

<b>RFQ TITLE</b>	<b>SECURITY INFORMATION EVENT MANAGEMENT (SIEM)</b>
<b>RFQ NUMBER</b>	FAIS2023/24 - T002
<b>DATE ISSUED</b>	Tuesday, 12 December 2023
<b>CLOSING DATE</b>	Monday, 29 January 2024
<b>BID ENQUIRIES</b>	FAIS Ombud will close on 14 December 2023 and reopen on the 2 <sup>nd</sup> of January 2024. All bid enquiries must be submitted no later than 16 January 2024. The bid inquiries will be responded to from 4 January 2024. Further information, refer to paragraph 3 below.
<b>CLOSING TIME</b>	11h00 (South African Standard Time, obtained from Telkom SA SOC Limited by dialling 1026)
<b>PHYSICAL ADDRESS</b>	Menlyn Central Office Building, 11th Floor 125 Dallas Avenue, Waterkloof Glen, Pretoria, 0010
<b>POSTAL ADDRESS</b>	P O Box 41, Menlyn Park, 0063
<b>WEBSITE</b>	<a href="http://www.faisombud.co.za">www.faisombud.co.za</a>
<b>TO BE COMPLETED BY THE BIDDER</b>	
<b>BIDDER'S NAME</b>	
<b>TELEPHONE NUMBER</b>	
<b>EMAIL ADDRESS</b>	
<b>NAME OF BIDDER REPRESENTATIVE</b>	
<b>SUPPLIER NUMBER AS PER CENTRAL SUPPLIER DATABASE (CSD) REPORT: MAAA</b>	
<b>POSITION OCCUPIED IN THE COMPANY</b>	
<b>COMPANY REGISTRATION NUMBER</b>	

**ENQUIRIES RELATING TO THE TENDER**

**EMAIL**

[tenders@faisombud.co.za](mailto:tenders@faisombud.co.za)

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## A. INTRODUCTION TO TENDER

### 1. Introduction

- 1.1 The Office of the Ombud for Financial Services Providers (FAIS Ombud) was established by the Financial Advisory and Intermediary Services Act 37 of 2002. The FAIS Ombud's role is to resolve disputes between financial services providers and their clients in a procedurally fair, informal, economical and expeditious manner and by reference to what is equitable in all circumstances.
- 1.2 The mission of the FAIS Ombud is to promote consumer protection and contribute to the integrity of the financial services industry by resolving complaints in a manner that is impartial, expeditious, economical, accessible and, all times, equitable. Visit the FAIS Ombud website, [www.faisombud.co.za](http://www.faisombud.co.za) for further information about the FAIS Ombud.
- 1.3 The FAIS Ombud office is located in the East of Pretoria in Gauteng at Menlyn Central Office Building, 125 Dallas Avenue, Waterkloof Glen, Pretoria 0010
- 1.4 This tender is subject to the Preferential Procurement Policy Framework Act No. 5 of 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract. Where, however, the special conditions of the contract are in conflict with the general conditions of the contract, the special conditions of contract prevail.
- 1.5 All information, including personal information collected during this process will be treated as confidential, and processed in line with the FAIS Ombud Protection of Personal Information Policy.

### 2. Briefing session

- 2.1 There will be no briefing session

### 3. Bid enquiries and questions

- 3.1 All questions relating to the contents of the tender (conditions, rules, terms of reference etc.) must be forwarded in writing via email to [tenders@faisombud.co.za](mailto:tenders@faisombud.co.za) by not later than **16 January 2024**. Questions received after this date will not be entertained.
- 3.2 All questions must reference specific paragraph numbers, where applicable.
- 3.3 All enquiries (received on or before the closing date for enquiries) will be consolidated and will be published as one response document on the FAIS Ombud website ([www.faisombud.co.za](http://www.faisombud.co.za)) within three working days.
- 3.4 No requests for information shall be made to any other person or place and in particular not to the existing provider of this service.

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#### 4. Tender submission

4.1 Bid documents may be placed in the tender box or couriered to the physical address. Bids submitted by means of e-mail, telegram, telex facsimile, electronic or similar means shall not be considered. **Bid proposals must be submitted from 4 January 2024.**

4.2 Completed documents with supporting annexures shall be packaged, sealed, clearly marked, and submitted strictly as follows:

<b>Bid No</b>	FAIS2023/24-T002
<b>Bid Name</b>	Provision of Security Information Event Management (SIEM) service

4.3 The FAIS Ombud requires two printed copies (one original and one copy plus one electronic copy in electronic storage media, preferably a CD or flash drive/memory stick) in PDF format all bound in a sealed envelope marked as stated in paragraph 4.2.

4.4 Bids must be properly packaged and deposited on or before the closing date and before the closing time in the tender box situated at the reception area of the FAIS Ombud. The physical address of the FAIS Ombud is as follows:

Menlyn Central Office Building,  
125 Dallas Avenue,  
Waterkloof Glen,  
Pretoria  
0010

4.5 Bid documents will only be considered if received by the FAIS Ombud on/or before the closing date and time, regardless of the method used to send or deliver such documents to the FAIS Ombud.

4.6 **Late submissions will not be accepted.**

4.7 Bidders must initial each page of the bid document on the bottom right hand corner.

#### 5. Pricing schedule

5.1 Only fixed prices will be accepted.

5.2 The pricing schedule must be submitted as part of the bid proposal.

## B. DEFINITIONS

### 6. Definitions

6.1 Unless inconsistent with or expressly indicated otherwise by the context.

6.1.1 **FAIS Ombud** shall mean the Office of the Ombud for Financial Services Providers.

6.1.2 **Contractor** shall mean the tenderer whose tender has been accepted by the FAIS Ombud and shall include the tenderer's personal representatives, also referred to as the successful bidder.

6.1.3 **Contract** shall include the General Conditions of Contract and Special Conditions of Contract, the specifications including any schedules attached to the specifications, and any agreement entered into in terms of these Special Conditions of Contract.

6.1.4 **Service** shall mean provision of Security Information Event Management (SIEM) services including support and maintenance for a period of 3 years.

6.1.5 **Person** includes any company incorporated or registered as such under any law, any body of persons corporate or unincorporated, any trust. Person, firm or company shall include an authorised employee or agent of such person.

6.2 Except where the context indicates otherwise, in this document the singular includes the plural, and with reference to gender, the one includes the other.

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## C. TENDER RULES

### 7. Capabilities and experience of bidders

7.1 Bidders are required to provide all information as necessary to demonstrate their capabilities and experience with regard to the requested services.

### 8. Form of tender

8.1 The bid shall be signed and witnessed on the form of bid incorporated herein. The schedule of services shall be fully priced in South African Rand to show the total amount of the bid and shall be signed. The certificates, schedules and forms contained in this document shall be completed and signed by the bidder in blue or black ink.

8.2 Where the space provided in the bound document is insufficient, separate schedules may be drawn up in accordance with the prescribed formats. These schedules shall be bound with a suitable contents page and submitted with the tender documents.

### 9. Signing of bid

9.1 The bid must be signed by a person who is duly authorised to do so.

### 10. Bid all inclusive

10.1 The bidder must provide an all-inclusive fee statement in the bid.

### 11. Alterations to bid documents

11.1 No unauthorised alteration or addition shall be made to the form of bid, to the schedule of quantities of services to be rendered or to any other part of the bid documents. If any such alteration or addition is made or if the schedule of quantities of services to be rendered, or other schedules or certificates are not properly completed, such submission may be disqualified.

### 12. Qualifications on tender

12.1 Bids submitted in accordance with this bid document shall be without any qualifications.

### 13. FAIS Ombud's rights

13.1 The FAIS Ombud is entitled to amend any bid conditions, bid validity period, tender specifications, or extend the bid's closing date, all before the bid closing date. All bidders, to whom the bid documents have been issued and where the FAIS Ombud have record

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of such bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the FAIS Ombud's website under the relevant tender information. All prospective bidders should, therefore, ensure that they visit the website regularly and before they submit their bid response to ensure that they are kept updated on any amendments in this regard.

- 13.2 The FAIS Ombud reserves the right not to accept the lowest priced bid or any bid in part or in whole.
- 13.3 The FAIS Ombud reserves the right to award this bid as a whole or in part.
- 13.4 The FAIS Ombud reserves the right to conduct site visits at bidder's corporate offices and/or at client sites if so required.
- 13.5 The FAIS Ombud reserves the right to consider the guidelines and prescribed hourly remuneration rates for consultants as provided in the National Treasury Instruction Note 02 of 2016/2017: Cost Containment Measures, where relevant.
- 13.6 The FAIS Ombud reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the FAIS Ombud to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

#### **14. Undertaking by bidder**

- 14.1 By submitting a bid in response to this tender, the bidder will be taken to have offered to render all or any of the services described in the bid response submitted by it to the FAIS Ombud on the terms and conditions and in accordance with the specifications stipulated in this bid document.
- 14.2 The bidder shall prepare for a possible presentation should the FAIS Ombud require such and the bidder shall be notified thereof in good time before the actual presentation date. Such presentation may include a practical demonstration of products or services as called for in this bid.
- 14.3 The bidder agrees that the offer contained in its bid shall remain binding upon him and receptive for acceptance by the FAIS Ombud during the bid validity period indicated in this document and calculated from the bid closing date. Its acceptance shall be subject to the terms and conditions contained in this bid document read with the bid.
- 14.4 The bidder furthermore confirms that they have satisfied themselves as to the correctness and validity of their bid response; that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents; and that the price(s) and rate(s) cover all their obligations under a resulting contract for the services contemplated in this bid; and that they accept that any mistakes regarding price(s) and calculations will be at their risk.

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- 14.5 The successful bidder accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on them under the supply agreement and Service Level Agreement (SLA) to be concluded with the FAIS Ombud, as the principal(s) liable for the due fulfilment of such contract.
- 14.6 The bidder accepts that all costs incurred in the preparation, presentation and demonstration of the solution offered by it shall be for the account of the bidder. All supporting documentation and manuals submitted with this bid will become FAIS Ombud property unless otherwise stated by the bidder/s at the time of submission.

## 15. Central supplier database

- 15.1 The FAIS Ombud will not award any bid to a supplier who is not registered as a prospective supplier on the Central Supplier Database (CSD) as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4A of 2016/2017.
- 15.2 The supplier is responsible to continuously update their information, including personal information on the CSD to ensure that it is complete, accurate and not misleading.

## 16. Supplier performance management

- 16.1 Supplier Performance Management is viewed by the FAIS Ombud as a critical component in ensuring value for money acquisition and good supplier relations between the FAIS Ombud and its suppliers.
- 16.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude an SLA with the FAIS Ombud (where applicable), which will form an integral part of the supply agreement. The SLA will serve as a tool to measure, monitor and assess the supplier's performance and ensure effective delivery of service, quality and value-add to the FAIS Ombud's business.
- 16.3 The successful bidder will be required to comply with the above conditions, and also provide a scorecard on how their product/service offering is being measured to achieve the objectives of this condition.

## 17. Cancellation of contract

- 17.1 If the FAIS Ombud is satisfied that any person (including an employee, partner, director or shareholder of the tenderer or a person acting on behalf of or with the knowledge of the tenderer), firm or company:
  - 17.1.1 is executing a contract with the FAIS Ombud unsatisfactorily,

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- 17.1.2 has in any manner been involved in a corrupt act or provided gift or remuneration in relation to any officer or employee of the FAIS Ombud in connection with obtaining or executing a contract,
- 17.1.3 has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract,
- 17.1.4 has in any manner influenced or attempted to influence the awarding of a FAIS Ombud's bid,
- 17.1.5 has when advised that his bid has been accepted, given notice of his inability to execute or sign the contract or to furnish any security required,
- 17.1.6 has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm or company to refrain from tendering for this contract, or relating to the bid price to be submitted by either party,
- 17.1.7 has disclosed to any other person, any information relating to this bid, except where disclosure, in confidence, was necessary to obtain quotations required for the preparation of the bid,

the FAIS Ombud may, in addition to any other legal recourse, which it may have, cancel the contract between the FAIS Ombud and such a person and/or resolve that no bid from such a person will be favourably considered for a specified period.

- 17.2 Any restriction imposed upon any person shall apply to any other person with which such a person is actively associated.

## 18. Applicable laws

- 18.1 The laws of the Republic of South Africa shall be applicable to each contract created by the acceptance of a bid and each bidder shall indicate an address in the Republic and specify it in the tender as his domicilium citandi et executandi where any legal process may be served on him.
- 18.2 Each bidder shall accept the jurisdiction of the courts of the Republic of South Africa.

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**19. Reasons for disqualification of bid**

- 19.1 The FAIS Ombud reserves the right to disqualify any bidder who does any one or more of the following, and such disqualification may take place without prior notice to the offending bidder. However, the bidder will be notified in writing of such disqualification:
  - 19.1.1 bidders who submit incomplete information and documentation as specified in the requirements of this tender document;
  - 19.1.2 bidders who submit information that is fraudulent, factually untrue or inaccurate.
  - 19.1.3 bidders who receive information not available to other potential bidders through any means;
  - 19.1.4 bidders who do not comply with mandatory requirements, if stipulated in the tender document;

**20. Delegation of authority**

- 20.1 The FAIS Ombud may delegate any power vested in it by virtue of these rules to an officer or employee of the FAIS Ombud.

**21. Bid rules are binding**

- 21.1 The bid rules as well as the instructions given in the official tender notice shall be binding on all bidders submitting bid applications for the service or services set out in the bid document.

**22. Language of contract**

- 22.1 The bid documents are drafted in English and any contract, which originates from the acceptance of the bid, will be interpreted and construed in English.

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## **D. TERMS OF REFERENCE**

### **23. Objectives**

23.1 The broad objectives of this bid include:

- 23.1.1 To provide prospective bidders with adequate information to understand and respond to the FAIS Ombud's requirements for the provision of Security Information Event Management (SIEM) services (including support and maintenance) for a period of 3 years.
- 23.1.2 To ensure uniformity in the responses received from each prospective service provider.
- 23.1.3 To provide a structured framework for the evaluation of proposals.

### **24. Background**

- 24.1 Security Information and Event Management (SIEM) software products and Services Combine Security Information Management (SIM) and Security Event Management (SEM). They provide real-time analysis of security alerts generated by applications and network hardware. FAIS requires a managed Multivendor Security Incident and Events Management solution that provides visibility, correlation, automated response and remediation in a single, scalable solution.
- 24.2 The FAIS Ombud is a Microsoft based environment with 70 employees, five physical servers and three virtual servers. The end users' devices consist of 61 laptops and 5 desktops.
- 24.3 The FAIS Ombud invites suitably qualified and experienced bidders to submit proposals for implementing Security Information and Event Management (SIEM) at FAIS Ombud Office. The SIEM solution requirements include the supply, installation and configuration.

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## **25. Scope of work**

25.1 The appointed bidder will be required to

25.1.1 Implement and manage a Security Information Event Management (SIEM) solution. The solution must be able to manage, support and monitor FAIS Ombud ICT environment, considering that the FAIS Ombud has the following:

25.1.1.1 **Existing security measures** in place:

- (a) Firewalls
- (b) Network switches
- (c) Anti-Virus
- (d) Active Directory, DNS, DHCP services
- (e) Web Proxies
- (f) Deslock for encryption
- (g) Mimecast Filtering of Emails
- (h) Office 365 Management Portal

25.1.1.2 **Servers**

- (a) Two domain controller (Server 2019) (FAISDNS & FAIS BRAVO)
- (b) File Servers (Servers 2019) (BACKUP-Server)
- (c) Data Access Servers (Server 2019) (INTRANET SVR, ACCTECH SVR, CRM SVR & DESLOCK SVR)

25.1.2 Supply all software, licensing, hardware, cabling, installation and configuration to enable the solution to function.

25.1.3 Provide Security Strategy and road map to improve FAIS Ombud security within three (3) months of appointment.

25.1.4 Provide monthly technical report and executive report to FAIS Ombud Management (The content of the report will be agreed upon on contract negotiation).

25.1.5 If there is a need, present the report to FAIS Ombud management

## **26. Services required**

26.1 The appointed bidder must provide the following services:

26.1.1 **ICT Security Monitoring**

26.1.1.1 Provide Security Incidents and Event Management (SIEM) services, including threat identification, implementation of agreed actions per threat, and threat reporting.

26.1.1.2 Perform a monthly vulnerability assessment, aimed at identifying potential weaknesses in the perimeter network and external facing systems and provide report with remedial action.

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26.1.1.3 Assess the vulnerability status of one (1) external facing website and/or portal, which the organization manages and maintains.

26.1.1.4 Assess the vulnerability status of all the internal application within the FAIS Ombud and provide report with remedial action.

26.1.1.5 The solution should proactively provide alerts on systems events across all information Systems within the environment such as Windows servers, VMWare, SQL DBs, Network Devices, PBX appliances and others

26.1.1.6 The solution should be flexible enough to adapt to changes in the environment, such as addition of new on-premises or cloud information systems, such as applications or network devices. It must timely alert security personnel about threat or potential attacks from a centralized system.

26.1.1.7 The solution must be able to integrate with all relevant platforms, programs/applications, and/or data sources. Additionally, it should be able to centrally correlate all the events from all systems to issue security alerts to the appropriate security personnel.

26.1.1.8 The solution should provide monthly servers uptime report.

26.1.1.9 Plan and perform software maintenance following change control procedure to perform software upgrades and software services (packs/patches/hotfix)

**26.1.2 Advisory Threat Intelligence**

26.1.2.1 Provide regular updates of the international and local threat landscape and provide a priority advisory service for critical events that need immediate attention by the FAIS Ombud.

**26.1.3 Penetration Testing and Social Engineering**

26.1.3.1 Perform a monthly non-intrusive penetration test on the FAIS Ombud's ICT environment. The test should encompass a comprehensive report detailing necessary remedial actions. The service provider is expected to assist in implementing these remedial actions. The penetration test must be re-run to ensure the remedial actions were effectively implemented

26.1.3.2 Perform a quarterly social engineering exercise and provide a report with a recommendation

26.1.3.3 Conduct Cyber security workshop awareness to all staff Bi-annually (6 in a period of 3 years)

26.1.3.4 The design or proposed solution must take into consideration the FAIS Ombud current ICT network environment. The service provider is expected to provide a design document and configuration document as part of the deliverables.

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**27. Other services (not to be quoted for)**

27.1 The appointed bidder will be required to provide the following **as and when required**:

- 27.1.1 Renew firewall licenses and providing ancillary services.
- 27.1.2 Renew ESET antivirus licenses and providing ancillary services.
- 27.1.3 Bidders are not required to quote on items listed in paragraph 27.1, as those will be requested as and when required during the contract term.
- 27.1.4 The appointed bidder will be required to submit a quotation for other services as and when the service is required. Subsequently, a separate purchase order will be issued, following FAIS Ombud procurement processes.

**28. Service level**

28.1 The following shall apply to the service level agreement (SLA):

**28.1.1 Support and maintenance:**

- 28.1.1.1 The bidder is required to provide on-site and off-site mission critical support for a period of three (3) years for all devices or appliances that form part of this solution.
- 28.1.1.2 Mandatory monthly performance evaluations and SLA reviews are included in the service and should not incur any additional cost.
- 28.1.1.3 The FAIS Ombud expects the following measurable minimum targets for end to end availability of managed services:

**Table 1**

<b>TARGETS FOR END TO END AVAILABILITY OF MANAGED SERVICES:</b>	
Contract duration	3 years
Security Event Monitoring	Monday to Sunday 24x7x365
Extended Service Times	Weekends and Public Holidays
Telephone availability	24x7x365
E-mail availability	24x7x365
Call response time	Maximum 1 Hour
Call resolution time	Best effort with daily call progress updates
Hardware, software replacement	Next business day, install and restore all services

#### 28.1.2 Availability

28.1.2.1 Availability (or uptime) is the ratio of time a system or component is functional to the total time it is required or expected to function. This can be expressed as a direct proportion (for example, 9.8/10 or 0.98) or as a percentage (for example, 98%). The FAIS Ombud also has additional metrics for availability which include time between failures, response times and repair times.

28.2 The appointed bidder must be able to implement SIEM solution, without disrupting the day-to-day activities of the FAIS Ombud and transfer skills to four (4) FAIS Ombud ICT team.

#### 29. Pricing Schedule

29.1 A quotation must be provided that includes implementation and managing a Security Information Event Management (SIEM) service, as well as the support and maintenance for the provision of Security Information Event Management (SIEM) services for a duration of 36 months. The quotation must align with the table below.

**Table 2**

<b>DESCRIPTION</b>	<b>YEAR 1</b>	<b>YEAR 2</b>	<b>YEAR 3</b>
Once off implementation costs			
Annual software licensing if any			
Support and maintenance			
Other			
Total (Exclusive VAT)			
VAT (15%)			
Total (Inclusive VAT)			

## 30. Bid evaluation

30.1 The proposals will be evaluated as follows.

### 30.1.1 Evaluation Stage One: Compliance

Compliance with administrative requirements stated in the Standard Bidding Documents and the mandatory requirements as listed in paragraph 33. In this evaluation stage, all bidders that fail to provide the required information and documentation, will be disqualified from further evaluation.

### 30.1.2 Evaluation Stage Two: Functional evaluation (Desktop evaluation)

In this evaluation stage, bidders are expected to obtain a minimum of 75 out of 100 points to proceed to the next evaluation stage of the evaluation. Failure to obtain the prescribed minimum points will automatically disqualify the bid offer from proceeding to the next evaluation stage.

### 30.1.3 Evaluation Stage Three: Preference Point System

The 80/20 preference point system shall be applicable to this stage, where 80 points represent maximum obtainable points for the lowest acceptable price, and 20 points represents the specific goals in accordance with the table as listed in the bid documentation.

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### 31. Functional evaluation (Desktop)

31.1 The bid/proposal will undergo an evaluation process based on functionality and will be assessed using the following rating system:

**Values:** 0=Poor 1=Below average, 2=Average, 3=Good, 4=Very Good, 5=Excellent

**Table 3**

EVALUATION CRITERIA	DESCRIPTION	POINTS ALLOCATION		SUB-WEIGHT	WEIGHT	
		DETAILED DESCRIPTION	RATING			
1. Technical fitness	1.1 Bidders must provide a detailed implementation plan including tools to be implemented. The implementation plan should define deliverables and timelines not exceeding thirty (30) days from the appointment date.	1.1.1 No detailed implementation plan submitted or the submitted implementation plan does not comply with the requirements.	0	30	90	
		1.1.2 The provided implementation plan details how the proposed solution will be implemented. It defines deliverables and timelines not exceeding thirty (30) days from the appointment date.	5			
	1.2 The bidder must provide a detailed business continuity plan for the Managed SIEM. The provided plan must indicate how the service provider will continue providing all contracted services in the event of a disaster.	1.2.1 Bidder did not provide business continuity plan.	0	20		
		1.2.2 Bidder provided a detailed business plan that contains all or exceeded contracted services in the event of a disaster	5			
	1.3 The bidder must provide a plan on how the Cyber security workshop awareness and social engineering will be conducted.	1.3.1 Bidder did not provide the required plan.	0	20		
		1.3.2 Bidder provided a plan that covers either Cyber security workshop awareness or social engineering.	3			
		1.3.3 Bidder provided a plan that covers both Cyber security workshop awareness and social engineering	5			

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	1.4 The bidder is required to provide a solution that outlines designs and encompasses all components such as diagrams or structures.	1.4.1 A solution proposal does not include design or diagrams	0	20	
		1.4.2 The provided solution proposal outlines designs, or all components such as diagrams or structures.	5		
2. Certification	<p>2.1 In addition to the mandatory certification listed under paragraph 33, bidders must submit the following Cybersecurity certification.</p> <ul style="list-style-type: none"> <li>(i) Certified Information Systems Auditor (CISA) certification</li> <li>(ii) Certified in Risk and Information Systems Control (CRISC) certification</li> <li>(iii) CompTIA Security+ Certification,</li> <li>(iv) CompTIA Advanced Security Practitioner (CASP+).</li> <li>(v) Systems Security Certified Practitioner (SSCP).</li> <li>(vi) Global Information Assurance Certification (GIAC)</li> <li>(vii) Security Essentials Certification (GSEC)</li> <li>(viii) GIAC Certified Incident Handler (GCIH);</li> <li>(ix) Offensive Security Certified Professional (OSCP);</li> </ul>	2.1 Certification not provided	0	10	
		2.2 Submitted any of the three (3) listed certificates demonstrating the qualifications of the resources who will be responsible for the proposed solution.	3		
		2.3 Submitted any of the four (4) listed certificates demonstrating the qualifications of the resources who will be responsible for the proposed solution.	4		
		2.4 Submitted any of the five (5) or more listed certificates demonstrating the qualifications of the resources who will be responsible for the proposed solution.	5		10
<b>TOTAL</b>					<b>100</b>

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## 32. Preference point system

### 32.1 General conditions

32.1.1 The applicable preference point system for this tender is the 80/20 preference point system.

32.1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for Price and Specific Goals.

32.2 The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

32.3 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

32.4 The organ of state reserves the right to require a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

### 32.5 Formulae for procurement of goods and services

#### 32.5.1 Points awarded for price

##### 32.5.1.1 The 80/20 Preference Point Systems

A maximum of 80 points is allocated for price on the following basis:

$$\text{80/20}$$

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

*Ps = Points scored for the price of tender under consideration*

*Pt = Price of tender under consideration*

*Pmin = Price of lowest acceptable tender*

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### 32.6 Points awarded for specific goals

32.6.1 The applicable preference points for this tender is 80/20. While 80 will be allocated for price and 20 for specific goals indicated in table 5 below.

**Table 4**

SPECIFIC GOALS ALLOCATED POINTS	80/20 PREFERENCE POINTS ALLOCATED	PROOF OF CLAIM FOR A SPECIFIC GOAL	
≥ 51% black owned	10	BEE Certificate/Sworn Affidavit/Latest CSD report	
≥ 31 % black women-owned	6	BEE Certificate/Sworn Affidavit/Latest CSD report	
QSE or EME	4	BEE Certificate/Sworn Affidavit/Latest CSD report	
<b>Total</b>	<b>20</b>		

### 33. Additional information required:

33.1 The following compulsory additional information is required. Failure to complete and supply any of these documents will lead to disqualification of this bid.

**Table 5**

ELIGIBILITY/MANDATORY REQUIREMENT	COMPLY	NOT COMPLY
(i) Proof of registration on the National Treasury Central Supplier Database with a compliant tax status		
(ii) Submission of completed SBD 1		
(iii) Submission of completed SBD 3.1		
(iv) Submission of completed SBD 4		
(v) Submission of completed SBD 6.1		
(vi) Submission of quotation		
(vi) The bidders must submit three (3) reference letters from clients where they have successfully provided similar service within the last 5 years from the closing date of the bid. The year in which similar service was provided must be indicated in the letter ( <i>in case where reference letter does not indicate the date on which similar service was provided, the award letter or purchase order must be provided together with the reference letter</i> ).		

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<ul style="list-style-type: none"> <li>(v) The bidder must furnish the following certifications verifying the qualifications of the resources who will be responsible for the proposed solution.           <ul style="list-style-type: none"> <li>(a) Information Security Manager (CISM) certification</li> <li>(b) Information Systems Security Professional (CISSP),</li> <li>(c) Certified Ethical Hacker (CEH);</li> </ul> </li> </ul>		
---	--	--

#### 34. Timeline of the bid process

34.1 The period of validity of the tender and the withdrawal of offers, after the closing date and time are 90 days, expiring on **28 April 2024**. The project timeframes of this bid are set out below:

**Table 6**

STAGE	DESCRIPTION OF STAGE	ESTIMATED COMPLETION DATE (OR WORK WEEK ENDING)
1.	Advertisement of bid on Government e-tender portal /print media / Tender Bulletin	12 December 2023
2.	Deadlines for submission of questions relating to bid by the bidders	16 January 2024
3.	Bid closing date	29 January 2024
5.	Compliance: Bid Evaluation Committee	31 January 2024
6.	Functional Evaluation: (Desktop)	5 February 2024
8.	Preference Point System: Evaluation	7 February 2024
9.	Bid Award: Bid Adjudication Committee	12 February 2024
10.	Notification of the outcome to the bidders	14 February 2024

34.2 All dates and times in this bid are South African Standard Time.

34.3 Any time or date in this bid is subject to change at the FAIS Ombud's discretion. The establishment of a time or date in this bid does not create an obligation on the part of the FAIS Ombud to take any action or create any right in any way for any bidder to demand that any action be taken on the date established. The bidder accepts that, if the FAIS Ombud extends the deadline for bid submission (the Closing Date) for any reason, the requirements of this bid otherwise apply equally to the extended deadline.

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**E. STANDARD BIDDING DOCUMENTS**

**Standard Bidding Document (SBD 1)**

**PART A**

**INVITATION TO BID**

<b>YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)</b>					
BID NUMBER:	FAIS 2023/24 - T002	CLOSING DATE:	29 January 2023		CLOSING TIME: <b>11H00</b>
DESCRIPTION	<b>SUPPORT AND MAINTENANCE OF CRM MICROSOFT DYNAMIC 365 SYSTEM</b>				
<b>BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)</b>					
<b>MENLYN CENTRAL OFFICE BUILDING, 11<sup>TH</sup> FLOOR</b>					
<b>125 DALLAS AVENUE</b>					
<b>WATERKLOOF GLEN</b>					
<b>PRETORIA, 0010</b>					
<b>ALL QUESTIONS RELATING TO THE CONTENTS OF THE TENDER (CONDITIONS, RULES, TERMS OF REFERENCE ETC.) MUST BE FORWARDED IN WRITING VIA EMAIL TO TENDERS@FAISOMBUD.CO.ZA</b>					
<b>SUPPLIER INFORMATION</b>					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA	<input type="checkbox"/> Yes <input type="checkbox"/> No		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No
	[IF YES ENCLOSURE PROOF]				[IF YES, ANSWER THE QUESTIONNAIRE BELOW]

FOR THE GOODS /SERVICES OFFERED?			
<b>QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS</b>			
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
<p><b>IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.</b></p>			

**Standard Bidding Document (SBD 3.1)**

**PRICING SCHEDULE – FIRM PRICES**  
**(Purchases)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

NAME OF BIDDER.....	BID NUMBER.....
CLOSING TIME 11:00	CLOSING DATE.....

OFFER TO BE VALID FOR.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
----------	----------	-------------	---

- Required by: .....
- At: .....
- .....
- Brand and model .....
- Country of origin .....
- Does the offer comply with the specification(s)? \*YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....
- \*Delivery: Firm/not firm
- Delivery basis .....

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

\*\* “all applicable taxes” includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

\*Delete if not applicable

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## **BIDDER'S DISCLOSURE**

### **1. PURPOSE OF THE FORM**

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

### **2. BIDDER'S DECLARATION**

2.1 Is the bidder, or any of its directors / trustees / shareholders / members /partners or any person having a controlling interest<sup>1</sup> in the enterprise, employed by the state?

**YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

<sup>1</sup>the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.1.2 If so, furnish particulars:

.....  
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.1.3 If so, furnish particulars:

.....  
.....

### 3. DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium<sup>2</sup> will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

<sup>1</sup>. Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of bidder

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**SBD 6.1**

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS  
2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

**NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

**1. GENERAL CONDITIONS**

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and the applicable preference point system for this tender is the **80/20** preference point system.

1.2 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for price and specific goals.

1.3 The maximum points for this tender are allocated as follows:

	<b>POINTS</b>
<b>PRICE</b>	80
<b>SPECIFIC GOALS</b>	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

1.4 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.5 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

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## 2. DEFINITIONS

- (a) “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) “**tender for income-generating contracts**” means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

## 3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

### 3.1 POINTS AWARDED FOR PRICE

#### 3.1.1 The 80/20 Preference Point Systems

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

$Ps$  = Points scored for price of tender under consideration

$Pt$  = Price of tender under consideration

$Pmin$  = Price of lowest acceptable tender

### 3.2 POINTS AWARDED FOR SPECIFIC GOALS

3.2.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For this tender the tenderer will be allocated points based on the goals stated in table below as may be supported by proof/ documentation stated in the conditions of this tender:

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3.2.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system: or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

***Note to tenderers: The tenderer must indicate how they claim points for each preference point system)***

**.. Table 7**

THE SPECIFIC GOALS ALLOCATED POINTS IN TERMS OF THIS TENDER	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM)	NUMBER OF POINTS CLAIMED (80/20 SYSTEM) (TO BE COMPLETED BY THE TENDERER)	PROOF OF CLAIM FOR A SPECIFIC GOAL
≥ 51% black owned	10		BEE Certificate/Sworn Affidavit/Latest CSD report
≥ 31 % black women owned	6		BEE Certificate/Sworn Affidavit/Latest CSD report
QSE or EME	4		BEE Certificate/Sworn Affidavit/Latest CSD report
<b>TOTAL</b>	<b>20</b>		

**4. DECLARATION WITH REGARD TO COMPANY/FIRM**

4.1 Name of company/firm.....

4.2 Company registration number: .....

**4.3 TYPE OF COMPANY/ FIRM**

- Partnership/Joint Venture / Consortium
- One-person business/sole proprietor
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.4 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct.
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
  - (a) disqualify the person from the tendering process.
  - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
  - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
  - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
  - (e) forward the matter for criminal prosecution, if deemed necessary.

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**SIGNATURE(S) OF TENDERER(S)**

**SURNAME AND NAME:** .....

**DATE:** .....

**ADDRESS:** .....

.....

.....

## F. ADMINISTRATIVE CHECKLIST

Hereunder is a checklist to ensure that the bid document is complete in terms of administrative compliance. Please ensure that the following forms have been completed and signed and that all documents, as requested, are attached to the tender document.

**Table 8**

ITEM	DOCUMENT REFERENCE		ACTION TO BE TAKEN	YES/NO
1.	SBD 1	Invitation to bid	Is the form duly completed and signed?	
2.	SBD 3.3	Pricing Schedule	Is the form duly completed and signed?	
3.	SBD 4	Declaration of Interest	Is the form duly completed and signed?	
4.	SBD 6.1	Preference Points Claim Form for Preferential Procurement Regulations 2022	Is the form duly completed, B-BBEE points claimed and the form signed?	
5.	B-BBEE status level verification certificate		Is proof of the B-BBEE Status level of the contributor attached?	
6.	Proof of registration on the National Treasury Central Supplier Database (CSD)		Is the National Treasury Central Supplier Database (CSD) report attached?	
8.	Tender submission		Two (2) printed copies (one original and one (1) copy of the original submitted?)	
			One (1) electronic copy submitted?	

I, the undersigned (name) ..... certify that the information furnished on this checklist is true and correct.

.....  
Signature

.....  
Date

.....  
Position

.....  
Name of Bidder

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