**SCOPE OF WORK**

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| | **REQUEST FOR INFORMATION (RFI)**<br><br>**PROVISION OF MAINTENANCE FOR IBM AND LENOVO SERVER AND STORAGE INFRASTRUCTURE FOR TRANSNET PORT TERMINALS** | 5 |
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## 1 INTRODUCTION

1.1. Transnet Port Terminals (TPT), a division of Transnet SOC. Ltd invites suitable and accredited service providers to submit information around proposals to maintain the on-premise IBM and Lenovo server and storage infrastructure for a period of 24 months.

## 2 BACKGROUND

2.1. This objective of the project is to provide maintenance the on-premise IBM and Lenovo server and storage infrastructure for a period of 24 months to ensure that our ICT storage Infrastructure is continuously maintained and to avoid disruptions to business operations in cases of a catastrophic event.

2.2. Transnet Port Terminals currently has data centres located in six (6) regions countrywide i.e. Durban, Richards Bay, Cape Town, Port Elizabeth, Ngqura and East London. These data centres host all TPT's applications and network equipment that run the TPT ports.

2.3. The storage infrastructure has reached end of life and out of maintenance and, this poses a risk to business operations should these servers crash, the mitigation is ensure that our ICT storage Infrastructure is continuously maintained over the period of 24 months to avoid disruptions to business operations in case of a catastrophic event. TPT is in the process of purchasing new hardware infrastructure. However, until that process is concluded, the infrastructure must remain in use and operational.

## 3 SCOPE OF WORK

3.1. This objective of the project is to provide ongoing maintenance to the on-premise IBM and Lenovo server and storage infrastructure for a period of 24 months to ensure that our ICT storage Infrastructure is continuously maintained and to avoid operations disruptions in cases of catastrophic events.

3.2. The service provider must a 24x7x365 support for the server and storage infrastructure.

3.3. The service provider must provide "break-fix" services (i.e. repair or replace) any faulty or non-operational hardware component within the shortest downtime possible.

3.4. TPT does realize that for "break-fix" services, some components may not be available for models that are no longer in the market, in this case, the service provider may utilize refurbished components to resolve break-fix issues.

3.5. The service provider must on their side have a back-to-back agreement with the OEM, IBM and Lenovo or have stock on hand for commonly failing parts.

### 3.2 Bill of Materials

The bill of materials is as per Annexure A: Bill_of_Materials.xlsx which contains a list of Lenovo / IBM servers and IBM storage in data centres in terminals across the country.

### 3.3 Service Requirements

3.3.1 The service provider must be a certified Partner accredited to maintain the IBM and Lenovo Servers

3.3.2 The service provider must have certified engineers to service and maintain the IBM storage infrastructure and Lenovo servers.

3.3.3 The service provider will be contacted by TPT IT department, whenever there is a server or storage problem that needs their attention via a ticket, the service provider must respond and resolve within agreed SLA timeframes.

3.3.4 The service provider is meant to be on call 24 x 7 x 365 to assist all terminals and respond to the call within 30 minutes agreed SLA timeframes.

3.3.5 For any downtime on production systems, the service provider must bring the systems back to working order between 2 and 4 hours of the call being logged.

### 3.4 Warrantees

3.4.1 The service provider must provide 12 months warranty on all supplied components and ensure that defective components are replaced the same day.

3.4.2 The service provider must keep stock on hand in their local warehouse close to the terminal to ensure a same day response.

3.4.3 After completion of the commissioning phase, there must be a call logging and escalation process defined to deal with warrantee claims such as failures of the newly installed disks.

### 3.5 Completion of work

3.5.1 Prior arrangements must be made with the TPT ICT staff to ensure that they are available at the data centre to supervise delivery. Upon receipt of the equipment, the delivery note (POD) must be signed off by the TPT Staff member and used as evidence to facilitate payment.

3.5.2 After receiving the equipment, the storage must be commissioned by the implementation team of the service provider. Once the new storage is successfully tested and confirmed to be usable by the TPT ICT Staff, the job card must be signed-off and this will serve as the evidence to close off the incident.

3.5.3 If it is a server error, the server must be online and available to end users after the repair for the repair to be considered complete. The job card must be signed-off and this will serve as the evidence to close off the incident.

3.5.4 Once the job card is signed, the task can be considered complete, and the invoicing process can begin.

### 3.6 Timelines

3.6.1 The service provider must indicate how long it will take to commence the maintenance contract once purchase order is issued.

### 3.7 Information Requirements:

3.7.1 The service provider must then provide a schedule of pricing of parts and labor and travelling costs to bring all the ICT infrastructure to a level where it is a good working condition and maintainable.

3.7.2 The service provider must provide a line item-based costing for maintenance so that TPT can decide on whether to maintain all the equipment or just critical equipment while running less critical equipment at risk until replacement.

3.7.3 The service provider must indicate how long it will take to commence the maintenance contract once purchase order is issued.

3.7.4 The service provide must provide maintenance costs per year for each part in the bill of material. That unit price for each part must include:

3.7.4.1.1 The price of the replacement part must be factored into the cost.

3.7.4.1.2 The price must include labor costs to install the defective part and any service associated with bring the device online again.

3.7.4.1.3 The price must also include travelling costs for the technician to travel to and from their place of business to the TPT data centre.

3.7.4.1.4 In cases where TPT has decided not to put an item on part maintenance, cost for replacement part will not be included. However, technician must still go to site and troubleshoot. The labor costs, the travelling cost. The services are to resolve the problem if no replacement part is required and to produce a report of what parts are required to repair the problem. TPT will purchase the part in a separate procurement event later and the service provider can then install the purchased part once sourced by TPT later and bill for time and travelling.

3.7.5 The service provider must also include pricing for just a call out charge to assess the server or storage to identify the problem and repair only if just services are required with no parts needed. If parts need to be ordered, the service provider can only troubleshoot and do fault finding. They can then provide a report detailing what parts and what services are required to affect the repair which TPT can then source a service provider to effect based on this information in a separate procurement event. This option will be considered by TPT on devices where they decide not to take hardware maintenance.