

MUNICIPAL INFRASTRUCTURE SUPPORT AGENT

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TERMS OF REFERENCE FOR THE APPOINTMENT OF SERVICE PROVIDER TO ASSIST WITH INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM (ITSMS) AND SERVER LOGS MANAGEMENT SYSTEM FOR A PERIOD 24 MONTHS

1. PURPOSE

To invite service providers to provide ITSMS and server logs management system subscription service, configuration, maintenance and training for a period of 24 months.

2. BACKGROUND

Municipal Infrastructure Support Agent (MISA) has an existing and internal developed ITSMS which is based on a Microsoft SharePoint platform. The system has got some limitations as follows:

- It doesn't measure service and operational level agreements
- It doesn't auto escalate incidents that have breached service and operational level agreements
- It doesn't have functionality for recording request for change, problem management, knowledge management, project management
- It doesn't have system generated reports.
- It doesn't have user self service

MISA lacks a robust third-party tool to log and report on server and system administrators' activities. This negatively impacts servers' health status, control and governance.

Against this background, MISA has developed these terms of reference for acquisition of an ITSMS and server logs management system subscription service, configuration, maintenance and training.

3. OBJECTIVES

MISA intends to achieve the following objectives:

- Improvement of systems and administration controls and governance
- Proper measurement of service and operational level agreements targets.

- The system must be able to produce variety of standard and custom reports based on the information captured.
- The system must be able to convert reports into different formats such as CSV, Ms Excel.
- The system must be able to migrate data from the current system (SharePoint) to the new system.
- The must be able to use Active Directory user accounts to record ICT services, thus automatically updates the information and reduces the possibility of human error.
- The system must have a self-service option for users to log their own calls.

The Server Logs Management system must have but not limited to the following functionalities:

- Report on the management of active directory users and objects details including creation status, activities.
- Report on the management of workstations and objects details including creation status, activities.
- Report on user accounts activities including passwords changes and re-sets
- Reports on failed login attempts based on username, IP address, login time, and other factors to spot and mitigate what could be signs of indiscretion. Managing user identities, governing access to resources, enforcing security and ensuring compliance
- Enables IT administrators to automate routine management tasks like creating users, moving users to different containers, and deleting or disabling inactive users.
- Empower users to reset passwords and unlock accounts on their own
- Create custom automation policies to automate chain labour-intensive tasks at scheduled time intervals.
- Create user provisioning templates with creation and modification rules to auto populate user attributes for bulk provisioning.
- Enrol users using email or push notifications, logon scripts, comma-separated values (CSV) file imports, and data imports from external databases.
- Ensure secure access by enforcing multifactor authentication (MFA) for machines, virtual private network (VPNs), remote desktop protocol (RDP), outlook web access (OWA), cloud applications, and Windows User Account Control.
- Use automated access control policies based on the user's time of access, geolocation, IP address, and device.

- Improvement of IT support services through monitoring and evaluation
- Reduction of unauthorised access to IT systems
- Introduction of the user self-service functionality
- Improve system reporting.

4. DELIVERABLES

The successful service provider should provide MISA with the following deliverables:

- Provision of subscription services for ITSMS and server logs management system.
- Confirmation and sign off MISA's requirements and test cases for ITSMS and server logs management system.
- Installation and configuration of ITSMS and server logs management system and the deployment should not exceed a month.
- Provision of standard and customised reports and dashboards.
- Maintenance and support services to start immediately after the system has been fully deployed.
- Prepare electronic copy of the training manual and, training of ICT technical officials.

5. FUNCTIONALITIES OF THE REQUIRED SYSTEMS

The ITSMS must have but not limited to the following functionalities:

- The system must be a commercial off the shelf system (COTS).
- Should either work as an on-premise client-server or cloud based system.
- At minimum, the system must be able to log calls, record request for changes and root cause analysis (viz Incident Management, Change Management and problem management).
- The system must be able to record call incidents and requests, route them accordingly, measure the ticket throughout the call lifecycle based on captured service level measures.
- The system must issue reference numbers for all reported incident, requests, changes and root cause analysis logged.
- The system must be able to alert the technician who has been assigned a call via an e-mail and/or short message system.
- The system must be able to escalate incident and request to the that have breached the service level measures.

- Eliminate password fatigue and prevent brute-force attacks by authenticating with factors such as biometrics and time-based one-time passwords (TOTPs).
- Configure your enterprise and cloud apps for single sign-on (SSO) and access them in a single click from the SSO dashboard.
- Create custom password complexity rules for users and enforce them using the Password Policy Enforcer.
- Notify users of their soon-to-be expired passwords through email, short message service (SMS), or push notifications
- Enable users to maintain a single set of credentials by syncing their passwords across active directory (AD) and other enterprise apps.
- Leverage the ML-driven data engine to monitor user activities and identify suspicious logons, file access, and more.
- Get detailed audit reports on AD and Microsoft 365 setups with historical audit log retention.
- Create custom profiles to generate audit reports at periodic time intervals and have them mailed to you.

6. PROOF OF CONCEPTS

To ensure that MISA is procuring the correct system that will meet its requirements, a proof of concept (POC) will be conducted through the collaboration of MISA and the shortlisted service provider(s).

MISA will ensure that as far as it is possible, the shortlisted service provider uses very little or no resources on the POC. This will include but will not be limited to avoiding traveling.

The details of the POC will cover the flowing areas but will not be limited to these:

- a) Software licenses activation for POC purposes
- b) Provision of access to MISA officials (6) and configuration of all software requirements
- c) Customization of the system according to functional requirements stated in 5.
- d) Reporting of the data collected while showcasing the system's reporting capabilities.

POC Duration: Estimated maximum period of four weeks.

POC Costing: All POC costs to be borne by the shortlisted service provider(s) with no compensation by MISA.

7. MANDATORY REQUIREMENTS

- The bidders should be graded resellers of ITSMS and server logs management system.
- Bidders must attach their proof of status as graded reseller or partner (the proof should either be a certificate, or a letter issued and signed by original equipment manufacturer (OEM) or its authorised distributor).
- Systems proposed by the bidder must meet the functionalities stated in 5 (to be determined at POC stage).
- MISA may at its own discretion verify the provided proof of status.

NB: failure to comply with the above mandatory requirements bidders will be disqualified from the further process.

8. PRICING SCHEDULE

ITEM	DESCRIPTION	UNIT PRICE	QUANTITY	TOTAL AMOUNT
ITSM (Service Desk)				
Annual Subscription fee for 6 concurrent users.	Annual Subscription fee for 6 concurrent users and software support.	R	Six (6) concurrent users over 24 months	
Installation and configuration	Installation and configuration	R	1	
Server Log Management System				
Annual Subscription fee for fee for 1 Domain (Unrestricted Objects) with 6 help desk Technician.	Annual subscription fee for 1 Domain (Unrestricted Objects) with 6 help desk Technician	R		
Installation and configuration	Single Installation License fee for 2 Domain Controllers	R		

ITEM	DESCRIPTION	UNIT PRICE	QUANTITY	TOTAL AMOUNT
	Annual Subscription Fee for 366 Workstations			
Annual Subscription fee for fee	Annual subscription fee for 366 Users/Mailboxes with 6 Help Desk Technician		366 Users/Mailboxes with 6 Help Desk Technicians	
Maintenance and Support	Maintenance and support of the two systems.	R (Rate per hour)	24 hours	
Training	Training of 8 MISA officials (informal without certification)		8	
Sub Total				
VAT (15%)				
Total				

*NB: All licenses provided must be floating licenses