

HEAD OFFICE
ETDP SETA House
2 - 6 New Street
Gandhi Square
South Marshalltown
Johannesburg CBD
Private Bag X105
Melville, 2109
Tel:(011) 372 3300

EASTERN CAPE
Waverley Office Park
3 - 33 Philip Frame Road
Chiselhurst
East London, 5200
Tel: (043) 726 8314
Fax: (043) 726 8302

FREE STATE
Motheo TVET College
National Artisan Academy
R657+P3, Ehrlich Park
Bloemfontein, 9312
Tel: (051) 430 5072
Fax: (051) 430 5080

GAUTENG
ETDP SETA House
2 - 6 New Street
Gandhi Square
South Marshalltown
Johannesburg CBD
Tel: (011) 403 1301/2/3/6
Fax: (086) 614 8781

KWAZULU-NATAL
Thynk Box
27 Jan Hofmeyer Road
Westville
Durban, 3630
Tel: (031) 304 5930
Fax: (031) 301 9313

LIMPOPO
89B Biccard Street
Polokwane
0700
Tel: (015) 295 9303
Fax: (015) 295 9301

MPUMALANGA
Streak Office Park
6 Streak Street
Block B, 1st Floor
Nelspruit, 1201
Tel: (087) 352 7108
Fax: (013) 752 2917

NORTHERN CAPE
Bobby's Walk Building
6A Long Street
Kimberley, 8300
Tel: (053) 832 0051/ 2
Fax: (053) 832 0047

NORTH WEST
Sparkling Office Park
78 Retief Cnr Peter
Mokaba Street
Potchefstroom, 2531
Tel: (018) 294 5280
Fax: (018) 294 5719

WESTERN CAPE
Sunbel Building
2 Old Paarl Road
Office 205, 2nd Floor
Belville, 7530
Tel: (021) 946 4022
Fax: (021) 946 4043



Education, Training and Development Practices Sector Education and Training Authority

BID NO: SCMU NO: 22 - 2023/24

REQUEST FOR BIDS

TERMS OF REFERENCE FOR THE APPOINTMENT OF AN ACCREDITED SERVICE PROVIDER TO RENDER MANAGED IT SECURITY OPERATIONS SERVICES.

1. INTRODUCTION

The Education Training and Development Practices Sector Education and Training Authority (ETDP SETA) is a public entity established in terms of Section 9(1) of the Skills Development Act, No. 97 of 1998 to advance skills levels in accordance with the National Skills Development Plan (NSDP). The Mandate of the ETDP SETA is to promote and facilitate the development and improvement of the skills profile of the sector's workforce to benefit employers, workers and employees in the ETD sector.

The ETDP SETA will host a **NON-COMPULSORY** virtual briefing session for **BID NO: SCMU: 22 - 2023/24 – Appointment of an accredited service provider to render Managed IT security operations services on 12 April 2024 at 11h00**. Access details will be available on www.etdpseta.org.za as from **12h00 on 11 April 2024**. We thank you for your cooperation.

The ETDP SETA reserves the right not to award the BID.

2. PRUPOSE & OBJECTIVES

2.1. PURPOSE OF THE PROJECT

The ETDP SETA is looking for a competent and suitably experienced service provider to provide Managed IT Security Operations Services for a period of 36 months.

2.2. OBJECTIVES

ETDP SETA has embarked on a cloud migration strategy making investments in technology and information to support the organisations' efforts to increase operational efficiencies and embrace digital technologies. Exposure to cloud technologies has necessitated and improved cybersecurity tools to ensure protection of its resources through compliance with regulatory requirements and best standard practices.

The information in this communication is confidential and may be legally privileged.

It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful.

To meet the above objective ETDP SETA requires a suitably qualified service provider to provide Managed IT Security Operations Services that will integrate threat intelligence, web security, consolidates security alerts and automates response for a period of three years to enhance ETDP SETA resilience to cyberattacks.

The main goal of this project is to establish cyber resilient ICT environment. The following are the specific objectives.

- a. Improved detection and response of cyber threats and data breaches.
- b. Advanced threat intelligence and vulnerability management.
- c. Ensure compliance with regulations and best cybersecurity practices.
- d. Data breach prevention & Response.
- e. Integrated 24/7 security monitoring.

3. PROJECT SCOPE, REQUIREMENTS AND DELIVERABLES

3.1. Overview

The ETDP SETA is in the process of upgrading its ICT Infrastructure in order improve organisational performance, flexibility, and productivity. The successful bidder will be required to implement, support and maintain a cloud-based SIEM/SOC solution as part of the Managed IT Security Operations to ensure secure IT environment across all cloud and on-premises applications, network infrastructure, servers, wireless network, and related hardware appliances.

The ETDP SETA staff compliment is ±150 with the Head Office situated in Johannesburg and provincial offices in major cities across the country. The organisation maintains a hybrid infrastructure with most of its core applications moving to the cloud.

Below are some of the security products currently in place:

- Trend Micro Vision One
- Trend Micro Cloud One.
- Trend Micro Tipping point.
- Mimecast for email security.
- FortiGate Firewall.
- ManageEngine.
- Nessus Professional.

The number of endpoints can be summarised as follows:

- Laptops: +-150 (Windows 10 - 11)
- Desktops: +-10.
- Servers: 21 (Windows server 2016, 2019).

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

- Azure: 1 VM.
- Database: SQL Server 2014.
- Routers: 11 Cisco routers
- Switches: Cisco switches

3.2. Requirements

The proposed solution should cover the following minimum requirement:

Req No	Requirement	Requirement Description
1.	SIEM/SOC	<p>Managed detection and response:</p> <ul style="list-style-type: none"> • 24x7 monitoring and advanced threat detection. • Ensure early threats containment. • Consolidate threats from current security solutions. • Analyzing the behavior of systems and users to detect anomalies that could indicate malicious activity. • Monitoring endpoints, such as laptops, servers, and mobile devices, for suspicious activity and threats. • Threat hunting and intelligence. • Support for dark web monitoring & brand monitoring from threat intelligence function. <p>Managed risk:</p> <ul style="list-style-type: none"> • Discover, assess, and harden ICT environment against risks and threats. • Discover and resolve vulnerabilities from networks, endpoints, and cloud environments. • Remediate any vulnerabilities that have been exploited. <p>Incident response</p> <ul style="list-style-type: none"> • Recover quickly from cyber-attacks and breaches. • Contain and prevent threats. • Identify root cause and the extent of malicious activity. <p>Cloud detection and response</p> <ul style="list-style-type: none"> • 24x7 monitoring of ETDP SETA cloud environment and applications. • Cloud detection and response to address cybersecurity challenges. <p>Cloud security posture management</p> <ul style="list-style-type: none"> • Work with ETDP SETA cloud services provider and SaaS

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

		providers to prevent data loss.
2.	Access management	<p>Bidders are required to provide privileged access management solution to perform the following:</p> <ul style="list-style-type: none"> • Monitor privileged users. • Monitor and audit all privileged activity. • Monitor and manage privileged accounts. • Server and infrastructure privilege management. • Privileged access management across IT environment. • Minimize cybersecurity risks related to privileged accounts. • Verify user identities with identity management and MFA tool. • Monitor the activity of service accounts. • Detect and generate alerts for abnormal behavior of privileged accounts. • MFA tool for privileged accounts.
3.	Vulnerability management	<p>Bidders are required to provide vulnerability management for ETDP SETA as follows:</p> <ul style="list-style-type: none"> • Perform 2 penetration testing per year to ensure secure ICT infrastructure and application. • Discover vulnerabilities that may exist within ETDP SETA ICT environment by performing 2 vulnerability assessments per year. • Prioritize vulnerabilities based on their or impact. • Work with ETDP SETA ICT team to remediate and eliminate the vulnerability.

3.2.1. Support and maintenance.

- Support and maintenance for a period of 36 months.
- Conduct annual vulnerability assessments and remediation of the entire ETDP SETA ICT environment.
- Provide training and skills transfer to the ICT Team of 3 administrators.

3.3. Deliverables

- 3.3.1.** A detail project execution plan outlining the implementation processes, approach, resources tools and allocation, timelines (realistic with key milestones) and deliverables.

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

3.3.2. Submit a support and maintenance plan which clearly shows the turnaround times for support calls as well as uptime commitment on all services.

4. DURATION OF THE AGREEMENT

It is expected that the duration of the agreement will be **for a period of 36 months**.

5. COSTING MODEL (PRICING SCHEDULE)

The Bidder must provide a signed costing proposal on the company letterhead. The bidder's proposal costing should clearly indicate the following cost in relation to detailed requirements on 3.2 above:

Year 1			Bidders are requested to include any escalation costs for year 2 and 3 in their costing		
			Year 2	Year 3	
Item	Once off costs	Monthly costs x 12 (excl VAT)	Monthly costs x 12 (excl VAT)	Monthly costs X 12 (excl VAT)	
SIEM/SOC					
Access management					
Vulnerability management					
Total					Sum of all totals
VAT					
Grand Total (For year 1 – 3)					

NAME OF BIDDER: _____

POSITION/ ROLE: _____

SIGNATURE: _____

All pricing shall be in South African Rand (ZAR). All project milestones with costing should be listed on the pricing schedule.

6. EVALUATION CRITERIA

THE ETDP SETA applies the provisions of the Preferential Procurement Policy Framework Act, ACT NO 5 OF 2000 and Preferential Procurement Regulations, 2022. The evaluation will be guided by ETDP SETA procurement policy.

Note: Folder A (USB) must have documents for Stage 1 and Stage 2

6.1. STAGE 1 [Folder A (USB)]

Bidders will be evaluated on the submission of the requested mandatory documents. Fully completed and signed forms with witnesses' signature must be submitted and all applicable boxes be ticked.

6.1.1. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION
--

1. A valid partner letter of the proposed SIEM/SOC solution.
2. The bidder must be ISO27001 Certified and provide copy of certification.

NB: Failure to submit any of the above-requested mandatory documents will lead to disqualification.

6.2. STAGE 2 [Folder A (USB)]

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

1. The minimum qualifying score for functionality will be **80 points** and bids that fail to achieve the minimum qualifying score will be disqualified.
2. Only bids that achieved the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations **5 and 6**.

The evaluation criteria for functionality will be as below:

NO	QUALIFYING CRITERIA FOR SHORT LISTING	POINTS
1.	<p>Company experience: Provide signed proof on the referee's company letter head for providing SIEM/SOC solution within RSA.</p> <p>1.1. Number of similar projects implemented by the company (Provide signed reference letter for each project on the clients' letterhead): 20</p> <ul style="list-style-type: none"> I. 3 or more projects = 20 points II. 2 projects = 10 points III. 1 project = 5 points 	20
2.	<p>Proposed Approach: 50</p> <p>2.1 Proposal detailing the work to be implemented against this ToR. The proposal should respond to items listed in section 3.2 of the ToR as follows: (40)</p> <ul style="list-style-type: none"> a. Solution Proposal addresses Section 3.2 requirement number 1 = (20) b. Solution Proposal addresses Section 3.2 requirement number 2 = (10). c. Solution Proposal addresses Section 3.2 requirement number 3 = (10) <p>2.2 Detailed project plan with milestones not exceeding a period of 02 months to implement the solution (10).</p>	50
3.	<p>Project Manager and Technical Lead Experience & Certification</p> <p>3.1 Relevant experience of the Project Manager in managing IT projects (Attach CV) (10)</p> <ul style="list-style-type: none"> a. 5 years and above = 10 b. 4 -3 years = 5 c. 1-2 years = 3 d. Below 1 = 0 <p>3.2 Technical Lead (Certification), submit copy as proof, no points will be awarded if copy is not attached. (10)</p> <ul style="list-style-type: none"> a. Certification - Certified Information Systems Security Professional (CISSP) or Ethical Hacker, or Certified Information Security Manager (10) <p>3.3 Relevant experience of Technical Lead in IT Security (Attach CV) (10)</p> <ul style="list-style-type: none"> a. 5 years and above = 10 b. 4 -3 years = 6 c. 1-2 years = 3 d. Below 1 = 0 	30
TOTAL		100

Bidders must provide documents to justify awarding the above points, and such include details of contactable references to validate the information submitted.

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

Points will be awarded on a sliding scale.

Please take note of the value and scoring point system of your bid.

6.3.STAGE 3 [Folder B (USB)]

PRICING SCHEDULE DOCUMENTS

- a. Costing Model (**Price must be final, include VAT and signed**)
- b. Submit a "Unique security personal identification number (PIN) issued by SARS" **which the SETA will use to verify the bidder's tax matters prior to the award.**
- c. Invitation to Bid - **SBD1**
- d. Declaration of Interest – **SBD 4 (New)**
- e. Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals.**
- f. B-BBEE certificate or sworn affidavit (**If claiming preferential points**) – **this will be used to verify points to be allocated for specific goals.**

80/20 preference point system shall be applicable as follows:

Price	80
Allocation of specific goals	20

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, the ETDP-SETA will adhere to its policy on the appointment of service providers.

7. BID CONDITIONS

The ETDP SETA Supply Chain Management Policy will apply:

1. The ETDP-SETA Supply Chain Management Policy will apply:
2. ETDP-SETA does not bind itself to appoint a bidder with the highest points.
3. ETDP-SETA reserves the right to negotiate the bidder's price.
4. ETDP-SETA reserve the right to cancel the bid and not award the bid to any of the bidders.
5. Bids which are late, incomplete, unsigned **will NOT** be accepted.
6. Bidders must submit a valid certified B-BBEE Certificate from SANAS Accredited Verification Agency or issued by Companies and Intellectual Property Commission (CIPC) or a signed Sworn Affidavit for allocation of points for specific goals.
7. Specific goals shall not be allocated where supportive documents, as stated in the bid documents, are not provided as stated in the bid document.
8. Bids submitted are to hold good for a period of **90 days**.
9. Companies who bid as a joint venture must submit a **consolidated B-BBEE Verification certificate prepared for this bid only**, from **SANAS Accredited Verification Agency** in order to be eligible for empowerment points. Companies who form part of this joint venture **MUST** provide an accreditation certificate with relevant authority as stated in Mandatory documents.
10. Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor, Sworn Affidavit or a B-BBEE Certificate, together with the bid, will be interpreted to mean that points for specific goals for B-BBEE status level of contribution are not claimed.
11. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
12. All suppliers must be registered on the Central Supplier Database. No bid shall be awarded to any supplier that is not registered on the Central Supplier Database.
13. Companies that are in the process of de-registration in the CIPC will not be considered.
14. Service Provider must provide proof of Public Liability Insurance.

8. BID DOCUMENTS/ PROPOSAL PACKS

Bid documents for participation **must** be downloaded from the ETDP-SETA website: www.etdpseta.org.za, Main Menu > Supply Chain Management > Procurement > Open Tenders as from **12h00** on **28 March 2024**.

Bidders must submit technical and financial proposals in **one (1) USB** clearly marked “Folder A-Technical Proposal” and “Folder B- Financial Proposal”.

Folder B - (Financial Proposal) Costing Model (*Price must be final, include VAT and signed*), Submit a “Unique security personal identification number (PIN) issued by SARS” **which the SETA will use to verify the bidder’s tax matters prior to the award**, Invitation to Bid - **SBD1**, Declaration of Interest – **SBD 4 (New)**, Preferential Points Claim Form in terms of the Preferential Procurement Regulations, 2022 -**SBD 6.1 (If claiming preferential points) - this will be used to verify points to be allocated for specific goals** and B-BBEE certificate or sworn affidavit (*If claiming preferential points*) – **this will be used to verify points to be allocated for specific goals**.

The financial proposal will only be opened when the tender is responsive in Stage 2 or at the discretion of the ETDP-SETA.

All Bids/Proposals (completed in [one (1) USB] must be **courier or hand delivered to:**

The ETDP-SETA – Head Office
ETDP-SETA House
2-6 New Street
Ghandi Square
Johannesburg South - CBD
2091

Submissions can be delivered into the tender box between **08h00 and 16h30 Monday to Friday BEFORE** the closing date and time of **11h00 on 24 April 2024**.

9. CLOSING DATE

All Proposals should reach the ETDP SETA Offices on or before **11h00 on 24 April 2024**.

No late submission will be accepted!

10. CONTACT PERSON

NO telephonic or any other form of communication relating to this bid will be permitted with any other ETDPSETA member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful

named individual stated below. ANY MEANS OF ATTEMPTING TO INFLUENCE THE ADJUDICATION PROCESS OR OUTCOMES OF THE ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID. All enquiries regarding this bid must be in writing only and be directed to:

Supply Chain Management: Email: Tenderers@etdpseta.org.za.

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.

ANNEXURE A

Bidders are required to provide references for the Project Manager and Technical Lead. Failure to provide references will lead to no points allocated.

1. RELEVANT EXPERIENCE OF THE PROJECT MANAGER

Name of Project Manager: _____

Project/Company name	Position/Role	Responsibilities	Start date	End date	Reference (Name & Surname)	Reference (Position)	Reference (Contact details)

2. RELEVANT EXPERIENCE OF TECHNICAL LEAD

Name of Technical Lead: _____

Project/Company name	Position/Role	Responsibilities	Start date	End date	Reference (Name & Surname)	Reference (Position)	Reference (Contact details)

The information in this communication is confidential and may be legally privileged. It is intended for the sole use of the individual/s or entity to whom this has been addressed or copied. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking action in reliance of the contents of this communication and/or its attachments, is strictly prohibited and will be unlawful