



REQUEST FOR PROPOSALS FOR THE APPOINTMENT OF A SUITABLE SERVICE PROVIDER TO RENDER MANAGED INFORMATION SECURITY SERVICES FOR A PERIOD OF THREE (03) YEARS

RFP NO.: NHBRc 11/2021

CLOSING DATE: 05 AUGUST 2021

TIME: 11:00am

NON-COMPULSORY BRIEFING SESSION
--

DATE: 23 JULY 2021

TIME: 11:00am

Link for Virtual non-compulsory briefing session:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2FhZDkzMGEtMDY4MC00NGYwLTg1YTItOTUwNTkxMWI3MjA3%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d

Link for briefing session can also be Accessed on the NHBRc website: www.nhbrc.org.za/current-tenders

1. TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the 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 Bidder must be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that, if it is successful, it remains so registered and further ensure that the information on the CSD is up-to-date for the duration of the contract.
- 1.2 The Bidder must ensure that it is tax compliant at the time of submitting its bid in response to this RFP, and if it is successful, it remains tax compliant for the duration of the contract. In this regard, the Bidder undertakes to provide the NHBRC with a Tax Clearance Certificate issued by the South African Revenue Services ("SARS") on an annual basis, confirming that it is tax compliant.
- 1.3 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.
- 1.4 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.
- 1.5 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.
- 1.6 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.
- 1.7 A Bid submitted in response to this RFP will constitute a binding offer which will remain binding and irrevocable for a period of ninety (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 binding Agreement and other related transactions/documents are concluded between the NHBRC and the Preferred Bidder.
- 1.8 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.

- 1.9 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.
- 1.10 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.
- 1.11 No entity may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the NHBRC, result in disqualification of the relevant entity.
- 1.12 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 disqualify 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 (“SCM”) 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.
- 1.13 Briefing Session: There will be non-compulsory briefing session. The sharing of information and clarifications of issues related to this Bid, as given by the NHBRC will form part of this Bid and responses.
- 1.14 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.
- 1.15 The NHBRC and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.16 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.
- 1.17 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.
- 1.18 The NHBRC reserves the right to accept or reject the Proposal.
- 1.19 RFP’s shall be rejected, among other reasons, where Bids are received after the closing date and time as specified in the RFP.
- 1.20 Potential service provider(s) shall be disqualified and their Bids not considered among other reasons, for any of the following specific reasons:
 - 1.20.1 If the SCM Mandatory Documents are not submitted and completed as per this RFP; and/or
 - 1.20.2 The Bid contains irregularities.

1.21 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 presentation. All expenses must be borne by the bidder.

1.22 All costs associated with the preparation and submission of the Bid is the responsibility of the Bidder. The costs shall not be chargeable to the NHBRC by successful or unsuccessful Bidder.

1.23 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.

1.24 All Bids must be formulated and submitted in accordance with the requirements of this RFP.

3. PROJECT OVERVIEW

3.1 Purpose

3.3.1 The main objective is to appoint a managed information security service provider to provide services in respect of:

3.3.1.1 Implementation of the reviewed Information Security Policy.

3.3.1.2 Enforce other information security procedures such as the Access Management Procedure.

3.3.3.3 The successful service provider will be expected to provide the NHBRC with outsourced managed information security services, for a period of three (03) years.

3.2 Business Objectives

3.2.1 The NHBRC has now been in operation for more than twenty (20) 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.

3.2.2 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 the systems when executing daily operational functions and during project planning, designing, testing and execution. This is critical especially taking into consideration business projects such as NHBRC online services, Unified Communications, stabilizing of the SAP environment, Mobile offices etc. The NHBRC has twenty-three (23) offices nationally.

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

3.3 Scope of Works

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

3.3.2 The successful service provider will be required to provide the NHBRC with a Security Operations Centre (SOC) which will offer security as a service.

3.3.3 In order to achieve that, a Managed Security Services which covers the following areas would be beneficial for the organisation:

3.3.3.1 **Anti-Virus** – Implementation and monitoring of NHBRC's current Anti-Virus software.

3.3.3.2 **Patch Management** – Implementation and monitoring of NHBRC's patch management software.

3.3.3.3 **Vulnerability Management** – conduct network penetration test and vulnerability assessment twice a year, and implement relevant remedial actions. The assessment should cover applications, databases, networks, servers and endpoint devices within the NHBRC domain. Provide reports with recommendations and implement those recommendations.

3.3.3.4 **Security Incident Management and Response** – Integration with the current helpdesk while ensuring that all security incidents are effectively and efficiently responded to, in order to minimise business disruptions (e.g. virus outbreak). Develop security incident response plan which includes support after implementation and manage it for a period of three (03) years

3.3.3.4 **Email security** – monitoring of the accesses and contents of all implemented mailboxes or accounts. This must include anti-spam, anti-virus, anti-phishing, data loss prevention, secure messaging, automatic blocking malicious email, and threat visibility and response.

3.3.3.5 **Firewall Management** – monthly interrogate reports and provide recommendations for access to web content.

3.3.3.6 **Identity and Access Management** – ensure that the Information Security Policy and the Access Management Procedure are implemented and complied with. Implement the current identity and access management solution, that ensures that users have access to authorised resources, access is appropriate, and access is used appropriately. Report on privilege accounts and ensure segregation of duties. Ensure access is terminated or disabled as-and-when required.

3.3.3.7 **Intrusion Detection and Prevention System (IDS / IPS)** – monitor and make recommendations on reports received for Intrusion detection and prevention.

- 3.3.3.8 **Real Time Threat Analysis** – analyse reports received from real-time visibility into the organisation’s security posture, constantly monitoring using existing NHBRC licensed products for cyber threats and security misconfigurations including logs of critical systems, and provide immediate alerts.
 - 3.3.3.9 **Web Security** – analyse and provide recommendations ensuring that confidential information that is stored online is protected from unauthorised access and modification. Implement and manage security controls for web applications.
 - 3.3.3.10 **Application Security** – improve the security of applications by finding, and preventing security vulnerabilities.
- 4. **Monthly Meetings** – as part of performance measurement, the successful service provider will be required to hold monthly meetings with the NHBRC Information Security team which will cover the following:
 - 1. **Anti-Virus**
 - 2. **Patch Management**
 - 3. **Vulnerability Management**
 - 4. **Security Incident Management and Response**
 - 5. **Email security**
 - 6. **Firewall Management**
 - 7. **Identity and Access Management**
 - 8. **Intrusion Detection and Prevention System (IDS/IPS)**
 - 9. **Real Time Threat Analysis**
 - 10. **Web security**
 - 11. **Application Security**
- 5. **Skills transfer – the successful service provider will be expected to transfer skills to NHBRC Information security team.**
- 6. **NHBRC Service Expectation**

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

 - 1. The service provider is expected to be available between NHBRC working hours which are from 8h30 to 16h30.
 - 2. The Service provider will be expected to work after hours and during weekends where required (e.g. during a virus outbreak, serious security breach, or as a project deliverable etc.).
 - 3. The Service provider will be expected to provide a 24 hour-monitoring services.
 - 4. The Service provider may be required to travel to other NHBRC regional offices if required.
 - 5. The Service provider will be expected to provide high quality work.

6. The Service provider will be expected to deliver assigned tasks and daily duties as per the agreed time frames.
7. If a need arise for the resource to travel to any NHBRC Offices, Eric Molobi and Tshwane Office other than the Head Office, the NHBRC will arrange the travel and bear the cost.

7. TECHNICAL DATA TO BE SUBMITTED BY BIDDER

7.1 General Information

7.1.1 The NHBRC requires the Services of interested and competent organizations or companies that have experience in Managed Information Security Service and the service provider is expected to provide proof of expertise.

7.1.2 Requisites of the Service Provider:

7.1.2.1 A detailed proposal:

- Understanding of terms of reference.
- Quality Assurance measures (process and control).
- Methodology/process to successfully deliver the Managed Information Security Service.
- Consultants assigned to the project must have experience and relevant certification in information security services. (Please attach CVs and indicate roles of individuals with qualifications).
- Detailed Pricing Schedule (Refer to Annexure A for pricing schedule as attached on this document
- Reference letters from previous and or current clients confirming that they have been involved in similar projects.

7.2 The following is what is required to be submitted by the bidder.

7.2.1 The minimum of five (05) projects the bidder has completed in the last five years, 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

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.(Excluding the NHBRC)

- Expertise and experience of key personnel
- The successful service provider will be required to provide the expertise, qualifications and experience to successfully deliver n Information Security Services.
- Suitably qualified and experienced technical personnel must be assigned to this project. Please complete a summary detail of the main Project Team in the format shown below:

NO	PROJECTS COMPLETED IN THE LAST FIVE (05) YEARS					Professional Registration
	Full Name	Role in Project	Current Academic Qualifications	Key Area of Specialization	Years of Experience in the industry	
1.						
2.						
3.						
4.						
5.						

*Please attach recently certified copies of academic qualifications, not older than three (03) months.

Note, in addition please provide the following:

- CV for each of the project team members highlighting specific and relevant qualifications and experience.
- Key personnel may only be replaced by the personnel with similar expertise over the life of the contract and written permission must be obtained from the NHBRC.

7.2.3 Capability of Bidder's Resources

The service provider is required to demonstrate that they have resources and adequate experience in similar projects.

This 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, PAIA, NIST, COBIT, ITIL
- Skills in network security, web security, application security, database security and security operations.

8. TECHNICAL AND PRICE EVALUATION CRITERIA

8.1 In accordance with the NHBRC Supply Chain Management Policy, the bid evaluation process shall be carried out in three (03) stages namely:

8.1.1 **Stage 1:** Compliance check of Mandatory Requirements.

8.1.2 **Stage 2:** Functional Evaluation Criteria

8.1.3 **Stage 3:** Price and Preference Points Evaluation

8.2 Stage 1: Compliance check of Mandatory Requirements

8.3 In order to be considered each service provider is required to submit the following mandatory documentation:

All mandatory documents as per the SCM Mandatory Checklist in this RFP should be completed in full, signed and submitted with the Bidder's response to this RFP. Failure to comply with this requirement or submission of false, fraudulent, or misleading information or documents will result in the disqualification of the Bidder or termination of the successful bidder's contract. In this regard, the NHBRC reserves its rights to take appropriate legal action.

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.		Valid B-BBEE Status Level or Certified Copy/Affidavit signed by the Commissioner of Oaths on the DTI template.	
2.	X	SBD1 Invitation to bid, Make sure it is completed signed.	
3	X	SBD 3.1 - Pricing Schedule (Firm Price) Make sure it is completed	
4.	X	Annexure A Pricing schedule (including a detailed costing breakdown of all costs and escalation per annum	
5.	X	SBD 4 Declaration of interest, Must be fully completed and signed.	

6.	X	SBD 6.1 Preference claim form should be completed and signed, regardless if points are claimed or not.	
7.	X	SBD 8 Declaration of Bidder's past supply chain management practices, Must be fully completed and signed.	
8.	X	SBD 9 Certificate of independent bid determination, Must be fully completed and signed.	
9.	X	<p>Bidder must provide valid proof of certification with at least one of the following:</p> <ul style="list-style-type: none"> a. Information Systems Audit and Control Association (ISACA) b. Certified Ethical Hacker (CEH) c. CISM (Certified Information Security Manager (CISM) d. CompTIA Security+, e. Certified Information Systems Security Professional (CISSP) f. Certified Information Systems Auditor (CISA) <p>Please provide a Certified copy not older than three (03) months)</p>	
10	X	Bidder must provide valid proof of certification in AZURE Security (Certified copy not older than three (03) months	
11.		CSD (Central Supplier Database) report	
12.		General Conditions of the contract (GCC).	

8.4 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 failed to comply with all the requirements of Stage 1 will be invalidated or disqualified from the process.

The Bidders information will be scored according to the following points systems:

The following values and formulae will be applicable when evaluating the bid

Member score for criteria

$$\text{Member score for criteria} \times \text{Weight per criteria} = \text{Total Score per criteria}$$

Highest points for criteria

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

Item No	Evaluation Criteria	Description	Weight (%)
1	Number of years providing Information Security Services.	<p>At least five (05) years' experience the company has been providing information security services. Please attach list of projects completed of similar field.</p> <p>Bidder Experience</p> <p>0 Years' Experience = 0 Points 1 Year Experience = 1 Point 2 Years' Experience = 2 Points 3 Years' Experience = 3 Points 4 Years' Experience = 4 Points 5 Years' Experience and more = 5 Points</p>	20
2.	Client References	<p>The service provider must provide five (05) positive written contactable references indicating where information security service was successfully implemented.</p> <p>The reference letters from the clients of a bidder must include:</p> <ul style="list-style-type: none"> • Company name • Date of project completion • Company letterhead • Contact person and contact telephone numbers • The letter must be signed by a duly authorized person <p>Bidders Reference Letters</p> <p>0 Reference Letters = 0 Points 1 Reference Letters = 1 Point 2 Reference Letters = 2 Points 3 Reference Letters = 3 Points 4 Reference Letters = 4 Points 5 Reference Letters and more = 5 Points</p> <p>NHBRC reserves the right to call the clients to obtain further information</p>	30

Item No	Evaluation Criteria	Description	Weight (%)
3.	Capacity of staff	<p>The service provider must provide qualified team and senior security personnel that will be assigned to the project.</p> <p>(a) Two qualified information security personnel with cyber security certifications, registered with at least one of the following: Information Systems Audit and Control Association (ISACA), Certified Ethical Hacker (CEH), Certified Information Security Manager (CISM), CompTiA Security+, Certified Information Systems Security Professional (CISSP) , Certified Information Systems Auditor (CISA) and Certified in Azure and Microsoft 365 Security Solution</p> <p>(b) Senior security personnel with relevant Information Technology diploma or degree with relevant Information Security certification. (certified copy not older than three (03) months)</p> <p>Scoring</p> <ul style="list-style-type: none"> • None of the above provided = 0 Points • Two qualified information security personnel with cyber security certifications, registered with at least one of the following: Information Systems Audit and Control Association (ISACA), Certified Ethical Hacker (CEH), Certified Information Security Manager (CISM), CompTiA Security+, Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA) and Certified in Azure and Microsoft 365 security solution and Senior Security Personnel with relevant Information Technology Diploma or degree with relevant Information Security certification. (certified copy not older than three (03) months) = 3 Points • Three qualified information security personnel with cyber security certifications, registered with at least one of the following: Information Systems Audit and Control Association (ISACA), Certified Ethical Hacker (CEH), Certified Information Security Manager (CISM), CompTiA Security+, Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA) and Certified in Azure and Microsoft 365 security solution and Senior Security Personnel with relevant Information Technology Diploma or degree with relevant Information Security certification. (certified copy not older than three (03) months) = 5 Points 	50
		TOTAL	100

NB: The minimum threshold for functionality is 60 points out of 100 points. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points.

Stage 3: Price and Preference Points Evaluation

Only bids that obtained a minimum qualifying score **(60 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, 2017 and bids will be adjudicated in terms of a (80/20) preference point system in terms of which points are awarded to bidders on the basis of:

80/20 Preference point system (for acquisition of services, works or goods with a Rand value not more than R 50 million) (all applicable taxes included)

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

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	80/20
Level 1	20
Level 2	18
Level 3	14
Level 4	12
Level 5	8
Level 6	6
Level 7	4
Level 8	2
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.

9. RFP SUBMISSION INSTRUCTIONS

- 9.1 All RFP documents must be sealed in a clearly marked envelope and deposited into the tender box at the **NHBRC HEAD OFFICE: 27 LEEUWKOP ROAD, SUNNINGHILL, JOHANNESBURG**

10. AVAILABILITY OF THE RFP DOCUMENT

- 10.1 Bid documents can be downloaded on the NHBRC Website (www.nhbrc.org.za/current-tenders) from the **15 July 2021**.
- 10.2 There will be a **non-compulsory briefing session** that will be held on the **23 July 2021 at 11h00**
- 10.3 Link for non-compulsory briefing session: https://teams.microsoft.com/l/meetup-join/19%3ameeting_N2FhZDkzMGEtMDY4MC00NGYwLTg1YTItOTUwNTkxMWI3MDA3%40thread.v2/0?context=%7b%22Tid%22%3a%223fa2c7f2-3ceb-4b67-aec9-08d186f26abc%22%2c%22Oid%22%3a%2293ef1ab6-b088-4810-becf-7c6460872237%22%7d

11. RFP CLOSING DATE

- 11.1 Bid documents should be marked for Attention: Supply Chain Manager, and deposited into the Bid boxes at the NHBRC National Office, 27 Leeuwkop Road, Sunninghill on or before the **05 August 2021 at 11h00**. No emailed or faxed Bids will be accepted. The bid document should be supplied in a sealed envelope clearly marked (**one (1) Original hard copy and one (1) Memory Stick / USB with scanned original documents**) with the bid number and the full of the service provider(s).
- 11.2 **No late submissions will be accepted.**

12. VALIDITY PERIOD OF BIDS

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

13 ADMINISTRATIVE ENQUIRIES

- 13.1 The administrative enquiries may be directed to:

Department: Supply Chain Management

Contact Persons: Ms. Paballo Relela, Mr. Bernard Kekana

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

14. SUBMISSION OF PROPOSALS

- 14.1 Submission of bid **MUST** include one (1) Original hard copy and one (1) memory stick / USB with scanned original documents of the proposal marked (Original hard copy and memory stick / USB) envelope and deposited into the tender box. NB: The Original hard copy submission on the envelope **MUST** be the same as the electronic copy. Failure to comply will result in the bid being regarded as unacceptable.
- 14.2 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.

ANNEXURE-A (PRICING SCHEDULE)

Pricing Table: Bidders must comply with the following requirement when calculating their price. **Note:**
All prices must be inclusive of VAT.

Service Description	Year 1	Year 2	Year 3	Total
Implementation				
Monitoring				
Maintenance and Support				
Training and skill transfer				
Total				
Total (Incl VAT)				