



ANNEXURE A

Scope of Work

1. INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Energy (DoE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2. BACKGROUND

The current email infrastructure supporting CEF is based **on premise** as follows:

- Exchange server 2016.
- The user count on the system is about 150 users.
- All users use Microsoft Outlook as the mail accessing client.
- Email filtering and archiving is performed through Mimecast.
- The following services are currently active:
 - Mimecast M2A.
 - Large File Send.
 - Services Business- Support LCS Silver.
 - Secure Messaging.
 - Email Stationary (Signature Management).
 - Sync and Recover for Exchange and Office 365.

3. REQUIREMENTS

Bidders are required to provide the licenses and support for an email archiving solution over a period of three (3) years.

The requirements for the solution are as follows:

3.1 EMAIL SECURITY

- 3.1.1 Virus protection, Spam protection service level agreement (SLA)
- 3.1.2 On-click protection from malicious URLs in email with integrated user awareness.
- 3.1.3 Anti-malware protection, including attachment sandboxing, static file analysis, and innovative safe file conversion.
- 3.1.4 Defense against malware-less, social engineering, and impersonation attacks; including advanced domain similarity checks with non-western character set detection and supply chain impersonation checks.



- 3.1.5 Data Leak Prevention, email encryption (with TLS), flexible attachment management, and automated stationery.
- 3.1.6 Threat Intelligence Dashboard that provides actionable, easily consumable data on malware threats.

3.2 EMAIL ARCHIVING AND RETENTION

- 3.2.1 Unlimited email archiving and retention.
- 3.2.2 Ability to archive data based on content, sender, recipient, and/or other metadata with different archival periods per CEF policy or legal requirements.
- 3.2.3 Preserve folder structure for each user.
- 3.2.4 Ability to search active and archived data based on content, sender, recipient, date range, search terms and/or other metadata.
- 3.2.5 In Archiving, once messages are stored, authorized users are able to search the repository and restore emails.

3.3 LARGE FILE SEND

- 3.3.1 Ensure employees can easily and securely share large files using email whilst maintaining corporate security, compliance and data retention policies

3.4 SECURE MESSAGING

- 3.4.1 Enable employees to securely send confidential and sensitive information via email with administrator defined and user selectable controls and policies.

3.5 BUSINESS CONTINUITY REMOTE ACCESS

- 3.5.1 Sync & Recover - Continuous synchronization of email that ensures an email or entire inbox can be recovered.
- 3.5.2 Email Continuity - Allows the organization to continue to communicate internally and externally during any planned or unplanned email service downtime.
- 3.5.3 Ability to remotely access emails.
- 3.5.4 Automatic mailbox syncing as an immediate tailback should the systems go down or should there be issues with the line connectivity, as long as the individual has access to the internet via mobile connectivity.
- 3.5.5 The service provider should provide a detailed business continuity plan for the solution in case of a disruption.

3.6 DAY-TO-DAY USE OF EMAIL

- 3.6.1 Email Branding including Signature Management and Disclaimer.

3.7 SUPPORT AND TRAINING

- 3.7.1 The bidder should provide the technical expertise and staff.
- 3.7.2 Online support shall be provided by the bidder 24 hours a day, and 365 days a year.



- 3.7.3 Review and update configuration policies as and when required.
- 3.7.4 Provide an escalation and communication processes for high-risk incidents.
- 3.7.5 The bidder will be required to restore the solution to CEF within two hours of system interruption.
- 3.7.6 Notifications should be sent via phone call or email about any system errors and necessary solution measures to be taken.
- 3.7.7 Provide training and annual refresher course for CEF IT administrators for duration of the contract.
- 3.7.8 Provide monthly monitoring reports for compliance purposes.

3.8 SERVICE LEVEL AGREEMENT

- 3.8.1 Telephone 24-hour support and 99% availability and reliability.
- 3.8.2 High priority logged calls to be resolved within 4 hours.
- 3.8.3 When an outage does happen, consistent communication and fast service restoration are critical.
- 3.8.4 Data loss prevention during downtime.