



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: RFP-ICT-113

REQUEST FOR PROPOSAL (RFP) PACK

FOR ICT GOVERNANCE SUPPORT SERVICES FOR THE EAST LONDON INDUSTRIAL
DEVELOPMENT ZONE

START DATE: **14th October 2022**

CLOSING DATE: **4th November 2022 (12h00)**

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Four (4) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV Participation Documentation (If applicable)	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.

The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Section C:** Service Level Agreement
4. **Annexure 1:** Procurement Handbook
5. **Annexure 2:** Reference Letter



SECTION A: General Guidelines

FOR ICT GOVERNANCE SUPPORT SERVICES FOR THE EAST LONDON INDUSTRIAL
DEVELOPMENT ZONE

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

Ps = Points scored for price of tender under consideration

R = Percentage of the price

Pt = Rand value of tender under consideration

Pmin = Rand value of lowest acceptable tender

R must be up to a maximum of 80

Score Breakdown:

Price (R) = 80 points

BBBEE = 20 points

A maximum of twenty (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid Original or Certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation. Proposals with the total price exceeding the project estimate by 30% will not be considered.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- The RFP document will be available for download at no cost on **14 October 2022** at **12h00** (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >>Tenders>>Tender Reference Number.
- Questions relating to the RFP will be accepted until 16h00 on the 28 October 2022. All questions must be submitted to Zandile Mtebele via e-mail to zandile@elidz.co.za
- The closing date for this tender is at **12h00** on the **04 November 2022**;
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Tender documents are to be securely bound;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.

3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

- A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.
- A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.
- In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyside, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.

6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered, on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the DTI in consultation with the National Treasury.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the Project Manager only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,
 - (a) SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
3. List of applicable PPE required;
4. Letters of Good standing with workman's compensation where applicable;
5. Applicable legal appointments - as required;
6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

- 1 Copy of scope of work;
- 2 Copy of appointment;
- 3 PPE issue register;
- 4 Requisite training / competency certificates where applicable;

Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific “areas of work” (or parts of “areas of work”) of the tender as it sees fit.

Accordingly tenderer’s are advised to ensure that all prices submitted against each “area of work” are sufficient to cover the tenderer’s entire obligation as defined in these documents, required to provide each specific “area of work”.

16 POPIA

Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.
5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

17 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Four (4) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's	

18 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation will lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD registration certificate	
JV Participation Documentation (If applicable)	

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on **14 October 2022** at **12h00** (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> not later than **12h00** on the **04 November 2022**.

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or

2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed herein;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

FOR ICT GOVERNANCE SUPPORT SERVICES FOR THE EAST LONDON INDUSTRIAL
DEVELOPMENT ZONE

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1. Introduction

The objective of this bid is to appoint a suitable, independent service provider to implement ISO 27017/18 policies and procedure and to maintain the ISO 27001 certification for the East London Industrial Development Zone (ELIDZ) as required. The appointed service provider will also develop other ICT governance documents and perform maturity assessments.

1.1. The scope of this RFP includes the following:

The East London IDZ would like to appoint a service provider that will provide an on-site resource to support the document life cycle of our ICT governance documentation, as well as develop a plan to achieve our goal of retaining the ISO 27001, ISO 27017 and 27018 accreditations in the next three years. An annual external audit is also required to monitor progress and compliance.

High level project deliverables are as below:

- **Governance support:** Review, update and support ISO27001, ISO27017 and ISO2708 documents for a period of three years, including annual reviews of the ICT Master Systems Plan, ICT Architecture Framework, ICT Capacity Plan, Risk Register, ICT Governance Framework and ICT Compliance Framework.
- **ISO 27001/17/18 Compliance:** As part of post certification maintenance, the service provider is to provide an on-site resource is to review and update documentation, map processes, and advice implementation strategies, within the Information Security Management System (ISMS) framework and ISO Standards for a period of three years. The successful Service Provider will assist the ICT team with the annual Disaster Recovery simulation test.
- **ICT External Security Assessment:** The appointed service provider will perform two ICT penetration and Vulnerability assessment per annum (six in total for the three years) as well as simulated phishing campaigns.
- **ICT Maturity assessment:** As part of the project the service provider will conduct annual ICT digitization and CoBIT maturity assessments.
- The project is for a period of thirty-six (36) months.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section).

FUNCTIONALITY EVALUATION MATRIX

Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Skills Competency 60		15 OR 10 OR 0	More than one certified CISO (Chief Information Security Officer) resource
			One certified CISO (Chief Information Security Officer) resource
			No certified CISO (Chief Information Security Officer) resource
		15 OR 10 OR 5 OR 0	One certified ISO/IEC 27001 or 27017 or 27018 Lead Implementer resource
			One certified ISO/IEC 27001 or 27017 or 27018 Practitioner resource
			One certified ISO/IEC 27001 or 27017 or 27018 Foundation resource
			No certified ISO/IEC 27001 or 27017 or 27018 resource
		15 OR 10 OR 5 OR 0	One certified Cobit 2019/5 Assessor resource
			One certified Cobit 2019/5 Implementer resource
			One certified Cobit 2019 Foundation resource
			No Cobit 2019 certified resource
		15 OR 10 OR 5	Project team members have an average of 10 years or more relevant working experience with regards to ICT auditing and security \ cyber-security assessments
			Project team members have an average of 5 years or more relevant working experience with regards to ICT auditing and security \ cyber-security assessments
			Project team members have less than 5 years relevant working experience with regards to ICT auditing and security \ cyber-security assessments
Proposed Solution Approach / Methodology (10)		10	Proposal complete and detailed (with project methodology, engagement model, engagement, proposed approach to achieving the project deliverables).
		5	Proposal not complete and/or detailed (with project methodology, engagement model, engagement, proposed approach to achieving the project deliverables).
		0	No solution approach/methodology proposed
Experience / References for Cyber security (10)		10	Two or more relevant reference letters provided in the ELIDZ template.
		5	One relevant reference letter provided in the ELIDZ template.
		0	No reference letter and/or reference letters provided in non- ELIDZ template.
Experience / References for ICT Governance support (20)		20	Two or more relevant reference letters provided in the ELIDZ template.
		10	One relevant reference letter provided in the ELIDZ template.
		0	No reference letter and/or reference letters provided in non- ELIDZ template.

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Monthly payment milestones will be attached to the service level agreement.

All service providers need to ensure that the price tendered sufficiently covers the service provider's obligations under this project and will allow for the proper completion of the project.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence on the 01 December 2022 after the signing of the service level agreement and subject to our board's approval.

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyside, East London or anywhere the service is required.

3. Detailed Requirements

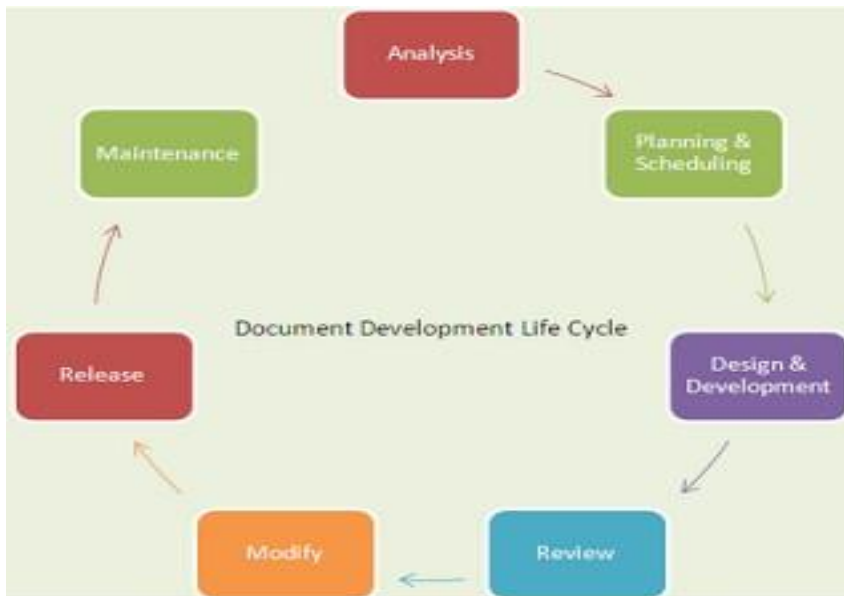
3.1. Governance Support and ISO 27017/18 Accreditation

Service provider to develop where required and steer compliant documentation through the annual document life cycle as below:

- Analysis of current draft and approved documents
- Identify gaps and develop required plans
- Develop new documentation as per required compliance
- Presentations and workshops with relevant stakeholders and teams
- Further modifications in documents and processes where required
- Release of documents for review and approval
- Maintenance and review as required

All the East London IDZ ICT governance documentation including the Information Security Management System (ISMS) documentation completed during the ISO 27001 Accreditation project needs to follow the document life cycle.

A sample document life-cycle has been shown below:



Following our ISMS audit and accreditation, an appropriately skilled on-site resource team is required to support the ICT Governance, ISO 27001/17/18 and in achieving the compliance goal.

Policy documents need to be presented to all stakeholders before the approval process can start.

An annual workshop for the Disaster Recovery Plan (DRP) will need to be held with the DRP team before a test can be conducted by the ICT unit. A checklist confirming the test results will then need to be completed with a report.

Document logs have been provided below indicating the reference of each document relating to our general governance and ISMS (ISO 27001/2) respectively.

ICT-DOC-001	Information Communication and Technology Charter
ICT-DOC-002	ICT Compliance Framework and Compliance Register
ICT-PLAN-001	Disaster Recovery Plan
ICT-DOC-003	ICT Governance Framework
ISMS-DOC-00401	Information Security Context, Requirements and Scope
ISMS-POLY-00501	Information Security Management System Policy
ISMS-DOC-00502	Information Security Roles Responsibilities and Authorities
ISMS-DOC-00503	Executive Support Letter
ISMS-PLAN-00601	Information Security Objectives and Plan
ISMS-RPRT-00603	Asset-Based Risk Assessment Report

ISMS-RPRT-00604	Scenario-Based Risk Assessment Report
ISMS-PLAN-00605	Risk Treatment Plan
ISMS-FORM-00601	Risk Assessment and Treatment Workbook
ISMS-FORM-00602	Statement of Applicability
ISMS-PROC-00701	Information Security Competence Development Procedure
ISMS-DOC-00702	Information Security Communication Programme
ISMS-PROC-00703	Procedure for the Control of Documented Information
ISMS-LOG-00704	ISMS Documentation Log
ISMS-RPRT-00705	Information Security Competence Development Report
ISMS-DOC-00706	Awareness Training
ISMS-FORM-00701	Competence Development Questionnaire
ISMS-PRCS-00801	Supplier Information Security Evaluation Process
ISMS-PRCS-00901	Process for Monitoring, Measurement, Analysis and Evaluation
ISMS-PROC-00902	Procedure for Internal Audits
ISMS-PLAN-00903	Internal Audit Plan
ISMS-PROC-00904	Procedure for Management Reviews
ISMS-RPRT-00905	Internal Audit Report
ISMS-FORM-00901	Internal Audit Schedule
ISMS-FORM-00902	Internal Audit Action Plan
ISMS-FORM-00903	Management Review Meeting Agenda
ISMS-FORM-00904	Internal Audit Checklist
ISMS-PROC-01001	Procedure for the Management of Nonconformity
ISMS-FORM-01001	Nonconformity and Corrective Action Log
ISMS-DOC-A0501	Information Security Summary Card
ISMS-POLY-A0502	Internet Acceptable Use Policy
ISMS-POLY-A0503	Cloud Computing Policy
ISMS-DOC-A0601	Segregation of Duties Guidelines
ISMS-DOC-A0602	Authorities and Specialist Group Contacts
ISMS-DOC-A0603	Information Security Guidelines for Project Management
ISMS-DOC-A0604	Mobile Device Policy
ISMS-DOC-A0605	Teleworking Policy
ISMS-FORM-A0601	Segregation of Duties Worksheet
ISMS-PROC-A0701	Employee Screening Procedure
ISMS-DOC-A0702	Guidelines for Inclusion in Employment Contracts
ISMS-PRCS-A0703	Employee Disciplinary Process
ISMS-FORM-A0701	Employee Screening Checklist
ISMS-FORM-A0702	New Starter Checklist
ISMS-FORM-A0703	Employee Termination and Change of Employment Checklist
ISMS-FORM-A0704	Personal Commitment Statement
ISMS-FORM-A0705	Leavers Letter
ISMS-DOC-A0801	Information Asset Inventory

ISMS-PROC-A0802	Information Classification Procedure
ISMS-PROC-A0803	Information Labelling Procedure
ISMS-PROC-A0804	Asset Handling Procedure
ISMS-PROC-A0805	Procedure for the Management of Removable Media
ISMS-PROC-A0806	Physical Media Transfer Procedure
ISMS-POLY-A0901	Access Control Policy
ISMS-PRCS-A0902	User Access Management Process
ISMS-POLY-A1001	Cryptographic Policy
ISMS-POLY-A1101	Physical Security Policy
ISMS-DOC-A1102	Physical Security Design Standards
ISMS-PROC-A1103	Procedure for Working in Secure Areas
ISMS-PROC-A1104	Data Centre Access Procedure
ISMS-PROC-A1105	Procedure for Taking Assets Offsite
ISMS-FORM-A1101	Equipment Maintenance Schedule
ISMS-PROC-A1201	Operating Procedure
ISMS-PRCS-A1202	Change Management Process
ISMS-PLAN-A1203	Capacity Plan
ISMS-POLY-A1204	Anti-Malware Policy
ISMS-POLY-A1205	Backup Policy
ISMS-PROC-A1206	Procedure for Monitoring the Use of ICT Systems
ISMS-POLY-A1207	Software Policy
ISMS-POLY-A1208	Technical Vulnerability Management Policy
ISMS-PROC-A1209	Technical Vulnerability Assessment Procedure
ISMS-PLAN-A1210	Information Systems Audit Plan
ISMS-POLY-A1301	Network Security Policy
ISMS-AGRM-A1302	Network Services Agreement
ISMS-AGRM-A1303	Information Transfer Agreement
ISMS-PROC-A1304	Information Transfer Procedure
ISMS-POLY-A1305	Electronic Messaging Policy
ISMS-AGRM-A1306	Schedule of Confidentiality Agreements
ISMS-AGRM-A1307	Non-Disclosure Agreement
ISMS-DOC-A1401	Requirements Specification
ISMS-POLY-A1402	Secure Development Policy
ISMS-DOC-A1403	Principles for Engineering Secure Systems
ISMS-DOC-A1404	Secure Development Environment Guidelines
ISMS-DOC-A1405	Acceptance Testing Checklist
ISMS-POLY-A1501	Information Security Policy for Supplier Relationships
ISMS-AGRM-A1502	Supplier Information Security Agreement
ISMS-PROC-A1503	Supplier Due Diligence Assessment Procedure
ISMS-FORM-A1501	Supplier Due Diligence Assessment
ISMS-PROC-A1601	Information Security Event Assessment Procedure

ISMS-PROC-A1602	Information Security Incident Response Procedure
ISMS-PROC-A1701	Business Continuity Incident Response Procedure
ISMS-PLAN-A1702	Business Continuity Plan
ISMS-DOC-A1703	Business Continuity Exercising and Testing Schedule
ISMS-PLAN-A1704	Business Continuity Test Plan
ISMS-RPRT-A1705	Business Continuity Test Report
ISMS-POLY-A1706	Availability Management Policy
ISMS-PROC-A1801	Legal, Regulatory and Contractual Requirements Procedure
ISMS-DOC-A1802	Legal, Regulatory and Contractual Requirements
ISMS-POLY-A1803	IP and Copyright Compliance Policy
ISMS-POLY-A1804	Records Retention and Protection Policy
ISMS-POLY-A1805	Privacy and Personal Data Protection Policy

The ISO 27017 standard provides guidance on the information security aspects and the ISO 27018 standard provides guidance on the protection of personal information data aspects of cloud computing in line with the Protection of Personal Information Act (PoPI). Recommending and assisting with the implementation of cloud-specific information security controls supplementing the guidance in ISO/IEC 27002 and other ISO27k standards. The necessary documents, processes and procedures will need to be developed, mapped and supported.

The East London IDZ is in the process of ISO 27017 and ISO 27018 accreditation/compliance.

Policy documents need to be presented to all stakeholders before the approval process can start.

3.2. New documents to be developed

The following documents need to be developed within the first year of the contract:

- ICT Product Development Life cycle framework
- ICT Architecture Framework

3.3. ICT Assessments

The following assessments are to be conducted annually:

- CoBIT maturity assessments
- ICT Digitization maturity
- ICT Controls audit
- ISO27001, 27017 and 27018 internal audits

3.4. Other documents to be maintained

- ICT Strategy
- ICT Governance Framework, and
- ICT Compliance Framework

3.5. Skills Transfer and Documentation

It is expected that the service provider will transfer the necessary skills to the project team in order to ensure continuity after the period of this project.

Detailed documentation needs to be provided to the East London IDZ in the original editable version and PDF version during the period of the project.

The service provider is required to adhere to any internal processes and procedures the East London IDZ approves.

3.6. Project Management

The following minimum project management deliverables are required as part of this project:

- Project Initiation Document
- Project Kick-off Meeting
- Monthly Updated Project Plan
- Monthly Project Report Meeting Presented to the Project Team with Minutes
- Risk Register
- Project Close-out Report

Time sheets will need to be submitted to the East London IDZ on a weekly basis.

Service providers are required to provide the draft project plan for this project within the tender submission, with the expected start date of 01 November 2022. The dates can be updated once awarded to the successful service provider. This plan is required for functionality evaluation purposes.

The duration of this project will be 36 months.

4. Response Format

4.1 Company profile

- Provide an overview of your company profile.
- Provide an organogram for team allocated to this project in terms of roles and responsibilities

4.2 Understanding of Business Requirements

- Describe your understanding of the requirements in this tender.

4.3 Proposed Solution

Describe your proposed solution or services that will be provided for in detail in response to the detailed requirements as per Section B, point 3. This is required as it will form part of the service level agreement. Complete Proposal and detailed (with project methodology, engagement model, engagement, proposed approach to achieving the project deliverables).

4.4 Exclusions

Provide a detailed list of all exclusions that deviate from Section B, point 3 (Detailed Requirements), if any. If you have no exclusions, please indicate in your response.

4.5 Engagement Model

Describe the proposed engagement model with reference to this tender. Please provide the following:

- Engagement Structure
- Implementation Methodology, for example, ITIL, Prince 2
- Project Plan with project stages, deliverables, indicative time lines (target dates). Project plan is for the maintenance of the existing standard and development of the new documents.

4.6 Service provider skills competency

- Provide a detailed list of personnel whom will form the team for this project, listing similar projects completed by each team member, their relevant skills \ qualifications and years of work experience relevant to this project. Include curriculum vitae's where possible.

4.7 References

- Provide a minimum of two (2) references relevant to the ICT Governance Support aspect of this tender, with completed reference letters, stamped, signed and dated by the referee.
- Provide a minimum of two (2) references for Cyber Security relevant to aspect of this tender, with completed reference letters, stamped, signed and dated by the referee.
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.

5. Conclusion

This document seeks to provide comprehensive information for the purposes of supporting the proposal of a solution that meets the requirements of the ELIDZ.

The information provided herein has been done so in partnership with the relevant business units of the ELIDZ in order to describe necessary requirements.

Please forward any queries to: Zandile Mtebele at the following contact details:

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ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

BROCHURES