



## Request for Information

### Request for Information (RFI) for email encryption solution, at CSIR Scientia Campus

**RFI No. 7037/07/11/2023**

|   |  |   |
|---|--|---|
| Date of issue   | 24 October 2023, Monday                                  |   |
| Non-compulsory Briefing Session   | <b>31 October 2023 at 10:00am<br/>Tuesday</b>            | Non-Compulsory Briefing<br>Session Link:<br><b>Click the link to join the<br/>meeting in the below row.</b> |
| <a href="https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjgwYWZiYmEtYjk3Zi00M2ZiLTgxMTQtZDNiMTJhNDIwMzdl%40thread.v2/0?context=%7b%22id%22%3a%222fd3c5d5-ddb2-4ed3-9803-f89675928df4%22%2c%22oid%22%3a%22bc3b526d-7c55-411b-9b90-4180f513a220%22%7d">https://teams.microsoft.com/l/meetup-join/19%3ameeting_YjgwYWZiYmEtYjk3Zi00M2ZiLTgxMTQtZDNiMTJhNDIwMzdl%40thread.v2/0?context=%7b%22id%22%3a%222fd3c5d5-ddb2-4ed3-9803-f89675928df4%22%2c%22oid%22%3a%22bc3b526d-7c55-411b-9b90-4180f513a220%22%7d</a> |  |   |
| Closing Date for Clarifying Questions   | 01 November 2023 at 16:30pm, Wednesday                   |   |
| Response Date to Clarifying Question  | 02 November 2023 at 16:30pm, Thursday                    |   |
| Closing date and time for submission of proposals   | Date: 07 November 2023, Tuesday<br>Time: 16:30pm         |   |
| Tender submission   | <a href="mailto:tender@csir.co.za">tender@csir.co.za</a> |   |
| Enquiries   | Strategic Procurement Unit                               | E-mail: <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>  |
| CSIR business hours   | 08h00 – 16h30  |   |
| Category  | ICT Services   |   |

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## SECTION A – TECHNICAL INFORMATION

### 1 INTRODUCTION

The Council for Scientific and Industrial Research (CSIR) is one of the leading scientific research and technology development organisations in Africa. In partnership with national and international research and technology institutions, CSIR undertakes directed and multidisciplinary research and technology innovation that contributes to the improvement of the quality of life of South Africans. The CSIR's main site is in Pretoria while it is represented in other provinces of South Africa through regional offices.

### 2 BACKGROUND AND PROBLEM STATEMENT

Certain CSIR units are involved in projects that have national security implications and these users require the ability to send and receive sensitive and classified information via email in a highly secure fashion. The email encryption certificate service must be cloud based and self-service based, with minimal administrative input required.

Secure/Multipurpose Internet Mail Extensions (S/MIME) is one of the most commonly used standards for secure email communication. It relies on digital certificates to authenticate users and encrypt/decrypt messages. Public key infrastructure (PKI) is a two-key, asymmetric cryptosystem that affords different IT systems high-level information confidentiality and confidence and is currently the most secure method of encryption.

CSIR requires a fully automated certificate-based encryption solution with minimal administrative inputs.

### 3 INVITATION

Prospective service providers with well developed and tested **email encryption solutions** are hereby invited to respond to this request. The rationale for this request is to explore viable solutions that the CSIR can adopt for its secure email operations. Bidder's response to this RFI should not be limited to only the points that the CSIR has highlighted but should cover the extent and innovation of the bidder's solution. The bidder must provide a scalable cloud

solution that enables enhanced functionality with the latest technology and enhanced end user experience.

The CSIR will conduct due diligence on the bidder's Information Security and Privacy documentation to determine the effectiveness of the controls.

Prospective Service Providers interested in providing the email encryption solution, as specified hereinafter, should submit their proposals to [tender@csir.co.za](mailto:tender@csir.co.za)

#### 4 MINIMUM SUBMISSION REQUIREMENTS

All proposals are to be submitted in a format specified in this enquiry.

##### 4.1 Company Profile and Background

###### 4.1.1 Company Profile

###### 4.1.2 Country of Origin of the solution (in which country is the information stored?)

###### 4.1.3 Local support for your solution

###### 4.1.4 How long has your solution being in use (business)

##### 4.2 Compliance Requirements for the Company

| Item No. | Description                                    | Yes / No |
|----------|--|----------|
| 1.       | CIPC Registration of your company              |          |
| 2.       | Company Accreditation                          |          |
| 3.       | Company Profile                                |          |
| 4.       | SBD (Standard Bidding Document) 1 – Annexure A |          |
| 5.       | SBD (Standard Bidding Document) 4 – Annexure B |          |
| Item No. | Description                                    | Yes / No |
| 6.       | Declaration of Interest, Annexure B            |          |

|    |   |  |
|----|---|--|
| 7. | Functional and technical requirements including but not limited to platform, technical integration, reporting |  |
| 8. | Indicative pricing for a large enterprise   |  |

#### 4.3 Technical Response guidelines/ considerations

The following must be submitted as part of the **technical** proposal:

##### 4.3.1 Functional Requirements

- The solution shall provide S/MIME **email encryption certificates** in an automated fashion reducing manual administrative interventions to the minimum during the **full certificate lifecycle**.
- **Automated distribution** of certificates and keys must be performed in a safe and secure manor.
- The solution must **automatically renew** certificates before they expire.
- The solution must **easily scale** without losing any functionality.
- The solution shall offer real-time **self-service capability** for end users and other organisational stakeholders.
- The solution should be configurable to organization-specific required reporting.
- The solution must comply with Privacy regulations such as GDPR and POPIA.
- The solution should be easy to deploy and manage, with a user-friendly interface for administrators.

##### 4.3.2 Technical Requirements

- The solution must provide all required trusted Certificate Authority (CA) and S/MIME encryption certificates.
- The solution must be able to encrypt and digitally sign email for confidentiality, integrity and non-repudiation.
- The solution shall provide a friendly, intuitive, and aesthetically pleasing user interface.

- The solution must comply with current best practices regarding certificates i.e. key sizes (2048+) and encryption algorithms such as RSA and AES.
- The solution must integrate with MS Active Directory or MS Azure Active Directory (Preferred) for user authentication.
- The certificates lifetime validity must be customizable up to two years (730 days).
- The solution must provide safe and secure storage of certificates and related information.
- The envisaged system should be able to integrate with the current (Windows MS Outlook client and possibly MacOS and Linux) and future email solutions.
- The solution must provide a self-service method for users to recover keys or re-issue certificates in cases where the certificate (or key) was lost.
- Certificates and private keys should be distributed to users in a safe manner over a secure encrypted connection.
- The solution must provide support and helpdesk functionality.
- The solution must adhere to the S/MIME Baseline Requirements change in Sept 2023 without losing functionality. (<https://www.ssl2buy.com/wiki/smime-baseline-requirements>)

## **SECTION B – TERMS AND CONDITIONS**

### **5 SUBMISSION OF PROPOSALS**

- 5.1 All proposals are to be submitted electronically to [tender@csir.co.za](mailto:tender@csir.co.za). No late proposals will be accepted.
- 5.2 Responses submitted by companies must be signed by a person or persons duly authorised.
- 5.3 All e-mailed proposal submissions are to be clearly subject referenced with the RFI number.
- 5.4 Proposals submitted must be in the following file formats: PDF

### **6 PROCEDURE FOR SUBMISSION OF PROPOSALS**

All proposals must be submitted electronically to [tender@csir.co.za](mailto:tender@csir.co.za)

- 6.2 Respondents must use the RFI number as the subject reference number when submitting their bids.
- 6.3 The e-mail and file sizes should not exceed a total of 25MB per e-mail.

- 6.4 The naming/labelling syntax of files or documents must be short and simple
- 6.5 All documents submitted electronically via e-mail must be clear and visible.
- 6.6 All proposals, documents, and late submissions after the due date and time will not be considered.

## **7 DEADLINE FOR SUBMISSION**

Proposals shall be submitted at the address mentioned above no later than the closing date of **07 November 2023 at 16H30.**

## **8 ENQUIRIES AND CONTACT WITH THE CSIR**

Any enquiry regarding this RFI shall be submitted in writing to CSIR at [tender@csir.co.za](mailto:tender@csir.co.za) with **“RFI No. 7037/07/11/2023 – Request for Information (RFI) for an Email Encryption solution at CSIR Scientia Campus”** as the subject.

Any other contact with CSIR personnel involved in this tender is not permitted during the RFI process other than as required through existing service arrangements or as requested by the CSIR as part of the RFI process.

## **9 MEDIUM OF COMMUNICATION**

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

## **10 ADDITIONAL TERMS AND CONDITIONS**

- 10.1 A bidder shall not assume that information and/or documents supplied to CSIR, at any time prior to this request, are still available to CSIR, and shall consequently not make any reference to such information document in its response to this request.
- 10.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the RFI.
- 10.3 Failure to comply with any of the terms and conditions as set out in this document will invalidate the RFI Proposal.

## **11 CSIR RESERVES THE RIGHT TO**

### 11.1 Extend the closing date.

## 12 DISCLAIMER

This RFI is a request for information only and not an offer document. Answers to this RFI must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, bidders shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFI. The CSIR makes no representation, warranty, assurance, guarantee or endorsements to bidder concerning the RFI, whether regarding its accuracy, completeness or otherwise and the CSIR shall have no liability towards the bidder or any other party in connection therewith.

## 13 PERSONAL INFORMATION

- 13.1 Each Party consents to the other Party holding and processing “personal information” (as defined in the POPI Act) relating to it for legal, personnel, administrative and management purposes (including, if applicable, any “special personal information” relating to him/her, as defined in the POPI Act). Notwithstanding the generality of the aforesaid, each Party hereby undertakes to comply with all relevant provisions of the POPI Act and any other applicable data protection laws. The Client further agrees to comply with all CSIR’s reasonable internal governance requirements pertaining to data protection.
- 13.2 Each Party consents to the other Party making such information available to those who provide products or services to such parties (such as advisers, regulatory authorities, governmental or quasi-governmental organisations and potential purchasers of such Party or any part of their business).
- 13.3 The Client consents to the transfer of such information to CSIR’s business contacts outside South Africa to further its business interests.
- 13.4 While performing any activity where a Party is handling personal information as a “responsible party” (as defined in the POPI Act), each Party undertakes that it will process the personal information strictly in accordance with the terms of the POPI Act, this Contract, and the other Party’s instructions from time to time, and take appropriate operational measures to safeguard the data against any unauthorised access.
- 13.5 Each Party acknowledges that in the course of conducting business with each other, each Party intends to maintain and process personal information about the other Party in an

internal database. By signing this Contract, each Party consents to the maintenance and processing of such personal information.

- 13.6 Where relevant, the Client shall procure that all of its personnel, agents, representatives, contractors, sub-contractors, and mandataries shall comply with the provisions of this clause 13 Personal Information). The CSIR shall be entitled on reasonable notice to conduct an inspection or audit Client's compliance with the requisite POPI Act safeguards.

## 14 ANNEXURE A - SBD 1 Form

**PART A: INVITATION TO BID**

| YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE CSIR  |  |               |   |  |       |
|---|--|---------------|---|--|-------|
| BID NUMBER:   | RFI No.<br>7037/07/11/2023   | CLOSING DATE: | 07 Nov 2023   | CLOSING TIME:  | 16:30 |
| DESCRIPTION   |  |               |   |  |       |
| BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)   |  |               |   |  |       |
| The CSIR requires that all tender submissions be submitted electronically to <a href="mailto:tender@csir.co.za">tender@csir.co.za</a> . Should tender file size exceed 25MB, bidders submit tender in multiple emails. Use the tender number <b>RFI No. 7037/07/11/2023</b> and description of the tender as the subject on your email. |  |               |   |  |       |
| BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO  |  |               | TECHNICAL ENQUIRIES MAY BE DIRECTED TO:   |  |       |
| CONTACT PERSON  |  |               | CONTACT PERSON  |  |       |
| TELEPHONE NUMBER  |  |               | TELEPHONE NUMBER  |  |       |
| FACSIMILE NUMBER  |  |               | FACSIMILE NUMBER  |  |       |
| E-MAIL ADDRESS  | <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>                                   |               | E-MAIL ADDRESS  | <a href="mailto:tender@csir.co.za">tender@csir.co.za</a>   |       |
| SUPPLIER INFORMATION  |  |               |   |  |       |
| 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  |
| <b>1</b> ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?  | <input type="checkbox"/> Yes<br><input type="checkbox"/> No<br><br>[IF YES, ENCLOSE PROOF] |               | <b>2</b> ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED? | <input type="checkbox"/> Yes <input type="checkbox"/> No<br><br>[IF YES, ANSWER THE QUESTIONNAIRE BELOW] |       |
| QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS  |  |               |   |  |       |

- IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)? ☐ YES ☐ NO
- DOES THE ENTITY HAVE A BRANCH IN THE RSA? ☐ YES ☐ NO
- DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA? ☐ YES ☐ NO
- DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA? ☐ YES ☐ NO
- IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION? ☐ YES ☐ NO
- 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.**

## PART B: TERMS AND CONDITIONS FOR BIDDING

### 1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED--(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

### 2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE [WWW.SARS.GOV.ZA](http://WWW.SARS.GOV.ZA).
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

**NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.**

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....  
(Proof of authority must be submitted e.g. company resolution)

DATE:

**15 ANNEXURE B - DECLARATION BY BIDDER**

**Only bidders who completed the declaration below will be considered for evaluation.**

**RFI No. 7037/07/11/2023**

I hereby undertake to render services described in the attached tendering documents to CSIR in accordance with the requirements and task directives / proposal specifications stipulated in **RFI No. 7037/07/11/2023** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the CSIR during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with regards to the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfilment of this proposal. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other proposal.

I accept that the CSIR may take appropriate actions, deemed necessary, should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorised to sign this proposal.

NAME (PRINT) .....

CAPACITY .....

SIGNATURE .....

NAME OF FIRM .....  
DATE .....

WITNESSES

1 .....

2 .....

DATE .....

**16 ANNEXURE C – Standard Bidding Document (SBD) 4****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 |
|-----------|-----------------|---------------------------|
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |

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 ☐

2.2.1 If so, furnish particulars:

<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.

- .....  
 .....  
 2.3 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** ☐

- 2.3.1 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.  
 3.4 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.  
 3.5 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.  
 3.6 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

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<sup>2</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.

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