



South African Reserve Bank

Financial Services Department

2013-04-28

Notice for Expression of Interest: Provisioning of IT Operations and Infrastructure support services within the South African Reserve Bank (the Bank).

Tender ref. no.: KvS/01-2013

The Bank wishes to invite service provider(s) who are able to provide services in support of operational processes, identified critical infrastructure and related technologies to express their interest for the following:

In the fiscal years 2013 through 2015 the Bank plans to enhance its operational effectiveness and efficiency; ensure clear processes, accountability and responsibility; and to communicate and engage with all of its stakeholders.

In order to respond to the growing demand for ICT it is more important than ever that the Bank positions itself to be able to adequately support and maintain Infrastructure and related technologies in support of business requirements and aligned with business expectations.

The service requirement spans a wide variety of operational activities and technologies. Service providers will however have the option to respond to all requirements or components of the requirements when a Request for Proposal (RFP) is issued. The service requirements will be listed separately and pricing will be required on a service component level.

The required services include the following:

- Operations and Monitoring Support Services (full service)
- Mainframe Systems Support Services (full service)
- Database Systems Support Services (co-sourced service)
- Storage Systems Support Services (co-sourced service)
- Backup Management Services (co-sourced service)
- UNIX Server Support services (co-sourced service)

- Network (Data and Voice) Support Engineer (co-sourced service)
- Network Cabling Support (co-sourced service)
- Microsoft Server and VMware Virtualisation Support Services (co-sourced service)

It should be noted that that service providers wishing to respond to one or more of the above requirements will also need to provide details of experience and proof of certification of individuals who will be providing the services.

Kindly note that short-listed service providers will be subjected to a personnel security vetting process in accordance with the Bank's Security Vetting Policy.

Interested parties are hereby invited to express their interest by furnishing the following:

- Company Profile;
- Details of company experience;
- Proof of certifications;
- Broad-Based Black Economic Empowerment rating certificate.

Applications will be received until **10:00 on 13 May 2013**.

Your expression of interest should be deposited in the **tender box** at the Bank's Head Office, **370 Helen Joseph Street, Pretoria**.

Late submissions will not be considered.

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