INVITATION TO TENDER

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

TENDER NO: QCTO RFQ 17/2023

CLOSING DATE: 19 MARCH 2024 at 11:00

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

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 Classification solution which will be part of the Rapid7™ Security Information and Event Management Tool (SIEM), NEXT™ Data Loss and Prevention (DPL) Solution 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: 19 MARCH 2024 Time: 11:00	

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.

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 Classification Tool. The Data Classification, Next ™ 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.

2.2 The Data Classification tool 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 Classification tool should be POPI compliant and detect restricted information in various file types on local and network storage locations.

2.5 The QCTO intends to implement and configure a Data Classification solution to locate and classify sensitive data, determine its use, and protect it against loss, theft and leakage. More importantly, the Data Classification solution offering is expected to integrate with all existing business processes and solutions (Next ™ DLP and Rapid 7™ SIEM), delivered in line with the QCTO's ICT Implementation Plan of 2023/2024. In addition, 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

Initials:

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
i) Rapid 7™ Security Incident and Event Management (SIEM) Software
j) NEXT™ Data loss and Prevention (DLP) Software.

4. SCOPE OF WORK AND DELIVERABLES FOR THE DATA CLASSIFICATION TOOL

4.1 The Data classification solution should fulfil the following requirements;

4.1.1   Install, configure and implement the Data classification Tool and all   the required software components.

4.1.2   The solution should provide visibility of QCTO's critical data.

4.1.3   The solution should raise security awareness among end users and educate them on data handling.

4.1.4   The proposed solution should help identify and classify sensitive data at creation in motion or at rest and apply the right security policy to protect it. The solution should work with email and office applications to identify and classify emails and documents as part of users' day-to-day workflow.

4.1.5   The solution must integrate with various systems within the QCTO, including but not limited to RAPID 7™SIEM, NEXT™ DLP.

4.1.6   All licences shall be subscription based. There should not be any limitation on the number of applications and users using the solution

4.1.7   The solution should be capable of classifying emails, pdfs, MS office, texts and other key applications files.

4.1.8   Bidders may include information about Data encryption as part of their proposed solution.

4.1.9   The solution should trigger policy classifications based on different events, such as Open, Save, print, forward, close and Send.

4.1.10 The solution should have reporting capabilities for audit purposes.

4.1.11 Execute User Acceptance Test (UAT) of the proposed solution i.e. Deployment of software to (5 machines). Acceptance shall be based on the results of the test cases. If the proposed Solution experiences no failure during the test period and functions according to the requirements of the RFQ, the Solution shall be considered acceptable.

4.1.12   Post-implementation support for the proposed Solution is required.

4.1.13   Provide user training on the implemented solution.

4.2 The Data Classification Solution should provide the following technical capabilities:

No	Technical Requirement/Description
1	The solution should support functionality to check recipients marked in an email and alert/prevent the user from sending the email if external recipients are marked. Example: An email containing an internally classified document as an attachment should be prevented from being sent if external recipients are selected on that email. The user should also get the alert for the same.
2	The solution should support security policy based on data attributes such as content, classification, recipients, sender, author, filename, path, modification date, file type and location.
3	The solution should be able to identify information like Identification Numbers, Passport Numbers, etc for automated classification through either inbuilt capability or the capability to define regular expressions.
4	The solution should support automated, suggested and user-driven classification.
5	The solution should provide the ability to save the original classifier's name in metadata and enforce policy so that only the original classifier can change the classification.
6	The solution should enable the classification of documents from MS Office, PDF and other formats.
7	The solution should support the ability to classify on Send, Save/Save As, Print, New email, Close, Open Document, and other email and document events.
8	The solution should support an unlimited number of classification fields and documents.
9	The solution should enable users to assign classification values via a one-click classification user interface.
10	The solution should enable the user to assign classification values to any file type by right-clicking in File Explorer and selecting one or more files.
11	The Solution should enable the user to assign classification values to non-classified emails in their inbox.

12	The solution should support the ability to set the classification automatically based on a series of questions presented to the user via the classification dialogue.
13	The solution should support the ability to ask users to confirm an automated classification value ("suggested classification").
14	The solution should support the ability to prompt the user to change the default classification(s) if the default is inappropriate for the content, context, or other attributes of the email or document. The user should provide a justification.
15	The solution should support the ability to prompt users to classify in some cases and use automated classification in others. For example, a default classification may be used for internal emails, but users are prompted to classify external emails. The user may be prompted to classify email only when there is an attachment.
16	The solution should support the ability to scan for specific keywords and regular expressions and set the classification accordingly.
17	The solution should provide the ability to allow users to manually classify file attachment(s) directly within MS Outlook when composing an email without the need to open the attachment and without classifying the original source file.
18	The solution should have the ability to enforce obtaining consent from end users while handling sensitive information and capture the same in the metadata.
19	The solution should have the ability to automatically classify email and calendar events as "internal" based on the sender and recipient being in the same email domain.
20	The solution should be able to classify email messages with the same classification label as files attached.
21	The solution should support automatic file classification when downloaded and saved to specific folders (e.g. Downloads, My Documents). The data classification should be based on file content for files that can be read by a text processor and based on file type, size, name or file path for other file types.
22	The solution shall have the capability to classify multiple documents in one go.
23	The solution should be able to detect differential classification between an email and its attachments and block the email from being sent.
24	The solution shall have the capability to send emails from mobile with a classification applied for both IOS and Android-based mobiles.
25	The solution should be capable of deploying and enforcing user-based policies.
26	The solution should provide built-in reports and dashboards to analyse user behaviour and system health.
27	The solution should provide a built-in dashboard for reviewing data classification scanning results for user activity deployment.

28	The solution should be able to manage the complete solution from a centralised web management console.
29	The Management console should have role-based access and integrate with Active Directory for login access.
30	The solution should be able to deploy classification policies based on users, machines, groups etc.
31	The solution should cache configurations locally for offline use.
32	The solution should work in an MS Windows environment.
33	The solution should work with email, O365 and Microsoft Office 2016,2019 E3 and higher version. The product should support 64-bit installation.
34	The solution must have the capability to Discover, Classify and Protect the documents and emails without any user intervention.
35	The Solution should be able to integrate with Rapid 7™ SIEM and send logs.
36	The Solution should be able to integrate with NEXT DLP™ and send logs.
37	The solution should support the ability to quarantine files stored inappropriately, flag files for follow-up, or act based on the scan results. This may include quarantine, delete, encrypt through 3rd party encryption tools, etc.
38	The solution should provide the ability to write tags which can be read by NEXT™ DLP solution.
39	The solution must be able to do analysis (discovering sensitive data) along with host details.
40	The solution must be able to do analysis (discovering sensitive data) based on the Current Classification Level and suggest classification.
41	The solution must be able to do analysis (discovering sensitive data) along with the User Permission on the sensitive data.
42	The solution must be able to Delete or Encrypt sensitive data as a Remediation action if required.
43	The solution must provide the capability where the Classification solution can add special tags to email messages, and the messages are then automatically secured from unauthorised access, especially when shared externally.
44	The solution should provide classification logs inside the classified file and at the centralised repository.
45	The solution must have the capability to Discover, Classify and Protect the documents and emails without any user intervention.
46	The solution should provide the ability to restrict users from sending non-classified email attachments (i.e. attachments that have no classification).

47	The solution shall ensure the forceful enforcement of classification and not allow users to bypass the classification option in the said document's types using MS Office and MS Outlook.
48	The solution should be able to label the documents in Headers/Footers with a pre-selection capability for either header or footer or both.
49	The solution should provide the ability to warn/prevent users from downgrading the classification.
50	The solution should suggest a classification based on content but allow users to change the classification if required by taking a justification for the same, and recording it in logs.

5. VENDOR PARTNERTSHIP/CERTIFICATION

5.1 Interested service providers are required to have a suitable Partner status with the product OEM of their chosen product 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 Classification Solution implementations.

5.3 The service provider should substantiate and prove their experience in managing the Data Classification software through references and profiles of similar work completed to demonstrate that they have the necessary expertise and capability to execute this project.

6. MAINTENANCE AND SUPPORT

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

6.2 The successful bidder will be required to provide monthly logs for audit purposes for the duration of the contract

7. TRAINING

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

8. PROJECT TIMELINE

Initials:

9.1 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.

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 Data Classification Implementation and roll out projects. Reference Letters of Data Classification implementation project. ***NB: Please provide recently dated and signed reference letters from company the Data classification project was provided for, in company's letter head with contact person and their contact numbers.***	• 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 recently dated and signed) **= 10 points** • Bidder has successfully undertaken 3 similar projects (3 reference letters) **= 20 points** • Bidder has successfully undertaken 4 similar projects (4 reference letters recently dated and signed) **= 30 points**	**30**

		• Bidder has successfully undertaken 5 or more similar projects (5 or more reference letters recently dated and signed) **= 30 points**	
2.	Bidder's Partner Certification/Training with Vendor ***NB: Please provide certification clearly showing vendor contact details and bidders' details.***	• No evidence that bidder has certification **= 0 points** • Bidder has Vendor Certification **= 10 points**	**10**
3.	Screenshots of Product clearly showing solution dashboard (to give an idea of the look and feel of product). Example of Data classification categories solution caters for. ***NB: Provide clear screenshots that demonstrate how product works once implemented***.	• No Data Classification screenshots submitted **= 0 points** • Submitted screenshots but does not fully show how Data Classification Solution work **= 20 points** • Satisfactory screenshots provided fully showing how Data Classification Solution work (showing different categories it caters for) **= 30 points** •	**30**
4.	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 personnel. **=20 points** • Bidders project plan demonstrate a high level of understanding of work that needs to be done and clearly state outputs and responsible personnel with timeframes. =3**0 points**	**30**
		• **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 60 days.

12. ENQUIRIES

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

1.   MS Sithembile Mabaso

Email: Mabaso.s@qcto.org.za

2.   MS Nkhensani Maluleke

Email: Maluleke.n@qcto.org.za

Any SCM related enquiries shall be directed in writing to:

1.   Mr. Lekhotla Motloung

Email: tenders@qcto.org.za

Kindly Quote QCTO RFQ 17/2023 on the subject line for all enquiries