

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER	EO/145/03/2026
DATE ISSUED	07 April 2026
PROJECT NAME	OpenStack Cluster Support Services
COMPULSORY SITE BRIEFING	Online via Teams 13 April 2026 @ 11h00
CLOSING DATE AND TIME	29 April 2026 @12h00
NAME OF PROPOSER/TENDERER	
CSD SUPPLIER NUMBER (MA NUMBER)	
TELEPHONE NUMBER	
FAX NUMBER	
EMAIL ADDRESS	
PHYSICAL ADDRESS	
B-BBEE STATUS LEVEL OF CONTRIBUTION	
FULL NAME OF BIDDER OR HIS OR HER REPRESENTATIVE	
IDENTITY NUMBER	
POSITION OCCUPIED IN THE COMPANY (DIRECTOR, TRUSTEE, SHAREHOLDER)	
COMPANY REGISTRATION NUMBER	
TAX REFERENCE NUMBER	
VAT REGISTRATION NUMBER	
QUOTE PRICE (INCL VAT)	
SIGNATURE	

Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

A. BIDDER'S DISCLOSURE (SBD 4)

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3. SBD 4 DECLARATION

I, the undersigned, (name) in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read, and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 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 consortium² will not be construed as collusive bidding.

² 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.

- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 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.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 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.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
 Signature

.....
 Date

.....
 Position

.....
 Name of bidder

B. REQUEST FOR QUOTATION FOR OPENSTACK CLUSTER SUPPORT SERVICES.

The South African National Space Agency requires service providers to provide SANSA with OpenStack Cluster Support Services.

BACKGROUND TO SANSA

The South African National Space Agency (SANSA) has a mandate, as outlined in the South African National Space Agency Act, 2008 (Act No 36 of 2008), to co-ordinate and integrate national space science and technology programmes and conduct long-term planning and implementation of space-related activities in South Africa, for the benefit of the citizens of South Africa

1. SCOPE OF WORK (TERMS OF REFERENCE)

1. Introduction

This RFQ specification document outlines the requirements for procuring a qualified service provider to deliver professional OpenStack services, including deployment, optimization, and technical support for large-scale cloud infrastructure environments.

The objective of this tender is to ensure the appointment of a capable, experienced, and certified OpenStack service provider with a proven track record in delivering enterprise grade OpenStack solutions.

SANSA currently has an existing HPC cluster running on Bright Cluster Manager and intends to convert this into an OpenStack cluster. This cluster is located at SANSA's Hartebeeshoek site.

2.1 Experience

The provider must have experience deploying and supporting large-scale OpenStack environments in production with multiple compute or GPU nodes and Petabyte-level or higher storage.

The following technical abilities are required:

- **Architecture & Deployment Capabilities**
 - Ability to design high-availability OpenStack architectures
 - Experience with OpenStack distributions (e.g. Red Hat OpenStack Platform, Canonical Charmed OpenStack, etc.)
- **Knowledge and experience deploying Openstack services**
 - OpenStack Keystone
 - OpenStack Barbican
 - OpenStack Designate

- OpenStack Horizon
- OpenStack Cinder
- OpenStack Glance
- OpenStack Nova
- OpenStack Swift
- OpenStack Neutron
- OpenStack Magnum
- OpenStack Ironic
- Azimuth
- Ceph
- **Automation & DevOps Practices**
 - Familiarity with automation tools such as Ansible, Terraform, Helm, or Kolla
 - CI/CD pipelines for OpenStack configuration and lifecycle management
- **Monitoring & Observability**
 - Ability to integrate monitoring platforms such as Prometheus, Grafana, ELK/Opensearch, or similar
- **Security & Compliance**
 - Implementation of best-practice security models for large cloud platforms

2.2 Deliverables

The appointed service provider shall deliver the following OpenStack-related services:

- **Design Phase**
 - An initial workshopping session to understand SANSA's available hardware infrastructure for the OpenStack deployment that will be used to plan and optimise the target architecture.
 - Initial use cases will be for virtual machine instances, Jupyterhub Notebooks, website hosting, Kubernetes, Datacube.
- **Implementation Phase**
 - Installation, configuration, and deployment of OpenStack components
 - SANSA's Openstack deployment will consist of 3 management nodes, 17 compute nodes and 8 storage nodes. This will be a multi-vendor setup.
- **Testing Phase**
 - Manual and automated testing of all functionalities end-to-end
 - Benchmark testing for the cluster.

- **Training Phase**

- Technical and configuration documentation, architectural diagrams, infrastructure topology and operational runbooks
- Providing knowledge transfer and training to the SANSA team

- **Maintenance Phase**

- After the training phase, the service provider will provide third-party support to the SANSA team which will include assistance on:
 - Implementation of security hardening, patching, and updates
 - Fault diagnosis, incident management, and troubleshooting
 - Software update management across major and minor releases for Openstack, Ceph and other applicable services.
 - The provider must commit to the following (or propose equivalent or better):
 - Defined incident response and escalation procedures
 - Clear severity categorization and response times
 - 24/7 support for critical incidents (Severity 1)
 - Regular reporting: system performance and health, patching, incident logs, KPI metrics
 - The expected support contract duration is **2 years**, with an option to extend yearly based on performance.

The service providers must attend a compulsory online briefing session to be eligible to quote.

NB: Bidders are required to ensure that their quotations comply in all respects with the requirements stipulated by SITA under RFB1183.

C. EVALUATION CRITERIA

SANSA promotes the concept of “best value” in the award of contracts, as opposed to merely looking for the cheapest price, which does not necessarily provide the best value. Best value incorporates the expertise, experience and technical proposal of the organisation and individuals who will be providing the service and the organisational capacity supporting the project team.

SANSA is committed to achieving Government's transformation objectives in terms of the Preferential Procurement Policy Framework Act.

The value of this bid is estimated not to exceed R50 million (all applicable taxes included) and therefore the **80/20** system shall be applicable.

Please Note: the above amount (R50 million) is not the budgeted amount for this project, but it is the Treasury threshold for written price quotations.

The procedure for the evaluation of responsive tenders is **price** and **preference** method. The evaluation of the bids will be conducted in the following two stages:

- Firstly, the submission will be evaluated to confirm if it meets the required scope of work as stated above. A bid will be disqualified if it fails to meet all the requirements for the scope of work.
- Thereafter, only the qualifying bids (meet the scope of work) are evaluated in terms of the 80/20 preference points systems, where the **80 points** will be used for price and the 20 points will be awarded to a bidder for attaining the specific goals in accordance with the Table below.

1. Preference

Specific goals for this RFP and number of points are indicated as per table 1 below. Proof of the specific goals below must be attached and submitted with the bid document in order to qualify for the preference points (specific goals).

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

Table 1: Specific Goals and points

Equity Ownership	Proof of evidence	Percentage owned ³	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)
51% black owned	<ul style="list-style-type: none"> • CSD Report, • CIPC registration, • I D Copies, • Share certificates/ register (if applicable) • BBBEE certificate/ BBBEE sworn affidavit 		10	
40% black women owned	<ul style="list-style-type: none"> • CSD Report, • CIPC registration, • I D Copies, 		6	

³ This percentage owned refers to percentage of ownership by persons who are actively involved in and exercise control over the enterprise / company (the bidder)

	<ul style="list-style-type: none"> • Share certificates/ register (if applicable) • BBBEE certificate/ BBBEE sworn affidavit 			
51% owned by Black Youth	<ul style="list-style-type: none"> • CSD Report, • CIPC registration, • I D Copies, • Share certificates/ register (if applicable) • BBBEE certificate/ BBBEE sworn affidavit 		4	
Total Points (Specific Goals)			20	

Table 2: Details of equity ownership as per table 1

Equity Ownership	Name of Persons	Type of actively involved in or type of control over enterprise/company
51% black owned		
40% black women owned		
51% owned by Black Youth		

Table 3: Checklist for specific goals proof of evidence as per table 1

Note: All proof of evidence must be submitted by the bidder to get points. Failure to submit all applicable proof of evidence documents will result in zero points.

Equity Ownership	Proof of evidence	Document submitted (Yes/No)
51% black owned	CSD Report	
	CIPC registration	
	I D Copies	
	Share certificates/ register (if applicable)	

	BBBEE certificate/ BBBEE sworn affidavit	
40% black women owned	CSD Report	
	CIPC registration	
	I D Copies	
	Share certificates/ register (if applicable)	
	BBBEE certificate/ BBBEE sworn affidavit	
51% owned by Black Youth	CSD Report	
	CIPC registration	
	I D Copies	
	Share certificates/ register (if applicable)	
	BBBEE certificate/ BBBEE sworn affidavit	

2. Eligibility Criteria

To be eligible for the functionality, price and preferencing evaluation, the bidder must submit the following as per table 4 below.

If there is **“No”** on the Table 4 below, the bidder who didn't submit the required document (s) with their bid will be requested in writing to submit them within three (3) working days for inclusion in the Bid Evaluation Committee item, if a bidder fails to submit on the 3rd working day, the relevant bid will be rejected.

Table 4: Eligibility Criteria

Criteria	Attached (Yes/No)	Comments
Appointment letter for SITA RFB1 183		
Compliance with Specification		

1. Quality/Functionality:

Scores will be tabulated to 100 points. Respondents must score **80 points** and over to be assessed on their financial offer (Price) and preference (specific goals) score.

The allocation of points for the evaluation of quality/functionality is set out in Table 3 below:

Table 5: Quality/Functionality Criteria

Criteria	Maximum Points
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1. Methodology (Technical Competence and Compliance with Specification)	40
2. Company Experience and References	30
3. Team Experience and Certifications	30
Total evaluation points for quality	100

Evaluation Criteria 1: Methodology

The methodology must respond to the proposed scope of work and outline the project methodology and approach to be employed for the execution of the service.

The Methodology must include the following but not limited to:

- Adherence to technical requirements
- Clear timelines and responsible parties
- Project plan

NB: Bidders must note that excessive use of AI will result in a forfeiture of 10 points.

The scoring of the proposed approach will be as follows:

Points 40	Proposal and Methodology
Non-Responsive (Score 0)	The service provider has not provided a methodology
Poor (Score 5)	The proposal is poor or is unlikely to satisfy project objectives or requirements. The Service provider has misunderstood certain aspects of the scope of work and does not deal with the critical aspects of the scope of the work. The proposal omits important outcomes and understanding of scope of work is inconsistent with the approach paper.
Moderate (Score 10)	The proposal is specifically tailored to address all scope of work objectives and requirements. There is a fair degree of detail that facilitates understanding of the proposed scope of work.
Good (Score 30)	The proposal is specifically tailored to address all scope of work objectives and requirements. There is an extensive degree of detail that facilitates understanding of the proposed scope of work.
Excellent (Score 40)	Besides meeting the "good" rating, the important issues are approached in an innovative and efficient way, indicating that the Service provider has outstanding knowledge of the deliverables. The

	proposal details ways to improve the project outcomes and the quality of the outputs.
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Evaluation criteria 2: Company Experience and references

The bidder must have demonstrable experience in providing a similar service to organisations of similar function and size. The bidder must present at least 3 valid reference letters, on the client's letterhead, for which they have conducted **similar** services the last 5 years. Reference letters must indicate the periods and the year(s) in which such services were rendered, scale of the work done. The letters will be used to evaluate this criterion.

Failure to provide at least 3 reference letters relevant to this project will result in the bidder scoring zero (0) points on these criteria, please note that SANSA reserves the right to contact references provided to verify the information.

The scoring of the Company Experience will be as follows:

Points 30	Company Experience and References
Non-Responsive (score 0)	No letters submitted or the letters submitted are not relevant to the project or scale.
Poor (Score 10)	The bidder has submitted 1-2 relevant reference letters.
Good (Score 25)	The bidder has submitted 3 relevant reference letters.
Excellent (Score 30)	The bidder has submitted more than 3 relevant reference letters.

Evaluation Criteria 3: Experience and Certifications

The bidder's proposed project team must have relevant qualifications, skills and experience in a project of this type and size. The bidders must submit, as part of its proposal, the following:

- Detailed CVs of the project team; the CVs must clearly highlight previous experience working on OpenStack services or previous similar projects undertaken.
- The structure and composition of the proposed team, clearly outlining the main disciplines/specialities (based on the scope of work) of this service and the key personnel responsible for each specialty.

- Relevant qualifications and proof of other documents (relevant to the project) must be attached.

NB: The project team should consist of a minimum of three members, with two being at a senior level.

The scoring of the Trainer Experience will be as follows:

Points 30	Experience
Non-Responsive (score 0)	<ul style="list-style-type: none"> • Non-submission of CV(s) or, irrelevant experience, or none or only one member of the team has the minimum of two (02) years of relevant experience.
Poor (Score 10)	<ul style="list-style-type: none"> • 2 x team members individually possess three (03) to four (04) years of relevant experience.
Good (Score 25)	<ul style="list-style-type: none"> • 2 x team members individually possess five (05) to seven (07) years of relevant experience.
Excellent (Score 30)	<ul style="list-style-type: none"> • 2 x team members individually possess eight (08) or more years of relevant experience.

D. PRICING SCHEDULE

Pricing Instructions

1. The Bidder must price all items.
2. Rates are to include all costs with no unspecified cost to allow for a fair evaluation.
3. Payment will be made based on the deliverables (proven progress) for the services rendered/goods received.
4. Payment will only be made based on invoices provided.
5. Offer to be valid for 30 days from the bid closing date.
6. All travel arrangements to be done by the service provider.
7. Bidders must include a quotation breakdown in their company letterhead.
8. The price must be fixed for the duration of the contract

DESCRIPTION	AMOUNT (EXCL VAT)

TOTAL CONTRACT AMOUNT (EXCLUDING VAT)	
VAT (15%)	
TOTAL CONTRACT AMOUNT (INCLUDING VAT)	

E. SPECIAL CONDITIONS

- a) Quotations to be returned to Azola Nodali: anodali@sansa.org.za
- b) The contract will not be awarded unless the supplier is registered on the Central Supplier Database (CSD). A supplier registration summary with a compliance tax status must be submitted with the proposal. Potential suppliers should contact SANSA should they require assistance in registering on the CSD) before the closing date of the bid.
- c) This RFP is part of the Supplier Development Programme (SDP). The recommended bidder will be required to sign the SDP agreement for shorter payment periods for Black Owned EMEs and QSEs.
- d) The offices of SANSA are situated at the following address:

**Building 10, CSIR Campus,
Meiring Naude Road,
Brummeria,
Pretoria
0184**

F. TIMELINES

The successful service provider must be in a position to provide the goods/service within a week after the purchase order has been issued by SANSA.

G. SUPPORTING DOCUMENTATION AND MINIMUM CRITERIA

In order to demonstrate their capacity and score points with respect to the criteria, tenderers should provide the following supporting documentation.

- a. Proof of specific goals must be submitted in order to qualify for preference points (specific goals).
- b. Quotation must reflect a cost breakdown, where applicable, prices quoted must be inclusive of VAT.
- c. All pages of quotation must be signed by the authorised person.
- d. SANSA has the right to withdraw any quotation at any time within the validity of the quotation.
- e. SANSA reserves the right to invite bidders to present their bid proposals for final decision or visit the bidders' premises or contact the references as part of the evaluation process.

H. DECLARATION

The undersigned, who warrants that he / she is duly authorized to do so on behalf of the enterprise:

- I. confirms that neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004.
- II. confirms that no partner, member, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption.
- III. confirms that I / we are not associated, linked or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest.
- IV. confirms that the contents of this questionnaire/forms (SBD 4) are within my personal knowledge and are to the best of my belief both true and correct.
- V. accept that, in addition to cancellation of a contract, action may be taken against me should the Declaration prove to be false.
- VI. SANSA reserves the right to review the rendering of the Goods and Services under this agreement on intervals agreed upon and may terminate the services of the bidder for non-performance and replace same with the next highest scoring bidder in agreement with said bidder.
- VII. confirms that the percentage owned (table 1) refers to percentage of ownership by persons who are actively involved in and exercise control over the enterprise / company the bidder and that there is no fronting. Please note that fronting is a criminal offence under the Broad-Based Black Economic Empowerment (B-BBEE) Act. Individuals and companies involved in fronting practices can face severe penalties, including fines and imprisonment.
- VIII. confirms that the bidder has read the General Conditions of Contract (GCC) and agree with the conditions. The GCC can be found on (<http://www.treasury.gov.za/divisions/ocpo/sc/generalconditions/>).

Signed

Date

Name

Position

Enterprise
name

BID CONDITIONS

1. Disqualification

Please note that if a bid document is not filled in correctly or completely, or complied with the specification, or is delivered/send after the bid closing date and time, or the supplier is not registered on the CSD or supplier has a non-compliant tax status, then unfortunately that bidder will be disqualified. Please return this document with the required supporting documents.

2. Bid Document Submission

Emailed tender documents will be accepted. However, the onus is on the tenderer to ensure that complete email documents have been received by the SANSA by the due date and time. Please note that any alterations to the tender document other than filling in the tenderer's details and tender price will automatically disqualify the tenderer.

COMPLIANCE WITH PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) ("POPIA")

1. The Constitution guarantees citizens the right to privacy, including the right not to have the privacy of their communications infringed.
2. POPIA aims to promote the protection of privacy through the application of its guiding principles for the processing of personal information in a context-sensitive manner.

Committed to your Privacy

3. SANSA fully comprehends that your personal and company information is valuable to you; your privacy is just important to SANSA. SANSA commits to safeguarding and lawfully processing your personal information.

Purpose for Processing your Personal Information

4. SANSA collects, holds, uses and discloses your personal information mainly to provide you with access to its services. SANSA will only process your personal information for a purpose you would reasonably expect, including:

- Complying with any legal and regulatory requirements such as contract agreements, etc.
- Confirming, verifying and updating your details.
- Invoicing or paying you to ensure payment and tax compliance.

5. SANSA may collect your personal information which may include your first name and last name, company name and its registration number, identity numbers, email address, physical or postal address, other contact information, banking details, etc.

Consent to Disclose and Share your Personal Information

6. SANSA may need to share your personal information, with third parties, to provide advice, and/or services. Where SANSA shares your personal information, it will take all reasonable precautions to ensure that the third party will treat your personal information with the same level of protection as required by SANSA.

Request and Access to your Personal Information

7. Should you require further information on this or have any concerns about how your personal information is processed or used, you can contact SANSA on popi_paia@sansa.org.za. **(PLEASE NOTE:** This email address is restricted to POPI and PAIA-related enquiries, not general enquiries about bids and tenders. Enquiries about bid and tenders should be sent to eo-scm@sansa.org.za.

8. You can request access to the personal information SANSA has on you at any time. If you think that SANSA has outdated information, you may request to update or correct it. You can also opt-out and request the removal of your personal information at any time. If there are any lawful reasons for requiring SANSA to retain any information, SANSA will advise so.

9. **PLEASE TAKE NOTE** that your personal information is securely hosted on infrastructure / system managed by SANSA. SANSA assures you that your information will not be shared for any marketing or promotional purposes without your consent.

10. SANSAS will continue to manage, monitor, refine and develop policies, processes and systems. This will ensure that SANSAS takes every practical and reasonable step(s) to ensure data protection, is in line with POPIA.

END