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REQUEST FOR QUOTATION

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

RFQ NO: QCTO RFQ 05/2024

Closing Date

Date: 25 June 2024

Time: 11:00 am

NB: Late Submissions will not be considered

Briefing Session Information

No Compulsory Virtual Briefing session

1. INTRODUCTION

The Quality Council for Trades and Occupations (QCTO) is a Quality Council established in 2010 in terms of the Skills Development Act (Act 97 of 1998) as amended in 2008. The QCTO offers guidance to skills development providers (private and public) and assessment centres who must be accredited by the QCTO in order to implement occupational qualifications. The main functions of the QCTO amongst others is to develop standards for occupational qualifications including trades and skills programmes, accredit skills development providers, and assessment centres, manage 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 programmes. The QCTO has approximately 120 staff members and is situated in Hatfield, Pretoria. More information can be obtained from <https://www.qcto.org.za/>

2. PROPOSAL SUBMISSION

2.1 The proposal must be submitted in the following manner:

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

2.2 SUBMISSION AND COMPLIANCE

Prior to Submission, the bidders must check that all pages are properly numbered, and all required documents are signed and initialed. QCTO will hold the duly authorized signatory liable on behalf of the bidders.

Each page should be initialed with black ink

Bidders Must adhere to the below list for submission:

| I/We have attached to this document: | Tick if Submitted | | Office Use |
|---|-------------------|--|------------|
| One soft copy of the technical bid document | | | |
| One soft copy of the pricing document | | | |
| Completion of SBD 3.3; 4; 6.1 | | | |
| CSD Registration (National Treasury | | | |

3. AIM OF PROPOSAL

- 3.1 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 which will be used in conjunction with the 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.
- 3.2 The quotation should include (**Next DLP**) software licence, its support, and maintenance for the period of 1-year, monthly reports to be submitted to the QCTO.
- 3.3 The service provider should substantiate and prove their experience in this field demonstrating their ability of using **Next DLP** through references letters and sample reports to demonstrate that they have the necessary expertise and technical capability to execute this project and support the software.

4 QCTO's CURRENT ICT LANDSCAPE

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

- 4.2 The QCTO ICT unit provides various ICT services on different infrastructure platforms.
- 4.3 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.
- 4.4 QCTO has, amongst other systems, implemented the following, which should form part of the integration:
- a) Active Directory
 - b) Sophos Intercept with XDR for all its endpoints (cloud-based)
 - c) Microsoft Office 365 Exchange Online
 - d) Fortigate Firewall
 - e) MicroFocus Change Guardian and Identity Governance (on-premises)
 - f) MicroFocus Content Manager (on MS Azure)
 - g) Cisco switches (Cisco DNA)
 - h) SQL databases

5 SCOPE OF WORK AND DELIVERABLES FOR THE NEXT DATA LOSS AND DATA DISCOVERY TOOL

The service provider will be expected to provide renewal, support and maintenance for Next DLP solution, covering:

- Endpoint
 - Email
 - HTTP/S and FTP
 - Integration with SIEM (Rapid 7)
 - Analytics
 - Perform Data discovery.
- 5.1 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.
- 5.2 The service provider shall assign support personnel for this project with solid experience in building and supporting Next DLP solution.
- 5.3 Provider should allocate a dedicated resource having 3 years of Next DLP experience to assist with routine operations and support continuous improvement of the system:
- Perform Configuration of Policies: Assistance on how 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.
 - Configure relevant reports as required by QCTO.
 - Monitoring 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.

6 VENDOR PARTNERSHIP/CERTIFICATION

- 6.1 Interested service providers are required to have an active Partnership status/agreement with the Next DLP vendor at the point of responding to this RFQ and during the duration of the contract.
- 6.2 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 Next Data Loss and Data Discovery Solution implementations.

*** Additional certifications and experience in Information Security will be an added recommended, such as CISM, CEH, CISSP etc.

7 MAINTENANCE AND SUPPORT

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

8 REPORTING

The successful bidder will be required to provide monthly reports to the ICT department.

9 PROJECT TIMELINE

The successful bidder must be able to renew, configure and install the required services within a week from the date of receiving the purchase order.

10 EVALUATION CRITERIA

QCTO may request additional information, clarification, or verification regarding any information contained in or omitted from a bidder'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 bidder will be evaluated based on the following categories:

| No. | Criteria | Sub-criteria | Points |
|-----|--|---|-----------|
| 1. | <p>Bidder's extensive knowledge and experience in Next DLP Implementation and roll out. Reference Letters DLP implementation.</p> <p><i>NB: Please provide signed and dated reference letters from the company they provided DLP for, in the company's letter head with contact person and their contact numbers.</i></p> | <ul style="list-style-type: none"> No evidence that bidder has undertaken similar projects (0 reference Letter) = 0 points Bidder has successfully undertaken 1 to 2 similar projects (1-2 reference letters) = 10 points Bidder has successfully undertaken 3 similar projects (3 reference letters) = 20 points Bidder has successfully undertaken 4 similar projects (4 reference letters) = 25 points Bidder has successfully undertaken 5 or more similar projects (5 or more reference letters) = 30 points | 30 |
| 2. | <p>Next DLP Partner Certification/Training with Vendor</p> <p>NB: Please provide valid certification</p> | <ul style="list-style-type: none"> No Next DLP has certificate = 0 points Bidder has Next DLP Vendor Certificate = 30 points | 30 |

| | | | |
|----|--|---|------------|
| 3. | <p>Bidder's personnel have Additional Information Security Certification.</p> <p>NB: such as CISM, CEH, CISSP etc. (Profile of Certified members with relevant certified qualifications)</p> | <ul style="list-style-type: none"> No evidence of additional Information Security Certification = 0 points Bidder has 1 Information Security Certified personnel = 10 points | 10 |
| 5. | <p>Sample Monthly report from existing Next DLP implementation.</p> | <ul style="list-style-type: none"> Bidders provided no sample report. = 0 points Bidders provided sample reports from active environment, but don't show proper understanding of work(duties) to be carried out. = 15 points Bidders provided a high-quality report from environment to demonstrate understanding of work required. = 30 points | 30 |
| | | <ul style="list-style-type: none"> 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.**

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 presentation will not be considered for Price and Specific goals and will be disqualified for this project.**

Stage 3: Pricing

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 RFQ 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 RFQ with a Rand value below R50 000 000 (all applicable taxes included):

$$P_s = 80 \left[1 - \left(\frac{P_t - P_{min}}{P_{min}} \right) \right]$$

Where:

P_s = Points scored for comparative price of proposal or offer under consideration;

P_t = Comparative price of proposal or offer under consideration; and

P_{min} = 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 goals | Definitions | Number of Points |
|--|---|------------------|
| Women | 5 points can be claimed by bidders who have owners/directors who are Black women regardless of percentage of ownership | 5 |
| Youth | 5 points can be claimed by bidders who have owners/directors who are Black persons from the age of 16 to 35 regardless of percentage of ownership | 5 |
| Historically Disadvantaged Individuals (HDI) | 5 points can be claimed by bidders who have owners/directors that are Historically Disadvantaged Individuals, females, or disabled South African person regardless of percentage of ownership | 5 |
| Locality | 5 points can be claimed by bidders who are operating within the Gauteng Province | 5 |

11 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 bidders total points scored out of 100.

| AREAS OF EVALUATION | POINTS |
|---------------------|--------|
| Price | 80 |
| Specific Goals | 20 |
| Total | 100 |

12 VALIDITY PERIOD

The validity period for this quote is **30 days**.

13 ENQUIRIES

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

Ms. Sithembile Mabaso or Ms. Nkhensani Maluleke

Email: Mabaso.s@qcto.org.za Email: Maluleke.N@qcto.org.za

Any SCM related enquiries shall be directed in writing to:

Mr. Lekhotla Motlounq

Email: Motlounq.L@qcto.org.za

Email: tenders@qcto.org.za