

**IT&N DEPARTMENT**

**INVITATION TO QUOTE**

An invitation is hereby issued to suitably qualified and experienced service providers to provide services as described on the table below:

Quote number	Quote description	Price and BBBEE	Closing date & Time	Mandatory requirements
RFQ MUT 14/2025	Managed Cyber Awareness Training and Cyber Incident Response Services for 12 Months	80/20	27/01/2025 Time:12h00	Refer to a document

Mangosuthu University of Technology is committed to the implementation of its Procurement Policy on Broad-based Black Economic Empowerment (BBBEE).

**For Procurement Related Enquiries:** Deborah Nhlapo, email: [deborah@mut.ac.za](mailto:deborah@mut.ac.za) (031) 907 7262

**For Technical Enquiries:** Mr Njabulo Xaba email: [njabulox@mut.ac.za](mailto:njabulox@mut.ac.za) (031) 907 7568

RFQ documents can be downloaded from MUT website <https://www.mut.ac.za/tenders-procurement/>.

Completed documents should be emailed back to [deborah@mut.ac.za](mailto:deborah@mut.ac.za) no later than the date and time specified on the advertisement.

The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any bid. If you are not contacted within 180 working days after the closing date of the tender, consider your tender unsuccessful. The University does not bind itself to accept the lowest bid and reserves the right to accept the whole or part of any bid.



**MUT**  
**MANGOSUTHU**  
UNIVERSITY OF TECHNOLOGY

**OFFICIAL REQUEST FOR QUOTATION (RFQ)**

**INSTRUCTIONS:** The supplier information must be completed in full, and this document must be signed by authorized personnel. Supplier must carefully read the instruction and the terms and conditions of this document. Failure to adhere to these instructions and terms and conditions may result in rejection of the submission.

<b>Business Unit: IT&amp;N</b>	<b>RFQ number: 14/2025</b>
<b>RFQ Description:</b>	<b>Managed Cyber Awareness Training and Cyber Incident Response Services for 12 Months</b>
<b>Requester: Mr Njabulo Xaba</b> <a href="mailto:njabulox@mut.ac.za">njabulox@mut.ac.za</a> ; Tel:0319077568	<b>Procurement Officer: Deborah Nhlapo</b>
<b>Request date: 20 January 2025</b>	<b>Contact no: (031) 907 7262.</b> <b>E-mail: deborah@mut.ac.za</b>
<b>Compulsory Briefing/Information session</b>	N/A
<b>Closing date and Time: 27 January 2025</b> <b>TIME :12H00</b>	<b>QUOTATIONS:</b> <b>Send via e-mail: deborah@mut.ac.za</b>
<b>Payment term</b>	30 days in arrears upon receipt of a valid invoice
<b>NB:</b> RFQ documents should be sent on the email address above. Clarification questions to be directed to the buyer on the above email address.	

## BIDDER/SUPPLIER INFORMATION

Company name:	
Address:	
Contact Number:	
Name & Surname of Authorized person:	
Email:	
Company Registration number	

### RFQ FORM

1. I/We hereby render to supply all or any of the supplies and/or to render all or any of the services described in the attached documents to Mangosuthu University of Technology on the items and conditions and in accordance with the specifications stipulated in the RFQ documents (and which shall be taken as part of, and incorporated into, this RFQ) at the prices and on the terms regarding time for delivery and/or execution inserted therein.
2. I/We agree that the offer herein shall remain binding upon me/us and open for acceptance by Mangosuthu University of Technology during the validity period indicated and calculated from the closing time of the RFQ.
3. if I/we withdraw my/our RFQ within the period for which I/we have agreed that the RFQ should remain open for acceptance or fail to fulfil the contract when called upon to do so, Mangosuthu University of Technology may without prejudice to its other rights, agree to the withdrawal of my/or RFQ or cancel the contract that may have been entered into between me/us and Mangosuthu University of Technology and I/we will then pay to Mangosuthu University of Technology any additional expense incurred by Mangosuthu University of Technology having either to accept any less favourable RFQ or fresh RFQs have to be invited, the additional expenditure incurred by the invitation of fresh RFQ and by the subsequent acceptance of any less favourable RFQ, Mangosuthu University of Technology shall also have the right to recover such additional expenditure by set-off against moneys which may be due or become to me/us under this or any other RFQ or contract or against any guarantee or deposit that have been furnished by me/us or on my/our behalf for the due fulfilment of this or any other RFQ or contract and pending the ascertainment of the amount of such additional expenditure to retain such moneys, guarantee or deposit as security for any loss Mangosuthu University of Technology may sustain by reason of my/our default.

4. If my/our RFQ is accepted the acceptance may be communicated to me/us by letter or ordinary post or registered post and that SA Post Office Ltd shall be regarded as my/our agent. Delivery or such acceptance to SA Post Office Ltd shall be treated as delivery to me/us.
5. The law of the Republic of South Africa shall govern the contract created by the acceptance of my/our RFQ and that I/we choose domicilium citandi et executandi in the Republic (full address).
6. I/We furthermore confirm that I/we have satisfied myself/ourselves as to the correctness and validity of my/our RFQ, that the price(s) and rate(s) quoted cover all the work/items(s) in these documents; and that the price(s) and rate(s) cover all my/our obligations under a resulting contract. I/we accept that any mistakes regarding price(s) and calculations will be at my/our risk.
7. I/we hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me/us under this agreement as the principal(s) liable for the due fulfilment of this contract.
8. I/We agree that any action from this contract in all respects be instituted against me/us and I/we hereby undertake to satisfy fully any sentence or judgment which may be pronounced against me/us as a result of such action.
9. I/We declare that I/we have participation /no participation in the submission of any other offer for the supplies/service described in the attached documents. If in the affirmative, state name(s) or RFQ(s) involved.

10. -----  
 -----  
 -----

Are you duly authorized to sign for this the RFQ? \*YES / NO

11. Has the Declaration of Interest been duly completed and included with the other RFQ forms?  
 \*YES / NO

DECLARATION	
I,	the undersigned (full names)
.....	
Certify that the information furnished above is correct. I accept that, in addition to cancellation contract, action may be taken against me should this declaration prove to be false.	

Name & Surname of Authorised person/ Representative .....	Date:
Signature of a Bidder's Representative .....	

**PRICING SCHEDULE – FIRM PRICES (PURCHASES)**

**NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED**

**IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT**

Name of bidder.....RFQ number :14/2025  Closing Time: 12H00 <span style="float: right;">closing date :27/01/2025</span>
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OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM QUANTITY	DESCRIPTION	TOTAL BID PRICE IN RSA CURRENCY		
NO.		(ALL APPLICABLE TAXES INCLUDED)		
No	Description	Qty	Unit Price	Amount
1	<b>Managed Service for Goldphish Cyber Security Awareness for 12 months - Unlimited Simulated Phishing and End User Awareness Training Campaigns</b>	900		
2	<b>Managed Cyber Incident Response Service from Cyber SOC for a period of 12 months (3000 laboratory computers)</b>	1		
3	<b>Quarter 1 – Customized Cyber Security Awareness Presentation for 900 MUT staff Members</b>	1		
4	<b>Quarter 2 - Cyber Security Awareness Presentation for 900 MUT staff Members</b>	1		
5	<b>Quarter 3 - Cyber Security Awareness Presentation for 900 MUT staff Members</b>	1		
6	<b>Quarter 4 - Cyber Security Awareness Presentation for 900 MUT staff Members</b>	1		

7	<b>Maintenance Support – 12 Months Platform, Users List and Content</b>	1		
<b>VAT @ 15%</b>				
<b>TOTAL AMOUNT</b>				

- 
- Required by: .....
  - At: Mangosuthu University of Technology  
.....
  - Brand and model .....
  - Country of origin .....
  - Does the offer comply with the specification(s)? \*YES/NO
  - If not to specification, indicate deviation(s) .....
  - Period required for delivery .....
  - \*Delivery: Firm/not firm
  - Delivery basis .....

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

\*\* “all applicable taxes” includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

\*Delete if not applicable

## DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state<sup>1</sup>, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:.....

2.2 Identity Number: .....

2.3 Position occupied in the Company (director, trustee, shareholder<sup>2</sup>): .....

2.4 Company Registration Number: .....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

<sup>1</sup>“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

<sup>2</sup>“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state?

**YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed :

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attached proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

2.9.1 If so, furnish particulars.

.....

.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1 If so, furnish particulars.

.....

.....



2.11 Do you or any of the directors / trustees / shareholders / members **YES/NO** of the company have any interest in any other related companies whether or not they are bidding for this contract?

2.11.1 If so, furnish particulars:

.....  
 .....  
 .....

**3 Full details of directors / trustees / members / shareholders.**

Full Name	Identity Number	Personal Tax Reference Number	State Number / Peral Number	Employee Persal Number

**4 DECLARATION**

I, THE UNDERSIGNED (NAME).....  
 CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.  
 I ACCEPT THAT MANGOSUTHU UNIVERSITY OF TECHNOLOGY MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....  
 Signature

.....  
 Date

.....  
 Position

.....  
 Name

## DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1 This Standard Bidding Document must form part of all bids invited.
- 2 It serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
  - a. abused the institution's supply chain management system;
  - b. committed fraud or any other improper conduct in relation to such system; or
  - c. failed to perform on any previous contract.
- 4 **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p><b>The Database of Restricted Suppliers now resides on the National Treasury's website(<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) and can be accessed by clicking on its link at the bottom of the home page.</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.1.1	If so, furnish particulars:		
4.2	<p>Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?</p> <p><b>The Register for Tender Defaulters can be accessed on the National Treasury's website (<a href="http://www.treasury.gov.za">www.treasury.gov.za</a>) by clicking on its link at the bottom of the home page.</b></p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

**CERTIFICATION**

**I, THE UNDERSIGNED (FULL NAME) .....**

**CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.**

**I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.**

.....  
**Signature**

.....  
**Date**

.....  
**Position**

.....  
**Name of Bidder**

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

- 1 This document must form part of all bids<sup>1</sup> invited.
  
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).<sup>2</sup> Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
  
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
  - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
  
  - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
  
- 4 This form serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

5 In order to give effect to the above, the attached Certificate of Bid Determination must be completed and submitted with the bid:

<sup>1</sup> Includes price quotations, advertised competitive bids, limited bids, and proposals.

<sup>2</sup> Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

**CERTIFICATE OF INDEPENDENT BID DETERMINATION**

I, the undersigned, in submitting the accompanying bid:

\_\_\_\_\_  
(Bid Number and Description)

in response to the invitation for the bid made by:

\_\_\_\_\_  
(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: \_\_\_\_\_ that:  
(Name of Bidder)

- 1. I have read and I understand the contents of this Certificate;
- 2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
- 3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
- 4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
- 5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
  - (a) has been requested to submit a bid in response to this bid invitation;
  - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and

- (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder
6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium<sup>3</sup> will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
  - (b) geographical area where product or service will be rendered (market allocation)
  - (c) methods, factors or formulas used to calculate prices;
  - (d) the intention or decision to submit or not to submit, a bid;
  - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
  - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

**<sup>3</sup> Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.**

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

.....  
Signature

.....  
Date

.....

.....

.....

#### **CONDITIONS OF RFQ**

1. Bidders must submit all necessary documents and complete all forms and questionnaires contained in the RFQ. Each bidder's proposal shall be evaluated against timelines and price.
2. pricing- do not show separately.
3. Bidders responding to this quotation are deemed to do so, on the basis that they acknowledge and accept all Terms and Conditions of this quotation.
4. RFQ validity period 90 days.
5. Validity period may not be extended unless otherwise stated by the member.
6. Incomplete or late submissions will not be evaluated.
7. Return quotations to the email address provided before closing date and time.

## **MUT requirements:**

### **Background**

Mangosuthu University of Technology (MUT) proposes to engage in a competitive process for the award of a contract for a Managed Service Security Provider for a period of 12 months. This contract aims to assist the University in closing identified security gaps.

MUT requires the following:

- Managed Service delivering Unlimited Simulated Phishing and Cyber Awareness Training from a secure cloud platform for a period of 12 months.
- Managed Incident Response Service delivered from a Cyber-SOC for a period of 12 months.
- Quarterly cyber security awareness training sessions for 900 staff members

### **High Level Overview of the Cyber Awareness Contract**

The Managed Service Online Security Awareness Platform must provide:

- Cyber/Information Security eLearning
- Policy Management
- Phish Simulation
- Management & Automation
- Technology Requirements & Support

### **Specifications:**

#### **Core Features**

- Unlimited Training Campaigns
- Unlimited Simulated Phishing campaigns
- Updated, fresh & easy to digest training content library
- Full progress & performance reports
- Automate campaign deployment
- Custom campaign builder
- Customer campaign scheduler
- Segment your user groups
- Custom Phishing template builder
- Extensive Simulated Phishing email template library
- Simulated Phishing Reporter Tool
- Active Directory Integration

#### **Overall and platform related**

- 1) Security awareness and program materials must be fully customizable
- 2) Must include a Phish Reporter
- 3) Focus training efforts on vulnerable users that are being targeted by attackers
- 4) Identify knowledge gaps and view knowledge improvement
- 5) The awareness material must include posters, articles, newsletters, screensavers, infographics, videos, quizzes, and emailers.
- 6) Awareness log data must be centrally managed and configured to ensure protection of logs and secure storage.
- 7) Platform should have a feature for publishing companies' policies to their users



## Tool capabilities

- 1) The solution must be a cloud solution that provides assessment, training, and reporting capabilities.
- 2) Provide a secure end user authentication platform.
- 3) Provide content through mobile devices and computers.
- 4) Provide security awareness training solutions that covers a broad threat intelligence.
- 5) Administrative interface should be able to synchronise with Microsoft Active Directory and other LDAP related directories
- 6) Support random scheduling of the phishing campaign as well as random distribution of campaign templates to different users.
- 7) Provide the ability to enrol users if they miss a predetermined number of questions.
- 8) Automatic enrolment of training should also be available for users who fail a phishing simulation or tests.
- 9) Support compliance for learners with visual disabilities
- 10) Customisable reporting which Includes the following:
  - Support reporting for individuals as well as for defined groups of users.
  - Offer options to easily export and schedule reports to be sent in a secure manner to designated administrators and/or stakeholders
- 11) The solution must have capacity to support 50 000 or more user base.
- 12) Provide Certifications on completion of Training.
- 13) Product should have Admin agent access privileged.
- 14) Product should provide automatic notification to the user's manager about the training.

## High Level Overview of the Incident Response Contract

The Managed Incident Response Service must provide:

1. **Clear Objectives and Scope:**
  - Define the purpose and boundaries of the incident response plan, specifying which types of incidents it covers.
2. **Roles and Responsibilities:**
  - Clearly outline the roles and responsibilities of individuals and teams involved in the incident response process, including incident responders, communication liaisons, and executives.
3. **Communication Protocols:**
  - Establish detailed guidelines for how information is shared and escalated during an incident. This includes internal communication within the organization, as well as external communication with stakeholders, authorities, and vendors.
4. **Incident Classification and Severity Levels:**
  - Define a system for classifying incidents based on their severity and potential impact. This helps in prioritizing response efforts.
5. **Detection and Reporting:**
  - Specify how incidents will be detected, reported, and who is responsible for these actions. This may include the use of monitoring tools, intrusion detection systems, and employee reporting mechanisms.
6. **Initial Response Actions:**
  - Detail the immediate steps to be taken once an incident is detected, such as isolating affected systems, preserving evidence, and notifying relevant personnel.
7. **Evidence Preservation:**
  - Provide instructions on how to collect, document, and preserve digital evidence related to the incident. This is crucial for potential legal actions or investigations.
8. **Containment and Eradication:**

- Outline procedures for containing the incident to prevent further damage and for eliminating the root cause.
- 9. Recovery and Restoration:**
    - Define the process for restoring affected systems, applications, and services to normal operation. This includes verification of system integrity before bringing them back online.
  - 10. Post-Incident Analysis:**
    - Describe how incidents will be analysed after resolution to identify the cause, extent of impact, and lessons learned. This helps in improving future incident response efforts.
  - 11. Reporting and Documentation:**
    - Specify the format, content, and recipients of incident reports. This includes executive summaries for senior management and detailed reports for technical teams.
  - 12. Training and Awareness:**
    - Address how employees and stakeholders will be educated about incident response procedures, their roles, and best practices for prevention.
  - 13. Legal and Regulatory Considerations:**
    - Include any legal or regulatory requirements that must be adhered to during incident response, such as data privacy laws and breach notification requirements.
  - 14. Testing and Exercises:**
    - Establish a schedule for conducting regular incident response drills and tabletop exercises to validate the effectiveness of the plan.
  - 15. Continuous Improvement:**
    - Explain how feedback from incident responses and exercises will be used to update and enhance the incident response plan over time.
  - 16. Escalation Procedures:**
    - Detail the procedures for escalating incidents to higher levels of management or involving external authorities when necessary.
  - 17. Vendor and Third-Party Coordination:**
    - If relevant, specify how incidents involving third-party vendors or partners will be managed and coordinate response efforts.
  - 18. Documentation of Changes:**
    - Keep a log of any updates or changes made to the incident response plan, including the date and nature of the modification.

The Cyber Incident Response Contract must provide MUT with the following crucial benefits:

- 1. Rapid Response:** A defined incident response contract ensures MUT a structured and immediate response to cyber incidents. This swift action will mitigate damage and limit the impact of the incident.
- 2. Minimized Downtime:** Quick and effective incident response will reduce downtime, ensuring that critical systems and services are restored as soon as possible.
- 3. Regulatory Compliance:** MUT has legal requirements for incident reporting and response. Having a contract in place helps MUT meet these compliance obligations.
- 4. Preservation of Evidence:** An incident response contract often includes protocols for preserving digital evidence. This is crucial for any potential legal actions or investigations.
- 5. Improved Communication:** This contract will define communication protocols, ensuring that all relevant stakeholders are informed promptly and accurately during an incident.
- 6. Cost Control:** Having a pre-negotiated contract can help control costs related to incident response. It provides transparency on pricing and prevents any disputes over costs during a crisis.
- 7. Risk Management:** It's a proactive step towards risk management. By having a plan in place, MUT can identify and assess risks associated with cyber incidents more effectively.

**Evaluation Criteria**

<p><b>Compulsory documents to be submitted with RFQ.</b></p> <ul style="list-style-type: none"><li>• Valid Tax certificate or PIN</li><li>• Two (2) Reference Letters</li><li>• Gold Phish OEM Partnership Letter</li><li>• Certified Ethical Hacker (CEH)</li></ul> <ul style="list-style-type: none"><li>• <b><i>NB: Failure to submit these documents will lead to disqualification</i></b></li></ul>	<p><b>Mandatory Documents</b></p>
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**OTHER GENERAL REQUIREMENTS:**

- CSD MAAA NUMBER ----- (please insert in the space provided)
- BBEE Certification – No points will be allocated if not provided

**TO BE COMPLETED BY SUPPLIER BY (Checklist)**

• Does this Offer comply with specification, state brand where applicable?	
• Does the bidder have the required experience, state period?	
• Can this order be delivered within specified period, state delivery period?	
• Do you intend sub-contraction/Partner?	
• Pricing Schedule (Recalculate to ensure accuracy)- Indicate whether prices are firm or non-firm)	
• Declaration of Interest (Read, Understand and Sign)	
• Declaration of Bidder’s Past Supply Chain Management Practices (Read, Understand and Sign)	
• Certificate of Independent Bid Determination (Read, understand and Sign)	
• CSD Registration Number (MAAA.....) / CSD report	

**PLEASE NOTE: *MUT reserves the right to appoint or not appoint a service provider for this project. MUT will not necessarily accept the lowest quotation in part or full, it will be MUT’s discretion to appoint the most suitable service provider who will add value to MUT.***