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REQUEST FOR QUOTATION

RFQ NO: KHC/RFQ/10/2023

RFQ NAME: Server Management Support

Specification Enquires: Mrs. B Sobekiwe
Contact Details 083 248 1014

SCM Queries: Mr. N Mlokoti
Contact Details: 047 401 6400

REQUISITION SPECIFICATION

Item	Full Descriptions	Quantity
Double check & verify your backups	<ul style="list-style-type: none"> ▪ Manual Check/Access the backup files ▪ Run a backup Verification Application ▪ Health Check ▪ Perform a Test Restore 	8 hrs 4hrs fortnightly
Check the RAID array	<ul style="list-style-type: none"> ▪ Check RAID Partition Status. ▪ Check RAID monitoring utility. ▪ Check the Status of RAID Volumes ▪ Check the Status of RAID Physical Disks 	4 Hours 2hrs a week
Verify storage utilization	<ul style="list-style-type: none"> ▪ Periodically check your server's hard drive usage. ▪ Archive long files, old emails, and outdated software packages to external storage. ▪ Regularly check the Swap file and create a Hard drive usage monitoring alert to ensure usage does not exceed 90% 	4 Hour Twice a month
Review Server Resource Usage	<ul style="list-style-type: none"> ▪ Memory and processor usage can show how heavily a server is being used. 	8 hours 4x per month
Update Software Applications	<ul style="list-style-type: none"> ▪ Undertake Change Control Planning. ▪ Perform A Site Review. ▪ Establish Upgrade Requirements. ▪ Make and Upgrade Plan. 	2 hours/month

	<ul style="list-style-type: none"> ▪ Make A Roll-Out Plan. ▪ Backup Everything. 	
Examine Remote Management Tools	<ul style="list-style-type: none"> ▪ Check remote management tools including the remote console, remote reboot, and rescue mode. 	8 hours/month
Verify Network Utilization	<ul style="list-style-type: none"> ▪ Check Network usage and do the necessary upgrades. ▪ Install network monitoring tools. ▪ These tools can watch your network traffic for unusual or problematic usage. ▪ Track unusual behaviour to identify intrusion attempts and data breaches and manage the proactively. 	4 hours/month
Verify Clean System Upgrade	<ul style="list-style-type: none"> ▪ Regularly checking for patches, and updates to resolve security issues, expand functionality, and improve performance. ▪ Dedicate time regularly to reviewing OS updates. ▪ Setting up a test environment for testing updates before deploying the updates to the production environment. 	8 hours/month
Physically clean server hardware	<ul style="list-style-type: none"> ▪ Schedule time to physically clean and inspect servers to prevent hardware failure ▪ Inspect the servers and server environment ▪ Make sure the cabinets have plenty of airflow ▪ Check for any unusual wiring of connections 	2 hrs per month
Review Password Security	<ul style="list-style-type: none"> ▪ Evaluate your password policy regularly 	10 hrs per month
Microsoft 365 and Azure Support	<ul style="list-style-type: none"> ▪ Manage and monitor the M365 Health Dashboard ▪ Evaluate and manage endpoint policies on Intune. ▪ Monitor and manage Data retention. ▪ Manage incidents ▪ Review Azure Sign-in logs and Audit logs ▪ Evaluate and configure conditional access policies 	4 hrs per month
Skills Transfer	<ul style="list-style-type: none"> ▪ The supplier must be shadowed by local ICT support on all major Activities 	

	<ul style="list-style-type: none"> ▪ Advise the ICT instructions on various ICT issues 	
NB: Server Management Support for a Period Of 12 Months		
Human Resources and Supplier Certifications		
<ol style="list-style-type: none"> 1. Microsoft Gold Partnership 2. ITIL Foundation 3. Krone cabling certification 4. Change Management Certification 5. At least two references letters from educational or similar institutions 6. Three minimum Resources Comprehensive CVs 7. Microsoft Certifications <ul style="list-style-type: none"> ▪ Microsoft Certified Security Operations Analyst Associate ▪ Microsoft Information Protection Administrator ▪ Microsoft Certified Identity and Access Administrator ▪ Microsoft Certified Azure Security Engineer Associate ▪ Microsoft Certified Solutions Associate Office 365 ▪ Microsoft 365 Certified Messaging Administrator Associate ▪ MCSE Core Infrastructure or MCSA Windows Server 2016 		

Important information:

Please submit the following documents:

- **Valid Tax Clearance Certificate or pin.**
- **A valid BBEE certificate or Sworn Affidavit;**
- **Central Supplier Database Registration Proof;**
- **Completed attached declaration forms. (Under supplier forms)**

All quotations and compliance MUST be emailed to the following address:
nkosikhona@kinghintsacollege.edu.za

Closing Date: 15 May 2023

Time: 10:00am

PLEASE NOTE THAT NO LATE SUBMISSION WILL BE ACCEPTED