

TECHNICAL SPECIFICATION TO SUPPORT AND MAINTAIN THE MIMECAST SOFTWARE SOLUTION FOR A PERIOD OF TWELVE (12) MONTHS FOR THE OHSC.

1) BACKGROUND TO THE PROJECT

The OHSC has implemented email security to optimise and strengthen our email security infrastructure. This initiative enhances protection against evolving cyber threats, improves email reliability, and maintains regulatory compliance. As part of this effort, we seek experienced service providers to provide expertise and support in managing and advancing our Mimecast email security services.

2) SCOPE OF WORK

2.1. Mimecast Configuration and Deployment:

- Support, maintain and enhance Mimecast email security services.
- Support, maintain and enhance the current mailbox to MIMECAST Cyber Resilience Pro Plan solution.
- Improve, develop and implement Mimecast policies for email filtering, threat detection, and data loss prevention.
- Continuously optimise policies based on emerging threats and organisational needs.
- Integration with Existing Infrastructure
- Maintain seamless integration of Mimecast with our existing email infrastructure, including Microsoft Exchange or other platforms.
- Conduct user training sessions on utilising Mimecast features for improved email security.
- Provide comprehensive documentation on Mimecast configurations, policies, and user guidelines.
- Implement monitoring mechanisms for Mimecast performance and security incidents.
- Develop incident response procedures and collaborate with our cybersecurity team when necessary.
- Prevent the lateral and external spread of threats.
- Integrate protection for web and email.
- Reduce cyber risk with targeted training.
- Maintain productivity during cyber disruption

2.2 The Mimecast Cyber Resilience Pro Plan must include:

- Secure Email Gateway
- URL Protect
- Attachment Protect
- Impersonation Protect
- Internal Email Protection with Threat

- Remediation
- Awareness Training
- Email Continuity
- Sync and Recover
- Web Security
- Large File Send
- Secure Messaging
- Privacy Pack
- 99-Year Cloud Archive
- Case Review Application
- Mimecast Intelligence
- 100+ integrations into another ecosystem Partner
- Implementation of perimeter protection and email threat safeguards for 170

2.3 DMARC Implementation Support

Support and maintain DMARC:

- DMARC Analyzer – T4 DMA
- Configuration and monitoring of DMARC compliance for unmanaged domains covering 170 seats.

2.4. Advanced Phishing Protection:

- Deploy CyberGraph and Browser Isolation technologies to prevent phishing attacks for 170 seats.

2.5 Annual Support & Maintenance

Advanced Support

- 24x7x365 phone support
- Access to the online support portal to manage all cases
- Six business-hour response SLA
- Online Mimecast Community
- Robust knowledge base
- In-product reporting
- Priority phone support routing during a P1 critical issue

2.6 Mimecast Data Import:

Import of up to 3TB of customer-provided data into the Mimecast environment.

2.6 Education and Training

Educate the OHSC team with the skills and knowledge to get the most out of Mimecast by providing access to courses designed to help OHSC maximise the use of Mimecast, unlock the full power of the platform, increase utilisation of end-user apps and features, and make the OHSC organisation safer. This training must include:

- End-user training



- Technical administrator training for Mimecast Admin console

3) BIDDERS REQUIREMENTS:

- The bidder must provide a valid certificate or letter from Mimecast indicating.
 - (a) the bidder's name and
 - (b) the bidder is, at minimum, an Authorized Channel Partner of Mimecast.
- Experience in Supporting, Maintaining, and enhancing Mimecast Security Solutions



Physical Address: Office of Health Standards Compliance, Eco Glades Office Park 1, Block B, 70 Ribbon Grass Street, Highveld, CENTURION, GAUTENG, SOUTH AFRICA, Postal Address: Private Bag X 21, ARCADIA, 0007

4) EVALUATION

Functionality will count out of 100 points. Bidders must achieve a minimum score of 80 points out of 100 on the functionality evaluation.

FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	Weighting Points	Score
4.1. Proposed Solution	The bidder must demonstrate knowledge of the proposed solutions and how they will meet OHSC requirements.	The proposed solution must be clear, as well as how it addresses the scope of work. 1. The methodology and approach are well-articulated, including an overview of all deliverables in section 2 = 40 Points 2. The methodology and approach are well-articulated, including an overview of some deliverables in section 2 = 30 Points 3. Non-submission methodology and approach with no mention of deliverables in section 2 = 0 Points	40	

4.2. Valid certificate or letter from Mimecast indicating	The bidder must provide a valid certificate or letter from Mimecast indicating. (a) the bidder's name, and (b) the bidder is, at minimum, an Authorized Channel Partner of Mimecast.	Submission of Valid certificate or letter from Mimecast indicating = 30 Non-submission of Valid certificate or letter from Mimecast indicating = 0 Points	30	
4.4. Experience in Supporting, Maintaining, and enhancing Mimecast Security Solutions	The company must demonstrate experience in Supporting, Maintaining and managing Mimecast Security solutions.	We need at least three (3) reference letters from previous clients confirming the support and maintenance of Mimecast Security solutions. The reference letter must be on the client's official letterhead and include the following details: 1. Client Information: • Company Name • Address • Contact Person (Full Name & Job Title) • Contact Details (Phone & Email) 2. Service Provider Details:	30	

		• Name of the Company providing the Mimecast support and maintenance • Duration of Engagement (Start Date – End Date) 3. Scope of Work & Services Provided 3 Reference letters or more = 30 Less than three (3) reference letters = 0		
--	--	--	--	--



4. PROPOSAL AND PRICING

The service provider must provide the OHSC with a detailed proposal outlining the scope of work and cost for maintaining, supporting, deploying, and managing Mimecast email security services (Migrating from M1A to Advanced Protection+ Archiving) for twelve (12) months.

NO.	ITEM	LICENSES	PRICE PER USER	ANNUAL PRICE
1	Mimecast Advanced Protection	170		
2	Mimecast Archiving(A1)	170		
3	DMARC Analyser – T4 DMA	170		
4	Advanced Support	1		
5	Advanced Phishing Protection	170		
6	Mimecast Data Import	1		
7	Support and Maintenance			
	Total Cost			
	VAT 15 %			
	Grand Total, Including VAT			