

GUIDELINE FOR TERMS OF REFERENCE

This tender is for the appointment of a service provider for the supply, delivery and installation of antivirus software.

A. BACKGROUND

The Moqhaka Local Municipality requires the appointment of a suitably qualified and experienced service provider for the provision of supply, delivery and installation of antivirus software. This will be for a period of 3-year and for a total of 350 users and 20 servers.

B. SCOPE OF WORK / TERMS OF REFERENCE

1.1 Anti-Virus

The antivirus software should meet the following specifications:

- Support windows 7 to 11 Home / Professional / Enterprise 32-bit / 64-bit
- Support integration with Sandbox with ability to automatically scan endpoints and apply responses in case if suspicious activity has been detected by the Sandbox.
- Support integration with threat intelligence portal, which contains and displays information about the reputation of files and URLs
- Support integration with cloud reputation services
- Centralized Management on Prem web console and cloud management console
- Endpoint Security.
- Anti-virus\Anti-spyware\ Malware Protection
- Intrusion Prevention\Network Threat Protection
- Managed Detection and Response
- Endpoint Detection Response
- EDR should support standalone agent installation (without Endpoint Protection application).
- Windows & 3rd Party Patch Management
- Remote Deployment and Management
- Desktop Firewall
- Exploit Blocking
- File \ Application Reputation Intelligence
- Device Control
- Application Control
- Desktop Agent for Web Control
- NAC – Network Access Control
- Threat Cloud Security Definitions
- Machine Learning Malware Detection
- Definition Updates both Cloud & onside
- Mail Security and Anti-Spam for Exchange
- Mail Security and Anti-Spam for Domain

- Mail SMTP Gateway Security & Anti-Spam
- Web Gateway Content Filtering & Security
- Data Loss Prevention
- Shared File Reputation Cache for VDI
- Network Shared File Reputation Cache
- Desktop and Laptops Full Disk Encryption for File & Folders.
- Mobile Device Management & Security/Protection
- Vulnerability Scanning

1.2 Training

Vendor must provide training on ATP and/or EDR solution (deploying, administering and maintaining solutions).

1.3 Project Management

- 1.3.1 The project must be delivered in line with best Project Management practices and methodology.
- 1.3.2 Provide a detailed Project Plan including milestones, project phases, risk management, communications plan, procurement plan, quality management plan, change control management, etc.
- 1.3.3 Provide a detailed Project Implementation Plan with the Work Breakdown Structure (WBS).
- 1.3.4 Provide a detailed Service Transition Plan to ensure minimal disruptions to services.
- 1.3.5 Project Reporting

C. PERFORMANCE MANAGEMENT

In terms of Section 116 (2) of the MFMA, the municipality is required by Law to monitor the performance of service providers on a monthly basis in line with the performance areas as stipulated in the Service Level Agreement (SLA). The monitoring of the appointed service provider will be done on a monthly basis.

D. PREFERENTIAL POINTS SYSTEM

Indicate whether the tender will be evaluated in terms of 80/20 below a 50 million and 90/10 above 50 million.

80/20

A maximum of 20 points (80/20 preference points system), will be allocated for specific goals. See the attached table that sets out the specific goals for this tender.

80 - Price

20 - Specific goals (Locality: 15 Points, Youth: 5 points)

E. DURATION OF THE CONTRACT

State how long the contract will take

3 Years

F. APPLICABLE FUNCTIONAL OR TECHNICAL EVALUATION CRITERIA

Technical Mandatory Requirements

See examples of Functional Evaluation Criteria below in Annexure A

The bidder must be authorized to provide the required services. The following must be provided as part of the bid submission.

1. The bidder must be a registered OSM partner or an accredited reseller.
(bidder must submit a proof of registered OSM partner or an accredited supply)

ANNEXURE "A"

Technical or Functional Evaluation Criteria and Functional Evaluation Report Guideline

Only those tenderers who score the minimum of **70** points in respect of the following criteria are eligible for further evaluation.

Criteria	Weight	Points	Documents to be submitted as proof to score points
Demonstrate the company experience in similar projects.		35	For the Bidder(s) to be considered, the bidder(s) must provide written and signed appointment letters and reference letters. Reference letters of similar projects (Provision of supply, delivery and installation of antivirus software) with contact details for references that can be contacted by the Municipality to confirm that letter is valid.
• 5 or more Projects	5		
• 4 Projects	4		
• 3 Projects	3		
• 2 Projects	2		
• 1 Project	1		
• No Reference letter	0		
Technical Software Alignment (Product features available) and Project Methodology with Project plan that is clear and aligned		35	Managed Detection and Response, Endpoint Detection Response, Patch Management, Centralized Management Console, Mail Security and Anti-Spam. Features need to be stated and be clarified in the product proposal and brochure. Project plan is clear and aligned to the deliverables, bidder must detail the work breakdown structure (WBS), project schedule, milestones, project risks and mitigation plan, and in accordance with the scope of work Project plan is NOT clear or NOT aligned to the deliverables, bidder has not detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and in accordance with the scope of work
All software features available with clear and aligned project plan	5		
Software features <u>NOT</u> available with <u>NO</u> clear or <u>NO</u> aligned project plan.	0		
Bidder to provide Curriculum Vitae (CV) of Key Personnel and Certificates		30	Submission of detailed CV and copies of qualifications/certificates.
• Project Management + Network Security + Network Engineer + Network Technician and A+	5		
• Project Management + Network Security + Network Engineer and Network Technician	4		
• Project Management, Network Security and Network Engineer	3		
• Nothing	0		
MAXIMUM POSSIBLE SCORE		100	

Pricing Schedule

Description	YEAR 1	YEAR 2	YEAR 3	TOTAL
Licences for 350 Users	R	R	R	R
Licences for 20 Servers	R	R	R	R
Technical Support	R	R	R	R
Training	R	R	R	R
Total	R	R	R	R