

REQUEST FOR QUOTATION – IT 07/2018

CYBER SECURITY PARTNER FOR A PERIOD OF 12 MONTHS

1. Background

The Durban ICC is one of the most advanced conference facilities in the world, having been voted "Africa's Leading Meetings and Conference Centre" at the World Travel Awards 16 times.

2. Purpose of the Request for Proposal

The Durban ICC requires the services of a cyber-security service provider to assist with cyber security technology infrastructure and penetration testing, people assessment and social media monitoring services for a period of 12 months.

3. Mandatory scope of works

The mandatory scope of works, but not limited to, are detailed below. Kindly acknowledge as illustrated.	Yes	No
<p>3.1 People Awareness and Education</p> <p>To provide simulation testing which determines the phish prone level of the organization's staff and to report on the user awareness of the same using the following approach:</p> <ul style="list-style-type: none"> ○ Firstly, by sending the Durban ICC staff random test phishing emails to determine how the user reacts. ○ To correlate the data retrieved from the tests into report/s which can reveal the level of risk that the organization faces based on the reaction from the selected users. ○ To educate the staff through a series of online videos, which can be viewed and scheduled in a flexible manner, and through quarterly onsite workshops at the Durban ICC premises. ○ These random tests will be carried out on a quarterly basis for a period of 12 months. <p>The phishing emails must be completely random, completely safe, and must serve only as a simulation/test to empower users against a real phishing attack.</p>	✓	X
<p>3.2 Brand Protection via Social media platforms monitoring</p> <p>The Durban ICC is an international facing brand and has created brand value through social media reputation and thus has a massive footprint on social media. The parallel migration of hackers and scammers to social media is a growing problem and directly exposes the organizations' brand and logo to misuse.</p> <p>The service provider is required to monitor and protect the Durban ICC brand through monitoring our social media accounts across social media platforms such as, Facebook, Twitter, Google+, YouTube, Instagram, LinkedIn, Reedit, Craigslist, the major App Stores, the Deep Web, etc. and to automatically identify and alert the organization of fraudulent accounts, phishing attacks, customer scams, vulgarity and defamatory posts about our brand or phishing links to our account.</p> <p>The ability to hide or take down the post must be available.</p>		

The mandatory scope of works, but not limited to, are detailed below. Kindly acknowledge as illustrated.	Yes	No
<p>3.3 Business email compromise monitoring</p> <p>Users tend to use the same or similar passwords across multiple accounts for ease of access and recall.</p> <p>The potential risks associated are that credentials leaked for one account could be used to access other accounts, including the Durban ICC corporate domain which can result in reputational and data leakage.</p> <p>The service provider is therefore required to create a platform that searches the internet for the Durban ICC domains and showcases emails addressed and related to the domains that have been involved in a breach, both historically and in real-time via a reporting interface.</p>	✓	X
<p>3.4 Non-Intrusive Internal and External Penetration Test</p> <p>The service provider is required to perform non-intrusive internal and external penetration testing.</p> <p>The results of the test are to be captured on a detailed report to the Durban ICC together with remedial interventions.</p> <p>Once the remedial interventions have been actioned, the service provider is required to perform a post test to establish if the implemented controls are in fact working.</p>		

4. Mandatory Requirements

Does the service provider comply with the mandatory requirements? Kindly acknowledge as illustrated.	Yes	No
<ul style="list-style-type: none"> The service provider must have sufficient requisite experience in similar projects. Please attach two (2) positive references from clients serviced. 	✓	X
<ul style="list-style-type: none"> The service provider must have the relevant qualifications such as CISSP and Security. Please attach a detailed CV/s of the staff who will be allocated for this particular project. 		

5. Conditions of tender:

- Failure to comply with all of the stipulated mandatory requirements and scope of works will result in the service provider being deemed non-responsive and will not be considered for further evaluation.
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- The monthly cost will be held firm for a period of 12 months from commencement of contract without the option of automatic renewal at the end of the term.
- Payments will be made on a monthly basis, within 30 days from receipt of supplier statement. There is no upfront / annual payment.
- A service level agreement will be drafted between the appointed service provider and the Durban ICC.
- The appointed service provider will be subject to a one month trial period during which the Durban ICC reserves the right to cancel the contract based on unsatisfactory performance.

6. Preconditions

A written proposal/quotation will not be considered unless the service provider who submits the quotation provides the following with their proposal/quotation:

- 6.1 Full name.
- 6.2 Identification or company or other registration number.
- 6.3 Tax reference number and VAT number, if any.
- 6.4 Valid original Tax Clearance Certificate from the South African Revenue Services which proves that the service provider's tax matters are in order.
- 6.5 Valid BBBEE Certificate.
- 6.6 MBD 4 Declaration of Interest form must be completed.
- 6.7 Statement that the company's water, electricity and rates are up to date or formal payment arrangements have been made.
- 6.8 The service provider must be accredited on the CSD database. Please submit the CSD vendor number.

7. Compulsory Pricing Schedule:

Description	No. of months	Monthly cost	Total Cost (No. of months x monthly cost)
Cost per month to execute the services as described in the "Mandatory Scope of Works"	12	R	R
Please state any additional cost:			R
Subtotal (VAT excl.)			R
Vat @ 14%			R
Grand total (VAT incl.)			R

I.....being duly authorized thereto by do hereby confirm that the information contained herein is true and correct and acknowledge that, should it be established that any of the information contained herein is false and incorrect, my company may be disqualified from quoting to the Durban ICC.

Signature: _____

Date: _____

Note: Failure of a Service Provider to complete and sign this page will invalidate the quotation.

8. Contact Person

Preshan Haripershadh
 Tel: +27 31 360 1344
 IT Manager

9. Closing Date

Quotations, together with this document and supplier registration forms are to be placed in a sealed envelope marked for the attention of the Procurement Department and are to be placed in the Tender Box at the Durban ICC security entrance on the ground floor, 45 Bram Fischer Road Durban before **12h00 on 13th November 2017.**

11. Past experience in similar assignments

Assignment Description	Key Elements	Duration	Contact Person & Telephone Number	Assignment Value

12. Declaration of Municipals Fees

I, the undersigned, do hereby declare that the Municipal fees of

.....
(Full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

<u>Account</u>	<u>Account Number: to be completed by tenderer.</u>
Consolidated Account No.	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Electricity	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Water	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Rates	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Service provider by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

NAME : (Block Capitals)

SIGNATURE : DATE:
(Of person authorised to sign on behalf of the Tenderer)

13. MBD4 Declaration of Interest

No bid will be accepted from persons in the service of the state¹.

- 13.1 Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid.
- 13.2 In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.
- 13.3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.
 - 13.2.1 Full name of bidder or his/her representative
 - 13.2.2 Identity number:
 - 13.2.3 Position occupied in the Company (director, trustee, shareholder²):
.....
 - 13.2.4 Company Registration Number:
 - 13.2.5 Tax Reference Number:
 - 13.2.6 VAT Registration Number:
 - 13.2.7 The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

References:

¹ MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - any municipal council
 - any provincial legislature
 - the National Assembly or the National Council of Provinces
- (b) a member of the board of directors of any municipal entity;
- (c) an official of any municipality or municipal entity;
- (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
- (e) a member of the accounting authority of any national or provincial public entity;
- (f) an employee of parliament or a provincial legislature.

² "Shareholder" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.



13.2.8 Are you presently in the service of the state?

YES	NO
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 If yes, furnish particulars:

13.2.9 Have you been in the service of the state for the past twelve months? If yes, furnish particulars:

YES	NO
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13.2.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and/or adjudication of this bid?

YES	NO
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 If yes, furnish particulars:

13.2.11 Are you aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and/or adjudication of this bid? If yes, furnish particulars:

YES	NO
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13.2.12 Are any of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state?

YES	NO
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 If yes, furnish particulars:

13.2.13 Is any spouse, child or parent of the company's directors, trustees, managers, principal shareholders or stakeholders in service of the state? If yes, furnish particulars:

YES	NO
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13.2.14 Do you or any of the directors, trustees, managers, principal shareholders or stakeholders of this company have any interest in any other company or business whether or not they are bidding for this contract? If yes, furnish particulars:

YES	NO
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DURBAN ICC

INTERNATIONAL CONVENTION CENTRE
10001 ALBERT LUTHELIANE DRIVE
DURBAN 4013 - SOUTH AFRICA

14. Full details of directors / trustees / members / shareholders

Full Name	Identity Number	State Employee No.

Signature

Date

Capacity

Name of Bidder

