Quality Council for Trades & Occupations
www.qcto.org.za
256 Glyn Street, Hatfield, Pretoria, 0083
Private Bag X278, Pretoria, 0001
+27 12 003 1800

INVITATION TO TENDER

REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND CONFIGURE DATA LOSS PREVENTION AND DATA DISCOVERY TOOL.

TENDER NO: QCTO RFQ 15/2022

CLOSING DATE: 14 APRIL 2023 at 11:00

Company Name		
Address		
Contact person	Ms/Mrs/Mr/Prof/Dr	
Contact numbers	(w)	(cell)
Email address		

Initials:

Quality Council for Trades & Occupations
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1. INTRODUCTION

The QCTO is a Schedule 3A Public Entity that was established in accordance with the Skills Development Act, No. 97 of 1998 (as amended) and the National Qualifications Framework Act, No. 67 of 2008 (as amended) and came into operation on 1 April 2010. The main functions of the QCTO amongst others are to develop standards for occupational qualifications including trades and skills programs, accredit skills development providers, and assessment centres, conduct assessments, quality assurance and issue certificates to qualifying candidates. Therefore, the QCTO is responsible for standards generation and maintenance; quality assurance of occupational full and part qualifications registered on the National Qualifications Framework (NQF) and the Occupational Qualifications Sub-Framework (OQSF) policy, including skills programs. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from https://www.qcto.org.za

The purpose of this RFQ is to appoint a suitable service provider to supply, configure and implement a Data Loss Prevention (DLP) and Data Discovery solution which will be part of a Security Information and Event Management Tool(Rapid7), and must be compatible with QCTO's current systems i.e.: Sophos Antivirus and other systems

1.1 PROPOSAL SUBMISSION

The proposal must be submitted in the following manner:

1.1.1 Proposals with supporting documents and financial submission can be sent to tenders@qcto.org.za

Table: 1.1

Closing Date	Address
Date: 14 April 2023 Time: 11:00	Quality Council for Trade and Occupations Tender Box @ Reception 256 Glyn Street Hatfield Pretoria 0083

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NB: Late Submissions will not be considered

Table: 1.2

Briefing Session Information
No Compulsory Virtual Briefing session

1.2 **ACCEPTANCE OF TENDERS**

The QCTO does not bind itself to accept either the lowest or any other quote and reserves the right to accept the bid which it deems to be in the best interests of the organization. QCTO reserves the right to accept the offer in full or in part or not at all.

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2. AIM OF PROPOSAL

2.1 The purpose of this RFQ is to appoint a suitable service provider to supply, configure and implement a Data Loss Prevention (DLP) and Data Discovery solution which will be part of a Security Information and Event Management Tool(Rapid7), and must be compatible with QCTO's current systems i.e.: Sophos Antivirus and other systems listed below.

2.2 The Data Loss and Data Discovery tools should include software, licence, support and maintenance for the period of 1 year.

2.3 The service provider should substantiate and prove their experience in this field through references and profiles of similar work completed to demonstrate that they have the necessary expertise and capability technically to execute this project.

2.4 The Data loss and Data Discovery tools should be POPI compliant and detect restricted information in various file types on local and network storage locations.

2.5 The QCTO requires a Data Loss Prevention and Data discovery solution that will cover the entire QCTO's ICT landscape. More importantly, the Data Loss Prevention solution offering is expected to integrate with all existing business processes and solutions, delivered in line with the QCTO ICT Implementation Plan 2022/2023. The offered solution must be cost-effective, flexible, reliable, and highly secure.

3. QCTO' CURRENT ICT LANDSCAPE

3.1 The QCTO has one site situated in Hatfield, Pretoria. The current ICT infrastructure and systems support about 130 staff across the different departments.

3.2 The QCTO ICT unit provides various ICT services on different infrastructure platforms.

3.3 The QCTO has a local network of about 130 end-user workstations, six (6) HP physical servers that are hosting fifteen (17) virtual machines running Windows operating systems and four (4) Cisco switches.

3.4 QCTO has, amongst other systems, implemented the following, which should form part of the integration with the proposed system:

a) Active Directory
b) Sophos InterceptX endpoint protection for all its endpoints (cloud-based)
c) Microsoft Office 365 Exchange Online
d) Fortigate hosted Firewall (at ISP)

e) MicroFocus Change Guardian and Identity Governance (on-premise)
f) MicroFocus Content Manager (on MS Azure)
g) Cisco switches (Cisco DNA)
h) SQL databases

4. SCOPE OF WORK AND DELIVERABLES FOR THE DATA LOSS AND DATA DISCOVERY TOOL

The service provider will be expected to provide a Data Loss and Discovery solution, covering:

- Endpoint
- Email
- HTTP/S and FTP
- Integration with SIEM (Rapid 7)
- Analytics
- Perform Data discovery

4.2 The service provider shall be responsible for building, managing, and operating the solution, i.e. Implementation, data classification, building policies, and handling other operational activities – policy fine-tuning to mitigate new and emerging threats.

4.3 The service provider shall assign support personnel for this project with solid experience in building and implementing DLP solutions to manage and assist the ICT unit should there be any questions post-sign-off.

4.4 Provider should allocate a dedicated resource having 3 years of DLP experience to assist with routine operations and support continuous improvement of the system:

- Perform Configuration of Policies: Provide assistance to configure the tool with required rules.
- Support for application version/software infrastructure.
- Evaluate the incidents, escalations and responses exclusion of the authorised list in data protection policies based on the responses, feedback and management directives.
- Evaluate false positives and false negatives; fine-tune the data protection policies to correct the errors.
- Configure relevant reports as required by QCTO
- Train the QCTO administrators on usage and configuration of the policies and rules
- Support the solution, including future upgrades of all components of the solution, without any exception for the project duration, which is 1 year.
- Provide the details of the architecture of the proposed solution containing complete details of specifications of components of the proposed solution.

4.5 The Data Loss and discovery solution must provide the following capabilities:

4.5.1 The proposed solution shall have extensive Reporting, dashboards and auditing capabilities.

4.5.2 The Solution must safeguard QCTO employees and stakeholders' privacy – balancing the needs of corporate data protection and employee privacy.

4.5.3 Visibility and control over data including: a) Encrypted data; b) Image files etc.

4.5.4 Manage all DLP security products (e.g., software, appliances) from one administration console, even encryption of files and folders

4.5.5 The Solution should provide the capability to apply protection policy rules on endpoint devices even if the user is not connected to the QCTO network.

4.5.6 The Solution must be able to detect sensitive data leakage going through cloud- based solutions (OneDrive etc.).

4.5.7 The Solution must be able to enforce policies to detect data leaks even in image files through Optical Character Recognition technology. In addition, it must standard support file formats such as but not limited to jpeg, png, scanned pdf.

4.5.8 The Solution must enforce policies to detect low and slow data leaks over a period of time (hours).

4.5.9 The Solution must be implemented on premise and provide data protection for both Cloud and on-premise environment.

4.5.10 The Solution must be able to integrate with the QCTO Security Information and Event Management system (Rapid7).

4.5.11 Capture logs of Data Exchange activity on QCTO's Information Asset done through any medium like email, internet upload, USB transfer etc. At the same time, intelligently co-relate and analyses these logs with the previous user based attempts/ incidents and trigger alerts.

4.5.12 Role-based administration for internal administrative tasks and monitoring and enforcement.

4.5.13 As far as it is technically feasible, ensure no unwarranted, illegal or fraudulent misuse of data shared by QCTO.

4.5.14 The DLP solution must have the ability to identify and protect:
a) data-in-motion (travelling across the network);
b) data-in-use (being used at the endpoint); and
c) data-at-rest (sitting idle in storage).

4.5.15 The solution should provide built-in/predefined policies/templates for QCTO and it's environment, and can be accessed, used, and applied simultaneously.

4.5.16 Provide intuitive and easy installation, setup, deployment, the population of policies, and ongoing support.

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4.5.17 The Solution should provide content, context and destination awareness, allowing administrators to manage who can send what information where and how.

4.5.18 The proposed DLP solution should have central management console and incident repository. QCTO administrators shall use the console to define, deploy and enforce data loss policies, respond to the incidents, analyse and report violations, and perform system administration. (Proper training to QCTO ICT Staff on how to conduct this).

4.5.19 The proposed DLP solution should block, quarantine or relocate the channel containing sensitive data.

4.5.20 The proposed solution should be able to remediate violations of data at rest policies by encrypting or erasing restricted data once it has been identified.

5. VENDOR PARTNERTSHIP/CERTIFICATION

5.1 Interested service providers are required to have a suitable Partner status with their chosen product vendor at the stage of responding to this RFQ and during the duration of the contract.

5.2 At least one member of the service provider's key personnel assigned to the project shall hold a valid certificate of the product vendor at any time during their assignment to the project and have a minimum of three (3) years of professional experience in Data Loss and Data Discovery Solution implementations.

*** Additional certifications and experience in Information Security are highly recommended, such as CISM, CEH, CISSP etc.

6. MAINTENANCE AND SUPPORT

The QCTO intends to enter into a support and maintenance contract for 12 months (1 year) after the implementation stage.

7. TRAINING

The successful bidder will be required to provide training to the ICT unit after implementing the system.

8. PROJECT TIMELINE

The successful bidder must be able to supply, configure and install the required services within (01) month from the date of receiving the purchase order.

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9. EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a tenderer's proposal. This information will be requested in writing, and the bidder must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the bidder may be disqualified.

QCTO may conduct due diligence on any bidder, which may include interviewing customer references or other activities to verify a bidder's or related information and capabilities and, in these instances, the bidders will be obliged to provide QCTO with all necessary assistance and/or information which QCTO may reasonably request and to respond within the given time frame set by QCTO;

The 80/20 principle will be applied in terms of the Preferential Procurement Regulations 2022.

The tender will be evaluated based on the following categories:

No.	Criteria	Sub-criteria	Points
1.	Bidder's extensive knowledge and experience in DLP Implementation and roll out. Reference Letters DLP implementation. ***NB: Please provide signed reference letters from company they provided DLP for, in company's letter head with contact person and their contact numbers.***	• No evidence that bidder has undertaken similar projects(0 referrence Letter) **= 0 points** • Bidder has succefully undertaken 1 to 2 similar projects(1-2 referrence letters) **= 10 points** • Bidder has succefully undertaken 3 similar projects(3 reference letters) **= 20 points** • Bidder has succefully undertaken 4 similar projects(4 refernce letters) **= 25 points**	**30**

		• Bidder has succefully undertaken 5 or more similar projects(5 or more reference letters) **= 30 points**	
2.	Bidder's Partner Certification/Training with Vendor NB: Please provide certification	• No evidence that bidder has certification **= 0 points** • Bidder has Vendor Certification **= 10 points**	**10**
3.	Bidder's has Additional Information Security Certification. NB: such as CISM, CEH, CISSP etc. (Profile of Certified members with relevant certified qualifications)	• No evidence of additional Information Security Certification **= 0 points** • Bidder has 1 Information Security Certified personell **= 10 points** • Bidder has 2 Certified Information Security Personell **= 20 points**	**20**
4.	Screen shots of Product. Clearly showing dashboard. Incidents captured by DLP etc NB: Provide clear screen shots that demonstrate how product works once implemented.	• No DLP screenshots submitted **= 0 points** • Submitted screenshot but does not fully show how DLP Solution work = 10 **points** • Satisfactory screenshots provided fully show how DLP Solution work **= 20 points**	**20**
5.	Project Plan for the work to be undertaken to demonstrate the dept and understanding of work that will go into the project.	• Bidders project plan not provided.**=0 points** • Bidders project plan slightly demonstrate understanding of work(duties) to be carried out and responsible personell. **=10 points**	**20**

		• Bidders project plan demonstrate a high level of understanding of work that needs to be done and clearly state outputs and responsible personell with timeframes.**=20 points**	
		TOTAL	**100**

Each of the criteria is to be assessed and scored on the evaluation sheet using the above points.

Threshold: Bidders who score less than **70 out of 100** points on functionality, will not be considered for site visit and presentation and will be disqualified for this project.

Stage 3: Pricing and Specific Goals

Only bids that achieved the minimum qualifying score/percentage for functionality will be considered further in terms of the **80/20 Preferential Procurement Regulations 2022**.
The formulae to be utilised in calculating points scored for the preference point system will be included in the tender document. **Step 1** will be the calculation of points for price where the lowest bid will score 80 points for price, while bids with higher prices will score lower points for price on a pro-rata basis.
The following formula will be utilised to calculate the points for price in respect of tenders with a Rand value below R50 000 000 (all applicable taxes included):

$$Ps = 80\left[1 - \left(\frac{Pt - P\ min}{P\ min}\right)\right]$$

Where:
Ps = Points scored for comparative price of proposal or offer under consideration;
Pt = Comparative price of proposal or offer under consideration; and
Pmin = Comparative price of lowest acceptable proposal or offer.
Step 2 will be the calculation of points for the specific goals as per table below:

Specific Goal	Number of Points
Women	5
Youth	5
Locality/Province	5
HDI	5

10. CALCULATING THE FINAL SCORE

The points scored for the price (step 1) will be added to the points scored for the specific goals (step 2) to obtain the tenderer's total points scored out of 100.

AREAS OF EVALUATION	POINTS
Price	80
Specific Goals	20
Total	100

11. VALIDITY PERIOD

The validity period for this RFQ is 30 days.

12. ENQUIRIES

Any technical enquiries regarding the terms of reference shall be directed in writing to:

1. Ms Nkhensani Maluleke

Email: Maluleke.n@qcto.org.za

2. Ms Sithembile Mabaso

Email: Mabaso.s@qcto.org.za

Any SCM related enquiries shall be directed in writing to:

1. Mr. Mojaki Mohibidu

Email: tenders@qcto.org.za

Kindly Quote QCTO RFQ 15/2022 on the subject line for all enquiries