



## **REQUEST FOR QUOTATION**

**RFQ Name:** SERVER MANAGEMENT SUPPORT SERVICES  
**RFQ No:** KHC/RFQ/04/2024

**Technical Enquires:** Mrs. B. Sobekiwe  
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**SCM Enquiries:** Ms N. Maseme  
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## **REQUISITION SPECIFICATION**

**PLEASE SEE ATTACHED DOCUMENT FOR FULL SPECIFICATIONS!!!!!!**

### **Important Information:**

**Please submit the following compliance documents:**

1. Valid SARS Tax Clearance Certificate or pin
2. Completed SBD 6.1 Preferential points claim form and submission of applicable documents outlined on Specific goals document (**Obtainable from the website**)
3. Central Supplier Database Registration proof (all report pages)
4. Completed SUPPLIER declaration forms (**Obtainable from the website**)
5. Copy of company registration certificate and certified copy of ID of director(s)
6. and all documents mentioned in the specification document under "**Human Resource and Supplier Certifications.**"

**All quotations and compliance documents MUST be emailed to the following address:**  
[nmaseme@kinghintsacollege.edu.za](mailto:nmaseme@kinghintsacollege.edu.za)

**Closing Date of quotations: 26 January 2024.**

**PLEASE NOTE THAT NO LATE QUOTATIONS WILL BE ACCEPTED.**



## REQUISITION SPECIFICATION

Item/Service Name	Full Descriptions	Service Interval	HRS/ month	Total HRS/yr
<b>Double-Check &amp; Verify Your Backups</b>	<ul style="list-style-type: none"> <li>• Manual Check/Access the Backup Files.</li> <li>• Run a Backup Verification Application.</li> <li>• Health Check.</li> <li>• Perform a Test Restore.</li> </ul>	4hrs/fortnight	8hrs	96hrs
<b>Check the RAID array</b>	<ul style="list-style-type: none"> <li>• Check RAID Partition Status.</li> <li>• Check RAID monitoring utility</li> <li>• Check the Status of RAID Volumes</li> <li>• Check the Status of RAID Physical Disks</li> </ul>	2hrs per week	8hrs	96hrs
<b>Verify Storage Utilization</b>	<ul style="list-style-type: none"> <li>• Periodically check your servers' hard drive usage.</li> <li>• Archive log files, old emails, and outdated software packages to external storage.</li> <li>• Regularly check the Swap file and create a Hard drive usage monitoring alert to ensure usage does not exceed 90%</li> </ul>	2hrs/fortnight	8hrs	96hrs
<b>Review Server Resource Usage</b>	<ul style="list-style-type: none"> <li>• Memory and processor usage can show how heavily a server is being used.</li> </ul>	2hrs/week	8hrs	96hrs
<b>Update Software Applications</b>	<ul style="list-style-type: none"> <li>• Undertake Change Control Planning.</li> <li>• Perform A Site Review.</li> <li>• Establish Upgrade Requirements.</li> <li>• Make An Upgrade Plan.</li> <li>• Make A Roll-Out Plan.</li> </ul>	2hrs/month		24hrs

<b>Examine Remote Management Tools</b>	<ul style="list-style-type: none"> <li>• Backup Everything. kj</li> <li>• Check remote management tools including the remote console, remote reboot, and rescue mode.</li> </ul>	2hrs/week	<b>8hrs</b>	<b>96hrs</b>
<b>Verify Network Utilization</b>	<ul style="list-style-type: none"> <li>• Check Network usage and do the necessary upgrades.</li> <li>• Install network monitoring tools. These tools can watch your network traffic for unusual or problematic usage.</li> <li>• Track unusual behaviour to identify intrusion attempts and data breaches and manage them proactively.</li> </ul>	2hrs/fortnight	<b>4hrs</b>	<b>48hrs</b>
<b>Microsoft 365 and Azure Support</b>	<ul style="list-style-type: none"> <li>• Manage and monitor the M365 Health Dashboard.</li> <li>• Evaluate and manage endpoint policies on Intune.</li> <li>• Monitor and manage Data retention.</li> <li>• Manage incidents.</li> <li>• Review Azure Sign-in logs and Audit logs.</li> <li>• Evaluate and configure conditional access policies</li> </ul>	2hrs/fortnight	<b>4hrs</b>	<b>48hrs</b>
	<ul style="list-style-type: none"> <li>• Schedule time to physically clean and inspect servers to prevent hardware failure.</li> <li>• Inspect the servers and server environment.</li> <li>• Make sure the cabinets have plenty of airflow.</li> <li>• Check for any unusual wiring of connections.</li> </ul>	2hrs/month		<b>24hrs</b>
<b>Verify Operating System Updates</b>	<ul style="list-style-type: none"> <li>• Regularly checking for patches, and updates to resolve security issues,</li> </ul>	2hrs/week	<b>8hrs</b>	<b>96hrs</b>

	<p>expand functionality, and improve performance.</p> <ul style="list-style-type: none"> <li>• Dedicate time regularly to reviewing OS updates.</li> <li>• Setting up a test environment for testing updates before deploying the updates to the production environment.</li> </ul>			
<b>Review Security Policies</b>	<ul style="list-style-type: none"> <li>• Evaluate your password policy regularly.</li> </ul>	10hrs/month		<b>120hrs</b>
<b>Skills Transfer</b>	<ul style="list-style-type: none"> <li>• The supplier must be shadowed by local ICT support on all major Activities</li> <li>• Advise the ICT on various ICT issues</li> </ul>	2hrs/month		<b>24hrs</b>
<b>Human Resource and Supplier Certifications</b>				
	<ol style="list-style-type: none"> <li>1. Microsoft Gold Partnership</li> <li>2. ITIL Foundation</li> <li>3. Krone cabling certification</li> <li>4. Change Management Certification</li> <li>5. At least two references letters from educational or similar institutions</li> <li>6. Three minimum Resource Comprehensive CVs</li> <li>7. Microsoft Certifications <ul style="list-style-type: none"> <li>• Microsoft Certified Security Operations Analyst Associate</li> <li>• Microsoft Information Protection Administrator</li> <li>• Microsoft Certified Identity and Access Administrator</li> <li>• Microsoft Certified Azure Security Engineer Associate</li> <li>• Microsoft Certified Solutions Associate Office 365</li> <li>• Microsoft 365 Certified Messaging Administrator Associate</li> <li>• MCSE Core Infrastructure or MCSA Window Server 2016</li> </ul> </li> </ol>			