

## Q and A Pack

### RAF/2024/00021: CYBERSECURITY AWARENESS TRAINING PROGRAM SOLUTION

EMPLOYER:	The Road Accident Fund ("RAF")
RFP NUMBER:	RAF/2024/00021
DESCRIPTION:	The Road Accident Fund (RAF) is looking to partner with a service provider to supply, support and maintain a comprehensive Cybersecurity Awareness Training Program Solution and associate cyber security awareness services for 4000 users including service providers and contractors for a period of three (3) years to enhance the fund's security posture.
DATE OF PUBLICATION:	30 April 2024
BID VALIDITY PERIOD:	90 days from the Bid Closing Date
BID CLOSING DATE:	22 May 2024
BID CLOSING TIME:	11h00
TENDERS MUST BE HAND DELIVERED OR COURIERED TO:	The Road Accident Fund (RAF) 420 Witch Hazel Avenue Eco Glades 2 Office Park, Block F  (at reception)  Attention: RAF's Representative mentioned below
RAF'S REPRESENTATIVE	Tshiamo Motitswe: e-mail <a href="mailto:Tshiamomo@raf.co.za">Tshiamomo@raf.co.za</a>

1. In 3.1 reference Paragraph below

Comprehensive Cybersecurity Awareness Training Program solution and associate cyber security awareness services for 4000 users including service providers and contractors.

- This will assist with implementation:
- How many domains will need to be added to the Cyber Awareness Platform. This will include the Sub-contractor and Contractors that does not have a RAF email address.

**Answer:** 40

2. In 3.4 reference Paragraph below and 4.2.1 and 4.2.2

The Cyber security Awareness and Training Platform/Solution will be delivered as a fully managed service by the bidder.

4.2.1 Support and Maintenance Specifications

Bidders are required to provide third level support for system performance and availability. This must be scoped for 20 hours a month payable for utilisation.

4.2.2 Training and Skills Transfer

Bidders must include a training and skills transfer plan that:

- Addresses knowledge, and skills transfer to RAF personnel throughout the project and maintenance/support phases.
- Provides formal OEM (classroom-based) administrator training with certification Included, for approximately 20 RAF ICT resources.
- Do we quote on a fully managed platform or on the 20 hours for support and maintenance as stipulated in the two different paragraphs.

**Answer:** RAF requires a fully managed service, there will be no backend administration from us. The 20 hours will be leveraged on, should the need arise, it might not be used.

- Training for the administrators will it need to be based on managing the platform and to increase user engagement?

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**Answer:** RAF will not be managing the platform, the service provide to provide the solution as a service, training on the frontend part of the solution is required for administrators.

As per the table we need to quote for 11 session per year excluding the Admin training for the users based on the skills transfer paragraph.

Prepare content for Cyber Awareness Workshops and Roadshows (no travelling involved)
1. Bi-Annual Regional Content
2. 5 x Divisions per Year Workshops
3. 10 X Departments per year

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4. 1X Board and Executive leadership
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**Answer:** Based on the above table, we require 18 training sessions per year.

3. What is the current solution that RAF is using for awareness training?

**Answer:** RAF currently does not have a Cyber Security Training solution; however, we conduct phishing simulations using the Microsoft Defender for Endpoint

4. The 4000 users will you be able to provide information on their level (e.g. 1000 Senior Management,500 Executives,300 non-technical users etc.)

**Answer:**

Senior Managers 48

Departmental Heads 7

Executives 6

Technical users 150

Non-technical users 3789