

GUIDELINE FOR TERMS OF REFERENCE

This tender is for the appointment of a service provider for the supply, delivery and installation of antivirus software.

A. BACKGROUND

The Moqhaka Local Municipality requires the appointment of a suitably qualified and experienced service provider for the provision of supply, delivery and installation of antivirus software. This will be for a period of 3-year and for a total of 350 users and 20 servers.

B. SCOPE OF WORK / TERMS OF REFERENCE

1.1 The antivirus software should meet the following specifications:

- Support windows 7 to 11 Home / Professional / Enterprise 32-bit / 64-bit
- Support integration with Sandbox with ability to automatically scan endpoints and apply responses in case if suspicious activity has been detected by the Sandbox.
- Support integration with threat intelligence portal, which contains and displays information about the reputation of files and URLs
- Support integration with cloud reputation services
- Centralized Management on Prem web console and cloud management console
- Endpoint Security.
- Anti-virus\Anti-spyware\ Malware Protection
- Intrusion Prevention\Network Threat Protection
- Managed Detection and Response
- Endpoint Detection Response
- (EDR should support standalone agent installation (without Endpoint Protection application).
- Remote Deployment and Management
- Desktop Firewall
- Exploit Blocking
- File \ Application Reputation Intelligence
- Device Control
- Application Control
- Desktop Agent for Web Control
- NAC – Network Access Control

- Threat Cloud Security Definitions
- Machine Learning Malware Detection
- Definition Updates both Cloud & onside
- Mail Security and Anti-Spam for Exchange
- Mail Security and Anti-Spam for Domain
- Mail SMTP Gateway Security & Anti-Spam
- Web Gateway Content Filtering & Security
- Data Loss Prevention
- Shared File Reputation Cache for VDI
- Network Shared File Reputation Cache
- Desktop and Laptops Full Disk Encryption for File & Folders.
- Mobile Device Management & Security/Protection
- Vulnerability Scanning
- Patch Management (Third party updates)

1.2 Project Management

- 1.2.1 The project must be delivered in line with best Project Management practices and methodology.
- 1.2.2 Provide a detailed Project Plan including milestones, project phases, risk management, communications plan, procurement plan, quality management plan, change control management, etc.
- 1.2.3 Provide a detailed Project Implementation Plan with the Work Breakdown Structure (WBS).
- 1.2.4 Provide a detailed Service Transition Plan to ensure minimal disruptions to services.
- 1.2.5 Project Reporting

1.3 Training (after service)

- 1.3.1 Vendor must be able to deliver trainings on ATP and EDR solution.
 - Deploying
 - Administering and maintaining the solution
 - Inclusive of certification exam (only one (01) person))

1.4 Support (after service)

- 1.4.1 Provide Remote Technical support (as and when needed)
 - 36 months (24/7/365)

C. PERFORMANCE MANAGEMENT

In terms of Section 116 (2) of the MFMA, the municipality is required by Law to monitor the performance of service providers on a monthly basis in line with the performance areas as stipulated in the Service Level Agreement (SLA). The monitoring of the appointed service provider will be done on a monthly basis.

D. PREFERENTIAL POINTS SYSTEM

Indicate whether the tender will be evaluated in terms of 80/20 below a 50 million and 90/10 above 50 million.

80/20

A maximum of 20 points (80/20 preference points system), will be allocated for specific goals. See the attached table that sets out the specific goals for this tender.

(a) the promotion of SMMEs located in the local area: 15 Points

(b) the promotion of enterprises owned by youth: 5 points

E. DURATION OF THE CONTRACT

State how long the contract will take

3 Years

F. APPLICABLE FUNCTIONAL OR TECHNICAL EVALUATION CRITERIA

See examples of Functional Evaluation Criteria below in Annexure A

The bidder must be authorized to provide the required services. The following must be provided as part of the bid submission.

1. The bidder must be a registered OSM partner or an accredited reseller.
(a copy of a valid certificate or letter from OSM indicating the bidder is the OSM or a registered OSM partner)

ANNEXURE 'A'

Technical or Functional Evaluation Criteria and Functional Evaluation Report Guideline

Only those tenderers who score the minimum of 75 points in respect of the following criteria are eligible for further evaluation.

Criteria	Weight	Points	Documents to be submitted as proof to score points
1.Demonstrate the company experience in similar projects.			
5 or more Projects	5	30	For the Bidder(s) to be considered, the bidder(s) must provide written and signed references on a letterhead from clients. Reference letters of similar projects (Provision of supply, delivery and installation of antivirus software) with contact details for references that can be contacted by the Municipality to confirm that letter is valid
4 Projects	4		
3 Projects	3		
2 Projects	2		
1 Project	1		
No Reference letter	0		
2.Project Methodology. Project Methodology and principles.			
<u>Project plan is clear and aligned</u>	5	30	The Project Plan is clear and aligned to the deliverables and has a detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and the scope of work. Project plan is NOT clear but aligned to the deliverables, has a detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and by the scope of work. Project plan is NOT clear and NOT aligned to the deliverables, has a detailed work breakdown structure (WBS), project schedule, milestones, project risks, and mitigation plan, and by the scope of work.
<u>Project plan is Not clear but aligned</u>	3		
<u>Project plan is NOT clear and NOT aligned</u>	0		
3.Personnel references with experience on Similar projects Project manager, Networking, etc.			
Project Manager, Network Security, Network Engineer, Network Technician.	5	20	Attached detailed curriculum Vitae (CV) of Key personnel and certified copies of qualifications/certificates. Qualification: Project Management, Network Security, Network/System Engineer, N+ and A+.
Project Manager, Network Security, Network Engineer.	3		
Project Manager, Network Engineer.	1		
Nothing attached	0		
4.Time of response to calls logged			
Within 24 Hours	5	20	Bidder to submit a signed confirmation on the company's letterhead of technician availability remotely or within Moqhaka Local Municipality demarcation area.
Within 48 Hours	3		
Within 72 Hours	1		
No Commitment	0		
MAXIMUM POSSIBLE SCORE		100	

G. Pricing Schedule

Description	YEAR 1	YEAR 2	YEAR 3	TOTAL
Licences for 350 Users	R	R	R	R
Licences for 20 Servers	R	R	R	R
Technical Support	R	R	R	R
Training	R	R	R	R
Total	R	R	R	R