-sync replication, automated orchestration (boot order, DNS updates, health checks), segmented DR landing zones with secure bastion, SSO/MFA + break-glass controls (PAM), integrity-checked failback, and isolated bubble networks for non-disruptive testing.

9.3 Network & Security Architecture

- Segregated management, backup, replication, and tenant subnets; least-privilege ACLs; DDoS

10 Project Management & Planning

10.1 Governance & Delivery Approach

The bidder should follow PRINCE2/PMBOK-aligned delivery with agile configuration sprints. Define a RACI for NCR vs Service Provider across discovery, design, build, operations, DR drills, and reporting. ITIL CAB with NCR approval gates.

10.2 Indicative Phased Plan & Timelines (12 Weeks)

- **Mobilization (W1):** Kick-off, NDA/POPIA, resourcing, project charter.
- **Discovery & Assessment (W1–2):** Inventory, dependencies, network & bandwidth sizing.
- **HLD/LLD & Security Design (W3–4):** BaaS/DRaaS HLD/LLD, key management design, runbook outlines, test plans.
- **Build & Configure (W5–7):** Platform provisioning, connectivity (ACX + VPN), repositories, policies, replication.
- **Pilot & Testing (W8–9):** Backup jobs, test restores, DR bubble test, tuning.
- **Migration & Cutover (W10):** Production enablement, initial seeding, acceptance tests.
- **Stabilization & Handover (W11–12):** Optimization, documentation, training & certification, operational handover.

NB: Bidders may propose alternatives with explicit rationale, any change in RPO/RTO or risk posture must be highlighted.

11.1 Milestones & Deliverables

The bidder should ensure covering Project Charter & Plan, HLD/LLD, Security & Key Management Plan, Runbooks (Backup/DR/Failback), Connectivity Build Book, Test Plans

& Results, Cutover Plan & Go-Live Checklist, Knowledge Transfer & Certification Proof, Operations Handbook, Monthly Reporting Pack templates.

11.2 Acceptance Criteria

- Demonstrated RPO \leq 1h and RTO \leq 2h in pilot tests.
- \geq 98% backup success over 30 consecutive days.
- Successful non-disruptive DR drill with documented recovery of critical services.
- Signed approvals on HLD/LLD, runbooks, and go-live checklist.

11.3 Risk Management

Include a maintained Risk Register with mitigations (e.g., bandwidth constraints, seeding time, change freeze, ransomware scenarios, DR compute reservations, skills dependency, certification expiries).

11.4 Data Migration, Seeding & Legacy Retention

Propose initial seeding (online vs bulk), timelines, and **chain-of-custody**. Maintain access to **legacy Veeam backups for \geq 12 months** (or as directed), document retrieval method and cost.

12 Service Levels (SLAs) & Reporting

12.1 Backup KPIs

- Backup job success rate \geq 98% monthly.
- Restore request response \leq 30 min; restore initiation \leq 2 hours; integrity evidence per request.
- Monthly capacity forecasting and trend reports.

12.2 DR & Continuity KPIs

- Quarterly DR drills (\geq 4/year); post-drill report within 5 business days.
- RPO/RTO adherence \geq 99% for in-scope workloads.
- Annual scenario-based test (e.g., ransomware, site failure).

12.3 Support SLAs (24x7x365)

- **P1 (Critical):** 15-min acknowledgement; 1-hour workaround; 2-hour restore/resolution target.

- **P2 (High):** 30-min ack; 4-hour workaround; 8-hour resolution target.
- **P3 (Medium):** 1-hour ack; next-business-day resolution target.
- **P4 (Low/Request):** 4-hour ack; 3 business days.

13 Mandatory Compliance & Assurance

Bidders must submit:

- Proof of Public Cloud platform is POPIA compliant
- Valid certificates for **ISO 27001/27002:2022, ISO 22301:2019, ISO 27018:2019, ISO 29151:2017**
- **NIST CSF** control mapping for the proposed solution
- South African **Tier 3/4** data center certifications used by the service.

14 Operational Requirements

14.1 The bidder should maintain current, version-controlled runbooks (backup restore, DR orchestration, failback, comms plan, decision matrix);

Provide **24x7** monitoring of platform health, job status, capacity, and anomalies.

Operate ITIL change windows (standard/emergency; NCR CAB), quarterly capacity reviews with a 12-month rolling forecast, vulnerability management; EDR on DR compute, threat intel integration; retain logs ≥12 months online and archive per policy;

15 Governance & Reviews

NCR will organize Monthly service reviews, quarterly executive reviews, and an annual roadmap session with the selected bidder.

16 Assumptions & Constraints

16.1 The bidder should ensure all data must remain within South Africa.

16.2 NCR will provide reasonable access to environments and SMEs for discovery/testing.

16.3 Scope changes follow formal change control. Disclose all third-party costs.

17 Financial / Pricing Proposals

17.1 All Pricing must be inclusive of VAT.

17.2 The pricing **MUST** be in South African Rand even if there is Rand / Dollar rate applicable to software licenses.

17.3 Pricing must include annual escalations if applicable.

Note: - No pricing / costing variations will be entertained after the conclusion of the SLA / Contract (or after the appointment)

18 Functional Evaluation

The bidder's proposal will be scored according to the below points system and scoring criteria:

0 = Zero Experience / 0 and / or Irrelevant Information / No submission

1 = Poor.

2 = Does not meet the requirements.

3 = Partially meets the requirements.

4 = Meets the Requirements.

5 = Exceeds the Requirements

TECHNICAL EVALUATION CRITERIA

DESCRIPTION	FUNCTIONALITY EVALUATION		WEIGHT	TOTAL SCORE
1. Bidder's Technical approach	Rating	Evaluation criteria		
1.1. Bidder to submit technical approach relevant to the terms of reference including but not limited to: <ul style="list-style-type: none"> ➤ Executive Summary ➤ Understanding of the requirements ➤ Technical Solution ➤ Detailed Architectures ➤ Data Migration Plan ➤ Project Plan & Method ➤ Security & Compliance ➤ Risks & Mitigations ➤ Service Management ➤ Training Plan 	5	The submitted technical approach meets all the requirements in line with the criteria.	40%	

	4	The submitted technical approach meets six (6) of the requirements in line with the criteria.		
	3	The submitted technical approach meets four (4) of the requirements in line with the criteria.		
	2	The submitted technical approach meets two (2) of the requirements in line with the criteria.		
	1	The submitted technical approach		

		meets one (1) of the requirements in line with the criteria.		
	0	The submitted technical approach does not meet any of the requirements in line with the criteria.		
2. Bidders Experience/ Reference Letters				
2.1. Bidders to submit three (3) or more contactable reference letters that indicate the bidder had successfully delivered backup & DR projects on any public cloud/ private hosting in the last 5 years.	5	The bidder must submit five (5) reference letters confirming successful delivery of similar projects on any Public cloud or Private hosting	30%	

		environmen t.		
	4	The bidder must submit four (4) reference letters confirming successful delivery of similar projects on any Public cloud or Private hosting environmen t.		
	3	The bidder must submit three (3) reference letters confirming successful delivery of similar projects on any Public cloud or Private hosting environmen t.		

	2	The bidder must submit two (2) reference letters confirming successful delivery of similar projects on any Public cloud or Private hosting environment.		
	1	The bidder must submit one (1) reference letter confirming successful delivery of similar projects on any public cloud or Private hosting environment.		
	0	The bidder did not		

		submit any reference letters confirming successful delivery of similar projects or any public cloud or Private hosting		
3. Suitability of the team members				
3.1. Bidders to submit the CV of a Project Manager (10+ Years exp.) demonstrate active participation in a minimum of two (2) successfully managed similar projects. (10 points)	5	CV of a Project manager is attached, and the CV demonstrates five (5) successful Cloud or Private Hosting migration projects.	10%	
	4	CV of a Project manager is attached, and the CV demonstrates four (4) successful		

		Cloud or Private Hosting migration projects.		
	3	CV of a Project manager is attached, and the CV demonstrates three (3) successful Cloud or Private Hosting migration projects.		
	2	CV of a Project manager is attached, and the CV demonstrates two (2) successful Cloud or Private Hosting migration projects.		
	1	CV of a Project manager is		

		attached, and the CV demonstrates one (1) successful Cloud or Private Hosting migration projects.		
	0	CV of a Project manager is not attached, or the CV does not demonstrate any successful cloud migration projects.		
1.1. Bidders to submit the CV of all Infrastructure Architect (10+ years Exp) demonstrating active participation in managing similar projects. (10 points)	5	CV of Infrastructure Architect is attached, and the CV demonstrates four (5) successful Cloud or Private Hosting	10%	

		migration projects.		
	4	CV of Infrastructure Architect is attached, and the CV demonstrates four (4) successful Cloud or Private Hosting migration projects.		
	3	CV of Infrastructure Architect is attached, and the CV demonstrates three (3) successful Cloud or Private Hosting migration projects.		
	2	CV of Infrastructure Architect is attached, and the CV demonstrates		

		es two (2) successful Cloud or Private Hosting migration projects.		
	1	CV of Infrastructure Architect is attached, and the CV demonstrates one (1) successful Cloud or Private Hosting migration projects.		
	0	CV of Infrastructure Architect is not attached, and the CV does not demonstrate successful Cloud or Private Hosting		

		migration projects.		
3.2. Bidders to submit the CV of other cloud/private infrastructure staff/engineers (10+ years Exp) demonstrating active participation in managing similar projects. (10 points)	5	CV of a Project manager is not attached, or the CV does not demonstrate successful cloud migration projects.	10%	
	4	CV of a Project manager is not attached, or the CV does not demonstrate successful cloud migration projects.		
	3	CV of a Project manager is not attached, or the CV		

		does not demonstrate successful cloud migration projects.		
	2	CV of a Project manager is not attached, or the CV does not demonstrate successful cloud migration projects.		
	1	CV of a Project manager is not attached, or the CV does not demonstrate successful cloud migration projects.		

	0	CV of a Project manager is not attached, or the CV does not demonstrate successful cloud migration projects.		
TOTAL POINTS			100%	

Important Note to the Bidders:

- The schedules mentioned in the above table as attached towards the end of this functional specification must be fully completed as they are. Non-compliance with this requirement on any of the items in the schedule will lead to the disqualification of the bid

Bidders must score a minimum of 80% to be eligible for the Price and SPECIFIC GOALS evaluation.

1 Pricing Schedule

ANNEXURE A

Option A – Public Cloud

Once off DR Implementation charges (non-recurring)

No.	Item Description	Total Prices (incl. VAT)
1.	Backup & DR Design and Implementation	
2.	DR Testing and implementation	
3.	Project Manager Per Hour Cost (12 Weeks) – 160 hours/month	
4.	Training	
5.	Other charges	
TOTAL		

Recurring Charges (All items)

Item Description	Year 1	Year 2	Year 3
Backup & DR licenses			
Public Cloud Cost covering all the elements in the TOR			
Supporting onsite Infrastructure Architect (10+ Yrs exp) Per Hour – 160 hours/month			
TOTAL			

Grand Total

Total Cost	36 Months
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Total Non-Recurring Cost (Once Off)	
Total Recurring Cost	
VAT 15%	
GRAND TOTAL	

Option B – Private Hosting

Once off DR Implementation charges (non-recurring)

No.	Item Description	Total Prices (incl. VAT)
1.	Backup & DR Design and Implementation	
2.	DR Testing and implementation	
3.	Project Manager Per Hour Cost (12 Weeks) – 160 hours/month	
4.	Training	
5.	Other charges	
TOTAL		

Recurring Charges (All items)

Item Description	Year 1	Year 2	Year 3
Backup & DR licenses			
Physical Hardware and Hyper-V licenses cost covering all the elements in the TOR			
Supporting onsite Infrastructure Architect (10+ Yrs exp) Per Hour – 160 hours/month			
TOTAL			

Grand Total

Total Cost	36 Months
Total Non-Recurring Cost (Once Off)	
Total Recurring Cost	
VAT 15%	
GRAND TOTAL	

This must be in line with the provided / submitted CV's

NB.: NCR reserves the right to contact the listed contact for verification purposes

ANNEXURE_B: COMPANY EXPERIENCE

SCHEDULE OF COMPANY’S EXPERIENCE: LIST OF REFERENCES

COMPANY NAME: _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

This must be in line with the provided / submitted Reference Letters
NB.: NCR reserves the right to contact the listed contact for verification purposes

ANNEXURE_C: POOL OF PROJECT RESOURCES

SCHEDULE OF POOL OF PROJECT TEAM / RESOURCES:

No.	Name of Project Resource / Team Member	Role in the Project (Project / Account Manager / Solution's/ Infrastructure Architect (and / or other Consultant, etc.)	List of Qualifications per Resource
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Note:

- Please attach the copy of qualifications per resource as specified on this table

ANNEXURE_D: PROJECT / ACCOUNT MANAGER’S EXPERIENCE

LIST OF REFERENCES

E-1: PROJECT MANAGER’S NAME: _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							
5							
6							

D-2: SOLUTION/INFRASTRUCTURE ARCHITECT’S NAME:

No	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							
5							
6							

This must be in line with the provided / submitted CV’s
NB.: NCR reserves the right to contact the listed contact for verification purposes