



AGRICULTURAL RESEARCH COUNCIL

TERMS OF REFERENCE:

**SUPPORT CONTRACT TO THE ARC
HEWLETT PACKARD ENTERPRISE
EQUIPMENT FOR A PERIOD OF TWELVE
(12) MONTHS**

1. OVERVIEW

The Agricultural Research Act 86 of 1990 (as amended) established the ARC, a premier agricultural research institution in South Africa. It is a schedule 3A public entity in terms of the Public Finance Management Act 1 of 1999, amended by Act 29 of 1999.

2. INTRODUCTION

In 2013 the ARC renewed its ICT server & data storage infrastructure. Included in the initial procurement requirements was a three-year support contract. The support agreement was for three years and has come to an end in February 2016.

3. REQUEST FOR QUOTATION

The purpose of this TOR is to appoint a qualified service provider with experienced specialists in supporting the ARC's Hewlett Packard Enterprise (HPE) equipment. This support contract will be for a period of twelve (12) months on a time and material basis.

4. BACKGROUND TO THE BUSINESS SPECIFICATIONS

The ARC needs support and maintenance of the HPE infrastructure environment on a time and material basis. The ARC has adopted VMware as its virtualization platform. The majority of the virtual servers is being deployed under VMware. The deployed VMware versions is 6.0.

An experienced partner is therefore required to support the ARC HPE infrastructure environment.

5. SCOPE OF WORK

The hardware technologies that needs to be supported under the contract are listed below :

- HPE servers
- MSA storage
- Tape libraries
- D2D devices
- 3PAR storage
- Blade enclosures
- Blade servers
- SAN switches

SUPPORT CONTRACT TO THE ARC HEWLETT PACKARD ENTERPRISE EQUIPMENT

- HP-UX environment

Attached is a list of HPE equipment deployed by the ARC.

6. COMPULSORY ARC REQUIREMENTS.

The following documents need to accompany the proposal.

- A valid Tax PIN Number from SARS.
- Current Central Supplier Database (CSD Report)
Complete and Sign the Standard Bidding Documents (SBD forms)
- HPE certified partner

6.1 Operational conditions

Description	Compliance with TOR's	
	Yes	No
Service required		
The ARC requires a support contract to the ARC's HPE infrastructure.		
Area / Item		
The support package needs to show variable repair/response times		
The service provider needs to have a Minimum Accreditation of HPE Partner Delivery Certificate. The response needs to include a proof.		
The service provider must be able to support ARC's HPE infrastructure located in Hatfield, Pretoria.		
Minimum of three (3) years experience in supporting Enterprise HPE systems. Provide a minimum of three (3) recommendation letters, not older than 5 years, from contactable current or previous clients to whom similar services were provided.		
The service provider must have their call log process to track calls logged and provide reports		
The ARC requires the successful bidder to upgrade the VMware / HPE environments to the latest version.		

Failure to comply with all of the above will lead to disqualification of your proposal.

7. TECHNICAL REQUIREMENTS.

- Company Profile
- Three (03) reference letters with a least three (3) years experience similar work, indicating the contracts value and duration/period.

The 80/20 principle will apply in terms of the Preferential Procurement Policy Act.

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

8. COSTING STRUCTURE FOR A PERIOD OF TWELVE (12) MONTHS

Kindly quote as per the below layout to compare to your quotations.

Detailed Service for a period twelve 12 months	Quantities	Unit Rate Excl Vat	Total Cost Excluding Vat
Upgrade of software (firmware and drivers) – once in the twelve months as per HPE Equipment List	1		
HPE parts replacement			
• Raid Controllers for servers and storage	2		
• System Boards for servers	4		
• Hard Disks for server and storage	15		
Support hours	300		