



public works
& infrastructure

Department:
Public Works and Infrastructure
REPUBLIC OF SOUTH AFRICA

Terms of Reference

**Information and Communication Technology
Backup and Firewall Security services for a period
of 4 months.**

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1. Background

The National Department of Public Works and Infrastructure has 21 sites (including Head Office) across the country. All the sites are connected through a network managed by the Infrastructure sub unit within Systems Operations. The ICT security is in charge of monitoring the health of the entire environment involving the routing, switching and performance of the equipment. To ensure that the systems and devices are secure. Some of the security services and software installed are firewalls, proxys, end point security and the recently acquired vulnerability and penetration assessment tool. The Chief Directorate is also in the process of implementing a back and recovery solution in all regions. The project is at a very advanced stage and about to be handed over by the appointed service provider.

The department has never had permanent qualified ICT security and backup engineers to manage all the infrastructure though there are systems and software that needs to be configured and implemented to secure the data, information and assets of the department.

2. Business objective

Acquisition of ICT Security and Backup resources to configure and manage day to day hardware, software, systems, and devices within the department. The firewalls engineer will be responsible for the firewalls management, configuration of all security relates services and work closely with the network and server teams within the Systems Operations Directorate. The backup engineer will manage day to day backup services.

3. Scope and Specification

The main objective of the RFQ is supply and deployment by the service provider of two engineers, one for backups and the other for ICT security with specialisation on firewalls who will be based at the Head Office (CGO) Pretoria and Johannesburg Regional Office. The engineers will be responsible for technical configuration of complex security devices, advice on new technologies, manage existing devices and apply accredited ICT security methodologies to ensure a secure environment continuously mitigating threats to the department. The engineers must have a strong Cisco network and ICT security knowledge and experience with at least 3-5 in the ICT security space. The senior engineer will be the lead and report to the ICT Security Manager. The backup engineer will have expert knowledge of backup systems to manage monitor and report as required.

4. The Engineers Skills Encompassing the Following:

4.1 Security & Firewalls skills

- Primary role of management of Cisco ASA Firewalls, Cisco ISE, Cisco Sourcefire, Cisco Routing and Switches within the Business Connexions for BCX customers Nation wide
- Troubleshooting and resolutions of all ASA firewall related issues
- Troubleshooting all ISE related issues
- Troubleshooting and resolving all Cisco ISE related issues
- Troubleshooting and resolving all Cisco Sourcefire related issues
- Troubleshooting and resolving all Cisco routing issues
- Troubleshooting and resolving all Cisco switches related issues

- Troubleshooting and resolving all Cisco wireless related issues
- Escalate ticket to Cisco by logging the TAC and be involved in the troubleshooting via Webex or online
- Endpoint security knowledge
- Network Vulnerability Assessment tools
- Thorough knowledge of network, firewalls services and equipment

4.2 Backup services skills

- Commissioning of new backup clients (Servers)
- Storage Health Check (Data Domains)
- Backup Hardware Configuration, monitoring and installation
- Testing applications file servers and exchange servers uptime
- Report writing
- Creation of Backup workflow, Policies and Schedule
- Provide data restore services as requested and/or required
- Manage archival of data at both local and remote sites
- Data Ceding/Cloning and Replication (from Regions to DR Sites)
- Provide statistics showing successful completion of backups
- Take corrective action for any data backup that does not complete successfully
- Ensure Data is Successfully Backed up and properly stored in the event restore is necessary.
- Knowledge of backup snapshots
- Thorough knowledge of backup solutions, services and equipment

The engineers must be available as soon as procurement is finalised in line with the agreed Service Level Agreement terms. The engineers will work within the department for the agreed period of 4 months as outlined in the SLA.

5. Additions to Mandatory requirements:

- The services provider must provide 2 CV's
- Engineers must have a minimum of 3-5 years' experience in the Cisco, ExaGrid, HP, Dell and Veeam environments.

6. Firewalls/ Security and Backup Services Aspects:

- Single point of contact for all security and backup related services.
- End to end Firewalls Management, Cisco ISE, Cisco Sourcefire, Cisco Routing and Switches
- End to End Backup knowledge with Veeam software knowledge
- Knowledge of ExaGrid, HP hardware
- Network scans, resolution and use of all security tools
- Provide support, upgrades on relevant equipment as and when it is required.
- Projects initiation and reporting

7. Deployment

The bidder will be expected to provide a deployment strategy for the resources.

8. Service Level

The bidder and DPWI will enter into a Service Level Agreement which includes but not limited to the following:

- Maximum of 1 week deployment after the award
- Execute ICT security tasks at all DPWI regional offices and sites.

9. Delivery times

The Service Provider's engineers, subsequent to award be expected to deploy the engineers within 2 (two) working days from receipt of the official order, or otherwise as agreed upon in the SLA.

The agreement must be in line with General Conditions of Contract as specified by National Treasury.

10. Bid Price

The bid price should be for the duration of the project four (4) months billed monthly as per structure below:

Month	Price VAT Inclusive	Engineer 1 (amount)	Engineer (Amount)
Month 1	Amount in Rands		
Month 2	Amount in Rands		
Month 3	Amount in Rands		
Month 4	Amount in Rands		

The proposal should be packaged according to the Technical Scope and specifications.

11. Evaluation criteria

Mandatory Requirements (Please click the box e.g.)

Please note: All requirements must be responded to without any modification on the template. Bidders must provide substantiation as an annexure and indicate the reference where substantiation is required.

11.1

The Engineers should be willing to work after hours, weekends and sometimes on public holidays.	Comply	Not Comply
	<input type="checkbox"/>	<input type="checkbox"/>
Substantiate: Please provide the additional details on how this will be done.		

11.2

Provide engineers who have knowledge of the public sector or have worked in a government environment before.	Comply	Not Comply
	<input type="checkbox"/>	<input type="checkbox"/>
Substantiate: Engineers must have 3-5 years working experience in security, networks and firewalls.		

11.3

Engineers must have thorough knowledge of networks and ICT security, backup environment tools and services	Comply	Not Comply
	<input type="checkbox"/>	<input type="checkbox"/>
Substantiate: Please provide the additional details on how this will be done.		

11.4

The engineers must have more than 3 years knowledge of firewalls and backups.	Comply	Not Comply
	<input type="checkbox"/>	<input type="checkbox"/>
Substantiate: Please provide the additional details on how this will be done.		

11.5

Engineers must have knowledge of endpoint security and vulnerability assessment tools and backup services respectively.	Comply	Not Comply
	<input type="checkbox"/>	<input type="checkbox"/>
Substantiate: Please provide the additional details on how this will be done.		

11.8

The engineers must be able to diagnose, resolve and initiate projects from start through finish.	Comply	Not Comply
	<input type="checkbox"/>	<input type="checkbox"/>
Substantiate: Please provide the additional details on how this will be done.		

Evaluation

All bids must comply with all administrative requirements stipulated as part of the Request for Quotation including compliance to specification. Failure to comply with administrative requirements will lead to disqualification.

Quotations will be evaluated on 80/20 scoring model, where 80 is price and 20 is preference points..