PB NUMBER: SACU/034/2027/PB

REPLACEMENT OF THE SACU SERVER AND STORAGE EQUIPMENT 2027

CLOSING DATE & TIME

Friday, 20 November 2026 at 17H00

POSTAL & PHYSICAL ADDRESS FOR BID SUBMISSION

Southern African Customs Union (SACU) - Secretariat
Private Bag 13285
Corner Julius K. Nyerere and Sir Seretse Khama Street
Windhoek, Namibia, 9000

COMMERCIAL ENQUIRIES

Mr. Hermanus L. Esterhuizen
Procurement Officer
Tel: +264 (61) 295-8000/37
Fax: +264 (61) 245 611
Email: Leon.Esterhuizen@sacu.int

TECHNICAL ENQUIRIES

Mr. Refiloe Motjolopane
ICT Manager
Tel: +264 (61) 295-8000/41
Fax: +264 (61) 245 611
Email: Refiloe.Motjolopane@sacu.int

Submit one (1) Electronic Bid to: procurement@sacu.int

TABLE OF CONTENTS

1. INTRODUCTION 1
2. OBJECTIVES 1
2.1 THE OBJECTIVES OF THIS PROJECT ARE TO: 1
3. SCOPE OF WORKS 2
4. TARGET SERVER AND STORAGE EQUIPMENT 3
4.1 SERVER INFRASTRUCTURE 3
4.2 STORAGE INFRASTRUCTURE 4
4.3 ASSOCIATED COMPONENTS, ACCESSORIES AND ENTITLEMENTS 4
4.4 BILL OF QUANTITIES 5
4.5 COMPLETE SOLUTION REQUIREMENT 5
5. PAYMENT MILESTONES 5
6. EXPERTISE REQUIRED 6
7. SUBMISSION OF BIDS 6
8. EVALUATION OF BIDS & AWARD CRITERIA 6
8.1 ELIGIBILITY CRITERIA 6
8.2 AWARD CRITERIA 8
9. PRIME CONTRACTOR RELATIONSHIP 9
10. FINANCIAL ARRANGEMENT 9
11. CONFIDENTIALITY 9
12. OWNERSHIP OF BIDS 9
13. MODIFICATION OF TERMS 10
14. CONTRACT ADMINISTRATION 10
15. BID FORMAT 10
16. DOCUMENTATION CHECKLIST 10
APPENDIX A – FORMAT OF THE PROPOSAL 13
APPENDIX B – FORMAT OF THE LETTER OF INTRODUCTION 16

1. INTRODUCTION

1.1 The Southern African Customs Union (SACU) consists of five Member States, namely Botswana, Eswatini, Lesotho, Namibia and South Africa. The SACU Secretariat (Secretariat) was established in 2004 to administer and coordinate the activities of SACU institutions. More information is available on SACU's website (http://www.sacu.int).

1.2 The Secretariat intends to refresh its server and storage infrastructure by replacing the current equipment at the SACU Headquarters in Windhoek, Namibia, with newer, more advanced and up-to-date technology to enhance performance, reliability, resilience and scalability of the ICT environment. This initiative will help ensure that the Secretariat's virtual server environment and business-critical applications remain secure, efficient, and well-supported to meet current and future operational requirements. To this end, the Secretariat invites suitably qualified and experienced bidders to supply and deliver the required server and storage equipment in accordance with the specified requirements, including the applicable OEM warranties and support.

2. OBJECTIVES

2.1 The objectives of this project are to:

(a) refresh the Secretariat's server and storage infrastructure through the replacement of the current equipment with modern, enterprise-grade technology;

(b) enhance the performance, reliability, resilience and scalability of the server and storage environment to meet current and future operational requirements;

(c) procure server and storage equipment with sufficient computing, memory and storage capacity to support the Secretariat's virtual server environment and business-critical applications; and

(d) ensure that the equipment is supplied with the required Original Equipment Manufacturer (OEM) warranties and support, including access to firmware and security updates, replacement parts and technical assistance.

3. SCOPE OF WORKS

3.1 The scope of work for this Public Bid (PB) shall include, but not limited to the following:

(a) **Supply and Delivery of Server and Storage Equipment**

The successful bidder shall, with respect to supply and delivery of the equipment:

(i) supply and deliver the required server and storage equipment, including all associated components, accessories, licences, subscriptions, support entitlements and documentation specified in Section 4, to the SACU Secretariat premises in Windhoek, Namibia;

(ii) ensure that the equipment supplied is accompanied by all relevant documentation, including product specifications, installation guides, licence details, subscription details, warranty certificates, support entitlement certificates and any other documentation required for the operation, maintenance and support of the equipment; and

(iii) ensure that the equipment, accessories, licences, subscriptions, support entitlements and documentation delivered correspond with the approved specifications, quantities and requirements of this Public Bid (PB).

(b) **OEM Support, Subscriptions, Warranties and Guarantees**

In terms of OEM Support, Subscriptions, Warranties and Guarantees, the successful bidder shall:

(i) ensure that the supplied server and storage equipment is provided with the OEM support services, subscriptions, warranties and support entitlements specified in Section 4 of this Public Bid (PB);

(ii) ensure that all applicable software subscriptions, licences, warranties, support services and entitlements associated with the supplied equipment are provided for the required subscription or support period specified in the Bill of Quantities;

(iii) register the equipment, licences, subscriptions, warranties and support entitlements in the name of the SACU Secretariat and provide the relevant registration details and certificates upon delivery;

(iv) ensure that SACU is able to access the applicable OEM warranty and support services for the repair or replacement of equipment covered under the relevant warranty and support agreements; and

(v) facilitate access to OEM support services and provide SACU with the applicable OEM support contact details, support entitlement information

and guidance on warranty claims, licence management and support procedures.

(c) **Verification and Acceptance of Delivery**

With respect to delivery verification and acceptance, the successful bidder shall:

(i) upon delivery, provide an itemised delivery note or checklist based on the approved Bill of Quantities, against which the successful bidder's representative(s) and the Secretariat's designated representative(s) shall jointly verify the equipment, components, accessories, licences, subscriptions, support entitlements and accompanying documentation delivered; and

(ii) ensure that the completed delivery note or checklist is signed by both parties as confirmation that the equipment and associated deliverables correspond with the approved specifications and quantities, subject to the Secretariat's final acceptance.

4. TARGET SERVER AND STORAGE EQUIPMENT

4.1 Server Infrastructure

The required server equipment shall comprise the following main items and associated components:

Item No.	OEM Part Number	Brand/Model	Description	Quantity
1	P71437-B21	HPE ProLiant DL320 Gen12	Enterprise rack-mounted server configured in accordance with the detailed specifications and Bill of Quantities, including the required processors, memory, internal storage, storage controllers, network adapters, redundant power supplies, management licences, rail kits and associated accessories.	2
2	HU4B2A500JB	HPE Tech Care Basic Service	Five-year OEM support service for each HPE ProLiant DL320 Gen12 server.	2
3	R7A12AAE	HPE Compute Ops Management	Five-year HPE Compute Ops Management subscription for each server.	2

Item No.	OEM Part Number	Brand/Model	Description	Quantity
4	BD505A	HPE iLO Advanced	HPE Integrated Lights-Out Advanced management licence and the applicable support entitlement for each server.	2

4.2 Storage Infrastructure

The required storage infrastructure shall comprise the following main items and associated components:

Item No.	OEM Part Number	Brand/Model	Description	Quantity
5	R0Q82B	HPE MSA 2062 10GbE iSCSI SFF Storage Array	Enterprise dual-controller shared storage system configured in accordance with the detailed specifications and Bill of Quantities.	1
6	S2E43A	HPE MSA 5.8TB SAS Read-Intensive SSD Bundle	Solid-state storage supplied in two (2) bundles, providing twelve (12) SSD drives and approximately 69.6 TB of raw storage capacity for the storage array.	2 Bundles
7	HU4A6A5#ZQB	HPE Tech Care Essential Service	Five-year OEM support service for the HPE MSA 2062 storage array and its covered components.	1
8	JL488A	Aruba 25Gb SFP28 Direct-Attach Cables	Direct-attach connectivity cables required for the server and storage environment.	16

4.3 Associated Components, Accessories and Entitlements

The required server and storage infrastructure shall include the following associated components, accessories and entitlements:

Item No.	Brand/Model	Description	Quantity
9	Associated Components and Accessories	All required controllers, adapters, transceivers, batteries, connectivity cables, power supplies, power cords, mounting rails, bezels, licence entitlements, support entitlements, warranty registrations, documentation and other accessories necessary to constitute the complete specified server and storage configuration.	As specified in the Bill of Quantities

4.4 Bill of Quantities

Bidders shall submit a detailed Bill of Quantities which:

(a) identifies the manufacturer, model, product description and OEM part number of each item proposed;

(b) provides the quantity and technical specifications of each item proposed;

(c) separately identifies all hardware, software licences, subscriptions, warranties, support services and entitlements included in the proposal;

(d) specifies the applicable warranty, support or subscription period associated with each item;

(e) indicates the expected delivery timeframe for the equipment; and

(f) clearly identifies any proposed equivalent equipment and demonstrates that such equipment meets or exceeds the required specifications.

4.5 Complete Solution Requirement

To ensure the provision of a complete and fully supported solution, bidders shall:

(a) provide, as a minimum, the quantities specified in this Section;

(b) include all additional components, accessories, licences, subscriptions, support entitlements, documentation and other items necessary to provide a complete and fully supported solution; and

(c) clearly identify any exclusions, assumptions, dependencies or optional items in their proposals.

5. PAYMENT MILESTONES

5.1 The payment for the REPLACEMENT OF THE SACU SERVER AND STORAGE EQUIPMENT 2027 project shall be made within thirty (30) days from the Secretariat's acceptance and sign-off confirming receipt of the equipment, including all required accessories, documentation, and verification against the Bill of Quantities.

5.2 Payment shall become due upon:

(a) successful delivery of the server and storage equipment to the SACU Secretariat premises in Windhoek, Namibia;

(b) completion of the verification process indicated in Section 3.1(c);

(c) submission of all required warranties, support entitlements, licences, subscriptions and associated documentation; and

(d) acceptance of the delivered equipment by the Secretariat.

5.3 The successful bidder shall submit a valid tax invoice only after completion of the delivery and acceptance requirements specified in this Public Bid (PB).

6. EXPERTISE REQUIRED

6.1 The prospective bidders must possess the following experience:

(a) be **authorised** by Hewlett Packard Enterprise (HPE) to supply, distribute, support or resell the proposed server and storage equipment;

(b) have successfully completed a minimum of five (5) similar server and storage infrastructure projects;

(c) demonstrate the ability to facilitate OEM warranty, support and subscription services for the proposed equipment; and

(d) provide proof of HPE partnership, accreditation, authorisation or reseller status applicable to the equipment proposed.

7. SUBMISSION OF BIDS

7.1 All bidding proposals must be submitted electronically to: procurement@sacu.int.

7.2 The deadline for submission of bids is 5 p.m. (Namibian time) on Friday, 20 November 2026.

7.3 The SACU Secretariat will set up a pre-bid meeting at 15h00 on Tuesday, 10 November 2026, to clarify the requirements of the bid submission. Bidders should therefore submit their email contact details electronically to procurement@sacu.int, indicating their intent to bid in this RFB, no later than Friday, 6 November 2026, to enable the SACU Secretariat to make the necessary arrangements.

8. EVALUATION OF BIDS & AWARD CRITERIA

8.1 ELIGIBILITY CRITERIA

(a) Only Bids received as specified in Section 7 (Submission of Bid Proposals) above will be considered.

(b) Bids will be disqualified if the following documents have not been submitted:

(i) a Letter of Introduction that identifies the bidder with a corporate letterhead. This Letter of Introduction (See Appendix B) should also contain:

i. a signature of the person(s) authorised to bind the organisation to statements made in the proposal;

ii. confirmation of the name of the bidder and acceptance by the bidder and any third parties of the conditions of the Request for Bid;

iii. written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;

iv. full Contact Details of any third-party involved in the proposal, if any; and

v. description of the role or element of proposal to be fulfilled by any third-party, if any;

(ii) a certified copy of a Certificate of Registration or Incorporation with the relevant national authorities for companies or close corporations;

(iii) proof of majority SACU citizen ownership, which may be proven through any of the following methods:

i. a certified copy of each shareholding certificate currently in issue (the total shareholding certificates must aggregate 100% of all issued share capital); and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or

ii. a certified copy of the shareholder register issued by a duly appointed company secretary or external auditors; or

iii. an official letter from the external auditors or company secretary, describing the group structure and confirming that the ultimate holding company is majority (51%) owned by SACU citizens. This is only required where any shareholder is not a natural person.

(iv) a copy of a current (valid as at bid closing date) Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof;

(v) a copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements. In either case, the reporting date is within 20 months from the Bid Closing Date. The audit report on the Annual Financial Statements should be issued by a member of the applicable regulatory authority in any SACU Member State and quote the membership number.

For close corporations, the latest Annual Financial Statements should be submitted prepared by a current member of the applicable regulatory authority in any SACU Member State;

(vi) a certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and

(vii) in the case of partnerships, consortiums and joint ventures, all documents of each party in the arrangement and legal entities, must be submitted.

8.2 AWARD CRITERIA

(a) After the bidder has met the eligibility criteria, the technical evaluation is undertaken and awarded based on the most economically advantageous proposal, applying the following award criteria:

(i) **Technical Soundness:**

Assessment of the soundness of the bidder's proposal, including its ability to meet or exceed the technical and operational requirements of this procurement as articulated in Section 4 of this Public Bid (PB). This shall include an evaluation of the detailed Bill of Quantities submitted for the required server and storage equipment, outlining the items, descriptions, specifications and quantities to be supplied.

(ii) **Methodology:**

Assessment of the suitability and clarity of the bidder's proposed approach to the supply and delivery of the required server and storage equipment, including the proposed delivery timelines and the provision of all required equipment, licences, subscriptions, support services, warranties, support entitlements and documentation, and the extent to which the proposal addresses the complete scope of supply and delivery outlined in Section 3 of this Public Bid (PB).

(iii) **Bidding Company's Technical Expertise:**

Evaluation of the bidding company's experience in the supply and delivery of enterprise-grade server and storage infrastructure, as demonstrated by:

- the company profile;
- successfully completed similar projects;
- contactable references; and
- proof of HPE partnership, accreditation, authorisation or reseller status applicable to the equipment proposed.

(iv) **Cost and Value for Money**:

Assessment of the bidder's pricing structure, taking into consideration the overall cost of the proposed equipment, licences, subscriptions, support services, warranties, support entitlements and documentation, as well as the value offered in relation to the requirements of this Public Bid (PB)

9. PRIME CONTRACTOR RELATIONSHIP

9.1 The SACU Secretariat will enter into a contract with only one successful bidder.

9.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

10. FINANCIAL ARRANGEMENT

10.1 Bidders are solely responsible for their own costs in preparing the Bid.

10.2 Payments for all services covered by this bid shall be made within 30 (thirty) days, subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat's Financial Policies and Guidelines.

10.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidder's personnel during the execution of their duties.

11. CONFIDENTIALITY

11.1 Bids submitted will not be revealed to other bidders and will be treated as contractually binding.

11.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.

11.3 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this Request for Bid is confidential and must not be disclosed without written authorisation from the Executive Secretary of SACU.

11.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

12. OWNERSHIP OF BIDS

12.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.

12.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Products and Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared

with the successful bidder during the provision of the Products and Services shall upon termination of the contract, be returned to the SACU Secretariat.

13. MODIFICATION OF TERMS

13.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Bids' scope at any time at its sole discretion. This includes the right to cancel this Request for Bid at any time prior to entering into a contract with the successful bidder.

14. CONTRACT ADMINISTRATION

14.1 The award will be subject to the successful conclusion of a Service Level Agreement (SLA) to confirm the Terms and Conditions of the proposal.

14.2 The SACU Secretariat reserves the right to negotiate the terms of the proposal and the value of any financial proposal submitted.

15. BID FORMAT

15.1 Bidders are requested to address the issues and requirements in the Document Checklist provided in Section 16 below and in Appendix A to ensure that their Bids receive full consideration.

16. DOCUMENTATION CHECKLIST

Have you submitted the following required information?	**YES**	**NO**
A Title (Cover) Page that outlines the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.		
A Letter of Introduction that meets the following criteria: i. identifies the bidder with a corporate letterhead; ii. is signed by the person(s) authorised to bind the organisation to statements made in the proposal; iii. contains a confirmation of acceptance by the bidder and any third parties of the conditions of the Request for Bid; iv. contains a written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;		

Have you submitted the following required information?	YES	NO
v. contains full contact details of any third-party involved in the proposal and a description of the role or element of proposal to be fulfilled by any third-party; and vi. contains a written confirmation that the Financial Proposal remains valid for 90 days.		
Profile of the bidder or consortium.		
Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.		
A certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (<=51%) owned by SACU citizens.		
A copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.		
A Copy of the bidder's latest audited Annual Financial Statements in the case of private or public companies or the latest Annual Financial Statements for close corporations.		
A certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and all documents of each party in the arrangement and legal entities, must be submitted.		
A detailed bill of quantities for the required network upgrade equipment, specifying the items, descriptions, specifications, quantities to be supplied, and the Expected Time of Availability (ETA) for delivery to the SACU Secretariat.		
A project execution plan with execution timelines outlining how the bidder will carry out the project.		
A schedule of five (5) or more similar assignments undertaken by the bidder.		
A schedule of five (5) or more contactable references.		
The Financial Proposal is quoted in South African Rand (ZAR).		

Additional documents required from Consortiums or Partnerships.	**YES**	**NO**
Written identification of the Primary Contracting Party.		
Full details and eligibility criteria documents of all legal entities involved in the bid.		
A certified copy of a legally binding partnership or consortium agreement.		
A certified Proof that the majority owner(s) of the company or consortium are citizens of a SACU Member State (copy of ID's or Passports will suffice).		
Description of the role or element fulfilled by each legal entity.		

APPENDIX A - FORMAT OF THE PROPOSAL

Bidders should address the issues and requirements in the sequence in which they appear in this Appendix.

1. General Information

(a) A brief letter of introduction identifying the bidder and signed by the person(s) authorised to bind the organisation to statements made in the proposal.

(b) Title Page listing the Bid Number, Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.

(c) Profile of the Consultancy Firm or consortium.

(d) A record of previous similar assignments undertaken by the firm or consortium.

(e) Full Contact Details of any third-parties involved in the proposal.

(f) Description of role or element of proposal to be fulfilled by any third-party.

(g) Confirmation of acceptance by the bidder and any third parties of the conditions of proposal.

(h) Declaration that bidder's current or past corporate or other interests does not give rise to a conflict of interest on this assignment.

(i) Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.

(j) Certified copy of identity cards/documents or passports showing that the majority owner(s) of the company or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens.

(k) A copy of a current (valid as at bid closing date) Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.

(l) Where a consortium or a group of companies are jointly delivering a response, then the companies must:

(i) clearly state the name of the Primary Party with whom the SACU Secretariat will enter into an Agreement;

(ii) provide full details of each of the legal entities involved in the bid;

(iii) provide a certified copy of a legally binding partnership or consortium agreement; and

(iv) provide a detailed description of the role or element fulfilled by each legal entity involved in the bid.

2. Technical Proposal

2.1 A detailed technical proposal, including the Bill of Quantities for the equipment to be supplied and delivered, the bidder's proposed delivery approach and timelines, and evidence of the bidder's expertise and experience as required in this Public Bid (PB), shall be submitted.

3. References

3.1 Bidders must provide a schedule of five (5) or more clients (contact names, physical addresses, and telephone numbers) who may be contacted for references in connection with the proposed assignment.

For example:

CLIENT	CONTACT NAME	TELEPHONE	PHYSICAL ADDRESS
ABC Corporation	Mr J. Doe	061-999 9999	20 ABC Street, Windhoek

3.2 Bidders must also provide a schedule of five (5) or more (recent and similar) assignments undertaken by the bidder. This schedule must indicate the client, the assignment that was undertaken, the year, the client's geographical location, and the financial value.

For example:

CLIENT	SERVICES PROVIDED	YEAR	LOCATION	FINANCIAL VALUE
ABC Corporation	Supply and Delivery of Enterprise Server and Storage Infrastructure	2026	Windhoek	R749,950

3.3 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

4. Schedule of Costs/Financial Proposal

4.1 All costs must be quoted in South African Rands (ZAR). The schedule must take the following format:

(a) the total cost of the proposal;

(b) a detailed Bill of Quantities indicating the manufacturer, OEM part number, description, quantity, unit price and total price for each item proposed;

(c) a detailed itemised breakdown of all equipment, licences, subscriptions, support services, warranties, support entitlements and any other items proposed;

(d) a separate breakdown of any optional items, where applicable;

(e) the applicable rate of VAT in respect of each product and service being proposed;

(f) details of any other costs, taxes or duties which may be incurred; and

(g) confirmation that the Financial Proposal remains valid for 90 (ninety) days from the bid closing date.

5. Additional Information

5.1 Bidders may provide any other information which may be relevant to this Request for Bids.

APPENDIX B – FORMAT OF THE LETTER OF INTRODUCTION

Private and confidential

REPLACEMENT OF THE SACU SERVER AND STORAGE EQUIPMENT 2027 | BID NUMBER: SACU/034/2027/PB

Name of Bidder (and Partner, if applicable) is pleased to submit this proposal. We believe we are uniquely equipped to assist the Southern African Customs Union (SACU) Secretariat with the provision of xxx.

Provide a brief motivation or summary of the assignment and the Bidder's skills, experience and track record.

Name of Bidder (and Partner, if applicable) hereby:

1. confirms acceptance of the terms and conditions of this Request for Bid; and
2. declares that our current or past corporate or other interests do not give rise to a conflict of interest on this assignment.

The contact details, role and any work to be undertaken by any third party involved in the proposal are as follows[1]:

1. xxx
2. xxx
3. xxx

I hereby declare that I am authorised to bind the organisation to statements made in this proposal.

Should you wish to discuss any aspect of this proposal or require any clarification, you are most welcome to contact me directly.

Yours sincerely,

(Name and Position)

[1] Delete this section if not applicable.