



<b>SBU:</b>	<b>RISK MANAGEMENT</b>
<b>PROJECT DESCRIPTION:</b>	<b>APPOINTMENT OF A SUITABLE QUALIFIED SERVICE PROVIDER TO PROVIDE COMPREHENSIVE BUSINESS CONTINUITY MANAGEMENT SERVICES TO POLOKWANE MUNICIPALITY</b>
<b>BID NUMBER:</b>	<b>PM134/2018</b>

**ERRATUM NO. 1**

**ERRATUM TO PROJECT DOCUMENT IS FOLLOWS:**

NUMBER	DESCRIPTION
1.	The specification has been amended as explained in the briefing session held on the 10 April 2019 at 10H00 New Peter Mokaba Stadium Complex, Executive Lounge, 1 <sup>st</sup> Floor, Polokwane. The bidder is no longer required to develop Disaster Recover Solution as explained in the briefing session. Paragraph three on page 34 has been amended to reflect the amendment. The sentence that read <b>“Provide a DR Solution including site and human and other resources based on the Municipality’s needs”</b> on item 2.5 bullet number one have been removed to reflect the change. <b>The bidder is required to replace page 34 to 37 with the attached erratum pages of specification.</b>

BID NUMBER: PM134/2018

**BID SPECIFICATIONS**

**APPOINTMENT OF A SUITABLE QUALIFIED SERVICE PROVIDER TO PROVIDE COMPREHENSIVE BUSINESS CONTINUITY MANAGEMENT SERVICES TO POLOKWANE MUNICIPALITY**

**1. PURPOSE OF THE PROJECT**

Polokwane Municipality is looking for a suitable qualified service provider to deliver a Business Continuity Plan (BCP) service that will cover all areas of business within the Polokwane Municipality including all Cluster Offices.

The Business Continuity Management (BCM) process delivers the overall framework and capability through which operational resilience can be attained in case of various operational threats which can interrupt service delivery that is expected on a daily basis. Business Continuity solution is concerned with planning for unexpected events which can impact critical service delivery and operation systems of the Municipality. It ensures that in the event of a major operational disruption, measures are in place not only to minimize the impact of such events but also to facilitate the recovery and continuation of operations within timeframes acceptable to stakeholders.

The specific objective of this project is to ensure that the **BCP is developed and aligned to the Municipal ICT Disaster Recovery Plan** and will contain a set of procedures to enable the Strategic Business Unit (SBU) teams to resume critical functions (at an alternate site), identify and recover lost data, and lists the resources required to enable the above.

This should be done by providing services and suggesting technology infrastructure that are going to ensure continuity in core business processes through the use of the agreed testing schedules, Recovery Time Objective (RTO) and the Recovery Point Objective (RPO, in effect the backup interval).

## **2. PROJECT SCOPE**

**The Successful Bidder is required to submit an approach to address the above requirements as well as the Following:**

### **2.1 Establish a Business Continuity Committees**

The Successful Bidder will identify and recommend to the Accounting Officer, Business Continuity Committee or Working Group constituted by Business Unit Managers and Implement the Business Continuity Management Governance Structures i.e Develop the Terms of Reference and build linkages with other governance structures

### **2.2 Conduct Business Impact Analysis (BIA)**

- The Successful Bidder will be requires to conducted BIA for all areas of operation according to a prescribed National Treasury standards to reflect certain information that is key to making recovery requirements and analysis, the Bidder will have to consults with all Service Business Units to gather data
- Analysis of financial impacts of a disruption (e.g. increased cost of working, loss of revenue, fines, and penalties) provided.
- Analysis of non-financial impacts (e.g. reputational, legal, regulatory, and customer impact) provided.

### **2.3 Develop Divisional and intergrated Business Continuity Plan ( Business Recovery Strategies)**

The service provider should develop BCP or Business Recover Strategies for all Business Units from the results of the consolidated BIA's. The BCP's will provide a platform to manage the external and internal risks disruptions, and approach to deal with management of critical services.

### **2.4 Develop BCM Policy and Strategy**

The BCM Policy and Strategy will focus on planning for unexpected events that may impact critical business infrastructure and processes. They will ensure that in the event of an operational disruption, measures are in place not only to minimize the impact of such incidents but also to facilitate the continuation and recovery of operations within timeframes acceptable to Polokwane Municipality.

## **2.5 Other Project Activities**

- Ensuring alignment between the Municipal wide Business Continuity, Disaster recovery and Municipality ICT Business Continuity plans.
- Detailed analysis of the Municipal infrastructure which includes software and hardware for backup and disaster recovery system and services.

## **2.6 Testing the implementation plan**

Conduct testing exercise in a manner which is consistent with the scope, objectives of the Business Continuity Plan and validate the continuity capacity of the Municipality. The successful bidder shall also produce an actionable report containing the outcomes, recommendations and remedial actions.

## **3. TRAINING OF EMPLOYEES**

The successful Service provider will be required to develop and Roll out BCP awareness and training for relevant employees of the Municipality for +- 100 Officials.

## **4. TRANSFER OF SKILLS**

The successful bidder will be required to transfer relevant skills/knowledge to the Risk Management officials and other identified officials on Business Continuity during the duration of the project.

## **5. DURATION OF THE PROJECT**

It is expected that the successful service provider shall conclude the project within six (6) months from date of appointment. The Municipality will provide office space for the duration of the project.

## **6. DELIVERABLES**

- 6.1 The draft BCM plan that covers the above scope must be submitted within four (4) Months of appointment.
- 6.2 The draft report must be provided to the Municipality in four (4) black and white hard copies.
- 6.3 The successful bidder will be require to do presentation on the draft report to Executive Management Committee (EXCO), Risk Management Committee and Audit Committee
- 6.4 Final report must be submitted within Two (2) months after incorporating of inputs from above mentioned structures

## **Erratum Page 37**

6.5 The final report must be provided to the Municipality in (four) colour hard copies and four (4) in a soft copy (USB) in editable format.

6.6 The documents must be typed in Arial font size 11 and spacing of 1.5

### **7. PAYMENT TERMS**

**The payment terms will be negotiated and agreed between the successful bidder and the Municipality during signing of SLA.**