



TENDER T UJ 14/2024: FORTINET LICENSE RENEWAL FOR A PERIOD OF THREE (3) YEARS

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1. Overview

The University of Johannesburg (UJ) has implemented a comprehensive security infrastructure across its APK campuses, comprising FortiGate Firewalls, DDOS mitigation devices, FortiManager, FortiAnalyzer, and FortiAuthenticator systems. This robust setup is designed to safeguard UJ's assets and data from external threats, ensuring the integrity and confidentiality of sensitive information.

As part of our ongoing commitment to maintaining the highest standards of security, the licenses for these critical security devices require annual renewal. This document outlines the specifications and requirements for the renewal process and associated support services.

In addition to license renewal, the selected service provider will be expected to offer advanced support to UJ's internal network security team.

2. Basic requirements.

The successful service provider must meet the following requirements:

- 2.1 Fortinet approved reseller and Fortinet accredited. **(Proof to be included in the submission. Failure to provide partner certification will lead to disqualification.)**
- 2.2 Local i.e. Representatives must be based in Gauteng.
- 2.3 Own In-house Fortinet Engineers. **(Proof to be included in the submission. Failure to provide cvs will lead to disqualification)**
- 2.4 Two (2) x Technical Resources **MUST** have valid NSE 4 or higher Certification. **(Proof to be included in the submission. Failure to provide NSE 4 or higher certification will lead to disqualification)**

3. Support requirements.

The successful service provider must be able to adhere to the following support requirements:

3.1 Support Calls

- UJ working hours are 8:00am to 5 pm, Monday to Friday excluding holidays.
- When a support call is initiated, the service provider must respond within 2 hours. If it's a repair that is needed the service provider needs to repair within 4 hours. The hours that will be used can be used from the total amount of hours that is specified for consulting hours (section 3.2)

3.2 Consulting Hours

- As specialized skills are needed, UJ will need consulting hours to be included in the submission by the service provider. These consulting hours can be used for troubleshooting problems, optimizing the configurations of devices, firmware Updates and recommendations, updating new ransomware definitions, expert advice on best practice etc.
- Furthermore, these consulting/support hours can be onsite or remotely (UJ will decide) by a certified Fortinet Engineer.
- 20 hours for support to be allocated for the year. (during working hours).
- These hours will be pre-arranged with the successful service provider in advance unless urgent support is needed for a break-fix scenario.
- Monthly report on balance of hours used and remaining to be supplied.

3.3 Afterhours

- Afterhours refers to work outside normal working hours. In certain cases, the service provider must be able to provide service outside working hours indicated in section 3.1.
- 10 afterhours support hours per year must be quoted.

4. Equipment List and sites (Specifications)

Below is the list of equipment's to be quoted on for renewal and support thereof.

| Campus | Model | Description |
|--------|-------|--|
| APK | 3980E | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FG39E8T019900268 |
| APK | 3980E | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FG39E8T019900242 |
| APK | 1000B | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FI-1KB5819000006 |
| APK | 1000B | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FI-1KB5819000013 |
| APK | 2000E | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FL-2KET320000045 |
| APK | 300F | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FMG3HFT720900051 |

Annexure A

| | | |
|---------|----------------|--|
| APK | FAC-VM-BASE | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FAC-VMTM23002710 |
| APK | FAC-VM-BASE | 3 Years (renewed annually and paid annually) UTM Bundle (24x7 FortiCare) plus NGFW, AV, Web Filtering, Botnet IP/Domain and Antispam Services) Renewal (Active/Passive) S/N: FAC-VMTM23002711 |
| Support | Support Period | 3 Years |
| | Support Hours | 20 Office Hours per Year 10 After Hours Per year |

5. Additional notes.

- 5.1 By responding to this tender, it means that the tenderer agrees to the UJ Standard Terms and Conditions provided in the tender pack.
- 5.2 The response must strictly adhere to the above requirements. Deviations must be clearly mentioned and explained. However, it will be at the sole discretion of UJ to accept or reject such deviations.
- 5.3 The successful service provider is expected to provide onsite support or remotely through VPN service and access will be provided for if needed.
- 5.4 One Year pricing to be included.
- 5.5 The below pricing sheet in section 7 must be used for pricing submission.
- 5.6 Check Sheet in section 8 **MUST** be complete to reflect the level of compliance (Include comments where necessary)
- 5.7 The successful Service Provider must be willing to enter a 3-year SLA for yearly license renewals.
- 5.8 Licenses will be renewed on an annual basis and paid for on an annual basis.

6. Evaluation.

The Tender will be evaluated in three stages:

- Stage 1 - Compliance
- Stage 2 - Functionality
- Stage 3 - Financial and B-BBEE

6.1 Stage 2 – Functionality

| | Requirement | Maximum points obtainable |
|---|---|---------------------------|
| 1 | Meet specifications and requirements | 50 |
| | - Fully Priced BOQ. = 30 points | |
| | - Check list completed. = 10 points | |
| | - Quotation reflects the exchange rate used. (R19,00 to \$1,00) = 10 points | |
| 2 | Key 2 x Technical resources certifications with Minimum experience of over 3 years on Fortinet Technology. (NSE4 or higher – certification and cvs to be provided). = 15 points per technical resource | 30 |
| 3 | Contactable Reference Letters (6 References not older than 3 years, and relevant to the support and maintenance of Fortinet products) = 5 points per reference | 20 |
| | Total Points awarded | 100 |

A minimum of 70 points is required by any bidder before further evaluation. All bidders who achieve 70 points or more will be evaluated equally in terms of Stage 3.

6.2 Stage 3 - Financial and B-BBEE

- Price (80 points)
- BBBEE (20 points)

Annexure A

7. Pricing Sheet. (Quotations to be based on R19,00 to \$1,00 for evaluation purposes. Please note that the exchange rate will be confirmed and aligned on the date of the purchase order)

| Serial Number | Mode | Expiry | Year 1 | Year 2 | Year 3 | Total cost for 3 Years |
|----------------------------|---------|------------|--------|--------|--------|------------------------|
| FG39E8T019900268 | Active | 2024/07/07 | | | | |
| FG39E8T019900242 | Passive | 2024/07/07 | | | | |
| FI-1KB5819000006 | Active | 2024/07/07 | | | | |
| FI-1KB5819000013 | Passive | 2024/07/07 | | | | |
| FL-2KET320000045 | Active | 2024/07/07 | | | | |
| FMG3HFT720900051 | Active | 2024/07/07 | | | | |
| FAC-VMTM23002710 | Active | 2024/05/16 | | | | |
| FAC-VMTM23002711 | Passive | 2024/05/16 | | | | |
| Sub Total | | | | | | |
| VAT | | | | | | |
| Total including VAT | | | | | | |

| Support Hours | Year 1 | Year 2 | Year 3 | Total |
|----------------------------|--------|--------|--------|-------|
| 20 Office Hours | | | | |
| 10 After Hours | | | | |
| Sub Total | | | | |
| VAT | | | | |
| Total including VAT | | | | |

8. Check Sheet

| | | Comply Yes/No | Comment |
|----|---|------------------|---------|
| 1 | Fortinet approved reseller and Fortinet accredited. Proof to be included in the submission. | | |
| 2 | Local i.e. Representatives must be based in Gauteng. | | |
| 3 | Own In-house Fortinet Engineers. CVs plus NSE 4 or higher certification to be provided. | | |
| | Support Calls | | |
| 4 | Can support according to UJ working hours are 8:00am to 5 pm, Monday to Friday excluding holidays. | | |
| 5 | When a support call is initiated, the service provider must respond within 2 hours. If it's a repair that is needed the service provider needs to repair within 4 hours. The hours that will be used can be used from the total amount of hours that is specified for consulting hours | | |
| 6 | As specialized skills are needed, UJ will need consulting hours to be included in the submission by the service provider. These consulting hours can be used for troubleshooting problems, optimizing the configurations of devices, firmware recommendations, updating new ransomware definitions etc. | | |
| 7 | Furthermore, these consulting/support hours can be onsite or remotely by a certified Fortinet Engineer. | | |
| 9 | These hours will be pre-arranged with the successful service provider in advance unless urgent support is needed for a break-fix scenario. | | |
| 10 | Monthly report on balance of hours used and remaining to be supplied. | | |
| 11 | 20 office hours of support per year must be quoted. | | |
| 12 | 10 afterhours of support hours per year must be quoted. | | |