

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COMMUNITY SCHEMES OMBUD SERVICE

BID NUMBER:	RFQ030R-2026-27	CLOSING DATE: 28 September 2026		CLOSING TIME:	12h00
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DESCRIPTION	THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF LOG RHYTHM LICENSING RENEWAL AND SUPPORT SERVICES FOR A PERIOD OF 12 MONTHS
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BID RESPONSE DOCUMENTS MAY BE EMAILED TO THE BELOW (EMAIL ADDRESS)
quotations3@csos.org.za

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		TECHNICAL ENQUIRIES MAY BE DIRECTED TO:	
CONTACT PERSON	Jabulile Sithole	CONTACT PERSON	Nonyameko Ngxeke
TELEPHONE NUMBER	(010) 593 0533/ 066 302 5937	TELEPHONE NUMBER	(010)593 0533/ 073 764 7629
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	quotations3@csos.org.za	E-MAIL ADDRESS	Nonyameko.Ngxeke@csos.org.za

SUPPLIER INFORMATION

NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT [TICK APPLICABLE BOX] ☐ Yes ☐ No		

[A DETIALED CSD REPORT REFLECTING EME OR QSE 51% OR MORE BLACK OWNERSHIP FOR AT LEAST ONE OF THE DESIGNATED GROUPS MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR SPECIFIC GOALS]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES, ANSWER PART B:3]
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QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?

☐

YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?

☐

YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

☐

YES ☐ NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022 THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g., company resolution)

DATE:



REQUEST FOR PROPOSAL (RFQ)

**THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF LOG
RHYTHM LICENSING RENEWAL AND SUPPORT SERVICES FOR A PERIOD OF 12
MONTHS**

SEPTEMBER 2026

1. TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the CSOS and is made available to Bidders subject to the following terms and conditions, which Bidders are deemed to acknowledge and accept:

- 1.1. A Bid submitted in response to this RFP will constitute a binding offer that will remain binding and irrevocable for a period of ninety (90) days from the date of submission to the CSOS.
- 1.2. Unless or until a binding contract is concluded between the CSOS and the successful Bidder, the offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder.
- 1.3. The CSOS reserves the right to amend, modify, withdraw or terminate this RFP or any of the requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any Bidder or person.
- 1.4. Should this RFP be amended, the CSOS undertakes to publicize or send each Bidder in writing the amended RFP. No oral amendments by the Bidder or the CSOS shall be considered.
- 1.5. It is compulsory for a Bidder submitting a bid to be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that it remains registered for the duration of the services and/or contract, if successful.
- 1.6. The Bidder needs to ensure that it is tax compliant at the time of submitting its Bid and remains tax compliant for the duration of the contract and/or services, if successful, and undertakes to provide supporting documentation issued by the South African Revenue Services ("SARS") confirming it is tax compliant upon request by the CSOS.
- 1.7. The CSOS reserves the right to conduct site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its response to this Bid.
- 1.8. This RFP is not intended to form the basis of a decision to enter into any transaction with the CSOS and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.

THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF LOG RHYTHM LICENSING RENEWAL AND SUPPORT SERVICES FOR A PERIOD OF 12 MONTHS

- 1.9. Neither the CSOS nor any of its respective directors, officers, employees, agents, representatives, or advisors will assume any responsibility for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to this RFP.
- 1.10. No entity or associated entities may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the CSOS, result in disqualification of both entities.
- 1.11. Any material changes in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid must be brought to the attention of the CSOS Supply Chain Management ("SCM") Section in writing. The CSOS shall be the sole arbiter as to what constitutes a material change in the control and/or composition of any Bidder and may in its sole discretion disqualify the Bidder from any further participation in the bid process.
- 1.12. Any requirement set out in this RFP which stipulates the form and/or content of any aspect of a Bid is stipulated for the sole benefit of the CSOS, and unless the contrary is expressed, may be waived by the CSOS in its sole discretion at any stage in the bid process.
- 1.13. The CSOS and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.14. All Bids submitted to CSOS shall become the property of the CSOS and will not be returned to the Bidders. The CSOS will make all reasonable efforts to maintain the information contained in proposals confidentially.
- 1.15. A Bid submitted by the Bidder shall be considered non-responsive if it shows any omissions or irregularities of any kind. However, the CSOS reserves the right to waive any aspect of non-responsiveness and to make an award in the best interest of the organization, provided that any such waiver shall be applied consistently across all Bidders.
- 1.16. The CSOS reserves the right to accept or reject in part or whole any submitted Bid submitted.

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- 1.17. The CSOS reserves the right to require a Bidder to provide a formal presentation of its RFP at a date and time to be determined by the CSOS. The CSOS shall provide adequate instructions and clarification regarding the purpose and scope of the presentation. All expenses shall be borne by the Bidder.
- 1.18. In this RFP, the words “service provider”, “supplier” will be used interchangeably to refer to the Bidder.
- 1.19. All costs associated with the preparation and submission of the Bid remain the responsibility of the Bidder. The costs shall not be chargeable to the CSOS by the successful or unsuccessful Bidder.
- 1.20. All Bids must be formulated and submitted in accordance with the requirements of this RFP.
- 1.21. Bids received after the closing date and time as specified in this RFP shall be rejected.
- 1.22. The CSOS is not obliged to appoint a bidder with the lowest price, if, based on its sole discretion and assessment, the said bidder does not exhibit or demonstrate adequate capacity or full comprehension of the scope of work to be undertaken.
- 1.23. In this regard, CSOS may appoint the second-ranked bidder provided that the reasons for such deviation are properly justified and accurately recorded.

2. INTRODUCTION

- 2.1. The Community Schemes Ombud Services (CSOS) is established in terms of Community Schemes Ombud Services Act 2011 (Act 9 of 2011), to regulate the conduct of parties within community schemes and to ensure good governance within community schemes. To deliver on its mandate, key amongst the priorities of the organisation is:
 - 2.1.1 To establish a world-class dispute resolution service within community schemes characterised by organisational excellence and a conducive organisational culture.
 - 2.1.2 To promote good governance of community schemes by developing and implementing appropriate guidelines to enhance stability and harmonious relations amongst the parties.
 - 2.1.3 To roll-out massive educational campaigns to educate and train stakeholders within community schemes and the public at large.
 - 2.1.4 To enhance community schemes as an alternative tenure option.

- 2.1.5 To develop and implement appropriate organisational systems, controls, and measures to enhance financial, economic and organisational efficiency.

3. PROJECT BACKGROUND

- 3.1. The Community Schemes Ombud Service currently operates a LogRhythm-based SIEM platform integrated within a Managed Security Operations Centre (SOC) capability, providing continuous monitoring, threat detection, and incident response.
- 3.2. The organisation seeks to appoint a service provider for LogRhythm licensing renewal and support services.
- 3.3. The appointed provider must provide services equivalent to or exceeding the current SOC/MDR capability delivered under the existing arrangement.
- 3.4. The existing service includes 24/7 SOC operations, threat intelligence integration, incident response, content engineering, and advanced reporting.

4. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP).

- 4.1. The purpose of these terms of reference is to appoint a service provider to renew and manage LogRhythm licenses
- a) Provide enhanced SIEM support services aligned with SOC/MDR capabilities
 - b) Ensure continuous 24/7 monitoring, detection, and response
 - c) Strengthen the CSOS's overall cyber resilience and compliance posture

5. CSOS OVERVIEW

5.1. CURRENT OFFICES

5.1.1. **Head Office and Gauteng (GP) regional Office** located at Die Anker Building, 1279 Mike Crawford Street, Centurion, 0169

5.1.2. Users Head Office: 140

5.1.3. Users Gauteng Office: 26

5.1.4. **Western Cape (WC) regional Office** located at 8th Floor Constitution House, 124 Adderley Street, Cape Town.

5.1.5. Users: 31

5.1.6. **Kwa-Zulu natal (KZN) regional office** located at 7th Floor Aquasky Towers, 275 Anton Lembede Street, Durban.

5.1.7. Users: 31

5.1.8. **Gqeberha satellite office** located on the 3rd Floor, Fairview Office Park, Regus Building, 66 Ring Road, Greenacres, Gqeberha.

Users : 1

5.1.9. Polokwane Satellite Office (LP) Office C6, Standard Bank Square, Building 5, Schoeman Street, Polokwane

Users : 2

5.1.10. George Satellite Office (WC) 14 CJ Langenhoven Road, George Central, George.

5.1.11. Users: 1

5.1.12. CSOS does intend to have a regional presence throughout SA.

OTHER ACCESS LOCATIONS

5.1.13. All employees are given operational tools of trade to enable remote working while still being able to access any internally hosted applications.

INFRASTRUCTURE (CURRENT ICT LANDSCAPE)

5.1.14. There are three CSOS regional offices each with an internal server room (Datacentre) and each regional office has a domain controller.

5.1.15. The entire CSOS network operates on a Microsoft operating system network.

- 5.1.16. There are two Vmware hosts at the Head Office with twenty --two (22) Virtual Servers and three other physical servers (domain controllers). One VMware host at the recovery site
- 5.1.17. Most applications are configured for single sign-on using Microsoft Azure AD.
- 5.1.18. The three offices are connected via a Hosted SDWAN with each dedicated breakout protected by a dedicated firewall (Diagram will be provided to qualifying bidders).
- 5.1.19. The Gqeberha satellite office is not connected on the SDWAN, the users in this office utilise LTE connectivity.
- 5.1.20. The CSOS messaging platform is hosted on the Microsoft Office 365 Platform and is currently running on the Exchange Online Plan 1 with Office 365 E3.
- 5.1.21. The CSOS is on Enterprise Microsoft Agreement.

NETWORK TOPOLOGY

- 5.1.22. The CSOS utilises a single domain, csos.org.za.
- 5.1.23. The network is TCP/IP.
- 5.1.24. Internal Active directory platform is Microsoft Active Directory running on Window Server 2019.
- 5.1.25. The LAN is configured to auto (1000 Mbits full duplex) to workstations.

DESKTOP TOPOLOGY

- 5.1.26. Operating system: Microsoft Windows 10/11 Professional (64 Bit)
- 5.1.27. Productivity Software: Microsoft Office 365 suite including MS Teams

6. SCOPE OF WORK

6.1. Functional Requirements:

- 6.1.1. LogRhythm Licensing and Platform support
 - a) Renewal of all LogRhythm SIEM licenses for 12 months
 - b) Provide licensing aligned to:
 - i. Event processing capacity (EPS)
 - ii. Data retention requirements

- c) Ensure compatibility with existing architecture and integrations
- d) Provide OEM-backed support and escalation capability

6.1.2. 24/7 SOC Monitoring and Incident Detection

The provider must deliver continuous SOC services, including:

- a) 24/7 real-time monitoring of all integrated systems
- b) Continuous event correlation and alerting
- c) Incident detection using SIEM analytics and use-case driven rules
- d) Reduction of Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR)

6.1.3. Incident Response and Management

The provider must deliver full-scale incident response capability, including:

- a) Incident triage and classification (Critical, High, Medium, Low)
- b) Root cause analysis and forensic support
- c) Containment, eradication, and recovery actions
- d) Post-incident reporting and lessons learned

The response process must cover:

- a) Investigation
- b) Containment
- c) Elimination
- d) Recovery
- e) Post-incident analysis

6.1.4. Threat Intelligence and Threat Hunting

The service provider must provide:

- a) Integrated threat intelligence feeds (internal and external)
- b) Intelligence-driven detection aligned with global threat sources
- c) Continuous expert-led threat hunting capability
- d) Detection of advanced threats across the cyber kill chain

6.1.5. SIEM Content Engineering and Use Case Management

The provider must:

- Maintain and optimise SIEM rules and correlation logic
- Provide a comprehensive detection scenario (use case) library
- Develop custom use cases aligned to organisational risks
- Continuously tune detection rules to reduce false positives

6.1.6. Platform Maintenance and Operations

The provider must ensure:

- a) SIEM platform health monitoring
- b) Patch and release management
- c) Backup and recovery management
- d) High availability and resilience

6.1.7. Security Reporting and Analytics

The provider must deliver:

- a) Daily, weekly, and monthly reports
- b) Security incident reports
- c) Platform performance and health reports
- d) Threat intelligence briefings

Reports must include:

- a. Log source status
- b. Incident trends
- c. Risk posture and recommendations

6.1.8. Service Desk and Support

- a) 24/7 support availability
- b) Telephonic, email, and ticket-based support
- c) Escalation to OEM and senior experts
- d) Direct engagement during major incidents

6.1.9. Knowledge Transfer and Training

6.1.10. The provider must:

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- a) Provide hands-on training to internal teams
- b) Enable knowledge transfer for SIEM management
- c) Deliver operational and administrative documentation

6.2. LICENSE MANAGEMENT

- 6.2.1. Licensing for the one-year period must be included in the solution.

6.3. ICT INFRASTRUCTURE AND HOSTING

- 6.3.1. The SOC must be externally hosted (within South Africa), with CSOS technicians having remote web-based administrative access to the solution.
- 6.3.2. Up to four (4) internal resources will have access to the solution.

6.4. KEY DELIVERABLES

- 6.4.1. The valid LogRhythm license renewal
- 6.4.2. Fully operational SIEM support services
- 6.4.3. Monthly SOC performance reports
- 6.4.4. Incident and forensic reports
- 6.4.5. Threat intelligence briefings
- 6.4.6. System health and optimisation reports

7. SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

7.1. Bidders to submit the following compliance documents

Documents required	Submitted Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency /Sworn Affidavit signed by the EME representative and attested by a Commissioner of Oath/B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC)	
Proof of registration on the National Treasury Central Supplier Database (provide CSD summary report or CSD number)	
Valid tax pin number/letter	
Fully completed SBD documents (SBD 1,3.3,4 & 6.1)	

8. MANDATORY REQUIREMENT

8.1. Bidders must submit the following documents to be further evaluated on functionality. Non-compliance with the mandatory requirements will result into disqualification of bidder.

NO	MANDATORY REQUIREMENT	COMPLY /NOT COMPLY Y/N
1.	Be an authorised LogRhythm partner/reseller The bidder must be an authorised LogRhythm partner/reseller. Proof shall be provided in the form of a valid partner certificate, letter of authorisation from LogRhythm, or evidence of listing on LogRhythm's official partner directory.	
2.	Have a functional SOC capability (24/7) The bidder must demonstrate an operational Security Operations Centre (SOC) capable of providing 24x7x365 security monitoring and incident response services. Evidence shall include SOC operating procedures, organisational structure, staffing model,	

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	service levels, relevant certifications, and at least three referenceable clients receiving SOC services.	
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9. EVALUATION

9.1. Evaluation Committee

9.1.1. Proposals will be reviewed and evaluated using the 80/20 preference method.

9.1.2. Bidders may be requested to submit any additional information required by CSOS.

9.2. Evaluation Criteria

Proposals will be evaluated based upon, but not limited to, in no particular order:

9.2.1. Compliance with the RFP document, including provision of all information requested in this RFP.

9.2.2. Reference checks.

9.3. Evaluation Process of Bids Received

9.3.1. Stage 1.

Proposals with obvious deviations from the mandatory requirements will be disqualified from the functionality evaluation process.

Only Bidders that achieve a minimum qualifying score of **65%** points in functionality will be evaluated further on the 80/20 preference point system.

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FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	Weighting points (out of 100)
Experience of bidder	Bidder to demonstrate experience providing LogRhythm SIEM and Managed SOC services	The bidder must submit contactable reference letters OR fully completed client assessment forms provided of LogRhythm SIEM deployment and Managed SOC services. The reference must be of a project implemented within the last five (5) years. Client reference letters must conform to the following: 1) Signed by the client. 2) Confirms work completed within the last five years. 3) Client must expressly confirm delivery by the bidder for LogRhythm SIEM deployment and Managed SOC / SOC as a service deployment and support: Criteria: • No reference letters or assessment forms = 0 points • One (1) reference letter or assessment form = 1 point • Two (2) reference letters or assessment forms = 2 points • Three (3) reference letters or assessment forms = 3 points • Four (4) reference letters or assessment forms = 4 points • Five (5) reference letters or assessment forms = 5 points	40

**THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF LOG RHYTHM LICENSING RENEWAL AND
SUPPORT SERVICES FOR A PERIOD OF 12 MONTHS**

FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	Weighting points (out of 100)
Proof of LogRhythm partnership or Authorization	Bidder must provide valid proof of partnership, certification, or authorisation from LogRhythm. Acceptable evidence includes partner certificates, authorisation letters, or verifiable reseller agreements.	Disqualified: No submission OR invalid/unverifiable documentation (no proven authorised reseller/partnership status) = 1 point Verified authorised reseller (basic level) = 2 points Verified registered partner with valid certification = 3 points Verified certified/mid-tier partner with demonstrated capability = 4 points Verified advanced (Gold/Platinum) partner OR direct OEM authorisation with certified technical resources = 5 points	30
Team Experience & Capability The bidder must demonstrate that their team possesses the required qualifications, certifications, and practical experience to deliver LogRhythm SIEM and Managed SOC services effectively.	The bidder must provide CVs or profiles of key SOC personnel assigned to the service (e.g., SOC analysts, engineers, incident responders). Evidence of relevant certifications (e.g., LogRhythm certifications, CISSP, CEH, GIAC, Security+). Demonstrate experience in:	No team information submitted OR unqualified/inexperienced team = 0 points 2 year experience with 1 relevant certification = 1 point 3 years experience with relevant certifications and exposure to SOC operations = 2 points 4 years experience with certified resources and proven SOC delivery capability = 3 points 5 years experience with multiple certifications and strong track record in LogRhythm/SOC delivery = 4 points 6 years or more experience with advanced certifications, extensive SOC experience, and proven success in similar large-scale deployments = 5 points	30

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FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	Weighting points (out of 100)
	• SIEM implementation, configuration, and tuning • Incident detection, response, and threat hunting • Managed SOC service delivery Indicate years of experience and roles performed in similar projects.		
Total			100
Minimum Threshold			65%

ASSESSMENT OF BIDDER'S PERFORMANCE BY INDEPENDENT REFERENCE

(This form **must** be sent to the bidders' previous clients to give reference to projects completed as explained in the evaluation criteria in the absence of a signed reference letter. All assessment forms must then be attached with the tender submission.).

Name of Bidder	
Value of Contract	

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Date of Commencement	
Contract Duration	
Contract Completion Date	

Services Provided	Tick
Renewal of Log rhythm licensing and support for Managed SOC	

Your assessment of the Contractor's performance in the following areas:	1	2	3	4	5
Please tick one of the blocks on the right-hand side. 1 = Poor; 5 = Excellent					
Turn-around times					
Quality of feedback					
Accessibility and availability					
Reliability					
Customer satisfaction					
1 = Poor; 2 = Unsatisfactory; 3 = Average; 4 = Good; 5 = Excellent					

COMMENTS:	
Name of Person Completing this Assessment Form	
Representing Firm	

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Telephone Number	
Email Address	
Date of Assessment	

SIGNATURE OF OFFICIAL RESPONSIBLE FOR COMPLETING THE ASSESSMENT FORM.	
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10. PRICING INSTRUCTION

10.1 In order to facilitate a transparent selection process that allows equal opportunity to all bidders. Proposals will be evaluated using the 80/20 formulae for Price and specific goals as per the 2022 PPPFA Regulations.

10.2 All pricing must be in SA Rands and inclusive of all applicable taxes.

THE SPECIFIC GOALS ALLOCATED POINTS TERMS OF THIS TENDER.	NUMBER OF POINTS IN ALLOCATED (80/20 SYSTEM) TO BE COMPLETED BY THE ORGAN OF STATE.	NUMBER OF POINTS ALLOCATED (80/20 SYSTEM) TO BE COMPLETED BY THE TENDERER.
EME or QSE owned by 51 % or more black person woman and/or ,EME or QSE owned by 51 % or more black person youth and /or, EME or QSE owned by 51 % or more black person living with disability and/or, EME or QSE owned by 51 % or more black person who is military veteran.	17	
EME or QSE owned by 51% or more black people living in rural or underdeveloped areas or townships.	1	
EME or QSE Co- operative owned by 51% or more black people	1	
EME or QSE is owned by 51% or more black people in general, with a focus in order of priority on Africans, Indians, and Coloureds.	1	
Total Points for Price and Specific Goals		

10.3 PRICING SCHEDULE

	Description	Qty	Unit Price	Total
1.	SOC - 24x7 Services - Monthly Services - 12 Month Contract	1	R	R
2.	SOC - On-boarding and Transitioning - Once Off	1	R	R
3.	Licensing Subscription (AI-SIEM with Singularity Data Lake of 6 month data retention and 15 GIG per day) - 12 Month Contract	12	R	R
4.	Managed Endpoint Detection and Response (EDR) - Complete Workstation - 12 Month Contract	240	R	R
5.	Managed Endpoint Detection and Response (EDR) - Complete Server - 12 Month Contract	30	R	R
6.	Purple AI Assistant - Per Endpoint – 12 Month Contract	270	R	R
7.	Subtotal		R	R
8.	VAT @ 15% (if applicable)		R	R
9.	Total inclusive of VAT		R	R

NB: The above costing is inclusive of all costs pertaining to the service for the period of 12 months

Signature (Bidder)

Date

11. TIMELINE OF THE BID PROCESS

- 11.1. The validity period of RFQ's and the withdrawal of offers, after the closing date and time is 90 days.

12. DURATION OF THE CONTRACT

- 12.1. The appointed service provider/consultant will be contracted for a period of 12 months.
- 12.2. Deployment of the solution must be concluded in 30 Days from signing the SLA.
- 12.3. The bidder **MUST** ensure that they have the resources to complete the project in this timeframe t

13. PROJECT MANAGEMENT RESPONSIBILITY

- 13.1. The CSOS Project Manager's responsibilities will include:
- 13.2. Providing the service provider with all appropriate advice and information pertinent to the success of this project as well as assisting in setting up meetings with key management staff.

14. SERVICE PROVIDER RESPONSIBILITIES

- 14.1 The service provider will, after signing an agreement to conduct the full scope of work for the CSOS, provide a line-item budget detailing each cost.
- 14.2 The service provider will sign a Service Level Agreement which will assure confidentiality of CSOS information and intellectual property.
- 14.3 The service provider undertakes to abide by the CSOS's policies and procedures and Code of Conduct whilst conducting work on behalf of the CSOS.

15. SUPPLIER DUE DILIGENCE

- 15.1 CSOS reserves the right to conduct supplier due diligence prior to final award or at any time during the contract period. This may include site visits, confirmation of financial stability and requests for additional information.

16. RESPONSE FORMAT (SUBMISSION OF PROPOSAL)

- 16.1 The proposals must be submitted in the prescribed format. Standard documents attached with Terms of Reference must be completed in full.
- 16.2 Failure to comply with the mandatory requirements will result in your bid being disqualified

17. LATE BIDS

- 17.1. Proposals received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidder(s).

18. COUNTER CONDITIONS

- 18.1. Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

19. FRONTING

- 19.1. Government supports the spirit of Broad Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemns any form of fronting.
- 19.2. The Government, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist.
- 19.3. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies CSOS may have against the Bidder / contractor concerned.

20. CONTACT AND COMMUNICATION

- 20.1. A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Nonyameko Ngxeke via email: nonyameko.ngxeke@csos.org.za or Tel: 010 593 0533 /073 764 7629
- 20.2. Further information regarding Supply Chain Management matters can be sent via email to Ms. Jabulile Sithole: Jabulile.Sithole@csos.org.za or at Tel: 010 593 0533
- 20.3. The delegated office of CSOS may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 20.4. Any communication to an official or a person acting in an advisory capacity for CSOS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 20.5. All communication between the Bidder(s) and CSOS must be done in writing.
- 20.6. Whilst all due care has been taken in connection with the preparation of this bid, CSOS makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. CSOS, and its employees and advisors will not be liable with respect to any information communicated which may not accurate, current or complete.
- 20.7. If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by CSOS (other than minor clerical matters), the Bidder(s) must promptly notify CSOS in writing of such discrepancy, ambiguity, error or inconsistency in order to give CSOS an opportunity to consider what corrective action is necessary (if any).
- 20.8. Any actual discrepancy, ambiguity, error or inconsistency in the bid or any other information provided by CSOS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 20.9. All persons (including bidder(s) obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

21. PROPOSAL SUBMISSION REQUIREMENTS

- 21.1. The service provider must present CSOS management with a comprehensive proposal and model outlining how they intend to address our specific needs and a line-item budget thereof together with a detailed project plan.

22. SUBMISSION OF PROPOSALS

- 22.1. Proposal documents should be submitted to the following email address: quotations3@csos.org.za on or before the closing date and time.
- 22.2. Proposal documents will only be considered if received by the closing time and date at 12PM.

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:..... **BID**
NO: RFQ030R-2026-27: THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF LOG RHYTHM LICENSING RENEWAL AND SUPPORT SERVICES FOR A PERIOD OF 12 MONTHS

CLOSING TIME 12h00 am ON 28 September 2026.

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO <u>TAX</u>	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED</u>
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1. Services must be quoted in accordance with the attached terms of reference.

Total cost of the assignment (R inclusive VAT)

R.....

	Description	Qty	Unit Price	Total
1.	SOC - 24x7 Services - Monthly Services - 12 Month Contract	1	R	R
2.	SOC - On-boarding and Transitioning - Once Off	1	R	R
3.	Licensing Subscription (AI-SIEM with Singularity Data Lake of 6 month data retention and 15 GIG per day) - 12 Month Contract	12	R	R
4.	Managed Endpoint Detection and Response (EDR) - Complete Workstation - 12 Month Contract	240	R	R
5.	Managed Endpoint Detection and Response (EDR) - Complete Server - 12 Month Contract	30	R	R
6.	Purple AI Assistant - Per Endpoint – 12 Month	270	R	R

	Contract			
7.	Subtotal		R	R
8.	VAT @ 15% (if applicable)		R	R
9.	Total inclusive of VAT		R	R

Signature (Bidder)

Date

The financial proposal for this assignment should cover for all assignment activities as per terms of reference

2. Period required for commencement with project after acceptance of bid _____
- 3 Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Technical enquiries regarding bidding procedures may be directed to:

Nonyameko Ngxeke

Tell: 073 764 7629

E-mail address: Nonyameko.Ngxeke@csos.org.za

Supply Chain queries may be directed to:

Jabulile Sithole

Tell: (010) 593 0533/ 0663025937

Email: quotations3@csos.org.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1 Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is listed in the Register for Tender Defaulters and/or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

1. the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.3 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.3.1 If so, furnish particulars:

.....

2.4 Does the bidder or any of its directors/trustees/shareholders members/partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise, whether or not they are bidding for this contract? **YES/NO**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I,, the undersigned, in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure.
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found to be false.
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....

Signature

.....

Date

.....

Designation

.....

Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) The 80/20 preference point system will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \mathbf{Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)} & \mathbf{or} & \mathbf{Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)} \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmin = Price of lowest acceptable tender

3.2.1. POINTS AWARDED FOR PRICE

$$P_S = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}}\right) \quad \text{or} \quad P_S = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}}\right)$$

Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1. EME or QSE owned by 51 % or more black person woman and/or ,EME or QSE owned by 51 % or more black person youth and /or , EME or QSE owned by 51 % or more black person living with disability and/or , EME or QSE owned by 51 % or more black person who is military veteran.	17	
2. EME or QSE owned by 51 % black people living in rural or underdeveloped areas or township.	1	
3. EME or QSE Cooperative owned by 51% or more black people.	1	
4. EME or QSE owned by 51% or more black people in general ,with focus in order of priority on africans, Indians and coloureds.	1	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

- 4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:
- i) The information furnished is true and correct;
 - ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
 - iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
 - iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	