

**RFB NUMBER: SACU/004/2026/PB**

**PROVISION OF A DISASTER RECOVERY AS A SERVICE (DRaaS) SOLUTION**

**CLOSING DATE & TIME**

**Friday, 11<sup>th</sup> July 2025 at 17H00**

**POSTAL & PHYSICAL ADDRESS FOR BID SUBMISSION**

**Southern African Customs Union (SACU) - Secretariat  
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**Submit one (1) Electronic Bid to: [procurement@sacu.int](mailto:procurement@sacu.int)**

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## 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 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 Information and Communication Technology (ICT) Systems that cater for operational requirements of the Secretariat are hosted on the ICT Infrastructure that is located at the Secretariat's Data Centre in Windhoek, Namibia. This is referred to in this document as the Production Environment.
- 1.3 The Secretariat seeks to appoint a reputable and suitably qualified service provider to implement a modern cloud Disaster Recovery as a Service (DRaaS) solution, replacing the current legacy setup that relies on dedicated physical infrastructure hosted in a colocation facility.

## 2. OBJECTIVES

- 2.1 The objectives of the Project are to:
  - (a) mitigate the risk of extended service outages and data loss by replacing the current setup, where backups are captured on-premises and stored at a designated off-site location, and a disaster recovery solution that relies on dedicated physical infrastructure hosted in a colocation facility with a modern cloud-hosted solution;
  - (b) enhance the Secretariat's capacity to recover critical systems and data within acceptable recovery time and recovery point objectives in the event of system failures or natural disasters;
  - (c) ensure secure, automated, and policy-driven data backups, along with robust replication capabilities to a geographically redundant cloud recovery site;
  - (d) comply with regional and international information security standards and best practices, including data residency requirements, retention policies, and encryption protocols; and
  - (e) facilitate better visibility, reporting, and testing capabilities to enable the Secretariat to validate its backup and disaster recovery posture on a regular basis.

## 3. SCOPE OF WORKS

- 3.1 The scope of works for this assignment shall include, but is not limited to, the following components:

- (a) The service provider shall be responsible for provisioning, configuring, and implementing a cloud-based Disaster Recovery as a Service (DRaaS) platform that enables real-time or near-real-time replication of the Secretariat's critical virtual servers, databases, and business applications to a secure cloud recovery environment hosted within the SACU Member States;
- (b) The solution must encompass automated orchestration of disaster recovery processes, incorporating failover and failback capabilities to facilitate seamless restoration of services in the event of an outage or system failure;
- (c) The proposed DRaaS platform shall feature centralised monitoring, automated alerts, and detailed reporting tools. The provider shall configure a dashboard accessible by the Secretariat's ICT staff and submit monthly service reports covering system health, replication status, and test outcomes;
- (d) The solution must integrate with the Secretariat's existing ICT infrastructure, which is based on Microsoft Hyper-V virtualisation technology. It must also support integration with Microsoft 365 and Active Directory environments. All integration dependencies must be clearly outlined in the proposal;
- (e) The service provider shall deliver remote support aligned with mutually agreed service levels. On-site support may only be required in exceptional circumstances, subject to prior agreement with the Secretariat;
- (f) The provider shall oversee the onboarding, deployment, and initial testing of the DRaaS solution, including execution of failover simulations, preparation of technical documentation, and training for Secretariat personnel; and
- (g) The provider shall maintain and support the DR environment for the contract duration and facilitate quarterly service review sessions with the Secretariat.

#### 4. OVERVIEW OF THE EXISTING ICT ENVIRONMENT

- 4.1 The Secretariat operates a centralised ICT environment hosted at its headquarters in Windhoek, Namibia. The environment supports several administrative and operational systems that are critical to the day-to-day functioning of the Secretariat and the fulfilment of its regional mandate, including:
- (a) **Enterprise Management Systems**, such as Budget Management Systems, Financial Management Systems, Human Resources and Payroll Systems and Access Control Systems;
  - (b) **Communication and Collaboration Systems**, including Email, Intranet, and Extranet platforms; and

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(c) **IT Infrastructure Services**, such as Active Directory, DHCP, and Windows Update Management Systems.

- 4.2 The core infrastructure is virtualised using Microsoft Hyper-V and consists of business-critical applications, databases, and directory services that require consistent uptime and structured disaster recovery capabilities. The environment includes both Microsoft Windows and Linux Server-based workloads.
- 4.3 The current disaster recovery mechanism is based on physical infrastructure hosted in a colocation facility. This setup is now being phased out in favour of a regionally compliant cloud-based Disaster Recovery as a Service (DRaaS) solution.
- 4.4 In addition to the DR setup, the Secretariat implements a **multi-tiered backup strategy**, whereby all backups are initially captured on-premises and subsequently transferred to a designated off-site storage location. The backup model includes physical VM snapshots, file-level backups, and database-level backups.
- 4.5 A detailed profile of the Secretariat's technical environment, including the list of virtual machines, operating systems, workload types, allocated resources, and storage specifications, shall be made available as a separate Annexure 1 to this RFB. This annexure will only be shared with interested bidders upon written request to the Secretariat and shall form part of this Request for Bids Document.

## 5. DESCRIPTION OF THE TARGET CLOUD INFRASTRUCTURE

- 5.1 The proposed DRaaS environment must be hosted on a secure and regionally compliant public or hybrid cloud platform that adheres to recognised international standards for data security and privacy.
- 5.2 The infrastructure must support near-real-time data replication, provide guaranteed service availability, and offer geographic redundancy to mitigate the risks of localised disruptions.
- 5.3 The infrastructure must support near-real-time data replication that meets or surpasses the Recovery Point Objectives (RPOs) defined in Annexure 1 of the Technical Specification Document for the Provision of a Disaster Recovery as a Service (DRaaS) Solution.
- 5.4 The environment must be scalable to accommodate the Secretariat's future growth in data volumes and services and must support seamless integration with other cloud-based platforms or future infrastructure modernisation.
- 5.5 The solution must include tools for the orchestration of disaster recovery processes and pre-configured virtual environments to allow for rapid failover and system recovery.

## 6. TECHNICAL SOLUTION SPECIFICATION

- 6.1 Bidders must submit a comprehensive and detailed technical proposal describing the proposed DRaaS (Disaster Recovery as a Service) solution. Proposals that include clear specifications, along with supplementary materials such as solution architectural diagrams, process maps, and data flow illustrations, will be evaluated more favourably.
- 6.2 The proposal must explain how the DRaaS platform will integrate with the existing environment and systems, including details on API use, compatibility layers, and authentication mechanisms.
- 6.3 The proposal must identify all third-party technologies and services involved, including platform vendors, replication tools, and monitoring frameworks.

## 7. METHODOLOGY

- 7.1 Bidders must describe the methodology that will be employed to implement the DRaaS solution, including the overall approach, implementation phases, and the engagement model with the Secretariat. Proposals that clearly define the implementation strategy and approach will be given higher consideration during evaluation.
- 7.2 A high-level project plan must be submitted, clearly identifying each project activity, the associated timeline, dependencies, and responsible parties. This plan must include milestones for configuration, testing, training, and handover, and shall reflect realistic timelines that accommodate both technical and organisational readiness.

## 8. DELIVERABLES AND PAYMENT MILESTONES

- 8.1 The project deliverables and associated payment schedule shall be as follows, with each payment released upon achievement of the corresponding milestone:
  - (a) Upon submission and approval of a project inception report, the Secretariat shall release ten percent (10%) of the total project cost;
  - (b) Upon successful provisioning and configuration of the cloud DRaaS and completion of the testing of DR processes, including failover testing, and user acceptance sign-off, the Secretariat shall release fifty per cent (50%) of the total project cost;
  - (c) Upon completion of end-user training and system handover as well as delivery of operating manuals and other system documentation, the Secretariat shall release thirty per cent (30%) of the total project cost; and

- (d) Upon successful conclusion of a ninety (90) day post-implementation support period without unresolved issues, the Secretariat shall release the final ten per cent (10%) of the total project cost.

## 9. EXPERTISE REQUIRED

9.1 The prospective bidders must possess the following experience:

- (a) at least (5) years' experience in the provision of Disaster Recovery as a Service to medium-sized enterprises (>50 users) and large enterprises (>100 users); and
- (b) must have successfully completed at least five (5) similar projects. A portfolio of these projects must be submitted with contactable references.

9.2 The proposed implementation team must comprise professionals who:

- (a) hold relevant certifications across the technologies included in the proposed solution. This may include, but is not limited to, cloud computing, virtualisation, disaster recovery, and other applicable domains. Resumes and certification documents for all key personnel must be provided; and
- (b) have demonstrable experience in developing and implementing recovery strategies that are aligned with international standards such as ISO/IEC 27001, as well as applicable regional data protection frameworks and national legislation or SACU-aligned guidelines. Such experience will be considered a significant advantage.

## 10. SUBMISSION OF BIDS

10.1 All bidding proposals must be submitted electronically to: [procurement@sacu.int](mailto:procurement@sacu.int).

10.2 The SACU Secretariat has introduced new Bid guidelines due to the COVID-19 pandemic. Therefore, all bidding proposals must be submitted electronically to: [procurement@sacu.int](mailto:procurement@sacu.int). One (1) copy of the Technical and Financial proposal must be attached to the email submission in PDF format.

10.3 The deadline for submission of bids is **5 p.m.** (Namibian time) on **Friday, 11 July 2025**.

10.4 The SACU Secretariat will set up a pre-bid meeting at **15h00** on **Tuesday, 8 July 2025**, to clarify the requirements of the bid submission. Bidders should therefore submit their email contact details electronically to: [procurement@sacu.int](mailto:procurement@sacu.int), indicating their intent to bid in this RFB, no later than **Friday 4<sup>th</sup> July 2025**, to enable the SACU Secretariat to make the necessary arrangements.

## 11. EVALUATION OF BIDS & AWARD CRITERIA

### 11.1 ELIGIBILITY CRITERIA

- (a) Only Bids received as specified in Section 10 (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 that may be proven by 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 the duly appointed company secretary or external auditors; and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; 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 certified 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 certified 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.

## 11.2 AWARD CRITERIA

- (a) After the bidder has met the eligibility criteria, the technical evaluation is undertaken and awarded on the basis of the most economically advantageous proposal applying the following award criteria:
  - (i) **Technical Soundness of the proposed Disaster Recovery as a Service (DRaaS) solution:** Assessment of the soundness of the bidder's proposal including its ability to meet or exceed the technical and operational requirements specified in Section 4 of this RFB and align with the Recovery Objectives outlined in Annexure 1: Technical Specification Document for Disaster Recovery as a Service Tender;
  - (ii) **Methodology and Approach:** Assessment of the soundness of the proposed methodology and implementation approach proposed by the bidder for delivering the services described in Section 5 of this RFB. This will include the review of the bidder's proposed project plan and timelines, ensuring it aligns with the organisation's requirements and expectations for timely completion of the engagement;
  - (iii) **Bidding Company's Technical Expertise:** Evaluation of the bidding company's technical expertise and knowledge in delivering Disaster Recovery as a Service (DRaaS) solutions similar in scale and complexity to those described in Section 4 of this RFB. This must be substantiated through the company profile, a record of client engagements, and contactable references demonstrating successful past performance;

- (iv) **Qualifications and Experience of Team Members:** Evaluation of the bidder's technical resource persons' qualifications, certifications, and relevant experience in the implementation of Disaster Recovery as a Service Solutions; and
- (v) **Cost and Value for Money:** Assessment of the bidder's pricing structure, considering the overall cost of the engagement and the value provided in terms of the quality of the provision of the services.

## 12. PRIME CONTRACTOR RELATIONSHIP

- 12.1 The SACU Secretariat will enter into a contract with only one successful bidder.
- 12.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

## 13. FINANCIAL ARRANGEMENT

- 13.1 Bidders are solely responsible for their own costs in preparing the Bid.
- 13.2 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.
- 13.3 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.

## 14. CONFIDENTIALITY

- 14.1 Bids submitted will not be revealed to any other bidders and will be treated as contractually binding.
- 14.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.
- 14.3 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.
- 14.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

## 15. OWNERSHIP OF BIDS

- 15.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.
- 15.2 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.

## 16. MODIFICATION OF TERMS

- 16.1 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.

## 17. CONTRACT ADMINISTRATION

- 17.1 The award will be subject to the successful conclusion of a Service Level Agreement (SLA) to confirm the Terms and Conditions of the proposal.
- 17.2 The SACU Secretariat reserves the right to negotiate the terms of the proposal and the value of any financial proposal submitted.

## 18. BID FORMAT

- 18.1 Bidders are requested to address the issues and requirements in the Document Checklist provided in Section 19 below and in Appendix A to ensure that their Bids receive full consideration.

## 19. 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: <ul style="list-style-type: none"> <li>i. identifies the bidder with a corporate letterhead,</li> <li>ii. is signed by the person(s) authorised to bind the organisation to statements made in the proposal;</li> <li>iii. contains a confirmation of acceptance by the bidder and any third parties of the conditions of the Request for Bid;</li> <li>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;</li> <li>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</li> <li>vi. contains a written confirmation that the Financial Proposal remains valid for 90 days.</li> </ul>		

Have you submitted the following required information?	YES	NO
Profile of the bidder or consortium.		
Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.		
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 ( $\leq 51\%$ ) owned by SACU citizens.		
Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.		
A Certified 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		
Certified 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.		
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 specification of the proposed Disaster Recovery as a Service solution		
A detailed methodology that will be employed to implement the Disaster Recovery as a Service solution		
A Project Plan demonstrating how the bidder will complete the assignment		
A Project Plan demonstrating how the bidder will complete the assignment		
A schedule of five (5) or more similar assignments undertaken by the bidder		
A schedule of five (5) or more contactable references		
Proof of qualifications and experience of the team that will carry out the assignment		
The Financial Proposal is quoted in South African Rand (ZAR)		

<b>Additional documents required from Consortiums or Partnerships</b>	<b>YES</b>	<b>NO</b>
Written identification of the Primary Contracting Party		
Full details and eligibility criteria documents of all legal entities involved in the bid		
Certified copy of a legally binding partnership or consortium agreement		
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) One page 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) Proof of qualifications and experience of the team that will deliver the goods or services, including the team leader.
- (f) Full Contact Details of any third-parties involved in the proposal.
- (g) Description of role or element of proposal to be fulfilled by any third-party.
- (h) Confirmation of acceptance by the bidder and any third parties of the conditions of proposal.
- (i) Declaration that bidder's current or past corporate or other interests does not give rise to a conflict of interest on this assignment.
- (j) Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.
- (k) 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.
- (l) Certified 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.
- (m) 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 indicating a clear understanding of the specific requirements or scope of works, deliverables schedule and expertise, as per the Terms of Reference, should 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	Disaster Recovery as a Service	2011	Windhoek	R49,950

- 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 (best and final offer).
  - (b) A full breakdown of the cost/price. This must clearly identify the once-off cost required for the setup and installation of the service and the ongoing costs for operating the environment.
  - (c) An itemised breakdown of the cost of any options being proposed beyond that specified Request for Bid.

- (d) The applicable rate of VAT in respect of each product and service being proposed.
- (e) Details of any other costs, taxes or duties which may be incurred.
- (f) 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 proposal.

## APPENDIX B - FORMAT OF THE LETTER OF INTRODUCTION

### Private and confidential

#### PROVISION OF DISASTER RECOVERY AS A SERVICE | BID NUMBER: SACU/??/???/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<sup>1</sup>:

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)

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<sup>1</sup> Delete this section if not applicable.

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**ANNEXURE 1 - TECHNICAL SPECIFICATION DOCUMENT FOR PUBLIC BID:  
PROVISION OF A DISASTER RECOVERY AS A SERVICE SOLUTION**

**TO BE PROVIDED ON REQUEST THROUGH THE TECHNICAL CONTACT  
PERSON SPECIFIED ON THE COVER PAGE**