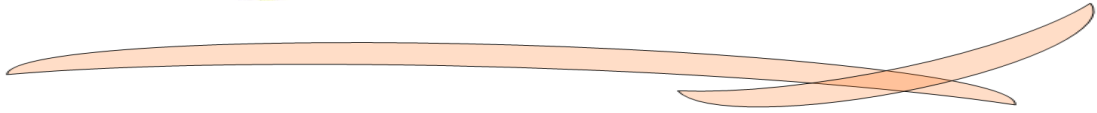




NATIONAL AIDS COMMISSION

Powered to Conquer HIV and AIDS



Gateway Firewall Security RFP
Terms of Reference



Stop AIDS! Keep the Promise

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1. INTRODUCTION

1.1 National AIDS Commission

1.1.1 National AIDS Commission (NAC) is a statutory body established in terms of Act No.8 of 2005 of Parliament of the Government of Lesotho to be responsible for the development and coordination of strategies and programmes for controlling and combating HIV and AIDS in Lesotho; for facilitating implementation, monitoring and evaluation of programmes and for provision of policy guidance to implementing structures.

- **Vision**

To be the leading HIV and AIDS coordinating body in the SADC region by 2011

- **Mission**

To provide an effective leadership in the coordination of the national response to HIV and AIDS in Lesotho.

- **The Strategic Goal**

The overall goal of NAC is to effectively coordinate the national response to HIV and AIDS in Lesotho.

1.2 Background

1.2.1 National AIDS Commission receives the largest share (about 90%) of its budget funding from the Government of Lesotho in order to support the implementation of the HIV and AIDS interventions.

NAC has also established offices at each of the 10 Lesotho districts including the Capital district, Maseru with two officers at each district office. The staff enrolment currently stands around 90 and has about 55 desktop computers and 3 servers

1.2.2 Current situation

Currently NAC is hosting their corporate emails with the external independent telecommunications company and in order to enhance their HIV and AIDS interventions and information dissemination NAC has just developed a corporate website (www.nas.org.ls or www.nac.org.ls) that is presently hosted with an external IT service provider. The ultimate goal and desire is to have all the ICT systems and services hosted, managed and administered from within the organization. NAC again is still in the process of automating their internal operations through implementation of Financial and HR systems which then their accessibility is planned be extended to the remote district offices through the use of web access.

The only server services that are currently hosted internally include: corporate antivirus server, application server, primary domain server and internet gateway server.

Internet and email services at the Head Office are currently accessed through a wireless connection that would sooner be terminated while moving to a 512kb/s lease-line. Remote district offices are still installed with dialup connection through which they access their email and internet except Maseru office that is connected through ADSL which is yet not available in other districts.

1.2.3 Future plans

Early the beginning of the next 2008/2009 financial year, the target goal is to implement internal email system running on Microsoft Exchange 2007; and towards the end of the same financial year corporate website will be moved from the external body where it is currently hosted and managed in order to host and administer internally.

In order to enhance systems and information protection and security, NAC therefore endeavours to install and implement a solid gateway firewall security.

2. PROPOSAL REQUIREMENTS

2.1 Proposals are therefore invited from the registered IT Companies for the supply, installation and configuration of the hardware and software Gateway Firewall Security computer equipment.

3. MINIMUM REQUIREMENTS SPECIFICATION

3.1 On the basis of the background information provided, the bidder is required to supply, install and properly configure a gateway firewall hardware and software solution which meet the following minimum security requirements:

- 3.1.1 Control and manage remote accessing of the following internal applications only by NAC district offices through web access functionality: **VIP HR self-service** application and **AccTech eWorkflow** procurement application;
- 3.1.2 Control and manage incoming and outgoing email communications traffic (currently POP3 email service from external service provider and future Microsoft Exchange 2007 internal email service);
- 3.1.3 Examines network traffic between internal private network and external internet network to detect and prevent intrusion;
- 3.1.4 Supports common Internet services and consists of a proxy and/or stateful inspection system and a packet-filtering device;
- 3.1.5 Block TELNET or Remote LOGIN connections from the Internet to the internal network;

- 3.1.6 Block SMTP and FTP connections to the Internet from internal systems not authorized to send email or move files;
- 3.1.7 Act as an intermediate server in handling SMTP and HTTP connections in either direction, or require the use of an access negotiation and encapsulation protocol such as SOCKS to gain access to the Internet, to the internal network, or both;
- 3.1.8 Perform extensive protocol validity checks and only implement a "safe" subset of the protocol;
- 3.1.9 Block any sort of access that is deemed illegitimate and/or harmful, regardless of whether or not the attempted access is standards-compliant;
- 3.1.10 Block packets from the internet side that claim a source address of a system on the internal network;
- 3.1.11 Perform spam filtering and block unsolicited incoming and outgoing junk mail;
- 3.1.12 Screen the list of EHLO responses and must only allow the ones the firewalls understands to pass through;
- 3.1.13 Protect internal systems and applications from worms (and other attacks) that target known vulnerabilities in commercial infrastructure software (Apache, IIS etc.);
- 3.1.14 Prevent signature-based intrusion and detect web protocol violation;
- 3.1.15 Control and manage NAC corporate website traffic to ensure that only standard-compliant and secure access is permitted;
- 3.1.16 Prevent unsolicited inbound connections and unauthorized external users from accessing internal systems.

Reporting and documentation standard

- 3.1.17 The firewall should have a graphical administrative user interface (GUI) for internal administrators;
- 3.1.18 The firewall should maintain a clear log file of all unsafe intrusions and unauthorized access attempts;
- 3.1.19 Firewall should have a high-quality documentation that clearly explains how to configure each type of Internet service and explains address-related issues, such as setting up DNS and configuring Web browsers.

Firewall updates and patches

- 3.1.20 The firewall should automatically update itself and install essential system patches regularly.

Contra-indications

- 3.1.21 The introduction of a firewall and any associated tunneling or access negotiation facilities **MUST NOT** cause unintended failures of legitimate and standards-compliant usage that would have worked were the firewall not present.

4. BIDDER'S COMPETENCY AND EXPERTISE REQUIREMENTS

4.1 The bidder must have the following minimum competency and expertise requirements:

- 4.1.1 At least 5 years experience in installation and support of firewalls for medium to large companies;
- 4.1.2 At least 5(five) years experience in conducting IT risk assessments;
- 4.1.3 The team leader/project manager must have at least 5(five) years of relevant experience of implementing and supporting firewalls.

5. WARRANTY AND MAINTANANCE SERVICE

- 5.1 NAC requires that all requirements be supplied with a minimum of 1-year warranty and maintenance service from the date of delivery.
- 5.2 In summary, the warranty and maintenance service must include:
 - 5.2.1 On-site response within agreed performance levels, in particular
 - 5.2.1.1 For severe incidents that render the equipment inoperable,
 - 5.2.1.1.1 a response is required within 2 hours of logging the incident with the supplier or 08:00 a.m. the following business day
 - 5.2.1.1.2 a repair or acceptable work-around within 24 hours of logging the incident
 - 5.2.1.2 For less severe incidents,
 - 5.2.1.2.1 a response is required within 4 hours of logging the incident with the supplier or 08:00 a.m. the following business day
 - 5.2.1.2.2 a repair or acceptable work-around within 48 hours of logging the incident
- 5.3 The bidder is required to offer that warranty and maintenance services of all equipment will be delivered free of additional charges.

6. PROCUREMENT REQUIREMENTS AND APPROACH

6.1.1 Procurement Approach

6.1.2 The procurement is and shall be undertaken in accordance with the NAC Procurement Procedures, Regulations and Rules.

6.1.3 Stages of Procurement:

6.1.3.1 Preparation and submission of sealed bid proposals

6.1.3.2 Opening of bids publicly

6.1.3.3 Technical Evaluation of bids/tenders by NAC Tender Committee

6.1.3.4 Award of bid

6.1.3.5 Issuing of purchase order

6.1.3.6 Commencement of supply and installation

6.1.3.7 Completion of supply and installation

6.2 Cost of Bidding

6.2.1 The bidder shall bear all costs associated with the preparation and submission of his tender and the National Aids Commission (NAC) will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6.3 Eligibility and Qualification Requirements

6.3.1 This invitation to tender is open to registered IT Companies that shall provide evidence satisfactory to the NAC Tender Committee of their eligibility, capability and adequacy of resources to carry out the contract effectively and on time.

7. BID PREPARATION AND FORMAT

7.1 This section of the Tender document provides a guide on how to respond to the RFP; the required structure and contents of the proposal.

7.2 Questions about the procurement may be addressed only using the voice telephone number (+266 22326794) to the MIS Officer and/or Procurement Officer before the due date for submission of bids. No email and no fax correspondence shall be entered into whatsoever regarding this tender document.

7.3 The bid to be prepared by the bidder shall comprise the following:

7.3.1 Section 1: Introduction

7.3.1.1 Letter of acceptance of the invitation to participate in the bidding and to fully comply or decline to the terms and conditions of the bid.

7.3.1.2 Summary of the items for the solution proposed and their costs:

7.3.1.2.1 List and quantities of items to be provided;

7.3.1.2.2 The total cost (including VAT) per item in figures and words;

- 7.3.1.2.3 Schedule by which each equipment will be delivered after receiving an order;
- 7.3.1.2.4 The information on eligibility and qualification and any other material required to complete the delivery.

7.3.1.3 Contacts details:

- 7.3.1.3.1 The bidder is requested to provide the name, job title and contact details (postal address, voice telephone number, facsimile telephone number and e-mail address) of the individual in the supplier organization who will be responsible for responding to any procurement or technical enquiries.

7.3.1.4 Referees:

- 7.3.1.4.1 The bidder must give and attach as Annex **SC02– Lot SC02 Reference sites** the details of minimum of **five(5)** customer reference sites where firewall installation has been conducted. Referees should be those that can be contacted by NAC without prior notice of the bidder and references must include:

- 7.3.1.4.1.1 Name, physical address and telephone of the referees
- 7.3.1.4.1.2 Type of Firewall Equipment Supplied
- 7.3.1.4.1.3 Cost of the Equipment supplied
- 7.3.1.4.1.4 Clear schedules in which the Firewall was supplied and installed

- 7.3.1.4.2 Referees may be questioned on the size and operations; mainly experience with the bidder concerning supply, installations of the firewall solutions; the performance level of after-sales services and response; and the nature and quality of the commercial relationship with clients.

7.3.2 Section 2: Response proposal

- 7.3.2.1 The bidder should provide the detailed proposal of the Gateway Firewall Security solution to implement.

- 7.3.2.1.1 The proposal should clearly state how it would address and respond to the minimum requirements and even other more.

- 7.3.2.1.2 All the other information, certificates and other documents that would substantiate the proposal to be more competitive should be included.

7.3.3 Section 3: Trading documents

- 7.3.3.1 The bidder must provide the following **certified** and **valid** trading documents of the country of origin of the bidding company:

- 7.3.3.1.1 Certified copies of **Valid** Traders' License
- 7.3.3.1.2 Certified copies of **Valid** TAX Clearance Certificate(s)

8. BID PRICE

- 8.1 The price quoted by the bidder shall not be subject to adjustment on any account except as otherwise provided in the conditions of contract

9. BID VALIDITY

- 9.1 Bids shall remain valid and open for acceptance for a period of 90(ninety) working days after the date of tender opening.

9.2 Bidder Organization

- 9.2.1 The bidder must fully declare and describe the organization/relationships and nature of participation of all entities proposed to be involved whether as partners or sub-contractors.

- 9.2.2 For a consortium bid, one partner must be the designated prime contractor who will be readily available to respond and attend to any and all queries, problems and questions.

9.3 Corporate CV

- 9.3.1 The corporate CV of the bidder and its partners and sub-contractors (if any), must be provided.

9.4 Bidders' resources and availability

- 9.4.1 Bidders must guarantee in their bid proposals that sufficient human and technical resources will be available to ensure that delivery can be completed within the period allowed and that all technical questions can be answered and addressed promptly.

10. EVALUATION OF BIDS

- 10.1 Once proposals have been received, they will be evaluated using NAC formal tender evaluation procedures and regulations.

10.2 Evaluation Approach:

- 10.2.1 A two level approach will be employed to evaluate tenders leading to a "Value For Money" based award.

- 10.2.2 The first level evaluation will assign a technical score:

- 10.2.2.1 Any tender bid that does not comply fully with the minimum requirements specifications is unlikely to proceed to the second level of evaluation.

10.2.3 The second level evaluation will be on the 'VALUE FOR MONEY':

10.2.3.1 At the second level the quoted costs of the proposed solution will be reviewed and used in conjunction with the technical score to assess the best 'value for money' proposed by each bid.

10.2.4 The bid that offers the lowest tender price shall/may not necessarily guarantee to be awarded the contract.

11. SEALING AND MARKING OF BIDS

11.1 Bidders shall provide to the NAC, the original plus two copies of the bid in a sealed envelope.

11.2 The envelope containing the original and the two copies shall **not** bear any form and/or means of the identification of the bidder and shall be marked as follows:

National AIDS Commission
Bid for Gateway Firewall Equipment
DO NOT OPEN BEFORE [18th April 2008]

12. DEADLINE FOR SUBMISSION OF BIDS

12.1 Bid proposals must be deposited in the tender box placed at NAC-Head Office at the address specified above not later than [2.30pm on the 18th April 2008].

12.2 No bid will be received and/or accepted after the deadline.

13. BIDS OPENING

13.1 The NAC Tender Committee will open the bids, in the presence of all bidders or their duly authorized representative who choose to attend, at NAC offices (Red Cross House opposite UN building) and at 2.30pm on the 18th April 2008;

13.2 The name of the bidder and total amount of each bid shall be read aloud and recorded when opened.

13.3 Prior to the detailed evaluation of the bids, the NAC will ascertain whether the bids meet the eligibility requirements (*as outlined in section 3*); have been properly signed; have any material errors in computation; and are otherwise generally in order;

13.4 Bids will be checked by the NAC Tender Committee for any arithmetic errors. Where there is a discrepancy between the amounts in figures and words, the amount in words will govern. Where there is a discrepancy between the unit rate and the line item total, derived from multiplying the unit rate by the quantity, the unit rate as quoted will govern. If a bidder refuses to accept the correction, his/her bid will be rejected.

14. AWARD OF CONTRACT

- 14.1 The NAC Tender Committee will award the contract to the bidder whose bid has been determined to be substantially responsive to the bidding documents as stated above and has the best 'Value For Money' proposal, provided further that the bidder has the capacity, capability and resources to carry out the contract effectively.
- 14.2 Prior to the expiration of the period of the bid validity prescribed by NAC, the successful bidder will be notified in writing that his bid has been accepted. This "Letter of Offer" shall name the sum which the NAC will pay for the goods.
- 14.3 Within 5(five) days of receipt of the Letter of Offer, the successful bidder shall in writing notify NAC that they accept the offer as is.
- 14.4 NAC reserves the right to dishonour any bid that is not substantially responsive; and/or do not address minimal and mandatory requirements and technical specifications; and/or there is lack of effective competition.
- 14.5 The bid that offers the lowest tender price shall not/may not necessarily be awarded the tender.
- 14.6 If a bid is not substantially responsive, i.e. it contains material deviations from or reservations to the terms, conditions and specifications in the bidding documents, it will not be considered further. The bidder shall not be permitted to correct or withdraw material deviations or reservations once bids have been opened;

15. ACCEPTANCE OF CONTRACT

- 15.1 The bidder is required to confirm that they will accept the 'Terms and Acceptance Conditions set out in this document.
- 15.2 If awarded the tender, the bidder will be required to supply the equipment meeting the requirements set out in this RFP document except only if :
- 15.2.1 The proposal expressly states that a particular requirement cannot or will not be met or can/will be met only in part.
- 15.2.2 NAC notifies in writing when accepting the bid, or subsequently, that the missing element is not required to meet a particular requirement or requirements.

16 SUPPLY AND INSTALLATION OF EQUIPMENT

- 16.1 Following the award of contract, the supply, installation and configuration of the equipment is expected to commence not later than seven(7) days after the issue of an official order.
- 16.2 Each bidder is required to commit according to their bid proposal.

- 16.3 The successful bidder should undertake to complete the supply and installation of the goods and services in a period no exceeding twenty-one(21) days.
- 16.4 NAC anticipates that the bidder would deliver all equipment fully installed.
- 16.5 Bidders should substantiate in their bids that they are professionally qualified and/or have considerable work-field experience with a proven track record in the supply and installation of security firewall hardware and software equipment.