

15 OCTOBER 2015

ATTENTION ALL SERVICE PROVIDERS



RE: REQUEST FOR PROPOSALS FOR THE SERVICE PROVIDERS WHO SPECIALISES IN THE DISASTER RECOVERY AND IT SERVICE CONTINUITY MANAGEMENT FOR THE SOUTH AFRICAN BOARD FOR SHERIFFS – SABFS 00010/2015

1. Background

The South African Board for Sheriffs (SABFS) was established in term of the Sheriffs Act 90 of 1986 from which the Board derives their functions and responsibilities. The SABFS consist of Non-Executive Directors appointed by the Minister of Justice and Correctional Services for a 3 year term. The Office of the Board is managed on a day to day basis by the Executive Manager. The current Board was appointed by the Minister in March 2015.

The core business of the SABFS is to:

- Train and Develop the Sheriffs Profession;
- Transform the Profession;
- Adhere to the Sheriffs Act 90 of 1986 and the Constitution of South Africa;
- Formulate Policy for the Profession; and
- Advance interest in the Sheriff Profession in general.

2. Objectives

The SABFS invites applications from suitable Service Providers to propose an effective solution for Disaster Recovery and IT Service Continuity Management (“DRITSC”), in the midst of a disaster at the office of the SABFS.

The SABFS will be appointing a Disaster Recovery Service Provider.

3. Background

The SABFS has a draft Disaster Recovery IT Service Continuity Management document.

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The SABFS requires a suitable DRITSC Management Service Provider, who is able to assist SABFS during the time of a Disaster.

The disaster can include a Fire, War, Flood, Earthquak, Burglary, Theft and Severe Storms. Further, more “every day” examples includes Power Outages, Utility Failures, Human Error, System Virus and Equipment Breakdown.

The SABFS requires a fully integrated Continuity Management (“CM”) Framework that has been specifically designed for promoting better IT and Business Resilience. The Board will thus expect to find the following covered in the service provider’s proposal:

- Centralised Planning and Coordination of preparation cycles, simulation cycles and audit cycles;
- The IT Environment and business modelling to be present which will include business processes, IT Services, Systems and Components;
- Stewardship of Associated Collateral which refers to the following:
 - Disaster Recovery and Business Continuity Plans;
 - Disaster Recovery Metrics; and
 - Recovery procedures/ runsheets.
- DR Orchestration, for example preventative automation, diagnostic automation and recovery automation; and finally
- Measurement and optimization is crucial for dashboarding and Reporting.

The SABFS would like to ensure that the service provider will be demonstrating in its submission, that it will assist the Board in reducing its risk during a time of disaster by considering how to combat the following inherent risk factors:

- Assumption that disaster recovery has already been taken care off;
- Reliance on individual heroics by the subject matter experts;
- Recovery too slow due to a untested, non-standardised and manual methods;
- The Disaster Recovery Team are overloaded and unable to cover everything;
- Assumption that incidents are both spectacular and rare;
- Lack of IT Investments in service resilience;

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- Technical debt i.e. recovery plan, procedures and Continuity Management Data Base is out of Date; and
- Lack of clear accountability and readiness training.

In addition to the above the service provider will be required to demonstrate the following in its submission:

- Understanding the SABFS IT Environment;
- Map Business and IT (understand the relationships);
- Assign Responsibilities;
- Understand and Document Recovery Objectives;
- Formulate your Recovery Plans which especially includes an ability to ensure that the SABFS's business is not threatened or jeopardised by responding or recovering in the event of a disaster;
- Establish Recovery Procedures; and
- Audit and Test your readiness regularly.

In addition to the above, the Service Provider needs to ensure the following:

- DR has been properly taken care of;
- Be personally responsible for the DR;
- Workshops are expected to be held with staff and there needs to be an official sign off on the training provided to the staff to ensure that all staff is knowledgeable in the event of a disaster;
- Recovery is not too slow, by ensuring that manual methods are tested and standardised; and
- The DR team are not overloaded and able to cover everything.

In conclusion to the above, the SABFS, will be expecting the above factors which should be incorporated into the proposal submission to provide the SABFS with the following benefits:

- Mature appreciation of the SABFS' IT and Business Relationships;
- Improved coordination, information sharing and collaboration;
- Streamlined recovery process through improved operations and automation;

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- Confidence from the service provider that the SABFS will be disaster ready through proactive measures;
- Provide service resilience through detective and preventative measures;
- Continual optimisation of the SABFS' recovery plans and procedures;
- Compliance with audit and industry standards e.g. BS25999,ISO27001;nfpa1620,HIPPA and PCI DSS;
- Repeatability through standardisation of recovery methods and operations; and
- Reduced recovery costs through an efficient and risk based process.

4. Terms of Reference for Service Providers

- 4.1 Provide a detailed work plan reflecting project phases, and time frames per project.
- 4.2 Provide detailed hourly rates for hourly consulting. Overall price to include VAT.
- 4.3 Take full responsibility for supervising and completing all Disaster Recovery and IT Service Continuity Management Plan and execution requested by SABFS.
- 4.4 Present demonstrable evidence of ability to undertake Disaster Recovery and IT Service Continuity Management Plan and execution.
- 4.5 Work in close collaboration with the SABFS Occupational Health and Safety Representative and the related committee members.
- 4.6 You will need to be available for regular meetings to discuss certain briefs in respect of the ad-hoc queries and especially when a Disaster Strikes.
- 4.7 Need to be available for regular meetings to discuss and report, in respect of progress made which will also include monthly monitoring and evaluation reports.
- 4.8 Provide a detailed Draft SLA for 12months, with possible options for extension of the contract which will be based on performance.

5. Time schedule

The submission of tenders will close at 12 noon on Friday, 31 July 2015.

6. Work plan

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The Service Providers will be required to carry out work through the work processes of all senior managers in the organisation, key staff members, and members of the Board including the Chairperson and most of all the Occupational Health and Safety Committee members. The potential Service Provider will also be required to review key documents, policies and procedures to better understand the organisation.

7. Reporting

The service provider will initially meet at least every Friday of the month to discuss progress with the OHS Committee members and the Management structure of the SA Board for Sheriffs.

8. Key assumptions

The potential service provider will demonstrate an understanding of the SABFS and its Disaster Recovery and IT Continuity Management requirements and will familiarise itself SABFS knowledge of the business;

The service provider must be familiar with similar organisations and the Public Sector in general;

The potential service provider will have a strategic approach to the project; and

An experienced Disaster Recovery and IT Continuity Management team will spearhead and project manage the process.

9. Selection criteria

Strengths of the creative material in meeting the objectives.

Experience of the team/person.

Ability to deliver on time and within budget.

Value for money taking into account complexity of the concept and the amount of creative material required. Provide a Draft SLA for 12 months.

10. Evaluation Criteria

- Price 80/20 rule
- Functionality scoring
- BEE 20%

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11. Tender Conditions/ Enquiries

Only fully responsible bids will be considered namely:

- Detailed company portfolio and certified copies of qualifications;
- Tender documents are submitted on the specified closing date and time;
- Valid Tax Clearance Certificate to be submitted in the name of the Tender Company;
- Valid BEE Certificate, original and certified copies;
- Detailed Budget with detailed breakdown and all-inclusive pricing;
- Attend the Compulsory Briefing Session, where further instructions will or not be added or amended on 18 November 2015 at 11:00am;
- Five contactable references;
- The Draft terms of reference will be made available on the SABFS website and or may be requested via e-mail from proposals@sheriffs.org.za not later than 12:00pm on 17 November 2015;
- All enquiries, subsequently to the Compulsory Briefing Session, relating to the tender must only be communicated in writing. All written communication must be sent to the following email address only proposals@sheriffs.org.za by no later than **03 December 2015**, Subject Heading: SABFS 00010/2015 Disaster Recovery and IT Service Continuity Management for the SABFS on this matter other than through the required communication channels as stipulated in this bidding document; and
- Each bidder is required to submit 1 original plus 4 copies of the tender submission in a sealed envelope addressed to:

SABFS00010/2015
 South African Board for Sheriffs
 Attention: Mrs Celesti Fortuin
 88 Loop Street
 Cape Town
 8001

- The SABFS is not obliged to accept any offers and has the right to withdraw and or amend tender specifications at its sole discretion.

Should applicants not receive any correspondence from the SABFS following their submission within 60 days, please view your application as unsuccessful.

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