

## TERMS OF REFERENCE (ToR)

### Appointment of a Service Provider to Renew and Configure, the Next DLP (Data Loss Prevention) and Data Discovery Solution for the QCTO

#### 1. INTRODUCTION

The Quality Council for Trades and Occupations (QCTO) is a public entity responsible for overseeing the design, implementation, assessment, and certification of occupational qualifications. To ensure the confidentiality, integrity, and availability of its information assets, QCTO seeks to enhance its cybersecurity posture by renewing and implementing a robust Data Loss Prevention (DLP) and Data Discovery solution.

#### 2. BACKGROUND

QCTO currently operates from a single site in Hatfield, Pretoria, supporting approximately 150 staff members. The ICT infrastructure includes cloud, physical and virtual servers, network devices, and various enterprise applications. To strengthen data protection and comply with regulatory requirements, QCTO has implemented several security solutions, including Sophos Intercept X with XDR, FortiGate Firewall, and SIEM. The organisation now seeks to renew and enhance its Next DLP solution to ensure comprehensive data security and compliance.

#### 3. OBJECTIVES

- To renew the existing Next DLP software license.
- To configure and implement the Next DLP and Data Discovery solution.
- To ensure seamless integration with existing ICT systems and security tools.
- To provide ongoing support, maintenance, and reporting for a period of 24 months.

#### 4. AIM OF THE PROPOSAL

4.1 The purpose of this RFQ is to appoint a suitable service provider to renew, configure, and implement the **Next DLP (Data Loss Prevention)** and **Data Discovery** solution. This solution must integrate with the existing **Security Information and Event Management (SIEM) Tool** and be compatible with QCTO's current systems, including **Sophos Antivirus** and other listed systems.

4.2 The quotation must include:

- Next DLP software license (2-years)
- Support and maintenance
- Monthly reporting to QCTO

## 5. QCTO'S CURRENT ICT LANDSCAPE

5.1 One site located in Hatfield, Pretoria

5.2 ICT infrastructure supports ~150 staff

5.3 Infrastructure includes:

- 150 end-user workstations
- 6 HP physical servers hosting 17 Windows-based virtual machines
- 6 Cisco switches

5.4 Integrated systems or application:

- Active Directory
- Sophos Intercept X with XDR (cloud-based)
- Microsoft Office 365 Exchange Online
- FortiGate Firewall
- MicroFocus Content Manager (on MS Azure)
- Cisco ISE
- SQL databases
- Forcepoint Data Classification
- SIEM

## 6. SCOPE OF WORK AND DELIVERABLES

The appointed service provider will:

- Renew and implement the Next DLP solution, covering:
  - Endpoint
  - Email
  - HTTP/S and FTP
  - Integration with SIEM
  - Analytics
  - Data Discovery

6.1 Responsibilities:

- Full implementation and configuration of the solution
- Data classification and policy creation
- Ongoing operational support and policy fine-tuning
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## 6.2 Provide a dedicated resource for:

- Policy configuration and rule setup
- Application/software support
- Incident evaluation and policy adjustments
- Report configuration and generation
- Monitoring and optimisation
- Support for upgrades and patches
- Detailed architecture documentation of the proposed solution

## 7. MAINTENANCE AND SUPPORT

- 24-month support and maintenance contract post-renewal
- Includes updates, troubleshooting, and technical support

## 8. REPORTING

- Monthly reports to be submitted to the QCTO ICT department
- Reports must include:
  - Incident summaries
  - Policy changes
  - System health and performance
  - Recommendations for improvement

## 9. PROJECT TIMELINE

- Renewal and Implementation must be started within **seven calendar days** from the date of receiving the purchase order.

## 10. ADMINISTRATIVE REQUIREMENTS

- Technical proposal and methodology.
- Experience with Next DLP, two or more References.
- Next DLP Partner Certification/Training with Vendor.
- CVs and certifications of key personnel, such as CISM, CEH, CISSP, etc.