



Agricultural Research Council

TERMS OF REFERENCE

TROUBLESHOOTING AND FIXING MICROFOCUS NetIQ iManager Version 3.2.2 (20200503_1856) IDENTITY AND ACCESS MANAGEMENT SYSTEM

1. INTRODUCTION

The Agricultural Research Council is a premier science institution that conducts research with partners, develops human capital, and fosters innovation to support and develop the agricultural sector.

ARC was certified Top Employer of 2023 in the public sector and joined other top companies around the world. The certificate demonstrates our commitment to excellence and professionalism in everything we do.

The ARC has twelve (12) campuses, across the various provinces of South Africa, including the Head Office in Pretoria. The ARC consists of a staff complement of about two thousand five hundred (2500) employees, of which approximately One Thousand (1,000) staff members are students and contractors, and an estimated One Thousand Five hundred (1,500) staff members are permanent employees. All employees, contractors, and students are provisioned and managed by the Identity and Access Management (IAM) system.

ARC invites suitably qualified and experienced service providers to troubleshoot and fix the below IAM issues up to a Maximum of 200 blocked billable hours:

1. Password synchronization between AD and IAM not working.
2. Automated user provisioning from HR and Contractors not working.
3. Automated user de-provisioning not working.
4. Self-Service Password Reset (SSPR) not working.

2. SCOPE OF WORK

The service provider is expected to identify (Troubleshoot) the issues causing the system not to work and repair these issues to restore the system to working order. The IAM solution currently deployed at ARC is Microfocus **NetIQ iManager Version 3.2.2 (20200503_1856)**.

The service provider is expected to troubleshoot and fix the following:

1. Password synchronization between AD and IAM driver or module.
2. Automated user provisioning from HR and Contractors driver or module.
3. Automated user de-provisioning driver or module.
4. Self-Service Password Reset (SSPR) driver or module.

3. DELIVARABLES

The ARC requires the following deliverables:

1. The Password synchronization between AD and IAM driver or module must be restored to a working order and the findings be documented.
2. The Automated user provisioning from HR and Contractors driver or module must be restored to a working order and the findings be documented.
3. Automated user de-provisioning driver or module must be restored to a working order and the findings be documented.
4. Self-Service Password Reset (SSPR) driver or module must be restored to a working order and the findings be documented.

4. MANDATORY REQUIREMENTS

The following are the mandatory requirements for a Service Provider to be appointed:

1. Must be a Microfocus Certified and approved Partner.
2. Must have 6+ years working with Microfocus IAM products.
3. Must have knowledge and experience working with SLES Linux OS.

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