



# **REQUESTS FOR PROPOSALS (RFP)**

**RFP NUMBER: 01/2023**

**RFP DESCRIPTION:**

**PROVISION OF CYBERSECURITY SERVICES TO THE SOUTH  
AFRICAN PHARMACY COUNCIL (SAPC) FOR A PERIOD OF  
THREE (3) YEARS**

**CLOSING DATE: 17 FEBRUARY 2023 TIME: 15:00**

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## **ADVERT: PROVISION FOR CYBERSECURITY SERVICES TO THE SOUTH AFRICAN PHARMACY COUNCIL**

The South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974, with offices in Pretoria and hereby invites proposals for the provision cybersecurity services for a period of three (3) years.

A compulsory briefing session will be held virtually via Microsoft Teams on Friday, **3 February 2023 at 10H30 AM**. Login details of the briefing session and tender specification documents are on the Bulletin Board found on the home page of our website ([www.sapc.za.org](http://www.sapc.za.org)).

Proposals should be submitted by **17 February 2023 at 15:00** in soft copy to [tenders@sapc.za.org](mailto:tenders@sapc.za.org), or on a USB stick in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia, 0083. Proposals not meeting the submission requirements or submitted after the due date will be disqualified.

For any enquiries contact Ms Refilwe Mutlane at: [tenders@sapc.za.org](mailto:tenders@sapc.za.org) (between 08:30 and 15:00). The SAPC is not bound to accept any tender and reserves the right to cancel, withdraw or decline services/tenders in respect of the tenders received, as well as to re-advertise at its sole discretion.

## 1. INTRODUCTION

This document provides guidelines to service providers/firms wishing to submit proposals in terms of Request for Proposals No. 1/2023 – Provision for Cybersecurity services to the South African Pharmacy Council for a period of three years.

## 2. SAPC BACKGROUND

The SAPC is an independent statutory health council established by the legislature in recognition of the pharmacy profession as an exclusive occupational group, and to regulate such profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, 53 of 1974, the objects of the SAPC shall be-

- 2.1 to assist in the promotion of the health of the population of the Republic;
- 2.2 to advise the Minister, or any other person, on any matter relating to pharmacy;
- 2.3 to promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of a patient;
- 2.4 to uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;
- 2.5 to establish, develop, maintain and control universally acceptable standards-
  - 2.5.1 in pharmaceutical education and training;
  - 2.5.2 for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;
  - 2.5.3 of the practice of the various categories of persons required to be registered in terms of this Act;
  - 2.5.4 of the professional conduct required of persons to be registered in terms of the Act; and
  - 2.5.5 of the control over persons registered in terms of this Act by investigating in accordance with this Act complaints or accusations relating to the conduct of registered persons;
- 2.6 to be transparent to the profession and the general public in achieving its objectives, performing its functions, and executing its powers; and
- 2.7 to maintain and enhance the dignity of the pharmacy profession and the integrity of persons practising that profession.

### **3. SCOPE OF WORK AND DELIVERABLES**

- 3.1 SAPC has a requirement to enter into a three (3) year agreement for cybersecurity services to complement the existing IT security apparatus.
- 3.2 The service provider will be required to proactively identify, monitor, and remediate all known and future identified security vulnerabilities in accordance with good practices.
- 3.3 The scope of work should include the following:
  - 3.3.1 Software and service capability of the following (the service provider should manage the process and provide supporting reports):
    - 3.3.1.1 Bi-annual (twice a year) vulnerability scanning for all devices connected to the SAPC network;
    - 3.3.1.2 Vulnerability management and deployment of remediation services;
    - 3.3.1.3 Assessing SAPC's cybersecurity status;
    - 3.3.1.4 Reporting on assessment findings;
    - 3.3.1.5 Reporting on remedial action taken;
    - 3.3.1.6 Perform comprehensive asset management reporting of the status of all associated devices and/or infrastructure within the SAPC environment (including the firewall status); and
    - 3.3.1.7 Review and update all cybersecurity related policies.
  - 3.3.2 The service provider will be expected to provide a detailed report which covers the following:
    - 3.3.2.1 Risk scores (high, medium and low) for each identified vulnerability.
    - 3.3.2.2 Overall risk score based on the severity of the aggregated identified vulnerability.
    - 3.3.2.3 Suggested prioritised remedial action implementation approach and plan to rapidly mitigate all identified vulnerabilities.
  - 3.3.3 The service provider's approach should be as follows:
    - 3.3.3.1 Prepare:
      - Define vulnerability management process scope;
      - Define vulnerability management process approach;
      - Define roles and responsibilities;
      - Selection and deployment of vulnerability assessment method and tools; and

- Identify assets (endpoint devices and other relevant infrastructure) context sources.

3.3.3.2 Assess:

- Identify assets (endpoint devices and other relevant infrastructure); and
- Scan for vulnerabilities.

3.3.3.3 Prioritise:

- Prioritisation of remedial and preventative activities according to the defined risk framework;
- Identify;
- Remediate;
- Mitigate;
- Contain risk;
- Reassess; and
- Validate remedial success and rescan.

3.3.3.4 Improve:

- Evaluate metrics;
- Eliminate underlying issues and risks; and
- Evolve policies, processes and SLA's.

3.3.3.5 Penetration Testing:

- Determine whether the SAPC security posture can withstand an intrusion attempt from an advanced attacker with a specific goal. The penetration testing should be executed utilising both external and internal perspectives in order to identify vulnerabilities to possible intrusion. After identifying the intrusion points, the service provider should recommend remediation to thwart possible attacks from external and internal sources and remediate the risks; and
- Provide the SAPC with security threat reports and remediation plan(s) and activities.

3.3.4 Provide the SAPC with all required software licenses to be implemented for the three (3) year contracted period, if any.

3.3.5 Attend meetings as and when required, take minutes, and provide reports to SAPC Senior Manager: IT within five (5) working days after such a meeting.

3.3.6 Plan, design and execute two cybersecurity user awareness campaign for users of SAPC network and related components.

3.3.7 Plan, prepare, schedule, execute and monitor a measurable cybersecurity knowledge and skills transfer to the SAPC IT team.

#### **4. CONTRACT PERIOD**

SAPC is looking to enter into a contract with a reputable cybersecurity service provider for a period of three (3) years.

#### **5. SERVICE PROVIDER ORGANISATION DUTIES AND RESPONSIBILITIES**

The service provider will be required to fully comply with all requirements/deliverables as stipulated in section 3 of this document.

#### **6. DESIRED CONFIDENTIALITY TERMS AND CONDITIONS**

- 6.1 The successful service provider must strictly treat all SAPC's information with a high degree of confidentiality.
- 6.2 The SAPC's information must not be provided to a third party by any means.
- 6.3 The successful service provider must be compliant with the requirements of the POPI Act.
- 6.4 SAPC undertakes to maintain confidentiality relating to any unpublished information you supply to us as part of this RFP and will only use any information provided for the purposes of evaluating this RFP.
- 6.5 South African Pharmacy Council reserves the right:
  - 6.5.1 To negotiate with one or more preferred service provider(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other service provider(s) who has not been awarded the status of the preferred service provider;
  - 6.5.2 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the service provider(s), whether before or after adjudication of the RFP;
  - 6.5.3 To correct any mistake at any stage of the RFP that may have been in the RFP documents or occurred at any stage of the RFP process; and
  - 6.5.4 To cancel and/or terminate the RFP process at any stage, including after the closing date and/or after presentations have been made, and/or after proposals have been evaluated and/or after the preferred service provider has been notified of their status as such.

#### **7. CONTENT OF THE PROPOSAL**

**The proposal must include the following:**

- 7.1 Company profile and relevant experience.
- 7.2 BBBEE rating scorecard.
- 7.3 Valid tax compliance status certificate.

- 7.4 Company registration documents.
- 7.5 At least three contactable references.
- 7.6 Complete pricing/costing.
- 7.7 Pricing must be inclusive of VAT.

**Other important conditions:**

- 7.8 The prospective service provider/firm is responsible for all costs incurred in the preparation and submission of the proposal.
- 7.9 By accepting to take part in the proposal process, you agree to keep all information shared with you in relation to the proposal process confidential, not to disclose it to third parties and not to use it for purposes other than the proposal.
- 7.10 The SAPC reserves the right not to award this contract.
- 7.11 The SAPC reserves the right to disregard a firm's proposal should it be found that work was previously undertaken for the SAPC to which poor performance was noted during the execution of such contract in the last 5 years.
- 7.12 Should the bidder present information intentionally incorrectly/fraudulently their proposal will be disqualified.
- 7.13 It is the responsibility of prospective service providers to ensure that their proposal is submitted before the closing date and time of the RFP, and to ensure that the proposal is received by the SAPC.

**8. ENQUIRIES AND SUBMISSION**

- 8.1 All enquiries must be made in writing and will be responded to during office hours 08:00 to 15:00, Monday to Friday.

Refilwe Mutlane	E-mail	<a href="mailto:tenders@sapc.za.org">tenders@sapc.za.org</a>
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- 8.2 Proposals should be submitted by **17 February 2023** at 15:00 in soft copy format to [tenders@sapc.za.org](mailto:tenders@sapc.za.org) or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.
- 8.3 Proposals not meeting the submission requirements or submitted after the due date will be disqualified.
- 8.4 If you do not hear from us within 90 days after the closing date, please accept that your proposal was unsuccessful.

**9. EVALUATION OF PROPOSALS**

- 9.1 The SAPC will apply the principles of the Preferential Procurement Policy Framework Act, 5 of 2000 (PPPFA), to this proposal.



9.2 The evaluation of the proposals will be based on the 90/10 PPPFA principle and will be done in three (3) phases, namely-

9.2.1 Pre-qualifications.

9.2.2 Functionality.

9.2.3 Pricing.

6.2.4 BBEE.

### 9.3 Phase 1- Pre-qualification Evaluation

**Proposals will be disqualified or excluded by the Adjudicating Committee under any of the conditions listed below:**

9.3.1 Submission after the deadline.

9.3.2 Proposals submitted at an incorrect location.

9.3.3 Proposals submitted in the wrong format; other than via email or soft copy on a USB dropped at designated location per Paragraph 8.2 above.

9.3.4 Service providers whose tax matters/statuses are not in good standing with the South African Revenue Service (SARS).

9.3.5 Proposal not fully completed.

9.3.6 BBEE Original Certificate/Affidavit (not older than 3 Months) not submitted or an expired certificate is submitted.

9.3.7 No company registration documents, and IDs of registered directors are submitted.

### 9.4 Phase 2 - Functionality Evaluation

9.4.1 A total of 27 points (30% of 90) is allocated for the functionality score. A minimum score of 70% on functionality will be required to qualify for Phase 3 evaluation.

<b>Technical</b>	<b>27</b>
Cybersecurity Services Methodology	10
Ongoing support methodology	10
Proven experienced of project manager	4
Proof of at least 3 client references for similar or related service	3

9.4.2 A form will be used to evaluate proposals by members of the Tender Committee, and thereafter an average/aggregate score of the Committee will be used.

### 9.5 Phase 3: Pricing and Black Economic Empowerment (BEE)

9.5.1 A maximum of 63 points is allocated for price on the following basis/formula.

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

Where -

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Rand value of bid under consideration

$P_{\min}$  = Rand value of the lowest acceptable bid

9.5.2 A maximum of 10 points is allocated to BBBEE on the following sliding scale.

<b>BBBEE Status</b>	<b>BBBEE Scorecard rating</b>	<b>BBBEE Points</b>
Level 1 Contributor	100 Points and above	10
Level 2 Contributor	Between 85 and 100 points	9
Level 3 Contributor	Between 75 and 85 points	8
Level 4 Contributor	Between 65 and 75 points	5
Level 5 Contributor	Between 55 and 65 points	4
Level 6 Contributor	Between 45 and 55 points	3
Level 7 Contributor	Between 40 and 45 points	2
Level 8 Contributor	Between 30 and 40 points	1
Non-Compliant Contributor	Less than 30	0

9.6 The overall aggregate score for firms qualifying for consideration at Phase 3 evaluation will be used to recommend appointment to the Executive Committee of SAPC.

<b>Description</b>	<b>Maximum points</b>
Functionality	27
Pricing	63
BBBEE	10
<b>Total Points</b>	<b>100</b>