



**REQUEST FOR QUOTATION (RFQ)**

**FOR**

**A**

**Secure Mail Gateway System (SMGS)**

# TERMS OF REFERENCE

## 1. PURPOSE

The purpose of this RFQ is to invite suitably interested qualified service providers to submit their quotations for the **Secure Mail Gateway System (SMGS)**, as part of enhancing the security of the Users, Data, Information, and Information Systems for the South African National Accreditation System (SANAS).

## 2. BACKGROUND

The South African National Accreditation System (SANAS) is the sole national body responsible for carrying out accreditations in respect of conformity assessment, which includes the accreditation of calibration, testing and verification laboratories, certification bodies, inspection bodies, verification agencies and any other type of body that may be added to its scope of activity. SANAS is also the national body to monitor Good Laboratory Practice (GLP) compliance with principles adopted by the Organisation for Economic Cooperation and Development (OECD) for GLP facilities.

The Accreditation for Conformity Assessment, Calibration and Good Laboratory Practice, Act No. 19 of 2006, recognises SANAS as the only National Accreditation Body for the Republic of South Africa for conformity assessment, calibration, monitoring of Good Laboratory Practice, and to provide for matters connected therewith.

SANAS is a Section 3A Public Entity for purposes of the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) (as amended by Act No. 29 of 1999).

SANAS business involves SANAS staff working remotely from home to perform their work. This remote work needs SANAS staff using Laptops to connect through a Virtual Private Network (VPN) to the Office. Our MS Office365 Mail System is hosted in the cloud protected by Mimecast Mail Protection Service. The email being in the cloud and being accessed by our users from literally everywhere and anywhere makes our Hybrid Working Model possible and efficient.

## 3. OBJECTIVES

The goal of this exercise is to solicit a proposal for a solution that will secure our email system and individual email accounts including the actual emails:

- a) To protect SANAS Data, Information, and Information Systems On-Premises and Cloud based MS Office365 Email System.
- b) To prevent threats to users such as ransomware, phishing, and account takeovers on our email systems.
- c) To provide threat monitoring of our Emails in our environment.
- d) To ensure all types of threats towards Users' emails are detected, monitored, and responded to 24/7 with minimal staff intervention.
- e) To provide holding or quarantine for suspicious and untrusted emails that may also have attachments and embedded links.
- f) To provide accurate on timely reporting on the email activities as per user account and overall SANAS staff.

#### 4. SCOPE, APPROACH AND METHODOLOGY

##### Scope of Services

SANAS desires to engage the services of a service provider who provide systems to protect emails and the email system:

##### Secure Mail gateway Service:

- i. API Integration
- ii. Identify threat bypassed and Interoperability with existing email security solution
- iii. Security awareness and training with simulated phishing tests built-in
- iv. Machine Learning/Artificial Intelligent Self-learning for Cloud Based MS O365
- v. User Behavior analysis to identify malicious content and traffic
- vi. Early warning threat intelligent
- vii. Mobile Apps visibility to manage and monitor threats identified and responded
- viii. Zero impact Integration on our existing email security system
- ix. Compatible with an existing Mimecast Mail Protection System

#### 5. REQUIREMENTS

These are minimum requirements in our environment for the proposed system(s) to meet:

NO.	DESCRIPTION	SPECIFICATION
1.	Number of Users	80
3.	Number of Email Accounts	120
4.	Mobile Device Laptop Platforms	MS Windows 10
5.	Compatibility with Anti-Virus	Sophos Intercept-X and Device Encryption Solution
6.	Number of Years on Contract Term	Five (5) Years
7.	Type of Deployment	Remote (SANAS Staff currently working remotely)
8.	Type of Email Systems	MS Office O365 (Cloud-based) No Exchange on-site

#### 6. ADDITIONAL NOTES

- i. SANAS has just below 80 staff,
- ii. SANAS aims to appoint a service provider for a five (5) years term contract.
- iii. SANAS does not support tablets, hence, this RFQ excludes tablets at this stage.
- iv. SANAS can do with an onsite resource maybe during the installation and stabilization period, after that an on-call support system would suffice.
- v. SANAS has its offices in Equestria, Pretoria, South Africa.
- vi. Currently, SANAS is using Enterprise version of Sophos Intercept-X for its endpoint anti-virus protect for the next three (3) years.
- vii. All proposal submitted MUST have pricing in South African Rands (ZAR).
- viii. The bidder MUST name the systems that form part of the proposed solution.

## 7. PRICING SCHEDULE

NO.	DESCRIPTION	UNIT COST VAT INCLUSIVE	Year 1	Year 2	Year 3	Year 4	Year 5
1	Secure Mail Gateway Service (License per email account)						
2	Deployment and Support Maintenance						
<b>ANNUAL TOTAL VAT INCLUSIVE</b>							
<b>TOTAL CONTRACT PRICE VAT INCLUSIVE</b>							