TERMS OF REFERENCE FOR THE APPOINTMENT OF A SUITABLE AND QUALIFIED IT SERVICE PROVIDER TO PROVIDE THE MANAGED CYBER SECURITY SERVICES FOR A PERIOD OF TWELVE (12) MONTHS

1. INTRODUCTION

The Mining Qualification Authority (MQA) is a public entity established in terms of section 45 of the Mine Health and Safety Act No. 29 of 1996 (MHSA) and is a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the MHSA, the SDA, and its constitution.

The MQA is expected to inter alia respond to the National Development Plan (NDP) which aims to eliminate the historical and structural poverty, unemployment and reduce inequality by 2030. The NDP seeks to build the capacity of South African citizenry to ensure that South Africa has adequate, appropriate, and high-quality skills for economic growth, employment, and social development. The National Skills Development Plan (NSDP) among others, responds to it by outlining outcomes to be met by various agencies through various interventions to increase access to high quality and relevant education and training and skills development opportunities, including workplace learning and experience, to enable effective participation in the economy and society by all South Africans and reduce inequalities.

2. BACKGROUND

The MQA's Cyber Security Architecture is operating in a hybrid model due to some of its business application systems hosted on-premises and on various clouds (with different providers / hosting partners).

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The following is the current Cyber Security Stack within the MQA Cyber Security Architecture:

a) Firewall;

b) Anti-Virus Solution;

c) Mail Archiving & Spam Filtering;

d) AD / SSO integration and Multi-Factor Authentication (MFA);

e) Network Monitoring;

f) Software Updates / Patching;

g) Backup, replication and disaster recovery – virtual and off-site;

h) Vulnerability Assessment – installation completion underway.

The main objective of the "Managed Cyber Security Services" project is for MQA to leverage the expertise of a qualified and credible service provider in order to effectively and efficiently protect its (MQA) digital assets. The following, but not limited, are the high-level services aimed for this project:

a) Security Assessments – regular evaluations of security posture and vulnerabilities

b) Threat Detection – continuous monitoring of networks and systems to identify potential threats.

c) Incident Response – rapid action to mitigate and response to the security incidents (i.e. ensure that there is an adequate resilience).

d) Compliance Management – ensuring adherence to relevant Acts, Regulations, Policies and Standards.

3. PURPOSE OF THE REQUEST FOR PROPOSALS

The MQA requires the services of a suitably qualified, credible and experienced IT / ICT Security Management service provider to provide a fully managed cyber security services for the period ending of twelve (12) months.

4. SCOPE AND DEFINITION OF WORK

The appointed service provider is required to provide the following, but not limited to:

4.1 Assessment of the current cyber security posture of the organization in terms of the effectiveness of the solutions stack and provide report with any possible gaps and recommendations on how to close the identified gaps.

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4.2 One (01) **Penetration Testing and Vulnerability Assessment** (using a tools, methodologies, and frameworks independent from the current MQA vulnerability assessment solution (VA).

4.3 Development of the **Cyber Security Strategy and Incident Response Management Plan**.

4.4 **Bi-Annual Testing** of the incident response management plan (which includes cyber security incident drills).

4.5 **Ongoing monitoring** of the cybersecurity environment and providing monthly reports.

4.6 Conduct one (1) / **Annual Cyber Security Awareness Campaign / Training** to all MQA employees which includes the Executives (and CEO briefings), Management and Other Staff.

4.7 Provide **skills transfer** to the internal IT staff (upskill and / or cross-skilling).

4.8 The service provider resources may be required to present the cyber security management reports in MQA Governance Structures when required.

5. DELIVERABLES

The appointed service provider shall deliver the following:

5.1 Cyber Security Assessment Report with recommendations, cost estimates and estimated timelines required to implement each recommendation action.

5.2 Penetration Testing and Vulnerability Assessment Report.

5.3 Draft Cyber Security Strategy and Incident Management Response Plan (note. The approval will be in line with MQA approval process with all the governance structures).

5.4 Report on the Testing of the Incident Management Response Plan.

5.5 Cyber Security Awareness Campaign / Training.

5.6 A Skills Gap Analysis of internal IT Staff, including a structured Skills Transfer Plan with documented implementation and monthly progress reports.

5.7 Monthly cyber security reports (including review reports of MQA's cyber security 3rd Parties).

Important Note:

- The complete MQA cyber security solution stack will be shared ONLY with the appointed service provider.

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6. APPROPRIATE QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

MQA requires for the following roles for its project management personnel: Programme Manager and Project Manager.

Suitable roles must have required experience in performing similar tasks in system development environment and to evaluate experience the will require reference letters. The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services that reference will not be considered during evaluation.

6.1 Project Manager

Bidders must provide qualified and experienced Project Manager with the following minimum requirements:

6.1.1 Qualifications

- An undergraduate degree (NQF level 7) is compulsory
- MQA also requires that a Programme Manager MUST have at least one of the following qualifications:
  - Project Management Certification (PMP, Prince 2 (Foundation / Professional).

6.1.2 Experience

A suitable Programme Manager must have a minimum 3 years of experience as a Programme / Project Manager in working on IT / Cyber Security Management Services Projects.

6.2 Cyber / Information Security Officer / Engineer / Manager

6.2.1 Qualification

MQA also requires that a **Cyber / Information Security Officer / Engineer / Manager** MUST have at least one of the following qualifications:
  - Certified Ethical Hacker (CEH)
  - Certified Information Systems Security Professional (CISSP)
  - Certified Information Security Manager (CISM)

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6.2.2 Experience

A suitable Cyber Security Engineer / Specialist MUST have a minimum of 3 years of experience in cyber security / information technology security management.

6.3 The proposal must indicate the names of the persons or resources to be evaluated, failure to which will result in a score of zero (0) being awarded.

6.4 CVs must also indicate where the experience was acquired and certified copies of qualifications must be attached.

6.5 The qualifications certifying date stamp must be valid for 6 months prior to the closing date of this request for proposal.

6.6 The bidder may (optional) provide additional resources which they deem fit for the successful implementation of this project.

7. Duration of the contract

6.1 The successful bidder will be appointed to render the requisite service for the period of twelve (12) months.

6.2 Work will start upon signing the service provider contract and Service Level Agreement (SLA).

INTERGRITY AND CONFLICT OF INTEREST

7.1 The service provider shall, always, exhibit the highest level of integrity in the performance of all professional assignments and will accept only assignments for which there is a reasonable expectation that the assignment will be completed with professional competence.

7.2 The successful service provider is required to conduct the assignment and compile the required reports and or information with the utmost integrity and honesty and collect sufficient, appropriate evidence to ensure that the ultimate solution will assist the MQA to achieve its organisational goals and objectives.

8. PROJECT MANAGEMENT

The appointed service provider will report to the Senior Manager IT or the Executive Manager Corporate Services (if required).

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9. PROJECT PROPOSAL

The successful bidder will be required to submit the following:

   a. A short profile of the bidder
   b. All the documents required as per the evaluation criteria.
   c. Details of the cost/fee breakdown for the services to be rendered.

10. PROJECT PLAN

The prospective bidders must submit the proposed detailed project implementation covering the entire period of twelve (12) months including project timelines, deliverables, service level performance indicators, resource allocation, risk management measures and reporting frameworks. The plan must include all the solutions and tools to be used in executing the project.

11. PROJECT PRICING

11.1 The pricing proposal MUST be itemised and be in line with the Project Scope and Deliverables mentioned above 5 and 6

11.2 The amount quoted for each project resource (Project Manager, Cyber Security Engineer, etc.) must be denominated in South African Rand, and should include VAT.

11.2.1 The quoted cost must be for the period of twelve (12) months.

11.3 The MQA may subject the award of the proposal to price negotiation with the preferred service provider. This will, however, be exercised subject to the following principles.

11.3.1 Negotiation may not allow any preferred service provider a second or unfair opportunity.

11.3.2 Is not detriment of any other prominent service provider; and

11.3.3 Does not lead to higher price than the proposal as submitted.

12. EVALUATION CRITERIA

Proposals for the appointment of the service providers will be evaluated in three (3) phases.

The first phase will be compliance, the second phase will be functionality, and the third phase will be pricing and specific goals in accordance with the Supply Chain Management

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Procurement policies (Preferential Point System). A bidder will only go to the next phase of evaluation if they have met the requirements of the previous phase of evaluation.

12.1 PHASE ONE (1): COMPLIANCE
RETURNABLE DOCUMENTS TO BE SUBMITTED

12.1.1   Proof of registration on Central Supplier Database System (CSD)

12.1.2   Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;

12.1.3   B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);

12.1.4   SBD 4: Declaration of Interests Form fully completed and appropriately signed;

12.1.5   SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;

12.2 PHASE TWO (2) FUNCTIONALITY

The proposal will be evaluated on a five-point scale as follows:

0 = Required documents not submitted.

1 = Poor, does not meet criteria.

2 = Fair, less than acceptable. Not sufficient for performance requirements.

3 = Satisfactory, adequate for the performance requirements.

4 = Very good, above the average compliance to the requirement.

5 = Excellent, exceptional mastery of the requirement

KPA	ELEMENT	WEIGHT	Scoring Matrix
KPA	FUNCTIONAL	100	
Institutional or Organisational experience in Cyber Security Services	Provide a minimum of 3 Reference Letters. For the reference letter to comply it must have the following: ➢ be on the client's letter head, signed by relevant officials,	40	0=No compliant reference letters submitted 1=1 compliant reference letter provided 2=2 compliant reference letters provided

			3=3 compliant reference letters provided.
	dated, with contactable details (email/phone numbers), work done **within five (5) years** prior to closing date of request for proposal.		4=4 compliant reference letters provided.
			5=5 or more compliant reference letters provided
	➢ Explaining or narrating the project management work done within the same scope.		
	➢ Confirming that the work was executed successfully within timeframes.		
	➢ Demonstrating cyber security management (i.e. penetration testing, vulnerability assessment, Cyber Security Posture assessment and Remediation, etc.)		
Experience and Qualifications of the Project Resources	**Project Manager:** **Experience:** Provide a CV of an individual with minimum of 3 years' experience in Programme / Project Management in working on IT / Cyber Security	20	0= No compliant CV submitted. OR No valid qualifications provided. OR CV with less than 12 months experience 1 = A compliant CV provided of qualified personnel with 1 years

	Management Services Projects**.** **Qualifications:** Provide a qualification AND project management certification for an experienced resource in (above for the project management in the IT / Cyber Security Management Services. **NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.**		relevant experience and any 1 of the listed qualifications. 2 = A compliant CV provided of qualified personnel with 2 years relevant experience and any 1 of the listed qualifications. 3 = A compliant CV provided of qualified personnel with 3 years relevant experience and any 1 of the listed qualifications. 4 = A compliant CV provided of qualified personnel with 4 years relevant experience and any 1 of the listed qualifications. **5** = A compliant CV provided of qualified personnel with above 4 years relevant experience and any 1 of the listed qualifications.
Experience and Qualifications of a Cyber / Information Security Officer / Engineer / Manager	Provide a CV and certified copies of qualifications. **Experience:** Provide a CV of an individual with minimum of 3 years of experience in cyber security / information technology security management. **Qualifications:**	20	0= No compliant CV submitted OR No valid qualifications provided. OR CV with less than 12 months experience 1 = A compliant CV provided of qualified personnel with 1 years relevant experience and any 1 of the listed qualifications.

	Provide an IT Qualification and a Cyber / IT Security Certification for an experienced resource above. **NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.**		2 = A compliant CV provided of qualified personnel with 2 years relevant experience and any 1 of the listed qualifications. 3 = A compliant CV provided of qualified personnel with 3 years relevant experience and any 1 of the listed qualifications. 4 = A compliant CV provided of qualified personnel with more than 4 years relevant experience and any 1 of the listed qualifications. 5 = A compliant CV provided of qualified personnel with above 4 years relevant experience and any 1 of the listed qualifications.
Proposed Project Methodology and Plan	Provide a proposed project plan including the methodology, governance structures, tasks, timeframes, resource allocation, milestones and a risk register with mitigation plan. Note: The tasks in the project plan must be aligned but not limited to the scope of work and deliverables in sections 4	20	0=No submission. 1=Plan submitted is not aligned with sections 4 and 5 of the terms of reference and does not have tasks, timeframes, and resource allocation. 2= Plan submitted is aligned with sections 4 and 5 of the terms of reference and has tasks, or timeframes, or resource allocation. 3= Plan submitted is aligned with sections 4 and 5 of the terms of reference and has tasks,

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| | and 5 of the Terms Of References. | | timeframes, and resource allocation.

4= Plan submitted is aligned with sections 4 and 5 of the terms of reference and has tasks, timeframes, resource allocation, and milestones of each phase as indicated in sections 4 and 5 of the terms of reference AND risk register of risks associated with this project with proposed mitigating factors.

5= Plan submitted is aligned with sections 4 and 5 of the terms of reference and has tasks, timeframes, resource allocation, and milestones of each phase as indicated in sections 4 and 5 of the terms of reference, AND a risk register of risks associated with this project with proposed mitigating factors AND any additional activities which may be necessary for this project (e.g. training, change management (technical), etc.). |
| **Total** | | **100** | |

All service providers who will score less than 70 out of 100 points for functionality will not be considered further and will be regarded as having submitted a non-responsive proposal.

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12.3 PHASE THREE (3): PRICING AND SPECIFIC GOALS

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific goals	20

Specific goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	80/20	Documents for verification
GOAL 1 – B-BBEE Status Level of Contributor Maximum Points	**15**	
1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	

GOAL 2 – Promotion of Black Woman/Youth/ Disable/Rural Area Maximum Points	5	Documents for verification
Business owned by equal to or more than 50% black people who are woman	2	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit

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Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

Service Providers must submit original and valid B-BBEE Status Level Verification Certificate or certified copies thereof, issued by accredited Verification Agencies by SANAS or Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA), together with their bids, to substantiate their B-BBEE claims. Exempted Micro Enterprise must submit a letter from the Accounting Officer who is appointed in terms of the Close Corporation Act.

Service Providers who do not submit B-BBEE Status Level Verification Certificate or Sworn Affidavit are non-compliant contributors to be B-BBEE and do not qualify for preference points for specific goals.

The MQA is an equal opportunity and affirmative action employer. It shows the same commitment to those who wish to provide services to the MQA via the procurement process. It should be noted that regard will be given to those proposals from persons or companies which were previously disadvantaged, or which show evidence of skills transfer and representativeness. This does not preclude the formation of consortiums or the inclusion of proposals on how this project can be used to further the aims of transformation.

13. TERMS AND CONDITIONS OF THE BID

13.1 Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.

13.2 The MQA reserves the right to terminate the contract if there is clear evidence of non-performance and or poor quality of work.

13.3 MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder (s).

13.4 Payment will only be made for acceptable work completed and timeously delivered.

13.5 The MQA may undertake due diligence to qualifying service provider to ascertain functionality.

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13.6 Mining Qualifications Authority reserves the right not to award the bid to service providers.

13.7 Any suggestions during the progress meetings, once accepted by both parties, shall form part of the contract.

14. TECHNICAL ENQUIRIES

Name and Surname: Faith Kotsedi

Email address: faithk@mqa.org.za

Contact details: (011) 547 2692

15. Proposals to be submitted to MuofheK@mqa.org.za

Contact details: 011 547 2630

Annexure A

The Bidder must use the CV template provided below to address the RFQ requirements.

Important Note:

- **This template MUST be completed separately per project resource that is being proposed for a project.**

1. **PERSONAL DETAILS:**

NAME & SURNAME:	
POSITION TO BE HELD IN A PROJECT:	

2. **SUMMARY OF WORK EXPERIENCE**

ORGANISATON / COMPANY	POSITION (relevant to the bid)	BRIEF DESCRIPTION OF THE DUTIES (relevant to the bid)	YEAR (e.g.2020 – 2025)	DURATION (e.g.6 Years)

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TOTAL EXPERIENCE				
				(e.g. 20 Years)

3. **SUMMARY OF ACADEMIC QUALIFICATION:**

INSTITUTION ATTENDED	QUALIFICATION OBTAINED	NQF LEVEL	YEAR OBTAINED

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4. REFERENCES:

NAME	SURNAME	COMPANY / ORGANIZATION	JOB TITLE	CONTACT DETAILS

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