



Quality Council for Trades & Occupations

www.qcto.org.za

256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

INVITATION TO TENDER

REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENEW THE RAPID 7 SECURITY INFORMATION AND EVENT MANAGEMENT (SIEM) PLATFORM LICENCE.

TENDER NO: QCTO RFQ 12 / 2023

CLOSING DATE: 15 September 2023 at 11:00

Company Name		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

--

1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, conduct assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za>

The purpose of this RFQ is to appoint a suitable service provider to renew licences and provide 12 months of monitoring and support for the Rapid 7 Security Information and Event Management Tool.

1.1 PROPOSAL SUBMISSION

The proposal must be submitted in the following manner:

1.1.1 Proposals with supporting documents and financial submissions can be sent to tenders@qcto.org.za

Table: 1.1

Closing Date	Address
Date: 15 September 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

NB: Late Submissions will not be considered

Table: 1.2

Briefing Session Information
There will be no Virtual Briefing session

1.2 ACCEPTANCE OF TENDERS

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the bid which it deems to be in the best interests of the organization. QCTO reserves the right to accept the offer in full or in part or not at all.

2. AIM OF PROPOSAL

2.1 The purpose of this RFQ is to appoint a suitable service provider to renew the RAPID 7 licences and provide 12 months of monitoring and support for the Security Information and Event Management Tool.

2.2 The SIEM tool should include software, licence, support and maintenance for the period of 12 months.

2.3 The QCTO requires a RAPID 7SIEM solution that will cover the entire QCTO's ICT landscape. More importantly, the solution offering is expected to integrate with all existing business processes and solutions, delivered in line with the QCTO ICT Implementation Plan 2022/2023. The solution must be cost-effective, flexible, reliable, and highly secure.

3. QCTO'S CURRENT ICT LANDSCAPE

3.1 The QCTO has one site situated in Hatfield, Pretoria. The current ICT infrastructure and systems support about 130 staff across the different departments.

3.2 The QCTO ICT unit provides various ICT services on different infrastructure platforms.

3.3 The QCTO has a local network of about 130 end-user workstations, six (6) HP physical servers that are hosting fifteen (17) virtual machines running Windows operating systems and four (4) Cisco switches.

3.4 QCTO has, amongst other systems, implemented the following, which should form part of the integration with the proposed system:

- a) Active Directory
- b) Sophos InterceptX endpoint protection for all its endpoints (cloud-based)
- c) Microsoft Office 365 Exchange Online
- d) Fortigate hosted Firewall (at ISP)
- e) MicroFocus Change Guardian and Identity Governance (on-premise)
- f) MicroFocus Content Manager (on MS Azure)
- g) Cisco switches (Cisco DNA)
- h) SQL databases

4. SCOPE OF WORK AND DELIVERABLES FOR THE RAPID 7 SIEM

Kindly quote the QCTO as per below:

- a) Display Name: QCTO
Organisation ID: bb1eda3a-6245-4b4b-949d-717b2e97b5c4

- b) Display Name: QCTO – us1
Organisation ID: 75dbe2ee-ccec-40d8-96db-6c75aed1b18e

Product Description	Required service	Quantity
InsightIDR Advanced (SIEM and XDR)	License Renewal	250
	Premium support maintenance and monitoring of the system incl. Reporting and feedback sessions monthly.	12 Months

5. VENDOR PARTNERSHIP/CERTIFICATION

5.1 Interested service providers are required to have a suitable Partner status with the Rapid 7 product vendor at the stage of responding to this RFQ and during the duration of the contract.

5.2 At least one member of the service provider's key personnel assigned to the project shall hold a valid certificate of the Rapid 7 vendor at any time during their assignment to the project and have a minimum of three (3) years of professional experience in SIEM support and implementations.

6. SUPPORT

The QCTO intends to enter into a support and maintenance contract for a period of 12 months (1 year).

The successful bidder will be required to provide monthly logs for audit purposes, for the duration of the contract.

The appointed bidder will be required to provide support in deciphering the logs received from the software and alert the ICT of any threats as highlighted by the SIEM.

The successful bidder will be required to provide and share some knowledge with the ICT unit after renewal.

7. PROJECT TIMELINE

The successful bidder must be able to supply the RAPID 7 licences within 5 days after receiving the purchase order.

8. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities and, in these instances, the bidders will be obliged to provide QCTO with all necessary assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The 80/20 principle will be applied in terms of the Preferential Procurement Regulations 2022.

The tender will be evaluated based on the following categories:

No.	Criteria	Sub-criteria	Points
1.	<p>Bidder's extensive knowledge and experience in RAPID 7 or similar Implementation and rollout. Reference Letters SIEM implementation.</p> <p><i>NB: Please provide signed reference letters from the company they provided SIEM services, on the company's letterhead with a contact person and their contact numbers.</i></p>	<ul style="list-style-type: none"> No evidence that bidder has undertaken similar projects(0 reference Letter) = 0 points Bidder has successfully undertaken 1 to 2 similar projects(1-2 reference letters) = 20 points Bidder has successfully undertaken 3 similar projects(3 reference letters) = 40 points Bidder has successfully undertaken 4 similar projects(4 reference letters) = 50 points 	50

		<ul style="list-style-type: none"> Bidder has successfully undertaken 5 or more similar projects(5 or more reference letters) = 30 points 	
2.	Bidder's Partner Certification/Training with Vendor NB: Please provide certification	<ul style="list-style-type: none"> No evidence that bidder has certification = 0 points Bidder has Vendor Certification = 50 points 	50
		TOTAL	100

Each of the criteria is to be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100 points on functionality, will not be considered for site visit and presentation and will be disqualified for this project.**

Stage 3: Pricing and Specific Goals

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 Preferential Procurement Regulations 2022**.

The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document. **Step 1** will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.

The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[1 - \left(\frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

P_s = Points scored for the comparative price of the proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = Comparative price of lowest acceptable proposal or offer.

Step 2 will be the calculation of points for the specific goals as per the table below:

Specific Goal	Number of Points
Women	5

Youth	5
Locality/Province	5
HDI	5

9. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

10. VALIDITY PERIOD

The validity period for this RFQ is 30 days.

11. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

1. Ms Nkhensani Maluleke

Email: Maluleke.n@qcto.org.za

2. Ms Sithembile Mabaso

Email: Mabaso.s@qcto.org.za

Any SCM-related enquiries shall be directed in writing to:

1. Mr. Lekhotla Motlounq

Email: tenders@qcto.org.za

Kindly Quote QCTO RFQ 12/2023 on the subject line for all enquiries