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**BID NUMBER: TENDER-INS/2024/25/006**

**BID DESCRIPTION – APPOINTMENT OF A PROFESSIONAL SERVICE PROVIDER TO PROVIDE THE INTERNET AND MANAGE FIREWALL SERVICES FOR INSETA FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

Tender documents are obtainable from **03 September 2024** from the following websites:

- **ETender Portal**
- **INSETA Website**

**Non-Compulsory Briefing Session will be held**

Date: 12 September 2024

Time: 10:00 to 11:00

Suppliers, please click on the link below to register for the webinar and to access the meeting on

Microsoft Teams: <https://events.teams.microsoft.com/event/ff760149-17d8-4c03-8332-f10ea6450729@bba839c1-865a-4d8f-8b9f-cc0ebbf14cd5>

**Closing Date: 25 September 2024 at 11:00 am**

**Delivery: INSETA Office, 18 Fricker Road, Illovo, Sandton.**

For enquiries contact the INSETA Supply Chain Management at [bids@inseta.org.za](mailto:bids@inseta.org.za)



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INSURANCE SECTOR EDUCATION  
AND TRAINING AUTHORITY

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## TERMS OF REFERENCE

### DESCRIPTION

**BID NUMBER: TENDER-INS/2024/25/006**

**BID DESCRIPTION – APPOINTMENT OF A PROFESSIONAL SERVICE PROVIDER TO PROVIDE THE INTERNET AND MANAGE FIREWALL SERVICES FOR INSETA FOR A PERIOD OF THIRTY-SIX (36) MONTHS.**

**Board Members:** Ms. V. Pearson (Organised Employer), Ms. L. van der Merwe (Organised Employer), Ms. Z. Motsa (Organised Employer), Mr. K.A.A. Sungay (Organised Employer), Mr. M. Soobramoney (Organised Labour), Mr. J.J.M. Mabena (Organised Labour), Ms. S.A. Anders (Organised Labour), Mr. C.B. Botha (Organised Labour), Ms. S.T. Dinyake (Organised Labour), Ms. N.B. Jonas (Organised Labour), Ms. F. Mabaso (Professional Bodies), Mr. S.M. Mpuru (Professional Bodies)

**CEO: Ms. G. Mkhize**



# inseta

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## 1. BACKGROUND

1.1 The Insurance Sector Education and Training Authority (INSETA) is a public entity listed in schedule 3A of the PFMA and was established in March 2000. The INSETA must, in accordance with any prescribed requirements to perform in accordance with the Skills Development Act (SDA), the Skills Development Levies Act (SDLA), the Public Finance Management Act (PFMA), any other relevant legislation and the Constitution.

1.2 The INSETA hereby invite service providers to submit proposals for the Internet and Managed Firewall Services for a period of thirty-six (36) months. The Managed Firewall Services should include Security Operation Centre Services (SOC) as part of safeguarding the INSETA ICT Infrastructure from cybersecurity threats.

## 2. SITUATIONAL ANALYSIS

2.1 INSETA is currently using FortiGate 60 E. The prospective bidder will be required to access and reconfigure FortiGate 60 E, in accordance with INSETA's firewall policy and security requirements.

## 3. SCOPE OF WORK

3.1. Details of the requirements are listed below:

### 3.1.1. INTERNET SERVICES

3.1.1.1. The bidder shall provide the necessary hardware and other services required to set up the internet connection as follows:

- a. A dedicated, leased line of a minimum bandwidth of 300 Mbps internet breakout from bidder's network and make provision for redundancy or Backup. This connection will primarily be used for hosting of corporate applications, data replication requirements to connect to the cloud, sending and receiving of emails, hosted VoIP PBX solution calling, video conferencing, and internet browsing.
- b. No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory cloud proxy servers and firewalls.
- c. The provided bandwidth should be dedicated uncontended, if contended please specify ratios.
- d. Internet service should not have additional payment or limitation by (a) traffic amount or (b) time.
- e. The bidder should supply and manage the network connectivity equipment (excluding LAN equipment for Head office) at the demarcated point is in the server room, as an RJ-45 Ethernet port on to the existing INSETA firewall with IP Layer 3 termination.
- f. Subnet of at least 5 static publicly routable IP addresses is required.
- g. Service reliability of 99.9%.
- h. The bidder should provide monthly service report.

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## 3.1.2. FIREWALL MANAGEMENT

- 3.1.2.1. Provision for network security review, design, deployment, management of detective and preventative security controls; examples include, but are not limited to:
  - a. Next generation firewall
  - b. Antivirus
  - c. Web filtering
  - d. Intrusion prevention and detection services
  - e. Sandboxing
  - f. Antispam
- 3.1.2.2. Provides management of secure VPN services access for users.
- 3.1.2.3. Perform monthly firewall audits and assessments in alignment with INSETA policies and industry best practices.
- 3.1.2.4. Develop recommendations for improved security methods, Implement, approved recommendations and Knowledge and skills transfer.
- 3.1.2.5. Perform ad-hoc requests/investigations as requested by INSETA and submit recommendations for consideration.
- 3.1.2.6. Renewal/replacement of existing device licenses, Perform regular patch or OS upgrades for new feature release or remediation of bugs/vulnerabilities
- 3.1.2.7. Reporting and threat intelligence services.

## 3.1.3. SOC SERVICES

- 3.1.3.1. The Service Provider should provide real-time, 24/7 threat monitoring, detection, response, and analysis with actionable intelligence to enable INSETA IT team to effectivity and quickly resolve issues.
- 3.1.3.2. The Managed SOC should include the following services.
  - a. Management Detection and Response
  - b. 24/7 Threat Detection and Response
  - c. Expert-Led Threat Hunting
  - d. Full-Scale Incident Response Capabilities
  - e. Monitor and Integrate with Existing Fortinet Firewalls
  - f. Full integration with Microsoft 365 Email platform
  - g. Full integration with other security platforms.
- 3.1.3.3. The Managed SOC services should provide the following functionality and capabilities, but not limited to:
  - a. Threat intelligence
  - b. 24/7 Security monitoring
  - c. Weekly and monthly reporting
  - d. Incident Response
  - e. Monthly intelligence briefing: Managed Detection and Response (MDR) Threat Cast
  - f. Threat Containment: attacks are interrupted, preventing spread
  - g. Account Health Check
  - h. Expert-led threat hunting
  - i. Direct call-in support during active incidents
  - j. Incident Response Process



- k. Root Cause Analysis: performed to prevent future recurrence
- l. Dedicated Incident Response Lead
- m. Full-scale Incident Response: threats are fully eliminated
- n. Detection and response of cyber threats/data breach
- o. Compliance with Cybersecurity regulations and Cybersecurity best practices.

## 4 CONTRACTUAL OBLIGATION

4.1 Bidders to fully complete SBD 3.1: Pricing schedule, with a fixed total price including all applicable licences, maintenance, support, price should be inclusive of VAT.

4.1.1. Service providers must ensure that the pricing schedule is inclusive of all applicable taxes (Including VAT).

4.1.2. Pricing schedule must be provided for a monthly basis for Internet and Managed Firewall services for the period of thirty (36) months. Including all applicable increases.

4.1.3. Bidders are required to provide pricing for thirty-six (36) months including up to 5% year on year increase.

4.1.4. Prices accepted must remain fixed for thirty-six (36) months and no additional costs will be admitted later.

**4.1.5. Bidder price must include:**

- Once-off Internet and Firewall Configuration
- Monthly Internet Services x36 months
- Monthly Managed Firewall Services x36 months
- Monthly SOC x36 months

4.2 In a case where the service provider uses sub-contractors, the former will be responsible for ensuring delivery of services and payment for such sub-contractors.

4.3 The successful bidder should have adequate professional indemnity, liability and business interruption insurance in place (upon parties contracting).

4.4 Bidders should fully comply with the relevant SCM Legislative Framework as well as application of regulatory prescripts. Bidders are also required to take all reasonable steps to protect information, in line with the provisions of the POPIA.

## 5 ABSENCE OF OBLIGATION & CONFIDENTIALITY

5.1 No legal or other obligation shall arise between the service provider and INSETA unless/until both parties have signed a formal contract or Service Level Agreement.

5.2 The Contract site is at INSETA offices at 18 Fricker Road, Illovo, Sandton, 2196 (24/7).

## 6 WORKMEN AND SUPERVISION ON SITE

6.1 The service provider shall be held responsible for the conduct of its employees and the conduct of its sub-contractor's employees for the full duration of the contract.

## 7 EVALUATION CRITERIA

7.1 Responses will be evaluated using a predetermined set of evaluation criteria. The evaluation criteria are designed to reflect the INSETA's requirements in terms of identifying a suitable service provider and ensure the selection process is transparent and affords all the bidders a fair opportunity for evaluation and selection.

### 7.2 The evaluation criteria will be based on the following requirements:

- Phase 0: Administrative requirements
- Phase 1: Mandatory requirements
- Phase 2: Technical Functionality (100 points) – The threshold of 70 points
- Phase 3: Evaluation on Price and Specific Goals

## 8 ADMINISTRATIVE REQUIREMENTS (Phase 0)

- 8.1 Bidder must submit proof of registration on CSD (**Central Supplier Database**).
- 8.2 Bidder must complete, sign and submit a Standard Bidding Document (SBD 1) Procurement Invitation.
- 8.3 Standard Bidding Document 3.1 (Annexure A – Pricing Schedule)
- 8.4 **Standard Bidding Document (SBD 4) Bidder's Disclosure.**
- 8.5 SBD 6.1 Preference Points Claim form in terms of Preferential Procurement Regulation 2022.
- 8.6 Bidder must provide BBBEE Certificate (accredited by SANAS) or Sworn Affidavit (in as prescribed or CIPC or DTI template).

## 9 MANDATORY REQUIREMENTS (Phase 1)

- 9.1 The following compulsory requirements must be submitted:
- 9.1.1. Proof of being an OEM/ registered partner to implement, maintain and support solution for the Security Operations Centre.
- 9.1.2. Certification for ISO27001 for the company.
- 9.1.3. Certification for ISO27032 for the company.

**Note: All bidders who do not comply with the items listed above will be disqualified.**

## 10 FUNCTIONAL EVALUATION CRITERIA (Phase 2)

- 10.1 The tender submission will be functionally evaluated out of **100 points on Phase 2 –any bidder who scores less than 70** will not be considered for further evaluation (Phase 3)





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DESCRIPTION	WEIGHT
<b>Reference letters with Appointment Letters/Purchase Orders</b>	<b>40</b>
<p><b>Internet and Managed Firewall services</b></p> <p>Bidder must provide three (3) signed, dated and contactable reference letters proving same work done on Internet and Managed Firewall services from three (3) different clients, reference letters must be on client's letterhead, an award/appointment letter or a purchase order must be provided together with the reference letter (reference letters must be for work conducted within the last five (5) years)</p> <ul style="list-style-type: none"> <li>✓ 20 points for three (3) and more reference letters with award/appointment letters or purchase orders</li> <li>✓ 15 points for two (2) reference letters with award/appointment letters or purchase orders</li> <li>✓ 10 points for one (1) reference letter with award/appointment letter or a purchase order</li> <li>✓ 0 points for non-compliance/submission of reference letters with no award/appointment letter or a no purchase order</li> </ul> <p><b>NB: Due diligence will be conducted against reference letters submitted.</b></p> <p><b>Security Operations Centre</b></p> <p>Bidder must provide three (3) signed, dated and contactable reference letters proving same work done on Security Operations Centre (SOC) from three (3) different clients, reference letters must be on client's letterhead, an award/appointment letter or a purchase order must be provided together with the reference letter (reference letters must be for work conducted within the last five (5) years).</p> <ul style="list-style-type: none"> <li>✓ 20 points for three (3) and more reference letters with award/appointment letters or purchase orders</li> <li>✓ 15 points for two (2) reference letters with award/appointment letters or purchase orders</li> <li>✓ 10 points for one (1) reference letter with award/appointment letter or a purchase order</li> <li>✓ 0 points for non-compliance/submission of reference letters with no award/appointment letter or a no purchase order</li> </ul> <p><b>NB: Due diligence will be conducted against reference letters submitted.</b></p>	
<b>Experience of Team Members</b>	<b>60</b>
<p><b>Network Support Resource (Engineer)</b></p> <p>Bidder must provide a CV of Network Support Resource (Engineer) with 5 years' experience in managing FortiGate Firewall and Certificate of the Network Support Resource (Engineer) certified to Manage FortiGate Firewall.</p> <ul style="list-style-type: none"> <li>✓ 20 points for submission of a CV with 5 years of experience in managing FortiGate Firewall and Certificate of the Network Support Resource (Engineer) certified to Manage FortiGate Firewall.</li> <li>✓ 15 points for submission of a CV with 3 - 4 years of experience in managing FortiGate Firewall and Certificate of the Network Support Resource (Engineer) certified to Manage FortiGate Firewall.</li> <li>✓ 10 points for submission of a CV with 1- 2 years of experience in managing FortiGate Firewall and Certificate of the Network Support Resource (Engineer) certified to Manage FortiGate Firewall</li> </ul>	



- ✓ 0 points for submission a CV with less than 1 year experience and certificate of the Network Support Resource (Engineer) certified to Manage FortiGate Firewall or no submission of a CV and certificate of the Network Support Resource (Engineer) certified to Manage FortiGate Firewall.

**Security Operations Centre Analysts**

Bidder must provide CVs and Certificates of the Security Operations Centre Analysts

**Tier 3 (Senior Analyst)**

- ✓ 20 points for submission of a CV with 5 and more years' experience and Certificate of the Security Operations Centre Analyst.
- ✓ 0 points for less than 5 years' experience and Certificate of the Security Operations Centre Analyst.

**Tier 2 (Intermediate Analyst)**

- ✓ 15 points for submission of a CV with 3-4 years' experience and Certificate of the Security Operations Centre Analyst.
- ✓ 0 points for submission of a CV with less than 3 years' experience and Certificate of the Security Operations Centre Analyst.

**Tier 1 (Junior Analyst)**

- ✓ 5 points for submission of a CV with 1-2 years' experience with Certificate of the Security Operations Centre Analyst.
- ✓ 0 points for submission of a CV with less than 1 years' experience with Certificate of the Security Operations Centre Analyst.

<b>Total</b>	<b>100</b>
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10.2 Bidders are required to pass the minimum threshold of **70 points** on the functional criteria to be considered for the final **phase 3** which is Price and Specific goals.

10.3 Bidders who score less than **70 points** will not be considered for the final phase, thus be disqualified, and will be declared non-responsive.

**11 PRICE AND SPECIFIC POINTS EVALUATION (Phase 3)**

**11.1 Preference Points Applied Against Specific Goals**

The tender responses will be evaluated on the **80/20 preference point system for acquisition of goods or services with Rand value equal to or below R50 million.**

- The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.
- Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
  - a) Price; and





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b) Specific Goals.

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

**12 POINTS AWARDED FOR PRICE AND PREFERENCE POINTS**

(1) The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

$$P_s = 80 \{1 - (P_t - P_{min})\}$$

P min

Where:

P<sub>s</sub> = Points scored for comparative price of bid under Consideration

P<sub>t</sub> = Comparative price of bid under consideration

P<sub>min</sub> = Comparative price of lowest acceptable bid

- (2) A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender.
- (3) The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- (4) Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

### 13 SPECIFIC GOALS PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:

13.1 Table 1: Specific goals for the RFQ or bid process and points claimed are indicated per the table below.

13.2 **80/20** preference point system is applicable, corresponding points must also be indicated as such. 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-point system)
<b>Black Ownership</b> <ul style="list-style-type: none"> <li>6 points for 100% black owned</li> <li>3 points for 75-99% black owned</li> <li>1 point for 51-74% black owned</li> </ul>	(Maximum points = 6 points)
<b>Women Ownership</b> <ul style="list-style-type: none"> <li>6 points for 75% - 100%</li> <li>3 points for 51% - 74%</li> <li>1 point for below 51%</li> </ul>	(Maximum points = 6 points)
<b>Youth Ownership</b> <ul style="list-style-type: none"> <li>5 points for 75% - 100%</li> <li>3 points for 51% - 74%</li> <li>1 point for Below 51%</li> </ul>	(Maximum points = 5 points)
<b>Company-owned by People with disabilities</b> <ul style="list-style-type: none"> <li>3 points</li> </ul>	(Maximum points = 3 points)
<b>Total</b>	20

Note: Evidence to be submitted by Service Providers: Emerging Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) – sworn affidavit (DTI or CIPC Template), Generic entities – B-BBEE certificate (SANAS accredited) and CSD report.

13.3 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.

13.4 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.

## **14 Bid Procedure Conditions: Counter Conditions**

### **14.1. Award Criteria:**

- 14.1.1. INSETA reserves the right to screen the bidder in terms of its own Bid Evaluation Committee (BEC) before appointment, should such screening results have a negative outcome, the INSETA reserves the right not to award the bid to the subjected/recommended/highest scoring bidder.
- 14.1.2. The INSETA reserve a right not to award a bid to the highest scoring bidder but to award to a service provider who meet the requirement fully.
- 14.1.3. INSETA reserve a right to conduct due diligence to confirm the contactable reference letters / reference documents provided. The due diligence method will be determined by the INSETA which may include requesting reference letters from the referee.
- 14.1.4. The INSETA draws the bidders' attention that amendments to any of the Bid Conditions or setting of counter conditions by bidders will result in the invalidation of such bids.

## **15 When bidding as the following:**

### **15.1 Consortium**

- A consortium is an association of two or more individuals, companies, organisations or governments (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.
- A consortium requires that each participant retains its separate legal status and the consortium's control over each participant is generally limited to activities involving the joint endeavour, particularly the division of profits. A consortium is formed by contract, which designates the rights and obligations of each member.
- In a consortium, only the lead bidder's credentials both in terms of financial and technical qualifications are considered. Therefore, the interpretation and application to an RFQ/Bid process is such that the lead partner is identified and the following requirements are required as follows:
  - a) **Lead Partner**
    - All administrative documents (consortium agreement between the lead partner and the partner)
    - Technical requirements (which will show in the proposal and other requirements why the need for the consortium, which for all intent and purpose fulfils the requirements of the bid through combination of skills)



## b) Partner

- Proof of CSD registration.
- Tax Pin.
- BBBEE Sworn-Affidavit.
- SBD 4

- It should be taken into cognisance that although the lead partner is the qualifying entity, the partner should prove that it can do business with state-owned entities, through CSD registration, proof that the taxes are compliant, its level of BBBEE status in order to align with the BBBEE status level required by the BID, declare interest and answer questions that it is not a disqualified entity with the National Treasury. The foregoing ensures compliance from an SCM process perspective that the consortium is in order.
- Of importance is that in a consortium, each individual team members retain their identities.

## 15.2 A joint venture

- A joint venture is a business entity created by two or more parties, generally characterized by shared ownership, returns and risks and shared governance.

## 15.3 Unincorporated joint venture:

- All SCM documents are filled in by the joint venture in the name of the joint venture, although the submission of administrative documents (partnership agreement between parties) will be completed in the name of the joint venture, and the following will be required from both parties, amongst others
  - a) SBD 4
  - b) SBD 6
  - c) Tax pin
  - d) CSD registration.
  - e) The JV agreement will direct which bank account of the two entities will be used.
  - f) Consolidated Joint BBBEE Certificate.

## 15.4 Incorporated joint venture:

- This aligned to a registered entity or company. A registered entity/ company with a consolidated BBBEE certificate and a bank account in the name of the Joint venture. The



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required compliance documents must be complete by the entity/ company the name of the joint venture, and the following will be required amongst others

- a) SBD 4
- b) SBD 6
- c) Tax pin
- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.
- f) Consolidated Joint BBBEE Certificate.

## 16 COMMUNICATION

Respondents are warned that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of INSETA in respect of BID process, between the closing date and the date of the award of the business.

All enquiries relating to this BID should be emailed **three days before the closing date.**

## 17 CONDITIONS TO BE OBSERVED WHEN BIDDING

17.1 The organization does not bind itself to accept the lowest or any BID, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of his BID submission. The organization also reserves the right to withdraw or cancel the BID at any stage. No BID shall be deemed to have been accepted unless and until a formal contract / letter of award is prepared and executed. The competitive shall remain open for acceptance by the Organization for a period of **120 days** from the closing date of the BID Enquiry.

### **INSETA reserves the right to:**

- 17.2 Not evaluate and award a bid that do not comply strictly with this BID document.
- 17.3 Make a selection solely on the information received in the Bid Document and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the terms of reference.
- 17.4 Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the BID shall be sought, offered or permitted.
- 17.5 Cancel this BID at any time as prescribed in the PPPFA.
- 17.6 Should bidder(s) be selected for further negotiations, they will be chosen on the basis of the cost effectiveness and the principal of value for money not necessarily on the basis of the lowest costs.

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## **18 COST OF BIDDING**

18.1 The bidder shall bear all costs and expenses associated with preparation and submission of its BID submission and the INSETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

## **19 NOTE TO BIDDERS:**

19.1 Due diligence to be conducted by INSETA prior to the award of the contract.

**END OF TERMS OF REFERENCE DOCUMENT**



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