



# Business Continuity Management Services Proposal

*Specially prepared for*

**Malawi National  
Payments Council**



*Prepared on 30 August 2010 by:*

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*Our Business is Keeping You in Business*



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## **Table of Contents**

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
<b>2</b>	<b>THE PROPOSED SOLUTION .....</b>	<b>3</b>
<b>3</b>	<b>OPERATIONAL DELIVERABLES .....</b>	<b>7</b>
<b>4</b>	<b>INVESTMENT REQUIRED .....</b>	<b>8</b>
<b>5</b>	<b>STANDARD TERMS.....</b>	<b>8</b>
<b>6</b>	<b>PROPOSAL ACCEPTANCE .....</b>	<b>9</b>

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## 1 INTRODUCTION

ContinuitySA thanks The National Payments Council for the opportunity to provide pricing for the provision of 300 recovery seats as part of a Work Area Recovery and Data Centre solution in, Lilongwe Malawi.

ContinuitySA has been and remains the preferred Business Continuity Service provider to Financial and other Institutions in Southern Africa for over 15 years. By revenue and infrastructure we are the largest supplier of business continuity services in Southern Africa. At a Gartner conference on BCM hosted in Cape Town ContinuitySA came out tops when discussing the South African BCM market. Our current client base includes most of the financial-sector JSE listed companies, with 56 clients from the Financial Services sector. We also run the largest office recovery infrastructure in Southern Africa with over 3000 seats. This includes a very large dealing/treasury infrastructure with 140 treasury/dealing room seats. ContinuitySA has therefore a thorough understanding of the needs of banks including familiarity with the issues driving Business Continuity Management in financial institutions such as the Basel II accord.

Note that the proposal is for the development of a recovery facility that will cater for a dedicated and syndicated solution in Lilongwe. An initial assessment of the current requirement is outlined below and is based on input received from the representative banking consortium at the presentation held in Blantyre.

## 2 THE PROPOSED SOLUTION

The proposed solution comprises the provision of a fully managed Recovery Centre with the ability to accommodate 300 office recovery seats, as well as growth capacity. Included is a data centre of 100 square metres, which will be divided up depending on banking requirements.

The equipment and infrastructural elements for which the standby service is to be provided is set out below, together with the relevant prices. The content of this solution is based on the following specifications which may be provided on a syndicated or dedicated basis:

### 2.1 Boardroom / Command Centre

A large dual purpose boardroom serves as a meeting room and command centre.

- Access controlled boardroom
- Boardroom table, 12 chairs
- 12 LAN access points

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- Whiteboard; paper flip charts
  - Conference telephone unit
  - Digital projector and screen

## **2.2 Reception Area**

The reception area provides seating for a receptionist and switchboard operator, and visitors seating. This area is available for client use in the event of a disaster declaration.

- Reception desk, 2 chairs
- Switchboard console
- Visitor chairs

## **2.3 Kitchen Area**

A fully equipped kitchen is available for beverage and light-meal preparation.

- Enclosed kitchen area – Sinks, storage space
- Kitchen appliances – Fridge, microwave, kettles
- Kitchen crockery and cutlery – Mugs, plates etc.

## **2.4 Restrooms**

Ample male and female restrooms are conveniently located throughout the recovery centre; with provision made for disabled access.

## **2.5 Pause Area**

The pause area is designed for both dining and relaxation purposes.

- Dining tables and chairs
- Couches and coffee tables
- Satellite television

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## **2.6 Security**

The recovery centre is secured by 24 hour guarding; with an electrified perimeter fence. Parking is available in close proximity to the building.

- Electrified perimeter fencing
- 24 hour manned security
- Secure parking
- Intruder detection alarm system – PIR and door contacts
- CCTV system monitoring – External entrances and high-risk areas.

## **2.7 Electrical Power**

The electrical supply to the entire Recovery Centre is supplemented with backup diesel generator power; and all electronic computer equipment is protected with uninterruptible power supply (UPS).

## **2.8 Work Area Recovery Space**

General office seating is provided in an open-plan, carpeted environment; with access to this area controlled allowing entry to designated personnel only.

- Compact desk and chair
- Telephone set (0.5 external trunk ratio)
- PC workstation
- Data point – 100Mb/s switched Ethernet
- Rapid Desktop Deployment (RDD) – Deployment of OS and application images
- Access control in all areas
- Fire detection and portable extinguishers

## **2.9 Office Automation**

A multifunction laser printer, copier, scanner and fax machine is provided for every 30 recovery seats.

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## **2.10 Data Centre Space**

A dedicated, secure data centre environment is provided and is equipped with the following:

- UPS and diesel generator backup power
- Fire detection and gas extinguishers
- Air-conditioning
- Access control
- Remote environmental monitoring
- CCTV monitoring

## **2.11 Access Control**

Access control throughout the facilities is managed using proximity card readers, which allows the cardholder access to designated areas. Access control policies govern the allocation of these cards.

## **2.12 Battle Box Storage**

A secure, fire resistant, access controlled room is available for the storage of battle boxes.

## **2.13 Exclusions**

The following elements are excluded from this solution:

- Centralised IT equipment
- WAN connectivity
- Reuters services
- Mailer
- Transporter
- Card embossing machines
- Software

## **2.14 Additional Costs**

Telecom usage, electrical consumption, and consumables are charged at cost + 5%.

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### **3 OPERATIONAL DELIVERABLES**

The following deliverables are applicable on an ongoing basis regardless of the usage type; i.e. testing, disaster invocation:

***Standard:***

- Monthly bill of health on all IT equipment and entire building infrastructure
- Maintenance and repairs of all IT equipment and building infrastructure
- Insurance of all IT equipment
- Monthly management reporting
- Solutions design of LAN and office recovery environment
- Local area network configuration and management
- Creation and deployment of PC workstation operating system and application images
- File and print service configuration and management
- Telephony configuration and management
- Security management
- Health and safety policies and procedures
- Cleaning services

***Options:***

- Server configuration and management
- Data protection
- Recovery testing and disaster response
- Management of client owned equipment and components
- Solutions design of WAN and server recovery environment
- WAN configuration and management

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**4 INVESTMENT REQUIRED**

The following pricing is based on the development of a purpose built recovery facility:

Specific Requirement	Price Per Seat Per Annum	Implementation Fee Per Seat (Once off)
Dedicated Office Recovery Seats	\$ 3,910 p.a.	\$ 5,128 per seat
Syndicated Office Recovery Seats	\$ 1,301 p.a.	\$ 1,709 per seat
1m2 Dedicated Computer Room	\$ 3,144 p.a. (per meter)	\$ 4,370 (per meter)

The solution provides a syndicated and a dedicated option and it is anticipated that most bank will take both options. It is not recommended that banks only take a syndicated option due to the residual risk of many banks concentrated in one area. The site will cater for 150 dedicated and 150 syndicated seats (300 in total).

Due to the high cost of developing a facility of this scale in Malawi, it is important to note that a consolidated approach must be taken by all the Banks that plan to subscribe to the service.

ContinuitySA will invest and develop the facility in Lilongwe should at least two (2) anchor clients sign up for the service; taking up not less than one hundred and thirty (130) seats.

**5 STANDARD TERMS**

The proposal’s pricing is based on a 5-year contract payable annually in advance. The subscription charge for the service is fixed for the duration of the contract, with the exception of CPI increases, which are calculated on the anniversary of the commencement date of the contract. Please note that all pricing and fees quoted exclude all VAT and withholding taxes, and that these prices and this proposal is valid for a period of 21 days from the issue date hereof. Pricing is provided in US Dollars and is subject to change based on fluctuations in current currency trading.

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## **6 PROPOSAL ACCEPTANCE**

I agree that I have read and understood the contents of this proposal and hereby accept the proposal on behalf of The National Payments Council. I understand that the details in this proposal will act as the agreement between ContinuitySA (Pty) Ltd and The National Payments Council and that the proposal is subject to the standard terms and conditions specified in the ContinuitySA contract, a copy of which is available on request.

Signed for and on behalf of The National Payments Council:

Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signed for and on behalf of ContinuitySA (Pty) Ltd:

Signature: \_\_\_\_\_

Name and Title: \_\_\_\_\_

Date: \_\_\_\_\_

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