79 Harding Street Tel: (034) 328 5000
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South Africa 2940 Web: www.uthukelawater.co.za

uthukela water

RFQ2026-ICT-001

Off-Site Disaster Recovery Replication & Hosted Virtual Firewall Services

1. Background & Purpose

uThukela Water (Pty) Ltd ("the Entity") is a water services provider established in terms of the Water Services Act. The Entity operates a Hyper-V-based hyper-converged infrastructure (HCI) environment and requires off-site disaster recovery (DR) replication services for three (3) critical virtual machines, together with a hosted virtual firewall service to provide network segmentation and security for the DR environment.

The current infrastructure operates with no off-site or cloud-based replication capability. This procurement seeks to remediate that critical risk through the provision of a managed, cloud-hosted DR replication service and a complementary hosted virtual firewall.

2. Scope of Services

2.1 Virtual Machines in Scope

The following three (3) production virtual machines hosted on the Entity's Hyper-V HCI cluster are in scope for replication:

VM No.	Role	Description
VM-01	Domain Controller	Active Directory domain controller – primary authentication and DNS
VM-02	Application Server	Core business application workload
VM-03	Database Server	Primary production database instance

2.2 Cloud DR Replication Service

The service provider must supply all components necessary to replicate the three (3) VMs listed above to a geographically distant, cloud-hosted DR environment ("GDR environment"). The service must include, at minimum:

- A cloud-hosted replication target environment with reserved compute, memory, and storage resources as specified in Section 3.
- Backup/replication platform licensing for all three (3) VMs.
- Cloud Connect Replica licensing for all three (3) VMs.
- Managed service component covering ongoing monitoring, management, and support of the replication environment.
- Initial setup and onboarding of the Cloud Connect Replica service.

- Cloud-hosted immutable or vault backup storage (minimum 1 TB) for long-term retention.

2.3 Hosted Virtual Firewall Service

The service provider must supply a hosted virtual firewall service to provide network segmentation and access control for the GDR environment. The service must include, at minimum:

- A hosted virtual firewall instance with at least basic stateful packet inspection capability.
- Initial onboarding and configuration of the hosted firewall service.
- Ongoing firewall support and management (minimum 8x5, business hours).

The solution may utilise any recognised enterprise firewall platform; bidders must specify the platform and version proposed.

3. Technical Requirements

3.1 GDR Environment Minimum Specifications

Bidders must provision a cloud DR environment that meets or exceeds the following minimum resource allocations. Proposals offering less than the minimums specified below will be deemed non-responsive.

Resource	Minimum Required	Bidder's Proposed Specification
vCPU Reservation	20 vCPUs	
Memory Reservation	74 GB RAM	
Replica Storage (Production)	585 GB	
Cloud Vault / Immutable Backup Storage	1 TB	
Number of VM Replicas Supported	3 VMs	

3.2 Infrastructure Compatibility

The replication solution must be fully compatible with the following existing on-premises platform:

- Hypervisor: Microsoft Hyper-V (Windows Server 2019 or later)
- Storage: Microsoft Storage Spaces Direct (S2D)
- Host platform: Dell AX-760 Hyper-Converged Infrastructure (4-node cluster)

3.3 3.4Recovery Objectives

Bidders must propose their achievable Recovery Point Objective (RPO) and Recovery Time Objective (RTO) for each of the three (3) VMs in scope. Proposed RPO and RTO values will be incorporated into the final Service Level Agreement (SLA) and will form a binding contractual commitment.

3.4 Data Residency & Security

- All replicated data must be stored within the Republic of South Africa, unless an alternative jurisdiction is explicitly proposed and justified.
- Data must be encrypted in transit (minimum TLS 1.2) and at rest.
- The service provider must specify the data centre location(s) proposed.
- The service provider must describe their approach to logical tenant separation and data isolation.

3.5 Hosting Bandwidth

Hosting bandwidth requirements for the replication service are to be confirmed during the pre-implementation feasibility assessment. Bidders must indicate how bandwidth provisioning will be handled and whether this is included in the recurring monthly fee or invoiced separately.

4. Service Level Requirements

Service Component	Minimum SLA Requirement	Bidder's Proposed SLA
DR Platform Availability	99.5% monthly uptime	
Replication Monitoring	Continuous / 24x7 alerting	
Firewall Support Hours	8x5 business hours minimum	
Incident Response – Critical (replication failure)	4 business hours	
Incident Response – High	8 business hours	
DR Failover Test	At least once per contract year	
Reporting	Monthly replication status report	

5. Contract Terms and Conditions

Term	Requirement
Initial Period	12 months from Service Commencement Date
Renewal	By mutual written agreement; subject to annual SCM process where required by MFMA
Termination Notice	1 calendar month written notice of intent to terminate
Master Service Agreement	A Master Service Agreement (MSA) must be concluded prior to service commencement
Billing Commencement	To be confirmed; service commencement date as reflected on the Service Handover Form
Price Escalation	Bidders must state any proposed annual price escalation rate; escalation must not exceed CPI
Payment Terms	30 days from receipt of valid tax invoice

6. Evaluation Criteria

Bids will be evaluated in accordance with the 80/20 Preferential Procurement Points System as prescribed by the MFMA and the Preferential Procurement Regulations. The overall evaluation weighting is as follows:

Evaluation Criterion	Description	Weight
Price / Cost	Total 12-month contract value (ex. VAT)	80%
Technical Compliance	Meets all mandatory technical requirements	15%
Service Levels & SLA	Proposed RPO/RTO, support hours, escalation	5%

7. Pricing Schedule

Bidders must complete the pricing schedule below in full. Incomplete pricing schedules will be disqualified. All prices must be quoted in South African Rand (ZAR) and must be exclusive of VAT. VAT must be shown separately.

Description	Qty	Unit	Unit Price (ex. VAT)	Total (ex. VAT)
ONCE-OFF COSTS				
Cloud Connect Replica Setup	1	Once-off	R ____________	R ____________
Virtual Firewall Onboarding (Hosted)	1	Once-off	R ____________	R ____________
		Sub-total Once-Off (Inc. VAT)		**R ____________**
RECURRING MONTHLY COSTS				
Backup/Replication Platform License (per VM)	3	Per VM/month	R ____________	R ____________
Cloud Connect Replica License (per VM)	3	Per VM/month	R ____________	R ____________
GDR vCPU Reservation (minimum 20 vCPUs)	20	Per vCPU/month	R ____________	R ____________
GDR Memory Reservation (minimum 74 GB)	74	Per GB/month	R ____________	R ____________
GDR Replica Storage – Production (minimum 585 GB)	585	Per GB/month	R ____________	R ____________
Managed Cloud Replication Service (per VM)	3	Per VM/month	R ____________	R ____________

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Hosted Virtual Firewall Service	1	Per month	R ____________	R ____________
Firewall Management & Support (8x5)	1	Per month	R ____________	R ____________
Cloud Vault / Immutable Backup Storage (min 1 TB)	1	Per TB/month	R ____________	R ____________
			Sub-total Recurring Monthly (Inc. VAT)	**R ____________**
			TOTAL 12-MONTH CONTRACT VALUE (Inc. VAT)	**R ____________**

Note: Hosting bandwidth costs must be indicated **separately** where not included in the above pricing. Any additional once-off or recurring costs not listed above must be disclosed in full.

8. Technical Response Requirements

Bidders must provide written responses to the following as part of their bid submission:

1. Describe the architecture of the proposed cloud DR environment, including data centre location(s), tenant isolation, and redundancy.
2. Confirm compatibility with Microsoft Hyper-V / Storage Spaces Direct and describe the integration approach.
3. State the proposed RPO and RTO for each of the three (3) VMs in scope (Domain Controller, Application Server, Database Server).
4. Describe the hosted virtual firewall platform proposed, including make, model/version, and capability summary.
5. Describe the managed service model: monitoring tools, escalation paths, and on-call arrangements.
6. Describe the process for conducting an annual DR failover test and how results will be reported.
7. Provide two (2) contactable client references for comparable cloud DR replication or hosted firewall deployments completed within the past three (3) years.
8. State any assumptions, exclusions, or dependencies (including bandwidth requirements) applicable to the proposed solution.

Appendix A – Glossary

Term	Definition
DR	Disaster Recovery
GDR	Geographic Disaster Recovery – a cloud-hosted, geographically remote replication target
HCI	Hyper-Converged Infrastructure
Hyper-V	Microsoft's native hypervisor platform
MFMA	Municipal Finance Management Act, Act 56 of 2003
MSA	Master Service Agreement
RPO	Recovery Point Objective – maximum acceptable data loss, expressed in time
RTO	Recovery Time Objective – maximum acceptable time to restore services after a failure
S2D	Storage Spaces Direct – Microsoft's software-defined storage technology
SCM	Supply Chain Management
SLA	Service Level Agreement
UTM	Unified Threat Management – advanced firewall security features
VAT	Value Added Tax
VM	Virtual Machine
vCPU	Virtual Central Processing Unit

9. Preference points system and specific goals

Bids will be adjudicated in terms of the Preferential Procurement Regulations, 2022 pertaining to Preferential Procurement Policy Framework Act, 5/2000 and other application legislations.
Preference points will be awarded to service providers using Specific Goals claimed on MBD 6.1 (points will be not be allocated for unclaimed points)
The municipal Entity reserves a right to accept all, some or none of the bids submitted, either wholly or in part and is not obliged to accept the lowest bid.

10. Compulsory Site Clarification meeting

None

Failure to attend the site clarification meeting will disqualify the service provider
11. Contacts: SCM queries : Ms Xolile Mgaga Xolile.Mgaga@uthukelawater.co.za Technical enquiries : Rakeen.Dookie@uthukelawater.co.za
12. Closing Day: 07 JULY 2026
13. Submission of the quotation Quotes in plain sealed envelope, endorsed RFQ number should be placed place in the bid box provided by uThukela Water at 79 Harding Street Newcastle 2940 before 4pm or email to quotes@uthukelawater.co.za before end of business day.
14. Important information Service providers are required to complete the following forms below failure to do so will renders the submission invalid. MBD4 MBD 6 MBD9 **The MDB forms are part of this RFQ , Please see below** **CSD Summary report and BBBEE Certificate must be submitted.**

Name of the service provider	
Central Database number	
Company registration number	

DECLARATION OF INTREST
MBD 4

1. No bid will be accepted form persons in the service of the state
2. Any person, having a kinship with person in the service of the state, including a blood relationship, may make an offer or offers of this invitation of bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to person connected with or related to person in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest.

3. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid

3.1 Full
Name____

3.2 Identity
Number____

3.3 Company Registration Number:
____

3.4 Tax Reference
Number____

3.5 Vat Registration
Number____

Item	Question	Yes	No
3.6	Are you presently in the service of the state?		
3.6.1	If so, furnish particulars		
3.7	Have you been in the service of the state of the past twelve months?		
3.7.1	If so, furnish particulars		
3.8	Do you, have any relationship (family, friend, other) with person in the service of the state and who may be involved with the evaluation and or adjudication of this bid?		

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3.8.1	If so, furnish particulars		
3.9	Are you, aware of any relationship (family, friend, other) between a bidder and any person in the service of the state who may be involved with the evaluation and or adjudication of this bid		
3.9.1	If so, furnish particulars		
3.10	Are any of the company's directors, managers, principal shareholders or stakeholders in service of the state?		
3.10.1	If so, furnish particulars		
3.11	Are any spouse, child or parent of the company's directors, managers, principal shareholders in service of the state?		
3.11.1	If so, furnish particulars		

CERTIFICATION

I, THE UNDERSIGNED (NAME) ____
(DIRECTOR /SHAREHOLDER MEMBER/TRUSTEE)

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS CORRECT.

I ACCEPT THAT THE STATE MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE

FALSE.

____________________	____________________
Signature	Date
____________________	____________________
Capacity	Name

MBD6.1 PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

a) The applicable preference point system for this tender is the 80/20 preference point system.

b) 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
(a) Price; and
(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	**80**
SPECIFIC GOALS	**20**
Total points for Price and SPECIFIC GOALS	**100**

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) "tender" means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

"price" means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(a) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(b) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(c) **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 **or** **90/10**

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \quad \text{or} \quad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	**Number of points allocated (80/20 system) (To be completed by the organ of state)**	**Number of points claimed (80/20 system) (To be completed by the tenderer)**
Locality : UThukela Water Jurisdiction	10	
KwaZulu Natal Province	5	
Outside KZN	0	
100 % Black owned	5	
Women	5	

MBD 9: CERTIFICATE OF INDEPENDENT BID DETERMINATION

1. This Municipal Bidding Document (MBD) must form part of all bids[1] invited.

2. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).[2] Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.

3. Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:

   a. take all reasonable steps to prevent such abuse;

   b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and

   c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.

4 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

5 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with

[1] Includes price quotations, advertised competitive bids, limited bids and proposals.

[2] Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:
____
____
(Bid Number and Description)

in response to the invitation for the bid made by:
____
____
(Name of Municipality / Municipal Entity)

do hereby make the following statements that I certify to be true and complete in every respect:
I certify, on behalf of:____that:
(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
    a. has been requested to submit a bid in response to this bid invitation;
    b. could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
    c. provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium[3] will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
    a) prices;

b) geographical area where product or service will be rendered (market allocation)
c) methods, factors or formulas used to calculate prices;
d) the intention or decision to submit or not to submit, a bid;
e) the submission of a bid which does not meet the specifications and conditions of the bid; or
f) bidding with the intention not to win the bid.

8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation

[3] Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract

Name of the Bidder	**Date**	**Signature**
Capacity		