

INVITATION FOR HOSTING OFFERS

Reference Number: SADC//HR&ADMIN/TTTFP/TRIPS/2019

Invitation for Hosting Offers Title: HOSTING OF THE TRIPARTITE TRANSPORT REGISTERS AND INFORMATION PLATFORM SYSTEM (TRIPS)

RESPONSE TO TRIPS HOSTING QUESTIONS

1. Question 1

Do we need to include any financials for example cost of hosting? This is because I do not see any specifications in terms of items such as amount of rack space required/ how many U's the project will utilize, and how much space in terms cloud storage you will need.

Response

In solicitations by the RECs for hosting offers by member states, it is expected that the member states who submit offers will not charge for the hosting due to the following.

- The hardware, including the rack and the SAN for storage, as well as the disc back-up solution will be procured by the EU and installed by the supplier in the hosting facility. Training to the hosting staff will also be provided by the supplier.
- The contract with the supplier includes on-site support of all hardware for a period of 5 years.
- Likewise, the contract with the supplier includes the supply, installation, configuration and training on the system software together with the licensing thereof for a period of 5 years.
- The contract for the development of the application software includes the maintenance thereof for a period of 5 years.
- The TRIPS will not replicate data from the national systems of the member states and only store data being requested for the duration of time until successful delivery thereof has been confirmed. No cloud storage is envisaged as the redundancy configuration of the TRIPS allow for storage and back-up of the limited amount of data that may be stored for a short period at any point in time.

The costs to be carried by the hosting member states are limited to the marginal additional electricity, internet bandwidth and staffing attributable to hosting the TRIPS within an existing hosting facility.

2. Question 2

Do we just have to show our compliance levels on the various requirements at this moment?

Response

Yes, assessment will be performed based on the compliance levels. If not yet fully compliant, details must be supplied as to what actions are to be taken if successful, together with the time frame within which such actions will be completed.

3. Question 3

For the soft copy media files – will a flash disc suffice?

Response

Yes.

4. Question 4

On the hosting and DR kindly confirm if this opportunity will make it possible for 1 country to be host site 1 and 2 and DR, or it will be strictly one solution for one country?

Response

The redundancy and internet connectivity requirements make it desirable that Host Site 1 and Host Site 2 not be collocated. Should a member state have more than one existing hosting facility and sufficient details are supplied to support the independent operation of such hosting facilities (e.g. both are not dependent on the same network), offers may be submitted to independently host one of the Host Sites and the DR Site.

5. Question 5

Our data centre has various areas that are considered to be sensitive and as a result the taking of photographs or sharing of such information is prohibited. Areas such as the module or server rooms, as well as the sharing of the data centre blue prints are a part of these sensitive areas. Because you have requested to have access to this information our standard is that you will need to sign non-disclosure agreements before we can share photographs drawings and description of the various areas of the data centre.

Response

The need for confidentiality is recognised. Please submit the pre-requisite non-disclosure agreements by email before close of business on 12 September 2019 to allow execution thereof by SADC Procurement and return by email before opening of the offers. Offers will not be opened prior to 18 September 2019 to allow delivery of all offers submitted by courier.

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END