



Part 2/2

REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER INFORMATION SECURITY SERVICES FOR A PERIOD OF TWO (02) YEARS

RFP NO.: NHBRC 19/2016

CLOSING DATE: 10 November 2016

TIME: 11:00

COMPULSORY BRIEFING SESSION

DATE: 20 October 2016

TIME: 11:00 am

VENUE: NHBRC HEAD OFFICE: 5 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG

1. TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the National Home Builders Registration Council (NHBRC) and it is made available to the Bidders on the following basis.

Bidders submitting a Bid in response to this RFP are deemed to do so, on the basis that they acknowledge and accept the terms and conditions set out below:

- 1.1 The NHBRC reserves the right to amend, modify or withdraw this RFP or amend, modify or terminate any of the procedures or requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any person.
- 1.2 The NHBRC reserves the right to carry out site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its RFP Bid.
- 1.3 This RFP is not intended to form the basis of a decision to enter into any transaction involving the NHBRC, and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.4 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of 90 Days from the date of submission to the NHBRC. The offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder, unless and until a definitive Agreement and other related transaction documents are concluded between the NHBRC and the Preferred Bidder.
- 1.5 The distribution of this RFP outside the Republic of South Africa may be restricted or prohibited by the laws of other countries. Recipients of this RFP are advised to familiarize themselves with and comply with all such restrictions or prohibitions applicable in those jurisdictions, and neither the NHBRC, nor any of their respective directors, officers, employees, agents, representatives or advisors, accepts liability to any person for any damages arising out of or in connection with the breach of any restriction or provision outside the Republic of South Africa. Persons contemplating submitting a Bid are advised to obtain legal advice as to the possible consequences thereof in terms of the law of the jurisdictions in which they are located.
- 1.6 Recipients of this RFP document may only distribute it to other parties whom they wish to involve as part of their Bidder consortium in submitting a Bid.
- 1.7 Neither the NHBRC nor any of their respective directors, officers, employees, agents, representatives or advisors will assume any obligation for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to the RFP.
- 1.8 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. A failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.9 Any material change in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid, shall require the prior written approval of the NHBRC, and any failure to seek such approval from the NHBRC shall result in the NHBRC being entitled, in its sole discretion, to exclude the relevant Bidder from any further participation in the bid process. The NHBRC shall be the sole arbiter as to what constitutes a "material change in the control and/or composition of any

Bidder”, and as to what constitutes a “core member of a Bidder” for purposes of such approval. Any request for such approval shall be made to the NHBRC’s Supply Chain Management in writing and shall provide sufficient reasons and information to allow the NHBRC to make a decision. The NHBRC reserves the right to accept or reject any such request for approval at its sole discretion.

- 1.10 Compulsory Briefing Session: A compulsory briefing session will be held, the sharing of information and clarifications of issues related to this Bid, as given by the NHBRC during such session will form part of this Bid and responses.
- 1.11 Any requirement set out in this RFP that stipulates the form and/or content of any aspect of a Bid, is stipulated for the sole benefit of the NHBRC, and save as expressly stated to the contrary, may be waived by the NHBRC in its sole discretion at any stage in the RFP process.
- 1.12 The NHBRC and its advisors may rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.13 All Bids submitted to NHBRC will become the property of the NHBRC and will as such not be returned to the Bidder. The NHBRC will make all reasonable efforts to maintain proposals in confidence. Proprietary information should be identified as such in each proposal.
- 1.14 If the NHBRC amends this RFP, the amendment will be sent to each Bidder in writing or publicized as the case maybe. No oral amendments by any person will be considered or acknowledged.
- 1.15 The Bid submitted by the bidder shall be considered irregular if they show any omissions, alteration of form, additions, or conditions not called for, or irregularities of any kind. However, the NHBRC reserves the right to waive any irregularities and to make award in the best interest of the company.
- 1.16 The NHBRC reserves the right to accept or reject in part or whole any bid submitted, and to waive any technicalities for the best interest of the company.
- 1.17 RFP’s shall be rejected, among other reasons, where bids are received after the closing date and time as specified in the RFP.
- 1.18 Potential service provider(s) shall be disqualified and their bids not considered among other reasons, for any of the following specific reasons:
 - 1.18.1 If the SCM Mandatory Documents are not submitted and completed (as per checklist)
- 1.19 The NHBRC reserves the right to require that any bidder provide a formal presentation of its RFP at a date and time to be determined by the NHBRC. The NHBRC shall provide all instructions and clarification regarding the purpose and scope of the demonstration. All expenses must be borne by the bidder.
- 1.20 All costs associated with the preparation and submission of the Bid is the responsibility of the Service provider(s). The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.
- 1.21 This document is released for the sole purpose of responding to this RFP and must be considered confidential. In addition, the use, reproduction or disclosure of the requirements, specifications or other material in this RFP is strictly prohibited.
- 1.22 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

2. BACKGROUND

2.1. ABOUT THE NHBRC

2.1.1 The mandate of the (NHBRC) is in accordance with the Housing Consumers Protection Measures Act 95 of 1998 as amended (“the Act”) providing warranty protection against defects in new homes. The Act states that the objects of the Council which are inter alia as follows:

- “to regulate the home building industry”;
- “to establish and promote ethical and technical standards in the home building industry”;
- and
- “to improve structural quality in the interests of housing consumers and the home building industry”.

The Council is furthermore empowered by the Act:

- “to engage in undertakings to promote improved structural quality of homes constructed in the Republic;
- ”to engage in undertakings to improve ethical and technical standards in the home building industry;
- “to keep a record of competent persons”; and
- “to generally do all things necessary or expedient to achieve its objects and the objectives of this Act.”

2.1.2 The NHBRC's primary mandate is to manage the risk of structural defects in the home building industry and in so doing, protect the consumer. A prime activity of the NHBRC is to manage its risk exposure in terms of the warranty scheme, in order to ensure that it is not unduly exposed to claims. The current risk management tools being used by the Council include the Registration of Home Builders, enrolment and inspection of homes, the Home Building Manual which incorporates design and construction rules, and the appointment of competent persons by the Home Builder to perform certain tasks.

2.1.3 The NHBRC is a statutory body with the responsibility to provide warranty cover (protection) and regulatory services to the home-building industry. This is done in terms of the Act . It is the NHBRC’s mandate to provide protection to housing consumers against defined defects and to regulate the home building industry. Our mandate determines our scope of business as well as the principles and area of business in which we operate. As a consequence, our business is focused on specific business models in defined geographical areas with specific business objectives for all South African Housing Consumers.

The NHBRC is a medium sized organization with a staff complement of six hundred and fifty (650) employees. The NHBRC’s head office is located in Sunninghill, Gauteng with nine (9) regional offices of varying size, and twelve (12) satellite offices.

3. PROJECT OVERVIEW

3.1 Purpose

The main objective is to appoint an Information security service provider to provide services in respect of:

- Implementation of the Information Security Policy
- Implementation of the Information Security Strategy
- Other related security documents and plans

The successful service provider will be expected to provide the NHBRC with four (04) information security consultants or resources on secondment at the NHBRC for a period of Twenty Four (24) months.

3.2 Business Objectives

The NHBRC has now been in operation for seventeen (17) Years and is on a significant growth path, as the organization grows; it is looking at streamlining its processes and enabling itself for a high rate of growth. Information Security has been identified as one of the critical functions that will assist the business to meet its objectives.

The NHBRC is significantly changing its approach to delivering on its mandate. The NHBRC perceives its external stakeholders as business partners in order to jointly achieve success. The information security services will also ensure that controls are embedded in systems during project planning, designing, testing and execution. This is critical especially taking into consideration that business projects such as NHBRC online, Unified communications, stabilizing of the SAP environment and Mobile office.

One of the main objectives of the NHBRC is to ensure that information security approach is structured, well designed, planned, aligned with business objectives and executed properly.

3.3 Scope of Works

The successful service provider will be responsible for assisting NHBRC to implement the Information Security Strategy, Policies, Programs which include security operations, Information Security Architecture as well as implementing security solutions.

3.3.1 Operating model

The appointed service provider will provide NHBRC with four (4) suitable qualified consultants on a full time basis for period of (2) years to assist with the implementation of the following:

- Implementation of the Information Security Strategy
- Implementation of the Information Security Policy and Procedures
- Implementation and maintenance of the Information Security Program

3.3.2 Security Architecture

The appointed service provider is expected to design, document and implement NHBRC Information Security Architecture covering the following amongst others:

1) Network Segmentation, Filtering and Access Control	5) Identity and Access Management	9) Information Leakage Prevention
2) Software and patch management	6) Authentication Services	10) Security Event Log Management and Correlation
3) Vulnerability Monitoring	7) Messaging and Communication Security	11) Intrusion Prevention / Detection
4) Endpoint and Mobile Device Security	8) Application Security	12) Any Other agreed upon best practice

3.3.3 Security Operations

Manage all day-to-day aspects of Information Security Operations including:

1) Identity and Access Management	6) Cryptographic Services and Key Management
2) Malicious Code Management and Content Filtering	7) Security Event Monitoring
3) Network Security	8) Intrusion Detection and Prevention
4) Vulnerability Management	9) Information Security Incident Response
5) Application Security	10) Information Security Risk Assessment and Management

3.4 Security Specialists

The successful service provider will be required to provide four (4) Information Security Consultants who specializes in the following security areas respectively:

3.4.1 Network Security

- Control access to the network devices and software
- Perform security activities on the firewall, routers, switches, etc.
- Design the network such that it is secure (e.g. design DMZ)
- Ensure secure wireless network configuration
- Ensure sensitive transmission is encrypted

3.4.2 Applications Security (particularly SAP environment)

- Control access to applications
- Secure the code
- Ensure secure transmission of information
- Perform patch management activities to applications

3.4.3 Web Security

- Control access to web servers and web clients
- Ensure that NHBRC websites and web services and all online applications or systems are secure

3.4.4 **General security functions**

- Control access to all other systems, databases, etc.
- Perform on-going security monitoring
- Perform on-going penetration tests and vulnerability assessments and put controls in place to manage risk
- Conduct patch management activities
- Manage the anti-virus software to ensure that ICT systems are protected against malicious software
- Participate in ICT projects and put controls in place for acquisition of new systems or upgrading of the existing systems

3.5 **NHBRC Service Expectation**

As part of the service expectation the following key elements will be required to be addressed:

- NHBRC working hours are from 8h30 to 16h30, the service provider will be required to work eight (8) hours a day.
- Service provider will be expected to work after hours or during weekends if required (e.g. during a virus outbreak, serious security breach, etc.).
- Security consultants or personnel will be based at NHBRC Head Offices in Sunninghill on a full time basis.
- Security consultants may be required to travel to other NHBRC regional offices if required.
- Security consultants will be expected to provide high quality work.
- Security consultants are expected to deliver assigned tasks and daily duties as per the agreed time frames.

3.5 **Project Schedule**

The duration of the project will not exceed twenty four (24) months.

4. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

4.1 **Required Information**

The NHBRC requires the services of interested and competent companies that are accredited and experienced in the field of Information Security.

4.2 **Mandatory Requisites of the Service Provider:**

The seconded Information Security Consultants should have the following qualifications and competencies:

- A minimum three (03) year IT Qualification (x 4 resources)
- Each of the four (04) required resources are required to possess atleast one of the following certificates:

1. **Certified Information System Security Professional (CISSP) Certificate**
2. **CISM Certified Information Security Manager (CISM)**
3. **Certified in Risk for Information System Control (CRISC)**
4. **Certified Ethical Hacker (CEH)**
5. **Certified Information Systems Auditor (CISA)**
6. **Offensive Security Certified Professional (OSCP)**

In addition to the above, you are requested to attach a concise cv with relevant experience for each resource.

4.3 Functionality documents to be submitted:

The following is what is required to be submitted by the bidders.

4.3.1 During the last five (5) financial years, the bidder must have completed similar projects. The bidder must submit a summary of the projects in the format presented below:

Name of Project	Project Description	Project Period (Start date – End date)	Contract Value (incl. VAT)	Client Name	Client Contact Tel
	Total				

4.3.2 Provide a reference letters of completed projects, of the letter must be provided by the client, on the client's letterheads, and signed off by an authorized delegated employee of the client.

Name of project:

Name of Client:

Client Contact Details

Contact person:

Role in Project:

Contact Tel No:

Contact Cell:

Project Start Date:

Project Completion Date:
Contract Amount (incl. VAT):
Summary of Project (maximum 200 words).

Note: Please attach a reference letter from the client indicating successful completion of the project as per the client's brief.

4.3.3 Capability of Bidder's Resources

The service provider is required to demonstrate that each of the four (04) qualified resources mentioned in paragraph 4.2 has adequate experience in similar projects.

This combined experience must include but not limited to:

- Experience in Information Security and Data Protection
- Experience in an ICT Environment
- Analytical skills (experience in security monitoring and reporting)
- Knowledge and understanding of ISO 27000, PCI DSS and POPI
- Knowledge and understanding of architecture framework such as TOGAF and Zachman
- Experience in information security Architecture
- Skills in network, web, application, database security and operations

The above will be determined using Curriculum Vitae for each of the four (04) resources.

4.4 Project Proposal

In addition to the above, the bidder must provide a detailed project proposal.

4.4.1 The proposal document must outline the profile of the company and intended/proposed approach to the Project,

4.4.2 The approach and methodology must be clearly stipulated and must cover all aspects in section 3

4.4.3 The proposed fee structure should be outlined in detail as follows: (mandatory requirement)

- Year one (1) fee; (160 Hours per resource per month x 4 resources x 12 months)
- Year Two (2) fee (including escalations);
- Kindly note there may be instances where work will be carried out after hours so as not to affect the day to day business operations.
- In instances where the resource is unable to present him/herself to the NHBRC for unreasonable periods, the service provider should make provision to provide temporary support so as not to hamper the day to day business operations.
- In instances where the NHBRC is not satisfied with the service rendered by any one/or all of the resources, the service provider is obliged to replace those affected resources within a reasonable time.

- Travel, accommodation costs and any other disbursements should be included in the fee structure as no additional costs will be considered by the NHBRC.
- A total budget inclusive of VAT and all other costs (if applicable) should be presented.

5. TECHNICAL AND PRICE EVALUATION CRITERIA

5.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (3) stages namely:
 Stage 1: Compliance check of Mandatory Requirements;
 Stage 2: Functional Evaluation; and
 Stage 3: Price and Preference Points

Stage 1: Compliance check of Mandatory Requirements

DOCUMENTS TO BE SUBMITTED			
No.		Please note; the items marked with an (X) are mandatory requirements and failure to meet the requirements will result in your bid being disqualified.	Yes/No
1.	X	SBD1 Invitation to bid which must be signed and thoroughly completed.	
2.	X	SBD2 Tax Clearance Certificate which must be valid.	
3.	X	Proposed Fee Structure	
4.	X	SBD 4 Declaration of interest must be signed and thoroughly completed.	
5.	X	SBD 6.1 Preference claim form must be signed and thoroughly completed regardless if points are claimed or not.	
8.	X	SBD 8 Declaration of Bidder's past supply chain management practices must be signed and thoroughly completed.	
9.	X	SBD 9 Certificate of independent bid determination must be signed and thoroughly completed.	
10.	X	A minimum of three (03) year IT Qualification (x 4 resources)	
11.	X	Each of the four (04) required resources are required to possess atleast one of the following certificates: 1. Certified Information System Security Professional (CISSP) Certificate 2. CISM Certified Information Security Manager (CISM)	

		3. Certified in Risk for Information System Control (CRISC) 4. Certified Ethical Hacker (CEH) 5. Certified Information Systems Auditor (CISA) 6. Offensive Security Certified Professional (OSCP)	
12	X	Compulsory Briefing Session (Attendance)	

Stage 2: Functionality in terms of the set technical evaluation criteria

Bids must fully comply with all the Mandatory Requirements for the **Stage 1: Compliance check of Mandatory Requirements** in order to qualify for **Stage 2: Functional Evaluation** and those bids which fail to comply with all the requirements of Stage 2 will be invalidated or disqualified from the process.

The following values will be applicable when evaluating the bid

5=Excellent 4=Very good 3= Good 2= Average 1= Poor 0= Non-compliance

No.	Evaluation Criteria	Description	Weight
1	Refer to Para 4.3.1	Bidders Experience 0 Years' Experience = 0 Points 1 – 2 Years' Experience = 2 Points 3 – 4 Years' Experience = 3 Points 5 Years' Experience = 4 Points More than 5 Years' experience = 5 Points	25
2	Refer to Para 4.3.2	Bidders Reference Letters 0 reference letters = 0 Points 1 – 2 reference letters = 2 Points 3 – 4 reference letters = 3 Points 5 - reference letters = 4 Points More than 5 completion certificates = 5 Points	25
3.	Refer to Para 4.3.3	Capability of Resources Less than three Years' experience* for each resource = 0 points Three – Four Years' experience* for each resource = 3 Points Five years or more experience* for each resource = 5 Points	50

		<p>*In order to attain points, the bidder must demonstrate the combined experience of their resources must include but not limited to:</p> <ul style="list-style-type: none"> • Experience in Information Security and Data Protection • Experience in an ICT Environment • Analytical skills (experience in security monitoring and reporting) • Knowledge and understanding of ISO 27000, PCI DSS and POPI • Knowledge and understanding of architecture framework such as TOGAF and Zachman • Experience in information security Architecture • Skills in network, web, application, database security and operations <p>The above will be determined using Curriculum Vitae for each of the four (04) resources.</p>	
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5.2 Technical (Functional) Assessments' minimal acceptable requirements:

TOTAL SCORE = 100

After considering the functional pre-qualifying criteria, a bidder is considered to have passed Stage 2 (Functional Requirements) if the TOTAL score is equal to, or greater than 70 points

Stage 3: Price and Preference Points Evaluation

Only bids that achieve minimum qualifying score **(70 points)** for **Stage 2 (Functional Requirements)** will be evaluated further.

The contract will be awarded in terms of Regulations 4 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000) and Preferential Procurement Regulations, 2011 and bids will be adjudicated in terms of a (90/10) preference point system in terms of which points are awarded to bidders on the basis of:

90/10 Preference point system (for acquisition of services, works or goods with a Rand value more than R1million) (all applicable taxes included)

$$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where;

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

The points scored will be rounded off to the nearest two decimal places.

The points will be awarded to a Bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

BBBEE Level	90/10
Level 1	10
Level 2	9
Level 3	8
Level 4	5
Level 5	4
Level 6	3
Level 7	2
Level 8	1
Non-Compliant Contributor	0

The points scored for price will be added to the points scored for B-BBEE status level to obtain the Bidders total points scored out of 100 points.

6. RFP SUBMISSION INSTRUCTIONS

- 6.1** All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 5 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

7. AVAILABILITY OF THE RFP DOCUMENT

- 7.1** Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **17 October 2016**.
- 7.2** There will be a compulsory briefing session that will be held on the **20 October 2016 at 11h00 am** at the **NHBRC HEAD OFFICE: 5 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

8. RFP CLOSING DATE

- 8.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 5 Leeuwkop Road, Sunninghill on or before the **10 November 2016 at 11h00 am**. No emailed or faxed Bids will be accepted. The Bid document should be supplied in a sealed envelope and clearly marked (**Copy or Original**) with the Bid number and the full name of the service provider(s).
- 8.2 **No late submissions will be accepted.**

9. VALIDITY PERIOD OF BIDS

- 9.1 All bids submitted by the bidders must be valid for a period of 90 days from the closing date specified above.

10. ENQUIRIES SHOULD BE DIRECTED TO BOTH:

- 10.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Person: Ricardo Francis

E-mail address: ricardof@nhbrc.org.za

11. SUBMISSIONS OF PROPOSALS

- 11.1 Submission of bid MUST include **one** (1) original and **three** (3) copies of the proposals in a clearly marked (**Copy or Original**) envelope and deposited into the Bid box.
- 11.2 All costs and expenses incurred by the Bidder relating to the participation in, and preparation of this proposal process shall be borne by the Bidder exclusively. All documentation and manuals submitted in respect of this RFP shall be retained by NHBRC, whether or not the proposal is accepted.