



Tender Ref #:	COGTA (T) 02/2023	Tender Description:	<b>APPOINTMENT OF A SERVICE PROVIDER TO CONDUCT AN ICT SECURITY ASSESSMENT AND REMEDIATION FOR DCOG FOR PERIOD OF 12 (TWELVE) MONTHS FROM THE SITA 1183 CONTRACT</b>
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**PART A – BID DETAILS**

- The Department of Cooperative Governance (hereunder referred to as the Department or DCOG) invites qualifying service providers to conduct an ICT security assessment and remediation on a Microsoft Azure cloud environment for period of 12 (twelve) months.
- Closing Date:** The bid closing date and time are indicated in the tender advertisement and bid documents (SBD-1). **Bids received after the closing date and time will not be accepted.**
- Briefing Session:** The briefing session date and time (if applicable) are indicated in the tender advertisement and bid documents. The Department cannot physically accommodate the expected number of bidders and the briefing will therefore be conducted online. Interested bidders must contact the SCM officials indicated below for the MS Teams link.
- Contact information:** Prospective bidders **may not under any circumstances** make contact with or engage any DCOG officials other than the officials indicated below on any matter related to this tender. Enquiries must be directed to all the officials below. Enquiries sent to the DCOG officials below will be routed to the relevant employees and responses will be coordinated and provided by the officials indicated below.

ENQUIRIES	
<b>Name:</b>	Kgaugelo Tselana and Siviwe Ndaliso
<b>Tel:</b>	012 334 0912
<b>e-mail:</b>	t02.2024@cogta.gov.za

**The Department reserves the right to disqualify any bidder that makes contact with or directly engages any other DCOG employee on matters / enquiries / questions related to this tender.**

- Project duration:** Successful bidders will be appointed for a period of 12 (twelve) months.
- Bid / Proposal format**

**Package 1:** The following must be submitted – :

- A detailed **proposal and project execution** plan addressing the scope and requirements indicated in Part F of this ToR. The proposal and project execution plan must contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference.
- Summary of Bidder Experience (Annexure A).** Must complete attached summary sheet and provide reference letters with contact details of referees,
- Proposed project team (Annexure B).** Must complete attached summary sheet and provide detailed CVs that clearly indicate experience and qualifications as well as written confirmation of availability for this project.

**Package 2: Detailed Pricing Information (Cost Breakdown).** Price proposals must include 15% VAT and must be fully inclusive to deliver all goods, services and outputs indicated in the terms of reference.

**Package 3:**

- SBDs 1, 3.2, 4 and 6.1 and all other required SCM documents.
- National Treasury Central Suppliers Database (CSD) report, not older than 30 days (www.csd.gov.za).
- Valid B-BBEE certificate issued by a SANAS accredited verification agency or sworn affidavit.

**PART B –ADMINISTRATIVE REQUIREMENTS AND SPECIFIC GOALS**

**General principle:** In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

**1. BID DOCUMENTS – To be verified by SCM**

Only bids that comply with all mandatory administrative requirements and that submitted all required bid documents (**acceptable bids**) will be considered during the functional evaluation phase. Only acceptable bids will therefore be scored by the Bid Evaluation Committee against the functional criteria indicated in Part C

SCM ADMINISTRATIVE COMPLIANCE		
#	Criteria	Yes / No
1.1	Supplier is registered on the National Treasury Central Suppliers Database (CSD) on or before bid closing date.	
1.2	Supplier is Tax Compliant (as indicated on CSD) <sup>1</sup> or verified through SARS <sup>1</sup>	
1.3	Supplier has a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit <sup>2</sup> .	
1.4	SBD 1 completed and submitted.	
1.5	SBD 4 completed and submitted.	
1.6	SBD 6.1 completed and submitted.	
1.7	SBD 3.2 completed and submitted	

*Note 1: Bidders that are not tax compliant on the closing date for bids or at any time subsequent to the closing date, must rectify their tax compliance status within 7 working days of being requested to do so. Bidders that remain tax non-compliant after 7 working days of being requested to rectify their tax status, will be disqualified.*

*Note 2: Failure to submit a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit will not disqualify the bidder. Consortia or joint ventures must take note of the relevant sections of SBD 6.1 regarding requirements for B-BBEE certificates.*

*Note 3: Bidders must submit a detailed pricing breakdown.*

**2. VERIFICATION OF INFORMATION PROVIDED – To be verified by SCM**

**No bids will be considered from:**

1. Individuals in the service of the State.
2. Organisations with directors (whether remunerated or not) in the service of the State.

Where exceptions are allowed in terms of the applicable legislation, the bidder must attach an approved and valid Remunerative Work Outside of the Public Service (RWOPS). This clause does not apply to bidders that are government departments/entities.

The Department reserves the right to use the information provided by bidders to engage banks, credit rating agencies and the relevant government institutions to obtain information on credit records, criminal records, pending court cases, etc. Suppliers that show a history of poor financial/credit management and/or criminal behaviour will not be considered. The same will apply to the key team members as well as all directors / owners.

The Department reserves the right to apply the following criteria only to shortlisted / recommended bidders. Bidders must meet all four criteria below:

<b>SCM ADMINISTRATIVE COMPLIANCE CHECKLIST</b>		
#	Criteria	Yes / No
2.1	Team members, Director(s)/Owner(s) have not been convicted on charges related to fraud, corruption, or violent/abusive behaviour.	
2.2	Bidder and team members, Director(s)/Owner(s) do not have a history of poor financial / credit management.	
2.3	No team members, Director(s)/Owner(s) in the service of the state, or approved RWOPS attached where in the service of the state. This clause does not apply to bidders that are government departments/entities.	
2.4	SBD forms or subsequent enquiries did not reveal any information or past practices that prohibits the supplier from conducting business with the state.	

### 3. MANDATORY REQUIREMENTS

Failure to submit the below listed documents will render your bid null and void and will not be considered or will be disqualified.

<b>Mandatory Requirement</b>		
#	Criteria	Yes / No
3.1	Summary of Bidder Experience attached.	
3.2	Proposed project team attached.	
3.3	Detailed proposal and project execution plan submitted	
3.4	Detailed pricing information (Cost Breakdown) in terms of SITA hourly fee rates for consultants	

### 4. SPECIFIC GOALS

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)
BEE Compliance Based on Section 10 of the BBBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)	8 Level 1= 8 pts Level 2 = 7 pts Level 3=6 pts Level 4= 5 pts Level 5= 4 pts Level 6= 3 pts Level 7= 2 pts Level 8= 1 pt Non-compliant contributor= 0	
Black ownership (51% or more)	4	
Women ownership (51% or more)	4	
Youth	3	
Disability	1	

**PART C – FUNCTIONAL EVALUATION – To be evaluated by the BEC**

**General principle:** In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

Each Bid Evaluation Committee (BEC) member will evaluate acceptable bids based on the proposals and bid documents submitted. The following scoring system will be applied to the evaluation of all functional criteria:

Scoring system
0 – Does not meet any of the minimum requirements
1 – Meet one of the minimum requirements
2 – Meet two of the minimum requirements
3 – Meet three of the minimum requirements
4 – Exceeds three minimum requirements

The **Score obtained for each criterium** will be calculated by multiplying the score awarded by a BEC member by the weight for that criterium. The **overall score for a BEC member** will be expressed as a percentage (Total weighted score divided by the maximum possible score, then multiplied by 100). The **overall score obtained by a bidder** will be the average of overall scores awarded by BEC Members (rounded to the nearest whole number). Only Bidders that received **the indicated minimum overall scores** will proceed to Part D – Price Evaluation and Award.

Where functional evaluation is conducted in stages, bidders must meet the minimum overall score for a particular stage to proceed to the next stage and only bidders that met the minimum overall scores for all stages will proceed to Part D – Price Evaluation

The Bid Evaluation Committee may:

- Evaluate and score bids based on the bid documents and proposals submitted; or
- Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all mandatory administrative requirements to present their bids.

**1. FUNCTIONAL EVALUATION STAGE 1**

**STAGE 1 CRITERIA**

<b>1.1</b>	Experience and certification in Microsoft (Cloud Computing) for implementation of the solution based on the technology required (ICN no. 81112011-0029 or ICN no. 81112011-0032).	<b>Weight</b>	<b>15</b>
<b>Evaluation</b>			<b>Score</b>
The Engineer is Microsoft Certified (Cloud Computing) and more than five years implementation experience in Microsoft Azure and Microsoft 365 cloud computing, security, and/or support.			4
The Engineer is Microsoft Certified (Cloud Computing) with more than two years, but less than but less than five years of implementation experience in Microsoft Azure and Microsoft 365 cloud computing, security, and/or support			3
The Engineer is Microsoft Certified (Cloud Computing) with more than one year, but less than but less than two years of implementation experience in Microsoft Azure and Microsoft 365 cloud computing, security, and/or support			2
The Engineer is Microsoft Certified (Cloud Computing) and less than one year implementation experience in Microsoft Azure and Microsoft 365 cloud computing, security, and/or support			1
The Engineer is not Microsoft Certified			0

<b>1.2</b>	<b>Experience in cloud computing, security, and/or support</b> – Demonstrate track record in troubleshooting and resolving cloud-related security issues using reference letters.	<b>Weight</b>	<b>10</b>
<b>Evaluation</b>			<b>Score</b>
7 or more reference letters provided showing similar projects in cloud computing, security, and/or support completed.			4
5 to 6 reference letters provided showing similar projects in cloud computing, security, and/or support completed.			3
3 to 4 reference letters provided showing similar projects in cloud computing, security, and/or support completed.			2
1 to 2 reference letters provided showing similar projects in cloud computing, security, and/or support completed.			1
No similar projects in cloud computing, security, and/or support			0

**STAGE 1 SCORING SUMMARY**

Criterion	Weight	Score	Weighted score	Maximum possible score
1.1	15			60
1.2	10			40
<b>TOTAL</b>	<b>25</b>			<b>100</b>
<b>Overall Score (Total Weighted Score / 100)</b>			<b>%</b>	<b>--</b>
<b>Minimum qualifying overall score</b>			<b>70%</b>	

**2. FUNCTIONAL EVALUATION STAGE 2**

**STAGE 2 CRITERIA**

<b>2.1</b>	Bidder’s understanding of Terms of Reference and quality of the proposed solution. a. Project plan detailing scope of work. b. Project plan with Gantt Chart. c. Project plan with human resource and skills. d. Risk mitigation plans.	<b>Weight</b>	<b>15</b>
<b>Evaluation</b>			<b>Score</b>
Meets all four of the specified requirements.			4
Meet part (a), (b) and (c) of the specified requirements.			3
Meet part (a) and (b) of the specified requirements.			2
Meet part (a) of the specified requirements.			1
Does not meet the specified requirements.			0
<b>2.2</b>	<b>Transfer of skills and capacity building</b> – Detailed skills transfer plan must be attached. - The plan should demonstrate an approach on how the skills will be transferred to 5 nominated DCOG officials. - The plan should be aligned with the scope of the project. - Plan to include training methods and detailed tasks required to accomplish the skill transfer. - Development of training presentations and/or manuals for users, with evidence to confirm the transfer of skills.	<b>Weight</b>	<b>10</b>
<b>Evaluation</b>			<b>Score</b>
Skills transfer plan meet all the outlined 4 criterion.			4
Skills transfer plan meet 3 of the outlined 4 criterion.			3
Skills transfer plan meet 2 of the outlined 4 criterion.			2
Skills transfer plan meet 1 of the outlined 4 criterion.			1
Skills transfer plan does not meet any of the outlined 4 criterion.			0

## STAGE 2 SCORING SUMMARY

Criterion	Weight	Score	Weighted score	Maximum possible score
2.1	15			40
2.2	10			60
<b>TOTAL</b>	<b>25</b>			<b>100</b>
<b>Overall Score (Total Weighted Score / 100)</b>			<b>%</b>	<b>--</b>
<b>Minimum qualifying score</b>			<b>70%</b>	

## PART D – PRICE EVALUATION AND AWARD– To be evaluated by the BEC

Only bids that met all administrative requirements and the minimum functional requirements will be evaluated in terms of the provisions of the Preferential Procurement Framework Act and related regulations – see attached bid documents. The evaluation method (80/20) and preference points allocation applicable to this bid are indicated in the attached SBD 6.1.

- Bidders must express prices for their services in South African currency (Rand). All prices must be inclusive of Value Added Tax and costs to be incurred that are necessary for the execution and completion of the contract in accordance with the bid document. Prices will remain firm for the duration of the contract.
- The Department will allocate Municipalities to the successful bidders, who will form part of the panel of service providers. Due to the differentiated nature of the project, the billable professional fees must only be quoted in hourly rates per resource.
- The actual number of hours and the number of staff per category will be determined and agreed to with the project team. These will then be contracted with the specific bidder for a specific municipality during phase two of the project after having taken into account the specific circumstances of the respective municipalities. The rates per hour must be quoted and will be evaluated according to the following:

Role	Quantity	Rate per hour	Maximum hours	Total Excluding VAT	Total (Including VAT)
Microsoft Azure engineer	1		2080		

## PART E –SPECIAL CONDITIONS AND CONTRACT MANAGEMENT

### 1. SPECIAL CONDITIONS APPLICABLE TO THIS BID

- The Department may, at its sole discretion, cancel this bid.
- The period of thirty days (30 days) referred to in the General Conditions of Contract paragraph 27.2 applies. If the service provider is found to have engaged in fraudulent activities or caused the Department to incur irregular expenditure, the Department reserves the right to cancel the bid and any subsequent SLA with immediate effect. Repercussions for the conduct of the Service Provider referred to above may include blacklisting of the Service Provider thus preventing them from doing business with government for a period of 10 years.
- The Department may, at its own discretion, require that each employee of appointed services providers as well as each contractor or other participant, sign a code of conduct to promote ethical behaviour. The Department may, at its sole discretion, prohibit any person found to be in breach of such code of conduct from further participation or involvement in the project.
- Additional conditions for an applicant who would like to apply as a Consortium / Joint Venture. It is recognized that applicants may wish to form consortia or joint ventures to respond to this bid. The following guidelines apply:

- Bidders are prohibited from being part of more than one consortium / joint venture and to submit an individual bid and a bid as part of a consortium / joint venture
- One of the members shall be nominated by the others as authorised to be the lead applicant and this authorisation shall be included in the agreement entered between the consortium members.
- The lead applicant in the Consortium or Joint Venture must satisfy all the administrative requirements contained in the ToR and submit all the relevant documents necessary to meet the minimum requirements of the applications.
- Other members of a consortium or a joint venture must comply with the requirements in line with Service Provider Funding Policy prescripts for the respective Service Provider categories.
- The consortium/joint venture submission must be signed-off by each institution/organisation to be legally binding on all consortium members.
- The lead applicant shall be the only authorised party to make legal statements, communicate with the department, and receive instructions for and on behalf of all the members of the consortium.
- The lead applicant shall be held responsible for the delivery of services and for meeting conditions outlined in this bid.
- A copy of the agreement entered and signed by all members of the consortium or joint venture shall be submitted with the consortium proposal indicating the respective responsibilities of each party.
- Indicate how the joint venture/ consortium will be managed in the event of a dispute arising during the implementation period of the programme (Provide a contingency plan of managing any possible conflicts).

## **2. CONTRACT MANAGEMENT**

- 2.1. The successful bidder will be required to enter into a service level agreement (SLA) with the Department of Cooperative governance. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DCoG and the successful bidder.
- 2.2. The SLA will include project assignments that will address each of the project deliverables. The SLA may further establish a Project Steering Committee to manage, monitor and oversee the project such as:
  - Ensure that services are rendered timeously;
  - render a quality assurance function; and
  - ensure that the project remains within the allocated budget.
- 2.3. Payments will therefore only be approved and processed on the basis of the achievement of deliverables as per the implementation plan and/or project plan and related performed project tasks.
- 2.4. If the parties (the Department and the appointed service provider) are unable to reach agreement on the special conditions of contract (SLA) after a period of 14 calendar days of the date on which the bid award is communicated to the service provider, then the Department reserves the right to cancel the award to the service provider and to appoint another service provider.
- 2.5. Bidders should note that:
  - All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DCoG.
  - All rights, title and ownership of any Intellectual Property developed by or for the Service Provider or DCoG independently and outside of execution/production of the Deliverables related to this bid and provided during the course of this project ("Background IP") shall remain the sole property of the party providing the Background IP.
  - To the extent that the Service Provider utilises any of its Background IP in connection with the Deliverables, such Background IP shall remain the property of the Service Provider and DCoG shall acquire no right or interest therein. Service Provider shall grant DCoG a non-exclusive, royalty-free, non-transferable licence to use such Background IP strictly for purposes of making beneficial use of the Deliverables into which such Background IP has been incorporated.
  - All Intellectual Property rights in Bespoke Deliverables are or will be vested in and owned by DCoG unless specifically agreed otherwise in writing. The Service Provider agrees that it shall not, under any circumstances, question or dispute the rights and ownership of DCoG in and to the Bespoke Deliverables. DCoG shall grant the Service Provider a non-exclusive, royalty free, non-transferable licence to use the Bespoke Deliverables for the purpose of performing its obligations under this project.

- The Service Provider may not publish or sell, in whole or in part, any Bespoke Deliverables emanating from this project without the explicit written consent of DCoG.
- The Copyright of any Bespoke Deliverables shall vest in DCoG.

2.6. No amendments to the SLA or any variation, waiver, relaxation, or suspension of any of the provisions thereof shall have any force or effect, unless reduced to writing and signed by both parties.



## **PART F – DETAILED REQUIREMENTS**

### **1. Purpose of assignment**

- 1.1. The purpose of the Terms of Reference is for the Department of Cooperative Governance (DCoG) to invite qualifying service provider on the SITA 1183 contract to conduct an ICT security assessment and remediation on the Microsoft Azure cloud environment for period of 12 (twelve) months.

### **2. Introduction and background**

- 2.1. The serious and ever-increasing threat posed by cyber-criminals is fast reaching a tipping point and it comes with huge repercussions to the breached organizations. With the rapid adoption of new technologies that facilitate remote working and online services all organizations are wide open to the cyber threat.
- 2.2. Therefore, to successfully deliver on and fulfil their core mandate, DCoG's must seriously consider the impending cyber threat and then put in place an effective Information and/or Cyber Security program at the core of its business operations.

### **3. Problem Statement**

- 3.1. The department hosts some of its ICT services on the Microsoft Azure cloud environment.
- 3.2. It is therefore critical for DCoG to enhance its current information systems and assets that are hosted on the Microsoft Azure cloud environment from cyber-attacks/threats.

### **4. Scope of the assignment**

#### **4.1. Due diligence to assess the current security posture**

- 4.1.1. Assess the Microsoft Azure cloud-based services that the department uses. This includes Infrastructure as a Service (IaaS), Software as a service(SaaS) and Platform as a Service (PaaS).
- 4.1.2. Conduct security assessment of each service on the Microsoft Azure cloud identify and remediate security risks. This involves reviewing the security controls that the cloud provider has in place and determining whether or not those controls are sufficient to protect the department's data and applications.
- 4.1.3. Design, implement security controls for all Microsoft Azure cloud services, Microsoft 365, Active Directory and other Microsoft products and services.
- 4.1.4. Ensure that the DCoG 's security posture is aligned with best practices and industry standards.
- 4.1.5. Enhance the Cybersecurity Events and Incidents management using Microsoft Sentinel.

#### **4.2. Compliance**

- 4.2.1. Conduct a compliance Baseline Assessment using applicable Microsoft reference architecture to determine whether DCoG is compliant to the ISO27001 and ISO 27002 standards.
- 4.2.2. Implementation of a Roadmap to address all non-compliance issues identified during the assessment.

#### **4.3. Timeframe**

- 4.3.1. The contract with the successful service providers will be for the period of 12 months.
- 4.3.2. The project will commence upon the date of signing of the Service Level Agreement (SLA) between the DCoG and the service providers.

## 5. Deliverables and time frames

To conduct the ICT security assessment and remediation on Microsoft Azure cloud environment, the department requires a resource on a SITA 1183 contract that will be responsible for conducting the security assessment and remediation on the DCoG Microsoft Azure cloud environment.

### 5.1. The deliverables for the ICT security assessment and remediation will include

- 5.1.1. Assessment report: A report that identifies and assesses the security risks in the Microsoft environment, including the severity of each risk and the likelihood of it being exploited.
- 5.1.2. Remediation plan: A plan to mitigate or eliminate the security risks identified in the assessment report. Remediation of the risks in terms of the plan which in this case refers to addressing and mitigating security risks that have been identified during the assessment phase. This may involve implementing new security controls, patching vulnerabilities, or changing configurations to archive compliance with ISO27001 and 27002.
- 5.1.3. Technical documentation: This documentation may include, but is not limited to, the detailed descriptions of the security risks identified, certificate of compliance, as well as instructions on how to mitigate or eliminate similar future risks.
- 5.1.4. Skills Transfer: The Engineer to provide skills transfer to the DCoG 's staff on security best practices and how to use the new security controls that have been implemented.

## 6. Skills, Knowledge, Experience and Qualification requirements:

### 6.1. The Engineer must have the following:

#### 6.1.1. Qualifications:

- 6.1.1.1. Microsoft Certified: Azure Security Engineer Associate is required.
- 6.1.1.2. Microsoft Certified: Security Operations Analyst Associate is a plus

#### 6.1.2. Skills, Knowledge, and Experience:

- 6.1.2.1. 2-3 years of experience in cloud computing, security, and/or support
- 6.1.2.2. Experience with Microsoft Azure and Microsoft 365 security is preferred
- 6.1.2.3. Experience with troubleshooting and resolving cloud-related security issues
- 6.1.2.4. Knowledge of cloud security best practices
- 6.1.2.5. Knowledge of security policies and procedures
- 6.1.2.6. Knowledge of industry standards and best practices
- 6.1.2.7. Experience with security tools and technologies, such as SIEM/SENTINEL, Microsoft Defender, and other Microsoft security products.
- 6.1.2.8. Understand how to improve landing zone operations to support critical applications.

## 7. Form of proposal

Bidders must include a detailed work-plan/methodology and disclosed rate per hour per resource allocation. Failure to submit the detailed work-plan with implementation plan according to the deliverables (as per the proposal) together with the bid will result in the bidder's bid being viewed as invalid and therefore rejected.

The following information must be included in the work plan:

- (a) Project implementation Plan that indicates the following:
  - Clearly defined milestones that are 100% aligned to each of the key objectives as well as each of the expected outputs/ deliverables as outlined in the scope of work.
  - Well defined timelines for each of the activities and deliverables.
  - Allocation of Human Resources & Cost-breakdown of each of the activities and deliverables.
- (b) Proposed Governance Arrangements to support project implementation which must include:
  - The establishment of a project management team inclusive of the service provider and the DCoG team.

- How the bidder is to provide secretariat support to the project management team that will be established.
- (c) Skills Transfer Plan developed in line with the Terms of Reference.
- (d) Previous and current similar contracts awarded to the bidder as well as client references.

Failure to include the above information together with the bid document on the closing date and time will invalidate the bid.