APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION, SUPPORT AND MAINTENANCE OF WIDE AREA NETWORK (WAN) SERVICES, SECURITY, AND BACKUP SERVICES

ANNEXURE A: FUNCTIONAL COMPLIANCE FORM

Name of Bidder: .....

At a minimum, the system must comply with the specification as articulated below.

No.	FUNCTIONAL REQUIREMENTS			
	Functional Category	**Detailed Requirements Specification**	**Bidder's Compliance with Spec (Y/N)**	**Substantiate your system compliance with specifications. Bidder to further elaborate on how certain functionality will be used**
1	**About the systems**	Technical Specifications including platform of the following: - e-mail filtering - Backup Solution - Next Generation Firewalls		

2	**Last mile and WAN services**	Bidders are required to propose a highly available last mile solution for each MICT SETA site. Fibre must always be the primary connectivity medium for all sites. In cases where fibre is not available, the bidders are required to propose alternative medium of connectivity. However, the successful bidder will be required to commission fibre as soon as it's available. Service providers are not required to propose VSAT solutions.		
		Bidders are required to propose a secured SD-WAN solution to interconnect all sites.		
		The successful bidder must ensure that all equipment and services that make up the SD-WAN solution are maintained to ensure high availability.		
		The successful bidder will be required to provide CE Routers for each MICT SETA site. The routers will remain the property of the bidder for the duration of the contract. MICT administrators will be granted view access rights to the CE Routers.		

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<td>The table below indicates the required bandwidth for each site, of which bidders must propose as such:
<table>
<tr><th>#</th><th>Office</th><th>Bandwidth</th></tr>
<tr><td>1</td><td>Midrand</td><td>2 x 100Mbps</td></tr>
<tr><td>2</td><td>Bloemfontein</td><td>2 x 20Mbps</td></tr>
<tr><td>3</td><td>Durban</td><td>2 x 20Mbps</td></tr>
<tr><td>4</td><td>Cape Town</td><td>2 x 20Mbps</td></tr>
<tr><td>5</td><td>East London</td><td>2 x 20Mbps</td></tr>
<tr><td>6</td><td>Klerksdorp</td><td>2 x 10Mbps</td></tr>
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<tr><td></td><td></td><td>Each provided link per site must terminate to a different POP to ensure high availability.</td><td></td><td></td></tr>
<tr><td></td><td></td><td>A detailed architecture must be provided as part of the proposal for this section of the bid.</td><td></td><td></td></tr>
<tr><td></td><td></td><td>An active – passive failover for last mile connectivity must be proposed. MICT SETA may later require active-active environment; therefore, the solution must be able to accommodate the requirement.</td><td></td><td></td></tr>
<tr><td></td><td></td><td>The successful bidder will be required to pro-actively monitor, and report on availability of last mile.</td><td></td><td></td></tr>
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		The last mile uptime should be guaranteed at 95% on year 1, thereafter 98% will be required. Failure to meet the target, penalties will apply.		
		The successful bidder will be required to maintain the Routers and last mile without impacting business operations.		
		The successful bidder will be required to allocate, maintain and manage the MICT SETA's IP Addresses (public IP Addresses and private IP addresses for all offices, and newly established offices).		
		The successful bidder should auto-log all incidents for last mile outage and provide a Service Desk to log, record, update, manage and report on all requests, Incidents, problems and changes related to MICT SETA's last mile connectivity. The Service Desk tool to be used should be configured to include agreed service levels for performance management. View only access rights to the service desk to be provided to three (3) MICT SETA personnel.		
		All logged calls must be attended to within 1 (one) hour and resolved within 4 (four) hours after the incident is logged. This includes the replacement of faulty hardware. The successful bidder will be required to keep spare equipment, i.e. Routers.		

		The Service Provider will be required to implement monitoring tools that provide audit logs on the Routers. Three (3) MICT SETA personnel will be granted view only access rights to the monitoring tool.		
		The successful bidder will be required to implement and continuously manage and monitor Quality of Service (QoS) on the network. It should be noted that MICT SETA is in the process of introducing Voice Over IP through its WAN links, therefore efficient implemented QoS will be crucial.		
3	**Internet services**	Provide, support, and maintain a **200Mbps** uncapped Internet breakout line. All sites will breakout to the provided 200Mbps breakout line.		
		A highly available Internet service with an uptime of 98% should be proposed, provided and guaranteed. Failure to meet the target, penalties will apply.		
		Administer and maintain MICT SETA's domain name services and facilitate the move from the incumbent service provider.		
		Provide, manage, and maintain forward proxy services.		
		The successful bidder will be required to design and implement a secured corporate APN for usage by MICT SETA remote users.		

4	**Access Point Name (APN)**	The APN should be designed in such that it forms part of the MICT SETA network. Network routing should be configured between the MICT network and the APN.		
		A shared 2TB of data bundle must be allocated to the corporate APN.		
		The APN must share the same Internet break-out as the rest of the MICT SETA network. No sim card will be allowed to break out to the Internet from its respective mobile telecommunication provider's Internet break-out.		
		Users of the APN must authenticate to the APN with their corporate Active Directory credentials. The service provider must indicate how the authentication will be achieved.		
		The successful bidder will be required to produce and provide reports on data allocation and utilisation.		
		Three MICT SETA personnel must be granted access to the reporting and data management tool.		
		MICT SETA personnel must be provided with access to manage provisioning of data within the APN.		
		The APN architecture must be provided as part of the section of this bid.		
5	**Remote Access Virtual Private Network (VPN)**	Bidders are required to propose a highly secured VPN solution that will seamlessly connect remote users to MICT SETA network services;		
		The successful bidder will be required to implement, provide on-going maintenance and support the proposed solution;		
		The proposed solution must integrate with MICT SETA's Active Directory;		
		A VPN architecture must be provided as part of this section of the bid.		

6	**3rd Party Connectivity**	Implement, support, maintain, monitor and manage the IPsec connectivity to the ERP system.		
		Implement, support, maintain, monitor and manage the IPsec connectivity to the Learner Management System.		
		Implement, support, maintain, monitor and manage any connectivity to 3rd parties that the organisation might require in future.		
7	**E-mail Filtering**	Bidders are required to propose Mimecast or equivalent solution;		
		The scope of the service must accommodate 150 mailboxes;		
		The service must be entirely hosted within the boundaries of the Republic of South Africa;		
		The service must provide security and system performance with the ability to stop known and advanced email threats before they reach MICT SETA's e-mail service;		
		The service must include fully managed and real time email content Filtering for: a) Anti-malware protection b) Advanced threat protection: • Spam • Viruses • Spyware • Spear-phishing • Ransomware • Impersonation c) Zero-day attack protection d) Targeted Threat Protection		

		The service must be configured in a High Availability (HA) architecture;		
		The service must have redundancy with failover capabilities;		
		The service must support customisable email branding, signature and disclaimer management;		
		The service must provide dashboard reporting capabilities that include, but not limited to the following: a) Real-time reports of email traffic that include top email users: senders and recipients; b) Blocked malware; c) Service Monitoring; d) Performance monitoring.		
		The service must provide MICT SETA's administrator central visibility and control to rapidly and consistently apply policies across the organization;		
		The service must provide full auditing capabilities for risk and governance;		
		The service must integrate with Azure Active Directory for e-mail address validation;		
		The service must provide administrator permit and block function and also support user self-service for quarantined emails functionality;		
		The service must support transport layer security (TLS) for secure e-mail transactions;		
		The service must provide 99% anti-spam with 0.0001% false positives, 100% anti-malware including zero-hour protection;		
		System should be able to retain and recover all emails for a maximum of 30 days;		

		System should be compliant with ISO standards 27001 and ISO standards 27018;		
		The service must be available 100% of the time, 24x7.		
8	**E-mail Archiving Services**	Bidders should propose a cloud e-mail archiving solution for the arching of all MICT SETA's e-mails;		
		The proposed solution must be entirely hosted within the boundaries of the Republic of South Africa;		
		The proposed solution should be hosted on a different operating system to the primary email service to minimise the effect of a cyber-attack;		
		The solution should retain all inbound, outbound and internal emails, with detailed meta-data, for instant searching by employees and administrators;		
		The solution should provide comprehensive compliance, e-discovery and litigation support;		
		The proposed solution should offer bottomless email archiving for the department at no additional cost on data sizes over the years;		
		The proposed solution should provide users with access to emails from any device to increase work force productivity;		
		The archives should be able to retain emails for over 25 years as per National Archives act;		
		To comply with POPIA solution should be able to, permanently remove email messages from the archive by coordinated action of multiple admins;		
		The successful bidder will be required to ingest MICT SETA's existing emails, inclusive of In-Place archived e-mails.		

9	**Security Services**	Implement, support, maintain and manage security services for all MICT SETA offices: a) Firewall services that includes malware and spyware protection b) Tunnelling and encryption c) Intruder Prevention System services d) DMZ Services e) Proxy services f) VPN services		
		Implement, support, maintain, and manage centralised highly available (with failover capabilities) Next Generation Firewalls (NGFW) that protects the entire MICT SETA network;		
		Firewall service must be 99% available. Bidder must indicate how they are planning to achieve this;		
		Proactively monitor and report on any security breach/incidents and implement preventative measure to prevent reoccurrence of incidents;		
		Regularly review security configurations and make recommendations for improvement;		

		The successful bidder will be required to have a centre where security components and related services for the MICT SETA will be monitored for proactive management of alerts and incidents;		
		MICT SETA will be making use of Azure services; therefore, the successful bidder will be required provide security services within that environment;		
		The security services must cater for web filtering.		
10	**Hosted Backup services**	Provide an architecture of the proposed backup solution as part of this section of the bid;		
		Propose and Implement a hosted backup and restore solution that will protect Office 365 (Exchange Online, SharePoint Online, OneDrive, Microsoft Teams data, etc.);		
		The proposed solution must also be able to backup and protect servers from Microsoft Azure;		
		The proposed solution must be able to safeguard data from ransomware, deletion, and corruption;		
		The service provider will be required to support, maintain and manage the backing up of MICT SETA's data;		
		The service provider will be required to provide backup and restores in line with MICT SETA's Backup Standard Operating Procedure;		
		The service provider will be required to conduct daily, weekly, monthly, and annual backups with the proposed solution;		
		Service provider will be required to conduct maintenance, such as software updates of the proposed solution without impacting MICT SETA's business operations;		

		The solution must provide flexible restore options, such as point in time, granular restores and out-of-place restores;		
		Restore tests will be conducted on a quarterly basis, or as and when required;		
		At the end of the contract, the service provider will be required to transfer all retained backup data to MICT SETA at no additional cost (i.e. zero egress fees);		
		The proposed solution must satisfy legal & regulatory requirements with efficient eDiscovery of email retention;		
		The proposed backup solution must have unlimited Azure storage and unlimited retention. This will ensure that the rapidly growing MICT SETA data is to accommodate;		
		The solution must cater for compression and block-level deduplication to improve network bandwidth utilization and reduce storage footprint;		
		The solution must provide data security in-flight and at-rest;		
		The service provider will be required to transfer backed up data from the current backup solution (Azure Backup Services) to the proposed solution;		
		MICT SETA administrators should be granted view rights to the backup solution;		
		The solution must provide audit trail in order to track user operations.		
		The service provider will be expected to take over the support services of the entire O365 services for MICT SETA;		
		Provide pro-active monitoring and health check of exchange online;		

11	**Microsoft O365 Support**	Ensure that backups are successfully completed;		
		Provide and maintain User Account Management;		
		Recommend and document policies, configurations, and best practices on Exchange online management;		
		Provide support and maintenance of archived mailboxes;		
		Conduct Exchange database maintenance.		
		Provide pro-active monitoring and health check of OneDrive;		
		Ensure that user files are successfully sync'd and backed up;		
		Ensure that users are able to access and share files from different devices;		
		Recommend and document policies, configurations, and best practices on OneDrive usage and management;		
		Provide pro-active monitoring and health check of Microsoft Teams;		
		Recommend and document policies, configurations, and best practices on Microsoft Teams usage and management;		
		Ensure that Microsoft Teams data is successfully backed up;		
		Provide pro-active monitoring and health check of SharePoint Online;		
		Review the SharePoint Online, and reconfigure as per the MICT SETA's business rules and objectives;		
		Recommend and document policies, configurations, and best practices on SharePoint usage and management;		
		Ensure that SharePoint data is successfully backed up.		
		Provide and maintain User Account Management on Azure Active Directory;		
		Provide pro-active monitoring and health check of Azure Active Directory;		

12	**Azure Active Directory services.**	Ensure that Active Directory conforms to best practices and intended purpose;		
		Manage and mitigate any security concerns, replication issues, backup issues, etc.;		
		Review and manage OU structure and Group Policies;		
		Recommend and document policies, configurations, and management best practices for offloading of AD administrative duties to non-domain administrator roles;		
		Provide audit trail in order to track administrative operations;		
		Provide maintenance of Active Directory server, including updates of endpoint protection.		
13	**SUPPORT SERVICES**	Bidder must propose how the Remote Support will be used to increase efficiency in support and fulfilment of incidents and requests;		
		Bidders to ensure that they keep stock of spares, i.e. Routers and parts locally in order to achieve Service Levels;		
		For each call logged requiring site attendance support, Technicians / Engineers must already arrive at the site with the required parts / spares as workaround to resolve the incident. There will be no excuse for poor performance resulting from prolonged downtime due to the correct part / spare not being on site within the SLA time. Bidder to outline an ability to fulfil this requirement;		
		All Incidents that were not fully resolved, but have been operationalised through workarounds, must have been fully resolved within 20 days, noting that workarounds are not permanent solutions. Bidder to outline the ability to fulfil this requirement.		
14	**MAINTENANCE SERVICES**	The Successful Bidder will be required to perform Capacity Management in all WAN links, and provide the MICT SETA		

		with an accurate and updated Capacity Plan on a quarterly basis.		
		The bidder will be required to perform Quarterly Health Checks on all technologies as part of the baseline service offering.		
		The successful bidder will be required to keep accurate record of, and communicate Infrastructure and service related risks to MICT SETA timely at the relevant platforms, and to maintain the Infrastructure-related Risk Register. Bidders must propose the approach to be used in fulfilling this requirement.		
		The successful bidder will be required to manage and report on the Availability of all platforms.		
		The successful bidder will be required to perform Software Deployment on all equipment (new software, software upgrades, software patches, and service packs) without impacting MICT SETA business operations.		
		On an ongoing basis, MICT SETA will conduct DR testing. The successful bidder will be required to partake in the review and execution of the plan.		
15	**SERVICE TAKE-ON**	MICT SETA requires that there be no down-time during office hours (Weekdays 07h00 – 17h00) as part of the service take-on (switch over from the current service provider to the successful bidder) of all services as prescribed in the bid.		
		The successful bidder will manage the effort and all activities concerning the transferring of services as outlined in the Technical Requirements, inclusive of co-ordinating and liaising with the current Service Provider.		

Compliance with the above technical requirements is a must as it is assumed that these are minimum functionality of the ideal MICT SETA service for providing, implementation, support and maintenance of WAN services, security, and backup services. The successful bidder will provide a dedicated Project Manager and Project Co-ordinator or Administrator and related project resources with relevant experience to entirely manage specified requirements relating to implementation of the project.

The assumption is that the bidder is a specialist for provision of all mentioned services. Accordingly, the above requirements are minimum and bidders are required to provide a solution to achieve the objectives of the project and address the challenges of the MICT SETA as articulated in the background of the Bid Terms of Reference.

Signed: _____

Name:

Capacity:

Date: …… / …… / 2021