

Private Security Industry Regulatory Authority 420 Witch-Hazel Avenue, Block B-Eco Glades 2 Office Park, Highveld Ext 70 Tel. 086 10 (PSiRA) 77472 Int. +27 12 337 5500 Fax no.: 086 242 7180 / 086 246 7750 Email.: info@psira.co.za Website.: www.psira.co.za

ERRATUM

APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION, DEPLOYMENT AND SUPPORT OF AN ELASTIC SIEM SYSTEM WITH MANAGED SOC SERVICES FOR A PERIOD OF 36 MONTHS.

(BID NO: PSiRA/2024/RFB/09)

With reference to the bid document: Terms of Reference issued on PSiRA and National Treasury websites for Appointment of a Service Provider for Implementation, Deployment and Support of an Elastic SIEM System with managed SOC Services for a period of 36 months, the interested bidders are to note the changes in the terms of reference under the project description, purpose, technical scope, key requirements, functionality criteria on the bid document as outlined below.

Page 1 of 15	Current criteria	Correction
Project Description	APPOINTMENT OF A SERVICE PROVIDER FOR	APPOINTMENT OF A SERVICE PROVIDER FOR
(Page 1)	IMPLEMENTATION, DEPLOYMENT AND SUPPORT	IMPLEMENTATION, DEPLOYMENT AND SUPPORT OF
	OF AN ELASTIC SIEM SYSTEM WITH MANAGED	AN ELASTIC SIEM SYSTEM OR EQUIVALENT WITH
	SOC SERVICES FOR A PERIOD OF 36 MONTHS.	MANAGED SOC SERVICES FOR A PERIOD OF 36
		MONTHS.
Purpose	The purpose of the bid is to appo <mark>int a</mark> suitable	The purpose of the bid is to appoint a suitable



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(Page 1)	service provider that will implement, deploy,	service provider that will implement, deploy, and
	and support an Elastic SIEM System with	support an Elastic SIEM System or equivalent with
	Managed SOC services for a period of 36 months.	Managed SOC services for a period of 36 months.
	The solution must be cost effective, scalable and	The solution must be cost effective, scalable and
	must be according to the best IT practices and	must be according to the best IT practices and
	market trends.	market trends.
Technical Scope	The scope of the project encompasses the	The scope of the project encompasses the following
(Page 1)	following for a duration of 36 months:	for a duration of 36 months:
	1. Implement, deploy, and support the following:	1. Implement, deploy, and support the following:
	a. Elastic SIEM System.	a. Elastic SIEM System or equivalent.
	b. Elastic Observability component.	b. Elastic Observability component or equivalent.
	3. The Elastic SIEM and Elastic Observability	3. The Elastic SIEM and Elastic Observability
	component must be deployed locally at PSiRA	component or equivalent must be deployed locally at
	Head Office and connect to a cen <mark>tral c</mark> luster at a	PSiRA Head Office and connect to a central cluster
	SOC for management and reporting.	at a SOC for management and reporting.





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Scope Key	(b) The SIEM and Observability component must	(b) The solution must be highly available and
Requirements	be highly available and accessible in the event the	accessible in the event the primary node is not
(Page 2-4)	primary cluster is not available.	available.
	(c) The SIEM must be cable of ingesting logs from	(c) The solution must be cable of ingesting logs from
	all systems including cloud	all systems including cloud environments and
	environments.	seamlessly integrate with existing infrastructure and
		systems
	(r) PSiRA's network and security engineers must	(r) PSiRA's network and security engineers must
	have access to SOC monitoring tool to view all	have access to SIEM to view all activities.
	activities.	
	(w) The bidder must provide Elastic partnership	(w) The bidder must provide OEM partnership letter.
	letter.	





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(y) Newly added requirement.	(y) We require a billing structure that is not based
	on events per second metrics. Instead, we would
	prefer a fixed monthly cost that remains consistent
	and does not fluctuate for the duration of the
	contract.
(z) Provide a detailed quotation and proposal	(z) Provide a detailed quotation and proposal
outlining the following:	outlining the following:
• Pricing structure for 24/7 support and	• Pricing structure for monthly SOC and remediation
remediation services.	services.
 Any additional services, features or benefits 	 Monitoring and take down services for domain,
included in the quotation.	social media accounts and suite accounts. (Newly
	added)
	Dark Web monitoring services. (Newly added)
	• Training and support services. (Newly added)
	Any additional services, features or benefits
	included in the quotation.
	Pricing must be fixed for the duration of the
	contract (36 months)-Newly added.
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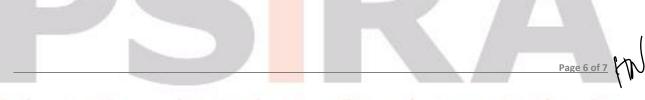
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Compulsory h) Bidders are required to submit a valid copy of h) Bidders are required to submit a valid copy of ISO/IEC 27001 and ISO/IEC 27032 certificates Requirements ISO/IEC 27001 and ISO/IEC 27032 certificates from (Page 6) from relevant bodies stating compliance thereof. relevant bodies stating compliance thereof. Certification must explicitly reference the bidding companies name and must be valid at the time of submission. Functionality / **REFERENCE LETTERS (20) REFERENCE LETTERS (20)** Three (3) Reference letters on a letterhead from **Technical criteria** Three (3) Reference letters on a letterhead from (Page 7, 8 and 9) their clients where Elastic SIEM has recently been their clients where a SIEM has recently been implemented. Bidders must make sure that the implemented. Bidders must make sure that the letters are signed, and the contact details are letters are signed, and the contact details are completed (Contact details may be in a form of completed (Contact details may be in a form of general company email address of the referee or general company email address of the referee or switchboard telephone number). The reference switchboard telephone number). The reference letter letter must not be older than 24 months from the must not be older than 24 months from the date of date of the RFP submission. the RFP submission. **RELEVANT TEAM EXPERIENCE** (25) **RELEVANT TEAM EXPERIENCE (25)** \checkmark 10 points will be awarded for submitting at \checkmark 10 points will be awarded for submitting at



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minimum 3 valid security certifications for 3 minimum 3 valid security certifications for 3 members members of the technical team such as CISSP, of the technical team such as CISSP, CISM, CEH, CISM, CEH, OSCP, CompTIA Security +, ISO/IEC OSCP, CompTIA Security +, ISO/IEC 27001, SOC 27001, SOC analyst, Elastic certified engineer, analyst, Elastic certified engineer, Elastic certified Elastic certified analyst. analyst or equivalent. PARTNER LETTER (10) **PARTNER LETTER (10)** Bidders must provide a valid copy of Elastic Bidders must provide a valid copy of OEM partner letter: partner letter. The letter must explicitly reference the bidders company name and must \checkmark 10 points will be awarded for providing a valid be valid at the time of submission: Elastic partner letter \checkmark 10 points will be awarded for providing a valid \checkmark 0 points will be awarded for not providing an **OEM** partner letter Elastic partner letter \checkmark 0 points will be awarded for not providing an OEM partner letter





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SERVICE LEVEL AGREEMENT (20)	SERVICE LEVEL AGREEMENT (20)
\checkmark 10 points will be awarded for including penalty	\checkmark 5 points will be awarded for including penalty
clause, which must be at minimum 5% and a	clause, which must be at minimum 5% and a
maximum of 10% of the monthly invoice, for the	maximum of 10% of the monthly invoice, for the
duration of the contract and as per the service level	duration of the contract and as per the service level
and penalties section of the Terms of Reference	and penalties section of the Terms of Reference (TOR).
(TOR).	\checkmark 5 points will be awarded for including a clause
\checkmark 5 points will be awarded for including a clause	stipulating that, upon the conclusion of the contract,
that will provide training, and skills transfer to	all hardware and software will be transferred to and
ICT staff members.	owned by PSiRA (Newly added)
	\checkmark 5 points will be awarded for including a clause
	stipulating that, upon the conclusion of the contract,
	all hardware and software will be transferred to and
	owned by PSiRA.

Mr. Hofney Moepi

Chairperson: Bid Specification Committee



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Date

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