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Request for Quotation (RFQ)

Appointment of a suitable service provider for the procurement, implementation, and configuration of sign-in and audit monitoring solution for a period of 36 months.

RFQ Number	ASA 01/06/2024
Date of Issue	10 June 2024
Closing Date & Time	24 June 2024 @12:00pm NO LATE SUBMISSIONS WILL BE ACCEPTED
Submissions	procurement@agrement.co.za

Supply Chain Management and Technical inquiries may be directed to:

procurement@agrement.co.za

1. BACKGROUND

The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardized construction-related products or systems in the local or international market.
- To support policymakers in minimizing the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African center for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

2. INVITATION FOR PROPOSALS

Appointment of a suitable service provider for the procurement, implementation and configuration of a sign-in and audit monitoring solution that will be responsible for collecting, storing, processing, and handling log data produced by systems implemented by Agrément South Africa (ASA), and driving immediate attention to warnings, events and incidents.

3. SPECIFICATIONS

ASA is obligated to act on all sign-in and audit deviations from MS 365, AD, Exchange, SharePoint, and OneDrive for retention of the logs for periods of 365 days. Currently, the logs that ASA can access are from Microsoft 365 and Active Directory with a limitation that such logs are stored for only up to seven days.

ASA is requesting a suitable service provider to deliver a log solution that will have a **longer retention period, Log Auditing, Log Monitoring, Log Analysis, Log Alerting, and Log Reporting** for MS 365, AD, Exchange, SharePoint, and OneDrive.

ASA is requesting licenses that will cover the above-mentioned capability for 50 users for a period of 36 months.

The platform must have the following mandatory components:

1. Log Retention

- Ability to export logs to a designated repository.
- Ability to store logs systematically, and chronologically by type.
- Be able to use any type of available storage (local Disk, VM Disk, SAN, or cloud)
- Be able to implement proper access controls to protect sensitive log information.

2. Log Auditing

- Ensure that log auditing procedures comply with industry rules and legal obligations. Conduct routine audits of logs to verify compliance with regulations including PCI DSS, HIPAA, and GDPR.

3. Log Monitoring

- ability to Use real-time monitoring to identify and act on important events as soon as they happen.
- Maintain a watch on logs to make sure they adhere to all applicable industry standards and laws.

4. Log Analysis

- Be able to classify and categorize logs according to the following statuses:
 - **Normal** – No event - record regular actions and occurrences that occur throughout typical system functioning.
 - **Warning** - Indicate potential issues or abnormal conditions that do not necessarily cause an immediate problem but may require attention.

- **Error** - issues that need attention, as they indicate a failure or malfunction. Errors may affect the system's functionality, but they might not result in immediate failure.
- **Critical** - Severe problems or occurrences that need to be addressed right away.
- Classifications must adhere to the industry standard.

5. Log Alerting

- Ability to alert various groups and individual accounts to the severity of the alert the groups and individuals will be communicated at an award stage.
- The system must have seamless integration to ManageEngine Service Desk Plus (Cloud Version), preferably via API to auto-log events and incidents.
- Ability to suppress deduplicate redundant alerts.

6. Log reporting.

- Ability to summarize notable security events identified in the log data.
- Ability to highlight any incidents, breaches, or suspicious activities.
- Ability to Include information about the severity and impact of each security event.
- Ability to report on the threats and vulnerabilities on all listed platforms on a daily, weekly, monthly, and quarterly basis.

4. SUBMISSION OF PROPOSALS AND EVALUATION CRITERIA

4.1 Submissions of Procurement documents.

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD,
- Completed and signed standard bidding documents, **SBD 4 and 6.1 forms**.
- Signed General Conditions of Contract.

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4.2 Mandatory documents

- Completed price schedule.

Please stipulate the following information regarding the OEM letter:

Questions:	Yes	No
1. Do you have an OEM letter for the proposed solution		
Tick(X) the applicable box. Tick(X) the applicable box. ASA is requesting Service providers to submit an OEM Letter. Attach the OEM letter for the proposed solution.		
a) I do not have the OEM Letter for the proposed solution		
b) I have attached the OEM Letter for the proposed solution		

NB: Failure to meet any of the mandatory requirements on 4.2 above will disqualify the bidder.

4.3 Evaluation

4.3.1 Phase 1: Technical Specification and Functionality Evaluation

TECHNICAL INFORMATION:

1) Method Statement and approach

Submit the method statement that is in line with the scope of work.

Questions:	Yes	No	Weighting
1. Do you have a method statement in line with the scope of work?			20
Tick the appropriate box below to indicate if you have the mentioned documents. Attach a copy of a method statement per the scope of work. The methodology must have the following.			
1. clear timelines 2. Order of project activity 3. Project time frames 4. All elements to be included in the bidder's proposal as per the scope of work			
a) No Copy of the method statement in line with the scope of work			=0 points
b) Primitive method statement, not fully aligned/understandable			=2 points

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c) Method statement only covering part of SOW		=3 points
d) Comprehensive Method statement covering full SOW and have all the listed points above		=5points

2) Company profile

Please stipulate the following information regarding the company profile:

Questions:	Yes	No	Weighting
1. Do you have an adequate updated company profile that outlines previous projects completed in line with the scope of work			20
Tick(X) the appropriate box below to indicate your years of experience in a respected field. Attach a company profile indicating the number of years in providing deploying and installing log solution platforms must be submitted: A Company profile /Brief profile /Proposal indicating the years a company spent working with log solution platforms must be submitted as evidence.			
a) Less than three years			=0 points
b) 3 to 5 years of experience			=3 points
c) More than 5 years of experience			=5 points

3) References where similar work was done

Questions:	Yes	No	Weighting
1. Do you have reference letters?			25
Tick(X) the appropriate box that is applicable. Attach a copy of the reference letters of previous work or projects of a similar nature completed. In addition, please attach the list of projects completed and their duration. The reference letters <u>from</u> the clients <u>must</u> include the following: - company name. - company letterhead. - contact person. - contact telephone numbers. N/B: Reference Letters without the above inclusions will be automatically disqualified. The service provider must have dealt with various organizations from large to small-scale employees.			
(a) No reference letter submitted			=0 points

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(b) 3 reference letters submitted		=3 points
(c) More than 3 Reference letters submitted		=5 points

4) CVs and Qualifications

Please submit CV's and qualifications of key personnel (Project Lead):

Questions:	Yes	No	Weighting
1. Do you have the CVs and qualifications of key personnel as stated below?			5
Tick(X) the appropriate box that is applicable. Submit a copy of the certified qualifications of all key personnel as detailed below. The key personnel must have the following qualifications: The Project Manager must have a minimum of NB: The Project Manager must have at least one of the following certificates or qualifications Project Management Degree and PRINCE2 Foundation/PRINCE2 Practitioner or any relevant certifications.			
(a) No Curriculum Vitae and no Relevant Qualifications attached			=0 points
(b) Curriculum Vitae attached but no relevant qualifications attached			=3 points
(c) Relevant Qualifications attached but no CVs attached			=3 points
(d) Curriculum Vitae and certified relevant qualifications attached			=5 points

6) 5 Years of experience in a relevant field

Please indicate the number of years of the Project Leader:

Questions:	Yes	No	Weighting
1. Do you have relevant experience in a relevant field?			30
Please tick (X) the applicable box. Submit a copy of a detailed CV reflecting years of experience.			
(a) Less than 3 years of experience in a relevant field			=0 points
(b) 3 to 5 years of experience in a relevant field			=5 points
(c) More than 5 years of experience in a relevant field			=10 points

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The following formula will be used to convert the points scored against the weight:

$Ps = (So/Ms) \times \text{weighting percentage for the section under consideration}$

Where:

Ps = Percentage scored for functionality by bid under consideration.

So = Total score of a bid under consideration.

Ms = Maximum possible score.

Service providers will be expected to achieve a minimum threshold score of 60% to proceed to Phase 2.

4.2.2 Phase 2: Calculation of points

Please note for acquisitions below or equal to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for price and 20 points will be awarded based on the specific goals.

Points for the price will be calculated for all shortlisted service providers in accordance with the following formula:

$$Ps = 80 \left(1 - \frac{Pt - P_{\min}}{P_{\min}} \right)$$

Where:

Ps = Points scored for the price of the quotation under consideration

Pt = Price of the quotation under consideration

Pmin = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMEs	10 points	- A B-BBEE certificate /sworn affidavit as supporting evidence
2.	>50% Black female ownership	5 points	- CSD report or, - Company registration certificate, as issued by the CIPC, clearly indicating

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			the percentage shareholding of all owners
3.	>50% Black youth ownership	5 points	- CSD report, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or - Identification Documentation of all owners

The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
TOTAL	100

ASA also reserves the right to conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

A recommendation for the award will then be formulated for approval by the relevant delegated authority.

5. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agrément South Africa (ASA). The SLA shall form the contractual basis for the delivery of the service as well as how performance shall be measured. Contract extensions are at the sole discretion of ASA.

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6. PRICE SCHEDULE

Item no	Item Description	Product	Quantity	UOM	Unit Price	Total Price
01	Licenses to cover up to 50 users for 36 months		3	Yearly		
02	Project Initiation		1	Once-off		
03	Project Execution		1	Once-off		
04	Transition (including UAT) and Change Management	Transition Planning	1	Once-off		
		Administrator and Super User Training (5 personnel)	1	Once-off		
		User Acceptance Testing	1	Once-off		
		Organisational Communication	1	Once-off		
05	Project Closure		1	Once-off		
06	Project Support for a period of up to 60 days		1	Once-off		
TOTAL AMOUNT (EXCL VAT)						R
15% VAT						R
TOTAL AMOUNT (ALL INCLUSIVE)						R

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(UOM) Unit of measure

7. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.

In consideration of the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce, or otherwise disseminate or authorize others to use, reproduce, or disseminate such works without prior consent from ASA.

8. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all of the proposals, and/or not to appoint any service provider at all.

9. PROCEDURE FOR SUBMISSION OF PROPOSALS

9.1 Proposals must be submitted electronically to procurement@agrement.co.za.

9.2 Respondents must use the RFQ number as the subject reference number when submitting their bids.

9.3 All documents submitted electronically via e-mail must be clear and visible.

9.4 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

10. VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **three (3) months** calculated from the closing date.

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11. APPOINTMENT OF SERVICE PROVIDER

11.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

11.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement, ASA reserves the right to appoint an alternative supplier.

11.3 Awarding of contracts will be announced on the National Treasury website, and no-regret letters will be sent to unsuccessful bidders.

12. ENQUIRIES AND CONTACT WITH ASA.

12.1 Any inquiry regarding this RFQ shall be submitted in writing to procurement@agrement.co.za with **RFQ No: ASA 01/06/2024**.

12.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

13. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ must be in English.

14. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

15. CORRECTNESS OF RESPONSES

- 15.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 15.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

16. VERIFICATION OF DOCUMENTS

- 16.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.
- 16.2 Only one electronic copy of the proposal must be submitted via email to procurement@agrement.co.za. If the bidder sends more than one proposal, the first submission shall take precedence should it not have been recalled/withdrawn in writing by the bidder.

17. ADDITIONAL TERMS AND CONDITIONS

- 17.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time before this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.
- 17.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 17.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 17.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

18. ASA RESERVES THE RIGHT TO

- 18.1 Extend the closing date.
- 18.2 Verify any information contained in a proposal.
- 18.3 Request documentary proof regarding any tendering issue.

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- 18.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).
- 18.5 Award this RFQ as a whole or in part.
- 18.6 Cancel or withdraw this RFQ as a whole or in part.

19. DISCLAIMER

This document is only an RFQ and is a request for proposals only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of this proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms and conditions of this RFQ. ASA makes no representation, warranty, assurance, guarantee, or endorsement to the tenderer concerning the RFQ, whether about its accuracy, completeness, or otherwise, and ASA shall have no liability towards the tenderer or any other party in connection therewith.

20. POPIA.

Protection of Personal Information - All bidders agree that personal information of persons related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the ASA may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.