

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 (Page 1)	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.	APPOINTMENT OF A SERVICE PROVIDER FOR IMPLEMENTATION, DEPLOYMENT AND SUPPORT OF AN ELASTIC SIEM SYSTEM OR EQUIVALENT WITH MANAGED SOC SERVICES FOR A PERIOD OF 36 MONTHS.
Purpose	The purpose of the bid is to appoint a suitable	The purpose of the bid is to appoint a suitable

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

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

	(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 outlining the following: <ul style="list-style-type: none"> • Pricing structure for 24/7 support and remediation services. • Any additional services, features or benefits included in the quotation. 	(z) Provide a detailed quotation and proposal outlining the following: <ul style="list-style-type: none"> • Pricing structure for monthly SOC and remediation services. • Monitoring and take down services for domain, 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.



<p>Compulsory Requirements (Page 6)</p>	<p>h) Bidders are required to submit a valid copy of ISO/IEC 27001 and ISO/IEC 27032 certificates from relevant bodies stating compliance thereof.</p>	<p>h) Bidders are required to submit a valid copy of ISO/IEC 27001 and ISO/IEC 27032 certificates from relevant bodies stating compliance thereof. Certification must explicitly reference the bidding companies name and must be valid at the time of submission.</p>
<p>Functionality / Technical criteria (Page 7, 8 and 9)</p>	<p>REFERENCE LETTERS (20) Three (3) Reference letters on a letterhead from their clients where Elastic SIEM has recently been implemented. Bidders must make sure that the letters are signed, and the contact details are completed (Contact details may be in a form of general company email address of the referee or switchboard telephone number). The reference letter must not be older than 24 months from the date of the RFP submission.</p>	<p>REFERENCE LETTERS (20) Three (3) Reference letters on a letterhead from their clients where a SIEM has recently been implemented. Bidders must make sure that the letters are signed, and the contact details are completed (Contact details may be in a form of general company email address of the referee or switchboard telephone number). The reference letter must not be older than 24 months from the date of the RFP submission.</p>
	<p>RELEVANT TEAM EXPERIENCE (25) ✓ 10 points will be awarded for submitting at</p>	<p>RELEVANT TEAM EXPERIENCE (25) ✓ 10 points will be awarded for submitting at</p>

	<p>minimum 3 valid security certifications for 3 members of the technical team such as CISSP, CISM, CEH, OSCP, CompTIA Security +, ISO/IEC 27001, SOC analyst, Elastic certified engineer, Elastic certified analyst.</p>	<p>minimum 3 valid security certifications for 3 members of the technical team such as CISSP, CISM, CEH, OSCP, CompTIA Security +, ISO/IEC 27001, SOC analyst, Elastic certified engineer, Elastic certified analyst or equivalent.</p>
	<p>PARTNER LETTER (10) Bidders must provide a valid copy of Elastic partner letter:</p> <ul style="list-style-type: none"> ✓ 10 points will be awarded for providing a valid Elastic partner letter ✓ 0 points will be awarded for not providing an Elastic partner letter 	<p>PARTNER LETTER (10) Bidders must provide a valid copy of OEM partner letter. The letter must explicitly reference the bidders company name and must be valid at the time of submission:</p> <ul style="list-style-type: none"> ✓ 10 points will be awarded for providing a valid OEM partner letter ✓ 0 points will be awarded for not providing an OEM partner letter

	<p>SERVICE LEVEL AGREEMENT (20)</p> <p>✓ 10 points will be awarded for including penalty clause, which must be at minimum 5% and a maximum of 10% of the monthly invoice, for the duration of the contract and as per the service level and penalties section of the Terms of Reference (TOR).</p> <p>✓ 5 points will be awarded for including a clause that will provide training, and skills transfer to ICT staff members.</p>	<p>SERVICE LEVEL AGREEMENT (20)</p> <p>✓ 5 points will be awarded for including penalty clause, which must be at minimum 5% and a maximum of 10% of the monthly invoice, for the duration of the contract and as per the service level and penalties section of the Terms of Reference (TOR).</p> <p>✓ 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 (Newly added)</p> <p>✓ 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.</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Mr. Hofney Moepi

Chairperson: Bid Specification Committee



Signature

08/12/2024

Date

