



MICT SETA Head Office

Supply Chain Management
19 Richards Drive
Gallagher Convention Centre, Gallagher House
Level 3 West Wing
Tel +27 11 207 2600
E-mail: bidqueries@mict.org.za

RFI NUMBER	RFI/MICT/01/2026
RFI DESCRIPTION	MICT SETA IS SEEKING A SERVICE PROVIDER FOR THE PROVISION OF PRIVATE CLOUD HOSTING SERVICES FOR A PERIOD OF FIVE (05) YEARS
RFI ISSUE DATE	03 JULY 2026
BRIEFING SESSION	N/A
CLOSING DATE & TIME	17 JULY 2026 @ 11:00 AM RFI submitted after the stipulated closing date and time will not be considered.
LOCATION FOR SUBMISSIONS	bidqueries@mict.org.za
NO: OF DOCUMENTS	1 SOFT COPY

For queries, please contact bidqueries@mict.org.za before the closing date of this RFI.

The MICT SETA requests your information on the services listed above. Please furnish us with all the information as requested and return your information on the date and time stipulated above. **Late and incomplete submissions will invalidate the quote submitted.**

SUPPLIER NAME: _____

NATIONAL TREASURY (CSD) SUPPLIER NUMBER: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

TERMS OF REFERENCE

REQUEST FOR INFORMATION

1. STATEMENT OF NEEDS

MICT SETA is considering hosting its business systems in a Private Cloud as outlined in this document.

2. MICT SETA BACKGROUND

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act (Act No. 97 of 1998). The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the 5 distinct sub-sectors it operates in, i.e. Advertising, Film and Electronic Media, Electronics, Information Technology, and Telecommunications. MICT SETA is responsible for advancing skills development in the Media, Information and Communication Technologies sector.

MICT SETA has embarked on a digital transformation journey and as such, one of the key initiatives is to host its workloads in a Private Cloud. This initiative will assist MICT SETA to transform their business and provide a competitive advantage by enabling MICT SETA to innovate more freely, with increased agility and at scale.

To fulfil its mandate, MICT SETA relies on a variety of technology systems and infrastructure that must perform at acceptable levels, be available for the organization to perform its function, be secure and scalable as per the business requirements. Hosting the systems in a Private Cloud has been identified as the ideal solution to enable the business to meet these requirements.

2.1. MICT SETA National Footprint

The MICT SETA national footprint spans several towns in different provinces of the country as articulated below:

PROVINCE	DESCRIPTION	NUMBER OF USERS	ADDRESS
Gauteng	Midrand (Head Office)	125	Block 2, Level 3 West Wing, Gallagher House Gallagher Convention Centre 19 Richards Drive Halfway House Midrand, 1685
KwaZulu-Natal	Durban Regional Office	08	Ridge 8, 14 th Floor 32 Vuna Close Umhlanga Ridge Durban, 4319

Eastern Cape	East London Regional Office	06	12 Esplanade Quigney East London 5201
Western Cape	Cape Town Regional Office	08	The Boulevard Office Park Block F, Ground Floor Searle Street Woodstock, 7925
Free State	Bloemfontein Regional Office	02	61 Bastion Street Bloemfontein 9300
North-west	Klerksdorp Satellite Office	01	Vuselela TVET College Jourberton Centre for Engineering Studies 11900 5th Street, Jourberton Township

2.2. Technology Architecture

The MICT SETA Technology Architecture comprise of the following minimum infrastructure:

- a. SD-WAN network – CISCO Meraki;
- b. Microsoft 365 A5 (MS Teams, E-mail, SharePoint, Telephony);
- c. Azure AD;
- d. Mimecast mail control and archive;
- e. Third-party connectivity such as IPSEC, APN, and VPN;
- f. Hosting of business applications on Microsoft Azure and other cloud platforms; and
- g. The network consists of approximately 260 network nodes comprising user \pm 175 user devices, \pm 75 network devices, \pm 10 web applications. Included in the devices are laptops, MacBooks, iPads, network nodes, and other equipment.

3. REQUIREMENTS

MICT SETA seeks to acquire private cloud hosting services, i.e. supply, configure, migrate, secure, and support private cloud hosting infrastructure for MICT SETA in compliance with government ICT standards and cybersecurity policies.

In terms of the private cloud hosting requirements, Information on cloud hosting must conform, but not limited to the following:

- (i) Support the implementation of the MICT SETA Digital Strategy;
- (ii) Modernize legacy systems and facilitate the adoption of cloud-native applications, automation, and scalable infrastructure that supports a smart and digitalized SETA;
- (iii) Ensure high availability, performance, and better user experiences for stakeholders accessing MICT SETA systems (learners, training providers, employers, etc.);

- (iv) Provide enterprise-grade cybersecurity features such as encryption, firewalls, threat detection, identity and access management (IAM), and compliance with data protection law;
- (v) Scale services up or down based on demand (e.g., during peak registration or reporting periods);
- (vi) Offer built-in disaster recovery, automatic backups, and geo-redundant storage, ensuring that MICT SETA systems remain operational during unexpected outages or cyber incidents;
- (vii) Ensure that the MICT SETA data is hosted locally, thus providing data sovereignty
- (viii) Provision of Private Cloud Hosting Services via CSP (Cloud Solution Provider). The hosting services must be based on a 3-tier hosting arrangement, i.e. Primary (Production), Secondary (failover) and Disaster Recovery;
- (ix) Configure resource groups, virtual networks, subnets, and other foundational components;
- (x) Implement secure Identity and Access Management (IAM);
- (xi) Set up governance policies, compliance configurations, and cost management tools;
- (xii) Migrate MICT SETA's identified workloads (applications, databases, storage) to the Private Cloud;
- (xiii) Provide compute, storage, and backup solutions as per demand (IaaS, PaaS, & SaaS);
- (xiv) Ensure high availability, fault tolerance, and disaster recovery setup;
- (xv) Configure firewalls, DDoS protection, and security center monitoring;
- (xvi) Implement data encryption (at rest and in transit);
- (xvii) Ensure compliance with POPIA, ISO 27001, and government cybersecurity frameworks;
- (xviii) Provide 24/7 proactive monitoring and alerting;
- (xix) Monthly performance reports and health checks;
- (xx) Ongoing support with SLAs;
- (xxi) Train MICT SETA IT staff on Cloud Hosting management, cost control, and security; and
- (xxii) Provide complete technical documentation and handover on completion.

4. PROJECT SCOPE

Provision of private cloud hosting services, migration, security, disaster recovery, monitoring, training, support, and maintenance for a period of five (05) years.

4.1. Current Hosting Environment

The below is an overview of how the current hosting environment is setup including the resources allocated:

System		Hosting location	vCPU	HDD	RAM	Internal / External facing	Operating System
ERP	Application Server	3 rd party	12	1.5 Tb	32 Gb	Internal	TBC
	Database Server		16	2.2 Tb	64 Gb		
	Web Server		6	200 Gb	12 Gb		

	Print Server		4	150 Gb	12 Gb		
Website and Digital Career Portal	Azure - MTN	16	512 Gb	64 Gb	External	Linux	
E-recruitment	Azure - MTN	1	10 Gb	1.75 Gb	Internal and external	Linux	
21 X Integrated Learner Management System (ILMS), E-Learning, and Career Hub	Azure - MTN	64	2,5 Tb	128 Gb	Internal and external	Linux	
TVET & SETA times website	Azure – MTN	16	512 Gb	64 Gb	External	Linux	
Intranet	New	16	1 Tb	64 Gb	Internal	Linux	
ManageEngine Service Desk	New	16	1 Tb	16Gb	Internal		
Online Recruitment	New	16	1 Tb	64 Gb	Internal and external	Linux	
DHET	New	64	2,5 Tb	128 Gb	Internal and external	TBC	

4.2. Projects in the Pipeline

Below is a list of projects that will be implemented coming future which will have an instance at the hosting site. It must be noted that this list is not exhaustive:

System	Hosting location	vCPU	HDD	RAM	Internal / External facing	Operating System
Data Lake	New	8	30 Tb	32 Gb	Internal	TBC

4.3. Project Deliverables.

Below are the expected project deliverables:

Deliverable	Description
Private Cloud Environment Setup	Fully configured tenant with VMs, VNets, security policies.
Migration Plan & Execution	Migration of agreed systems and databases to the Cloud.
Security Implementation	Configured firewalls, NSGs, encryption, compliance settings.
Monitoring Dashboard	Monitor, Log Analytics, alerts, and reporting setup.
Training & Documentation	User guides, SOPs, and workshop for IT personnel.
Monthly Reports	Usage, cost, incidents, uptime reports.

Vendor Questionnaire

Question	Response
Vendor name	

Question	Response
Parent company	
Vendor address	
Name of person responsible for the information contained in this RFI	
Telephone number	
Email address	
Years in operations	
How long has your organisation been within the Property Management industry?	
Related industry certifications, not limited to:	
Number of certified cloud engineers employed	
Which cloud platforms do you support?	
Describe your South African hosting facilities	
Do you operate your own data centre or utilise a third-party facility?	
Provide details of your Disaster Recovery facility	
Number of years providing Private Cloud services	
Number of government or public sector customers	
Provide three references for similar implementations	
Average implementation duration	
Describe your migration methodology	
Describe your monitoring platform	
Describe your change management process	
Describe your backup solution	
Describe your Security Operations capability	

5. RFI RESPONSE PROCESS AND DELIVERABLES

- a. The four primary goals of this RFI include receipt of the following:
 - i. Overview of the service provider's product and/or solution in relation to MICT SETA's stated requirements, current environment, and project scope, including technical architecture, service offering, and implementation approach;

- ii. Budgetary cost estimates**, including a breakdown of all relevant cost components such as infrastructure hosting, compute, storage, backup, disaster recovery, security services, migration services, licensing (where applicable), and ongoing managed services. Pricing should be provided for planning purposes only and should clearly state all assumptions and exclusions;
- iii. Personal information protection (adherence with the POPI Act);
- iv. Service Level Agreements;
 - a) Provide details related to key requirements;
 - b) Support response times; and
 - c) Define any tiered support offerings and provide details.
- b. MICT SETA is encouraging a detailed response amongst all potential suppliers. MICT SETA will utilize responses to this RFI to develop a cost/benefit analysis and to conduct a preliminary review and evaluation of the cloud hosting services.
- c. Using information supplied by this request, MICT SETA may or may not choose to move forward with a formal procurement process to be determined. In no way does submittal of information pursuant to the request for information give any Proposer any advantage in any future solicitation.
- d. After reviewing information from a completed RFI, should the MICT SETA determines to move forward with the proposed project, suppliers may be notified in the next step in the process which is a formal invitation to submit a competitive bidding.

6. RFI RISK MANAGEMENT RESPONSE

RFI responses detailing identified principal implementation and operational risks associated with the proposed solution and describe the proposed mitigation measures. Risks should include, but are not limited to:

- (i) Migration risks;
- (ii) Operational risks;
- (iii) Security risks;
- (iv) Business continuity risks; and
- (v) Vendor dependency risks.

7. RFI RESPONSE PARTICIPATION

Service provider interested in participating in this RFI are asked to please confirm their intent within three (3) business day of receiving this RFI. An email expressing your intent to participate is

sufficient and should be addressed to the attention to bidqueries@mict.org.za. Please include "Intent to Respond for Cloud Hosting Services RFI" in the subject line of your email, or if you received this RFI via email, you may simply reply to that email directly.

8. RFI SCHEDULE

RFI responses detailing all the estimated costs related to cloud hosting services are due no later than Friday, 17 July 2026 at 11:00 AM.

9. RFI RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All questions, notices, or other communications related to this RFI, as well as the final response, should be directed via email to bidqueries@mict.org.za.

10. RFI TERMS & CONDITIONS

This RFI is only a request for information about potential products/services and no contractual obligation on behalf of MICT SETA whatsoever shall arise from the RFI process.

11. LIABILITIES OF MICT SETA

This RFI does not commit MICT SETA to pay any costs incurred in the preparation or submission of any response to the RFI.

12. CONFIDENTIALITY & RFI OWNERSHIP

Information contained within this is provided only to give service provider a sufficient understanding of MICT SETA's requirements. Under no circumstances should information be disclosed to any third party.

This RFI is both confidential and proprietary to MICT SETA, and MICT SETA reserves the right to recall the RFI in its entirety or in part. Service provider cannot and agree that they will not duplicate, distribute, or otherwise disseminate or make available this document or the information contained in it without the express written consent of MICT SETA.