

**Request for Quotations (RFQ)**

**Appointment of a suitable service provider for the procurement, implementation, and configuration of sign-in and audit monitoring solution for a period of 36 months.**

<b>RFQ Number</b>	<b>ASA 09/03/2024</b>
<b>Date of Issue</b>	<b>04 March 2024</b>
<b>Closing Date &amp; Time</b>	<b>18 March 2024@ 12:00pm</b> <b>NO LATE SUBMISSIONS WILL BE ACCEPTED</b>
<b>Submissions</b>	<a href="mailto:procurement@agreement.co.za"><b>procurement@agreement.co.za</b></a>

**Technical inquiries may be directed to:**

[Procurement@agreement.co.za](mailto:Procurement@agreement.co.za)

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## **1. BACKGROUND**

The Agrément South Africa Act was assented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardized construction-related products or systems in the local or international market.
- To support policymakers in minimizing the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

## **2. INVITATION FOR PROPOSALS**

Agrément South Africa (ASA) seeks to procure the services of a suitable service provider to provide ASA with a log solution that will have a longer retention period, Log Auditing, Log Monitoring, Log Analysis, Log Alerting, and Log Reporting for MS 365, AD, Exchange, SharePoint, and OneDrive.

## **3. SPECIFICATIONS**

ASA is obligated to act on all sign-in and audit deviations from MS 365, AD, Exchange, SharePoint, and OneDrive for retention of the logs for periods of 365 days. Currently, the logs that ASA can access are from Microsoft 365 and Active Directory with a limitation that such logs are stored for only up to seven days.

ASA is requesting a suitable service provider to deliver a log solution that will have a longer retention period, Log Auditing, Log Monitoring, Log Analysis, Log Alerting, and Log Reporting for MS 365, AD, Exchange, SharePoint, and OneDrive.

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ASA is requesting licenses that will cover the above-mentioned capability for 50 users for a period of 36 months.

The platform must have the following mandatory components:

### 3.1. Log Retention

- Ability to export logs to a designated repository.
- Ability to store logs systematically, and chronologically by type.
- Be able to use any type of available storage (local Disk, VM Disk, SAN, or cloud)
- Be able to implement proper access controls to protect sensitive log information.

### 3.2. Log Auditing

- Ensure that log auditing procedures comply with industry rules and legal obligations. Conduct routine audits of logs to verify compliance with regulations including PCI DSS, HIPAA, and GDPR.

### 3.3. Log Monitoring

- ability to Use real-time monitoring to identify and act on important events as soon as they happen.
- Maintain a watch on logs to make sure they adhere to all applicable industry standards and laws.

### 3.4. Log Analysis

- Be able to classify and categorize logs according to the following statuses:
  - **Normal** – No event - record regular actions and occurrences that occur throughout typical system functioning.
  - **Warning** - Indicate potential issues or abnormal conditions that do not necessarily cause an immediate problem but may require attention.
  - **Error** - issues that need attention, as they indicate a failure or malfunction. Errors may affect the system's functionality, but they might not result in immediate failure.

- **Critical** - Severe problems or occurrences that need to be addressed right away.
- Classifications must adhere to the industry standard.

### 3.5. Log Alerting

- Ability to alert various groups and individual accounts to the severity of the alert the groups and individuals will be communicated at an award stage.
- The system must have seamless integration to ManageEngine Service Desk Plus (Cloud Version), preferably via API to auto-log events and incidents.
- Ability to suppress deduplicate redundant alerts.

### 3.6. Log reporting

- Ability to summarize notable security events identified in the log data.
- Ability to highlight any incidents, breaches, or suspicious activities.
- Ability to include information about the severity and impact of each security event.
- Ability to report on the threats and vulnerabilities on all listed platforms on a daily, weekly, monthly, and quarterly basis.

## 4. SUBMISSION OF PROPOSALS AND EVALUATION CRITERIA

### 4.1.1. Submission of procurement documents.

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD,
- Completed and signed standard bidding documents, **SBD 4 and 6.1 forms**.
- Signed General Conditions of Contract.
- Completed price schedule.

### 4.2 Evaluation

#### 4.2.1 Phase 1: Technical Specification and Functionality Evaluation

The bids shall first be evaluated for functionality. A **minimum score of 60%** must be obtained on functionality before a proposal is considered for further evaluation. Details of the functionality scoring and how the points shall be allocated are as follows:

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	Description Weight	Weight (%)
1	<p><b>Company Experience</b></p> <p>Number of years the company has been in business.</p> <p><b>Minimum 3 years' experience in deploying and installing log solution platforms.</b></p> <p>A Company profile /Brief profile /Proposal that indicates the number of years a <b>company spent working with log solution platforms</b> must be submitted as evidence.</p> <ul style="list-style-type: none"> <li>• Has less than 3 years' experience – 0 point</li> <li>• Has 3 – 5 years' experience – 3 points</li> <li>• Has more than 5 years – 5 points</li> </ul>	20
2	<p><b>References where similar work was done (Submit reference letters that are dated and signed)</b></p> <p>The service provider must have dealt with various organizations from large to small-scale employees.</p> <p><b>At least 3 contactable references where similar services were rendered in the past 5 years (letters should indicate the duration / start and end date for the service provided).</b></p> <p><b>years</b></p> <ul style="list-style-type: none"> <li>• Less than 3 references – 0 point</li> <li>• 3 contactable references – 3 points</li> <li>• More than 3 contactable references – 5 points</li> </ul>	30
3.	<p><b>Accreditation/Letter</b></p> <p><b>The service provider must provide proof of accreditation/letter from the Original Equipment Manufacturer (OEM) confirming that the bidder is an authorized reseller and Implementer / Integrator of the proposed log solution.</b></p> <ul style="list-style-type: none"> <li>• No proof submitted – 0 point</li> <li>• Proof submitted – Authorised Reseller – 3 points</li> </ul>	20

	<ul style="list-style-type: none"> <li>• Proof submitted – Authorised Reseller and Implementor – 5 Points</li> </ul>	
5	<p><b>Project Plan and Approach</b></p> <p>The service provider must demonstrate their understanding of the key specifications as outlined in the scope of work.</p> <ul style="list-style-type: none"> <li>• No project plan and approach submitted – 0 points</li> <li>• Project plan and approach submitted, average – 3 points</li> <li>• Project plan and approach submitted, satisfactory – 5 points</li> </ul> <p><b>Note: The approach must meet the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Implementation approach to be aligned with good project management practices.</b></li> <li>• <b>The project plan to demonstrate practice implementation of less than two months from the approval of the project charter.</b></li> <li>• <b>System Implementation approach to be aligned with the OEM's practice.</b></li> </ul>	30
	<b>TOTAL</b>	<b>100</b>

The following formula will be used to convert the points scored against the weight:

$$Ps = \left( \frac{So}{Ms} \right) \times \text{weighting percentage for the section under consideration}$$

Where:

Ps = Percentage scored for functionality by bid under consideration

So = Total score of a bid under consideration

Ms = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of **60%** in order to proceed to Phase 2.

#### 4.2.2. Phase 2: Calculation of points

Please note for acquisitions below or equal to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

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80 points are allocated for price and 20 points will be awarded based on the specific goals.

Points for price will be calculated for all shortlisted service providers in accordance with the following formula:

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

Where:

Ps = Points scored for the price of the quotation under consideration

Pt = Price of the quotation under consideration

Pmin = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMEs	10 points	<ul style="list-style-type: none"> <li>- A B-BBEE certificate /sworn affidavit as supporting evidence / CSD report</li> </ul>
2.	>50% Black female ownership	5 points	<ul style="list-style-type: none"> <li>- CSD report or,</li> <li>- Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners</li> </ul>
3.	>50% Black youth ownership	5 points	<ul style="list-style-type: none"> <li>- CSD report,</li> <li>- Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or</li> <li>- Identification Documentation of all owners</li> </ul>

The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
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Price	80
Specific goal	20
<b>TOTAL</b>	<b>100</b>

ASA also reserves the right to conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

A recommendation for award will then be formulated for approval by the relevant delegated authority.

## **5. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT**

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agrément South Africa (ASA). The SLA shall form the contractual basis for the delivery of the service as well as how performance shall be measured. Contract extensions are at the sole discretion of ASA.



## 6. PRICE SCHEDULE

Item no	Item Description	Quantity	Unit price (R)	Year 1 (R)	Year 2 (R)	Year 3 (R)	Total Price (R)
1.	Subscription / Licenses for to cover up to 50 users for a <b>period of 36 months</b>	<b>50</b>					
2.	Project Initiation	Once-off					
3.	Project Execution	Once-off					
4.	Transition (including UAT) and Change Management	Once-off					

4.1.	Transition Planning	Once-off					
4.2.	Administrator and Super User Training (5 personnel)	Once-off					
4.3.	User Acceptance Testing	Once-off					
4.4.	Organisational Communication	Once-off					
5.	Project Closure	Once-off					
6.	Project Support for a period of up to 60 days						
<b>TOTAL AMOUNT (EXCL VAT)</b>							
<b>15% VAT</b>							
<b>TOTAL AMOUNT (ALL INCLUSIVE)</b>							

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**Tel:** +27 64 864 0129 **Web:** [www.agreement.co.za](http://www.agreement.co.za) **Email:** [agreement@agreement.co.za](mailto:agreement@agreement.co.za)

**Address:** INFOTECH Building, 1090 Arcadia Street, Hatfield, Pretoria, South Africa

## 7. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.

In consideration of the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

## 8. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all of the proposals, and/or not to appoint any service provider.

## 9. PROCEDURE FOR SUBMISSION OF PROPOSALS

9.1. All proposals must be submitted electronically to [procurement@agreement.co.za](mailto:procurement@agreement.co.za) .

9.2. Respondents must use the RFQ number as the subject reference number when submitting their bids.

9.3. All documents submitted electronically via e-mail must be clear and visible.

9.4. All proposals, documents, and late submissions after the due date will not be evaluated.

**NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED**

## 10. VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **90 days** calculated from the closing date.

## 11. APPOINTMENT OF SERVICE PROVIDER

11.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

11.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, ASA reserves the right to appoint an alternative supplier.

11.3. Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

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## **12. ENQUIRIES AND CONTACT WITH ASA**

12.1 Any enquiry regarding this RFQ shall be submitted in writing to [procurement@agreement.co.za](mailto:procurement@agreement.co.za) with RFQ No: ASA 01/02/2024 "Appointment of a suitable service provider for the procurement, implementation, and configuration of sign-in and audit monitoring solution for a period of 36 months" as reference.

12.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

## **13. MEDIUM OF COMMUNICATION**

All documentation submitted in response to this RFQ must be in English.

## **14. COST OF PROPOSAL**

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

## **15. CORRECTNESS OF RESPONSES**

15.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.

15.2. The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

## **16. VERIFICATION OF DOCUMENTS**

16.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.

16.2 Only one electronic copy of the proposal must be submitted via email to [procurement@agreement.co.za](mailto:procurement@agreement.co.za). If the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

## **17. ADDITIONAL TERMS AND CONDITIONS**

- 17.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time prior to this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.
- 17.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 17.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 17.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

## **18. ASA RESERVES THE RIGHT TO**

- 18.1 Extend the closing date.
- 18.2 Verify any information contained in a proposal.
- 18.3 Request documentary proof regarding any tendering issue.
- 18.4 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal).
- 18.5 Award this RFQ as a whole or in part.
- 18.6 Cancel or withdraw this RFQ as a whole or in part

## **19. DISCLAIMER**

This document is only a RFQ is a request for proposals only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of this proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFQ. ASA makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFQ, whether with regard to its

accuracy, completeness or otherwise and ASA shall have no liability towards the tenderer or any other party in connection therewith.

## **20. POPIA**

Protection of Personal Information - All bidders agree that personal information of persons related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the ASA may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.