

IT&N DEPARTMENT

INVITATION TO QUOTE

An invitation is hereby issued to suitably qualified and experienced service providers to provide services as described on the table below:

Quote number	Quote description	Price and BBBEE	Closing date	Mandatory requirements
RFQ MUT 463/2026	Provision of (Veeam) Cloud Backup Solution for Microsoft 365 Managed Service for 12 months.	80/20	08 September 2026 Time: 11:00 am	Refer to a document

Mangosuthu University of Technology is committed to the implementation of its Procurement Policy on Broad-based Black Economic Empowerment (BBBEE).

Procurement Enquiries contact Ms Deborah Nhlapo, email deborah@mut.ac.za (031) 907 7262

Technical Enquiries contact Mr Njabulo Xaba, email njabulox@mut.ac.za (031) 907 7568

No Briefing session.

Bid documents can be downloaded from MUT website <https://www.mut.ac.za/tenders-procurement/> and must be returned to deborah@mut.ac.za

No facsimile, late or electronic bids will be accepted The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any bid. If you are not contacted within 180 working days after the closing date of the tender, consider your tender unsuccessful. The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any bid.

OFFICIAL REQUEST FOR QUOTATION (RFQ)

INSTRUCTIONS: The supplier information must be completed in full, and this document must be signed by authorized personnel. The supplier must carefully read the instructions and the terms and conditions of this document. Failure to adhere to these instructions and terms and conditions may result in rejection of the submission.

Business Unit: IT&N Department	RFQ number: RFQ MUT 463/2026
RFQ Description:	Provision of (Veeam) Cloud Backup Solution for Microsoft 365 Managed Service for 12 months.
Requestor: Mr Njabulo Xaba Contact No: 031 907 7568 E-mail: Njabulox@mut.ac.za	Buyer: Ms Deborah Nhlapo Contact no: (031) 907 7262 E-mail: deborah@mut.ac.za
Request Date:	01 September 2026
Compulsory Briefing/Information session Poultry Practical Items	None
Closing date: 08 September 2026 Closing Time: 11h00	Completed Quotation should be returned via e-mail: deborah@mut.ac.za
Payment term	30 days in arrears upon receipt of a valid invoice
NB: RFQ documents should be submitted to the email address above. Clarification questions to be directed to the buyer on the above email address.	

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SECTION 1- BIDDER'S INFORMATION, CONDITIONS, TERMS OF REFERENCE AND BIDDERS' DISCLOSURE

Bidder's Name:	
Contact Number:	
Name & Surname of Authorized Person:	
E-mail:	
Vendor No:	
Company Registration Number:	

1.1. RFQ CONDITIONS:

1. Bidders must submit all necessary documents and complete all forms and questionnaires contained in this RFQ in full. MUT applies the two-stage process of evaluating tenders, namely functionality and Price component.
2. MUT does not permit advance payments. Bidders are required to make provision for all costs associated with the supply and delivery of the goods/services. Payment shall be made only after successful completion of the required deliverables, verification by the end-user department, and receipt of a valid tax invoice.
3. Pricing: do not show separately.
4. Bidders responding to this quotation are deemed to do so, on the basis that they acknowledge and accept all Terms of Reference of this quotation.
5. The 90-day validity period may not be extended unless otherwise stated by the MUT
6. Incomplete or late submissions will not be evaluated.
7. Return quotations to the email address provided herein before closing date and time.
8. Should the bidder not receive the letter of award or the purchase order within the validity period, the bidder must consider their quotation unsuccessful.
9. MUT reserves the right to appoint or not appoint a service provider for this project. MUT will not necessarily accept the lowest quotation in part or full, it will be MUT's discretion to appoint the most suitable service provider who will add value to MUT.

1.2. WHAT IS MUT LOOKING FOR?

Mangosuthu University of Technology wishes to appoint suitably qualified and experienced service provider for the **Provision of (Veeam) Cloud Backup Solution for Microsoft 365 Managed Service for 12 months** .

1.3. BACKGROUND AND SCOPE OF WORK

Mangosuthu University of Technology (MUT) is inviting quotations from service providers for a 12-months managed cloud backup solution for Microsoft 365.

1. Introduction

This Request for quotations (RFQ) seeks to procure a Backup-as-a-Service (BaaS) solution tailored for Microsoft 365 workloads.

The proposed service must deliver comprehensive protection and recovery for Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams. The solution should be built on a trusted, enterprise-grade platform with a proven record of performance in public sector or regulated environments.

2. General Objectives

The solution must:

1. Ensure continuous, automated protection of all Microsoft 365 user data (Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams).
2. Provide flexible restore options to enable fast and precise recovery.
3. Guarantee data security, immutability, and compliance with relevant regulatory standards.
4. Offer a minimum uptime of 99.9%, with a dashboard displaying system availability.
5. Improve productivity and reduce administrative overhead through automation, advanced search, bulk recovery, and a self-service restore portal.
6. Maintain predictable costs with an all-inclusive licensing model and unlimited storage.

3. General Requirements

The solution should:

1. Protect the following workloads:
 - Exchange Online: Mailboxes, calendars, contacts, and archive mailboxes.
 - SharePoint Online: Sites, document libraries, lists, and metadata.
 - OneDrive for Business: User files and folders with version history.
 - Microsoft Teams: Channel messages, files, tabs, settings, and group mailbox content.
2. Be provided by a vendor recognised as a leader in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software Solutions 2024.
3. Operate as a fully hosted cloud solution managed by the vendor (no infrastructure required).
4. Offer native API-based integration with Microsoft 365 to ensure consistent performance and supportability.
5. Deliver comprehensive restore capabilities, including granular item-level recovery, bulk recovery, and point-in-time restores.
6. Create immutable backups with protection against accidental or malicious deletion.
7. Allow secondary application registration to enhance SharePoint backups.
8. Provide a self-service recovery portal with Role-Based Access Control (RBAC) for delegated restores by end users or help desk teams.
9. Support unlimited, customisable backup policies and schedules per Microsoft 365 organisation.

10. Allow exclusion of selected users, groups, sites, teams, and organisations from the backup scope.
11. Include built-in analytics and audit reporting for compliance tracking and operational transparency.
12. Provide automated software upgrades and zero-downtime patches.
13. Offer a subscription licensing model based on user accounts, with visibility of consumed licenses directly on the dashboard.
14. Embed Microsoft Backup Service for fast backup and bulk recovery.
15. Provide unlimited storage capacity with unlimited retention.
16. Support both API call-based backups and Microsoft Backup Storage-based protection with unlimited storage.
17. Be eligible under the Microsoft Azure Consumption Commitment (MACC) Agreement.
18. Offer a clear exit strategy to extract backup data during offboarding at no additional cost. Data migration must allow backups to be moved to any cloud or on-premises storage, with continued access to the vendor's free search and restore tools.

4. Security Requirements

The solution must:

1. Undergo regular penetration testing by an independent third party.
2. Use Multi-Factor Authentication (MFA) for secure support logins.
3. Log all user and administrator actions with full auditable reporting.
4. Store data in a dedicated storage account located in the customer's chosen region.
5. Utilise Local Redundant Storage (LRS), with three copies of data stored across separate disks within the primary Azure region.
6. Implement 256-bit TLS encryption for all data in transit and at rest.
7. Maintain compliance certifications such as ISO/IEC 27001, HIPAA, SOX, SOC2, and NIST.
8. Allow login via both Microsoft EntraID integration and non-Tenant accounts to cover compromised tenant scenarios.
9. Prevent unauthorised access through Network Access Restrictions (specific IPs or IP ranges).
10. Enable manual application registration.

5. Recovery Requirements

The solution should:

1. Support recovery of individual objects across Exchange Online, SharePoint Online, OneDrive, and Teams.
2. Offer advanced e-discovery capabilities, enabling searches across a single user or the entire backup with multiple filters.
3. Allow bulk recovery of multiple users' data in a single restore job to minimise downtime and administrative workload.
4. Provide version comparison between backed-up and current mailbox states to quickly locate deleted or moved items.
5. Recover objects to alternate destinations (mailboxes, SharePoint sites, OneDrive accounts, or folders).
6. Export mailbox data, SharePoint libraries/lists, and Teams posts to custom locations in native formats (PST, XML, HTML, ZIP).
7. Save mailbox data, SharePoint content, OneDrive files, and Teams posts in native file formats (MSG, ZIP, and application-native files).

6. Monitoring & Reporting Requirements

The solution must:

1. Provide built-in reporting and email notifications.
2. Monitor backup, restore, administrative tasks, and job history with detailed insights.
3. Maintain activity logs of all restore actions and send notifications when operators access or restore backed-up items.
4. Support exporting activity logs to external systems (e.g., SIEM).

1.4 BIDDER'S DISCLOSURE

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.

Full Name	Identity Number	Name of State Institution

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

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. 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.
- 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.
- 3.4 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.

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.

3.5 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.

3.6 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

SECTION 2- EVALUATION PROCCESS

Quotations will be evaluated in TWO stages as set out below:

- Stage 1: Administrative and mandatory compliance.
- Stage 2: Price and Preference Evaluation

2.1. STAGE 1 – ELIGIBILITY AND MANDATORY RETURNABLE DOCUMENTS

1. RFQ documents completed and signed where applicable.
2. MUT Registration number as a Vendor or CIPC certificate
3. Valid SARS Tax Compliance Status Pin
4. Proof of Veeam Partnership
 - Bidders must submit a valid Veeam Platinum Partner Certificate
 - Failure to submit the certificate will result in disqualification.
5. Authorisation to Resell and Support Veeam Solutions
 - A letter from Veeam or an authorised distributor confirming the bidder's authority to supply, implement, and support Veeam Backup for Microsoft 365.
6. Certified Technical Resources:
 - I. At least one suitably certified Veeam engineer/consultant assigned to the project.
 - II. At least one suitably certified Veeam Architect assigned to the project.
 - III. Certified resources must be employed by the bidder or contractually dedicated to the bidder.
 - IV. Proof of Certification for each resource must be attached
7. Two reference Letter(s) for completed Microsoft 365 backup or cloud backup implementations undertaken within the last five years.

2.1.1. NON – MANDATORY RETURNABLE DOCUMENTS (STAGE 1)

1. CSD MAAA NUMBER -----(please insert in the space provided)
2. BBBEE Certificate for Preferential points claim.

2.2 STAGE 2 - PRICE AND PREFERENCE EVALUATION

Quotations that comply with functionality requirements (Stage 2) will be evaluated on price, and preference.

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

THE OFFER SHALL REMAIN VALID FOR A PERIOD OF NINETY (90) CALENDAR DAYS FROM THE CLOSING DATE OF THE BID. PRICES QUOTED MUST BE IN SOUTH AFRICAN RAND (ZAR) AND SHALL BE INCLUSIVE OF ALL APPLICABLE TAXES

ITEM NO	ITEM DESCRIPTION	QTY	UNIT PRICE	TOTAL AMOUNT
1.	Veeam Data Cloud for Microsoft 365 Flex 251+ users. 1 Year Subscription Upfront Billing & Production (24/7) Support	700		
2.	Installation and Configuration	1		
	SUB-TOTAL			
	VAT@15%			
	TOTAL AMOUNT			

2.2.1 The following preference point systems are applicable to invitations to tender: - the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

2.2.2 Points for this tender shall be awarded for:

(a) PRICE and BBBEE

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$P_s \times 80 = 1 - \frac{P_t - P_{\min}}{P_{\min}}$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{min} = Price of lowest acceptable bid

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

SECTION 3: MUT RFQ FORM DECLARATION AND RFQ CHECKLIST

MUT RFQ FORM DECLARATION

1. I/We hereby render to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to MUT on the items and conditions and in accordance with the specifications stipulated in the RFQ documents (and which shall be taken as part of, and incorporated into, this RFQ), and on the terms regarding time for delivery and/or execution stipulated therein.
2. I/We agree that the offer herein shall remain binding upon me/us and open for acceptance by MUT during the validity period indicated and calculated from the closing time of the RFQ.
3. If I/we withdraw my/our RFQ within the period for which I/we have agreed that the RFQ should remain open for acceptance or fail to fulfil the contract when called upon to do so, MUT may without prejudice to its other rights, agree to the withdrawal of my/or RFQ or cancel the contract that may have been entered into between me/us and MUT and I/we will then pay to MUT any additional expense incurred by MUT having either to accept any less favourable RFQ or fresh RFQs have to be invited, the additional expenditure incurred by the invitation of fresh RFQ and by the subsequent acceptance of any less favourable RFQ, MUT shall also have the right to recover such additional expenditure by set-off against moneys which may be due or become to me/us under this or any other RFQ or contract or against any guarantee or deposit that have been furnished by me/us or on my/our behalf for the due fulfilment of this or any other RFQ or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss MUT may sustain by reason of my/our default.
4. If my/our RFQ is accepted the acceptance may be communicated to me/us by letter or ordinary post or registered post and that SA Post Office Ltd shall be regarded as my/our agent. Delivery or such acceptance to SA Post Office Ltd shall be treated as delivery to me/us.
5. The law of the Republic of South Africa shall govern the contract created by the acceptance of my/our RFQ and that I/we choose domicilium citandi et executandi in the Republic (full address).
6. I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our RFQ, and that it covers all the work/item(s) in these documents and all my/our obligations under a resulting contract. I/we accept that any mistakes in the RFQ submission will be at my/our risk.
7. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal(s) liable for the due fulfilment of this contract.
8. I/We agree that any action from this contract in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me/us as a result of such action.
9. I/We declare that I/we have participation /no participation in the submission of any other offer for the supplies/service described in the attached documents. If in the affirmative, state name(s) or RFQ(s) involved.
10. _____

Are you duly authorized to sign for this the RFQ? ***YES / NO**

11. Has the Declaration of Interest been duly completed and included with the other RFQ forms?
*YES / NO

DECLARATION: I, the undersigned (full names): Certify that the information furnished above is correct. I accept that, in addition to cancellation contract, action may be taken against me should this declaration prove to be false. Signature:
--

Ensure that all pages are completed in full before returning this document.

Name & Surname of Authorized Person / Representative: Signature of Bidder’s Representative:	Date:
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CHECKLIST TO BE COMPLETED BY THE BIDDER: INDICATE WITH YES/NO

• Does this Offer comply with specification, state brand where applicable?	
• Does the bidder have the required experience, state period?	
• Can this order be delivered within the specified period, state delivery period?	
• Do you intend sub-contraction/Partner?	
• Pricing Schedule (Recalculate to ensure accuracy)- Indicate whether prices are firm or non-firm)	
• Bidders Disclosure (Read, Understand and Sign)	
• Declaration of Bidder's Past Supply Chain Management Practices (Read, Understand and Sign)	
• CSD Registration Number (MAAA.....) / CSD report	
• Is the Proof of Veeam Partnership attached?	
• Is the Authorisation to Resell and Support Veeam Solutions attached?	
• Is the certificate for Veeam engineer/consultant assigned to the project attached?	
• Is the certificate for Veeam Architect assigned to the project attached?	
• Are the two reference Letter(s) for completed Microsoft 365 backup or cloud backup implementations undertaken within the last five years attached?	