

REQUEST FOR PROPOSALS RFQ – IT SERVICES

1. INTRODUCTION

UThukela Water (PTY) Ltd invites suppliers to submit proposals for the following Information Technology Services

- MS Exchange Online Services.
- Secure & Archive Emails.
- Implement Cloud SharePoint Enterprise.
- Implement Azure Active Directory Services
- Training.

2. SCOPE OF WORK

The purpose of this RFP is to invite suppliers to submit proposals for Comprehensive Defense system implementation with 99-year email archiving, maintenance, and support services to UThukela Water for a period of Twelve (12) Months.

The proposed solution and support services will include but not limited to the following:

- Ensure that the solution is hosted on behalf of the UThukela Water in accordance with South African legislation and prescripts (e.g., POPI, MISS etc.).
- Ensure that UThukela Water users have uninterrupted access to MIMECAST Comprehensive Defense ® with 99-year email archiving or equivalent and where required provide user support.
- Provide detailed architecture documentation.
- Ensure that the existing infrastructure is appropriately configured in accordance with MIMECAST Comprehensive Defense with 99-year email archiving or equivalent requirements and perform regular infrastructure assessments to ensure that the functionality of the solution is not compromised.
- Ensure that solution is kept up to date with the latest releases and appropriately configured to suite the changing landscape.
- Skills transfer on MIMECAST Comprehensive Defense ® with 99-year email archiving or equivalent to UThukela Water internal support staff.
- Migration of Exchange 2013 on prem to Office 365
- Install DMARC record, Migrate & optimize SPF, & Migrate DKIM Management.
- Identify Legitimate Mail Servers, Identify Mail Servers for Configuration Updates, identify if there are any attacking (Spoofing) Mail services.
- Enable DMARC Quarantine to final configuration enabling Reject.

2.1 In addition to regular support services, the service provider will be required to provide professional services which will be limited to forty-eight (48) hours per annum for the duration of the contract, the purpose of these services will be to:

- Assist with re-design and implementation as and when required.
- Assist in developing roadmap architecture in relation to expansion requirements or upgrades as far as arising user requirements.
- Assist in re-implementation of MIMECAST Comprehensive Defense with 99-year email archiving or equivalent where required.
- Regular quarterly quality of service meetings with UThukela Water ICT management on the status of the contract and the service.

2.2. With regards to maintenance services, the service provider will be required to maintain the system effectively and efficiently for UThukela Water to ensure that users have access to the following:

- 24/7 x 365 access to the emails irrespective of location or device.
- User account information and emails hosted in MIMECAST Comprehensive Defense with 99- year email archiving or equivalent are protected and kept safe from unauthorized access.
- Ensure that the highest levels of security in relation to emails is implemented and adhered to.
- Regularly monitor and report on system performance including but not limited to the number of emails successfully synchronizing with MIMECAST Comprehensive Defense® with 99- year email archiving or equivalent.
- Ensure that the required security activities are performed including contingency planning, system audits and continuation of end user support through training and documentation.

2.3. OBJECTIVES

For email continuity and email archiving purposes. UThukela Water would like to provide service continuity concerning emails whereby UThukela Water users can access current versions of the emails from any device, any location at any time.

UThukela Water needs a solution that delivers the following minimum requirements:

- Anti-Virus and Anti-Spam
- Data Loss Prevention
- Signature Disclaimer & Management
- Threat Intelligence
- Attachment Protect
- Impersonation Protect
- Threat Remediation
- Move DMARC domain score from 2/5 to 5/5 to include both a quarantine & a reject policy.
- Protection from threats inside our email perimeter
- 99-year email cloud archiving
- Awareness Training
- Migrate Microsoft on prem Exchange 2013 to Office 365
- Microsoft Business Standard Licenses
- Implement Cloud SharePoint

UThukela Water current operating platform:

- Microsoft exchange 2013 on prem. Windows Server 2012r2 (65 mailboxes) 1GB CAP per User as Set Currently. (Once user reaches 1GB cap, user requires to manually archive emails)
- MS Active Directory (AD) 2008r2 – Domain level 2008
- Public DNS hosted by Dimension Data (DD)
- User desktop computers are loaded with Windows 7,8,10 & 11 Operating Systems
- Microsoft 365 apps for Business
- MS SharePoint 2013 on prem – Windows Server 2008r2

2.4. TECHNICAL AND SOLUTION REQUIREMENT OVERVIEW

The service provider will be required to perform the following:

- Provide highest level of security including email encryption and spam filtering.
- Ensure seamless availability of emails through automatic service failover and failback in real-time.
- Uninterrupted email services.
- Ensure that MIMECAST Comprehensive Defense continues to seamlessly integrate with Microsoft Outlook, ensuring that users will continue using email safely and securely – whether the email outage is planned or not.
- Perform the initial migration of the current mailbox to MIMECAST Comprehensive Defense solution with 99-year email archiving
- Ensure that the system is managed from a single administration console, and with no additional on-premises hardware required.
- Ensure that MIMECAST Comprehensive Defense integrates with both MS Office 365 Exchange Online and Active Directory 2012/2016.
- Provide system performance reporting.
- Inspection of inbound, outbound, and internal emails to help detect and fight phishing, ransomware, impersonation attempts, malicious URLs, and attachments. TTP includes URL Protect, Attachment Protect, Impersonation Protect, and Internal Email Protect.
- Provide License Management.
- Provide for DMARC Monthly management service.

2.5. SERVICE DELIVER SCHEDULE AND PERFORMANCE METRICS:

Provide MIMECAST Comprehensive Defense implementation with 99-year email archiving, maintenance, and support services to UThukela Water for a period of twelve (12) months.

Systems availability 99.95% of 24x7x365

2.6. The Supplier is responsible to provide the following services as specified in the Service Breakdown Structure (SBS):

SBS	Service Element	Service Grade	Service Level
1.	Call Centre	Normal	After hours support / standby
2.	Call Centre	Normal	07:30 – 16:30, business hours, 5d/week
3.	Incident Response	Normal	Maximum 2 hours
4.	Incident Restore	Normal	Maximum 2 hours
5.	Email solution availability	-	99% Availability

2.7. SUPPLIER PERFORMANCE REPORTING:

Monthly SLA performance reports must be submitted to UThukela Water.

2.8. CERTIFICATION, EXPERTISE AND QUALIFICATION:

The Supplier represents that,

- It has the necessary expertise, skill, qualifications, and ability to undertake the work required in terms of this RFQ.
- It is committed to provide the Products or Services; and
- Perform all obligations detailed herein without any interruption to the Customer.
- The Supplier must perform the Services in the most cost-effective manner consistent with the level of quality and performance as defined in RFQ.

2.9. LOGISTICAL CONDITIONS:

- In the event that UThukela Water grants the Supplier permission to access UThukela Water's Environment including hardware, software, internet facilities, data, telecommunication facilities and/or network facilities remotely, the Supplier must adhere to UThukela Water's relevant policies and procedures (which policy and procedures are available to the Supplier on request) or in the absence of such policy and procedures, in terms of, best industry practice.
- Tools of Trade: The Supplier must use its own tools of trade.
- On-site and Remote Support: The Supplier must be able to render on-site and remote support.
- Support and Help Desk: The Supplier must have a help desk.

2.10. SKILLS TRANSFER AND TRAINING:

- The Supplier must provide training on the proposed solution or product to staff to enable UThukela Water to operate and support the product or solution after implementation.
- In the event of system enhancements, training must be provided.
- The nature of the training must be hands-on, with possibility certification required.

3.0. The Functional Criteria that will be used to evaluate the capability of Bidders are as follows:

Technical Mandatory	Substantiating evidence of compliance (used to evaluate bid)	Evidence reference (to be completed by bidder)	WEIGHTING	SCORE
Bidder Certification/Affiliation Requirements: The bidder must be accredited by the proposed email continuity and archiving solution OEM: MIMECAST Comprehensive Defense or EQUIVALENT SOLUTION.	Provide a copy of a valid certificate or letter from the OEM for Comprehensive Defense or EQUIVALENT SOLUTION accreditation indicating: (a) The bidder's name, (b) The bidder is Comprehensive Defense or equivalent accredited partner, implementer, maintenance, and support provider. (c) date the partnership was established, and (d) Information stating that the partnership is valid at time of bid. (e) Level of the partnership. Note: All letters must be dated, signed and on a letterhead of the entity that issued to letter.	Provide unique reference to locate substantiating evidence in the bid proposal: MSP - 45 Platinum/Elite - 40 Gold/Premier - 35 Silver/Certified - 30 Bronze/Business - 20	50	
Bidder Experience and Capability requirements. The bidder must have provided MIMECAST Comprehensive Defense) implementation, maintenance, and support services to 3 different customers in the last five years.	Provide 3 letters of affirmation from South African Business or Government customers to whom MIMECAST Comprehensive Defense or equivalent implementation, maintenance and support services were rendered. Each letter must be dated, signed by the customer and on a letterhead of the customer and must indicate: (a) The customer Company name and physical address; (b) Customer contact person's name, telephone number and	Provide unique reference to locate substantiating evidence in the bid proposal. 3 or more letters – 20 2 Letters – 15 1 Letter - 10	50	

	<p>email address; (c) Successful implementation of email security scope of work; (d) Successful implementation of email continuity and archiving product.</p> <p>(e) Service Start and End</p> <p>Date.</p> <p>(f) Location of the referring company.</p>			
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NB: A minimum of **60 points out of 100** for the functional / evaluation will qualify the Bid to move on to the second stage of evaluation, which is price and preferential points evaluation. Bidders that do not score **60 points** or higher at this stage of the evaluation will not be evaluated during the second stage of the evaluation, which is Price and B-BBEE.

4.0. BID PRICING SCHEDULE**Note:**

Bidder must complete the pricing as per table below

a) **Line Prices are all VAT EXCLUSIVE, and TOTAL PRICE is VAT INCLUSIVE**

b) The bid price must be fixed for the total contract period. No price variation due to exchange rate fluctuation will be allowed.

PRODUCT OR SERVICE PRICING

No	Product/Service description	Quantity	Price Year (VAT Exc.)
1.	Installation and configuration of Mimecast Comprehensive Defense for approximately 65 users including licensing costs	65 mailboxes	R
2.	99-year cloud archiving	65 mailboxes	R
3.	Support and maintenance	Hourly Rate	R
4.	User training per technical user (Approximately 3 technicians)	2	R
5.	Microsoft Business Standard	65	R
6.	Migration to Office 365	Hourly Rate	R
7.	Additional Licenses		R
8.	Microsoft Share point Deployment	Hourly Rate	R
9.	Microsoft Azure Active Directory Deployment	Hourly Rate	R
10.	Monthly DMARC Platform for up to 15 Active Domains & 20 Inactive Domains	1	R
11.	Monthly DMARC Service level Agreement	1	R
12.	SUBTOTAL (VAT Excl.)		R
13.	VAT (15%)		R
14.	SUBTOTAL (VAT Incl.)		R
15.	BID TOTAL (VAT Incl.)		R
16.	GRAND TOTAL (VAT Incl.)		R

Bids will be adjudicated in terms of the Preferential Procurement Regulation ,2017 pertaining Preferential Procurement Policy Framework Act, 5/2000 and other applicable legislations and will be based on 80/20-point system. Preference points will be awarded to service providers using their B-BBEE status level of contribution. The bids will remain valid for 90 days. The entity reserves the right to accept all, some or none of the bids submitted , either wholly or in part and it is not obliged to accept the lowest bid.

Procurement enquires: Mrs. Zamantungwa Mhlongo/ Miss Xolile Mgaga Tel 034 328 5000,
Zamantungwa.mhlongo@uthukelawater.co.za/Xolile.Mgaga@uthukelawater.co.za

Only prospective supplier who are registered on National Treasury supplier database are legible to bid. To register on the CSD log onto;
www.csd.gov.za

Proposal/quotes are to be submitted via an email to quotes@uthukelawater.co.za attention to SCM Manager Miss X Mgaga on or before the due date: 18 November 2021 @ 12pm. **Subject "IT2022-OS-011"**

The following documents must be completed and returned with the RFQ

MBD 4 & MBD 9 (available with the RFQ)

B-BBEE Certificate

Tax Clearance Certificate

CSD Summary report

Adv N Khambule

uThukela Water (PTY) Ltd

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Newcastle

2940