

REQUEST FOR TENDERS

RFT: 2023/064
File: AP_9/7/1/1
Date: 30 November, 2023
To: Interested suppliers
From: Christian Slaven, IT Manager

Subject: Request for tenders (RFT): Enterprise Endpoint Security Solution

1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.
- 1.2. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:
 - We value the Environment
 - We value our People
 - We value high quality and targeted Service Delivery
 - We value Integrity
- 1.3. For more information, see: www.sprep.org.

2. Specifications: statement of requirement

- 2.1. SPREP wishes to call for tenders from prospective cybersecurity vendors who can provide next-generation threat detection and prevention enterprise endpoint security solutions to strengthen the protection of SPREP systems for a period of 2 or 3 years.
- 2.2. The Terms of Reference of the products and services to be provided are set out in Annex A.
- 2.3. The successful consultant must supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct: <https://library.sprep.org/sites/default/files/sprep-organisational-values-code-of-conduct.pdf>. Including SPREP's policy on Child Protection, Environmental Social Safeguards, Fraud Prevention & Whistleblower Protection and Gender and Social Inclusion.
- 2.4. SPREP Standard Contract Terms and Conditions are non-negotiable

3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested consultants must meet the following conditions:
 - i. Address all technical requirements attached in Annex 1
 - ii. Have an office/distributor/business partner in the Pacific that provides technical support to the Pacific region
 - iii. Provide 3 references of client companies and organisations with similar size and solutions implemented

- iv. Complete the **tender application form** provided (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered*).
For the Technical and Financial proposals you may attach these separately.
 - v. Provide a Financial Proposal which should outline the schedule of priced tasks in accordance with requirements outlined in the Terms of Reference; and
 - vi. Provide a copy of valid business registration/license.
- 3.2 Tenderers must declare any areas that may constitute conflict of interest related to this tender and sign the **conflict of interest form** provided.
- 3.3 **Tenderer is deemed ineligible due to association with exclusion criteria, including** bankruptcy, insolvency or winding up procedures, breach of obligations relating to the payment of taxes or social security contributions, fraudulent or negligent practice, violation of intellectual property rights, under a judgment by the court, grave professional misconduct including misrepresentation, corruption, participation in a criminal organisation, money laundering or terrorist financing, child labour and other trafficking in human beings, deficiency in capability in complying main obligations, creating a shell company, and being a shell company.
- 3.4 Tenderer must sign a declaration of **honour form** together with their application, certifying that they do not fall **into** any of the exclusion situations cited in 3.3 above and where applicable, that they have taken adequate measures to remedy the situation.

4. Submission guidelines

- 4.1. Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and in the Terms of Reference and is capable of meeting the specifications and timeframes. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should be submitted in English and outline the interested consultant's complete proposal:
- a) **SPREP Tender Application form and conflict of interest form.** (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered*).
For the Technical and Financial proposals you may attach these separately.
 - b) **Honour form**
 - c) **Curriculum Vitae** of the proposed personnel to demonstrate that they have the requisite skills and experience to carry out this contract successfully.
 - d) **Technical Proposal** which contains the details to achieve the tasks outlined in the Terms of Reference.
 - e) **Financial Proposal** – require costings for 2 options – term of 2 years and 3 years. Provide a detailed breakdown of costs for all components in successfully delivering this solution for each of the two options submitted in United States Dollars (USD) and inclusive of all associated taxes.
- 4.3. Provide three referees relevant to this tender submission, including the most recent work completed.

- 4.4. Tenderers/bidders shall bear all costs associated with preparing and submitting a proposal, including cost relating to contract award; SPREP will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 4.5. The tenderer/bidder might be requested to provide additional information relating to their submitted proposal, if the Tender Evaluation Committee requests further information for the purposes of tender evaluation. SPREP may shortlist one or more Tenderers and seek further information from them.
- 4.6. The submitted tender proposal must be for the entirety of the Terms of Reference and not divided into portions which a potential tenderer/bidder can provide services for.
- 4.7. The Proposal must remain valid for 90 days from date of submission.
- 4.8. Tenderers must insist on an acknowledgement of receipt of tender.

5. Tender Clarification

- 5.1. a. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 18 December 2023. A summary of all questions received complete with an associated response posted on the SPREP website www.sprep.org/tender by 20 December 2023
- b. The only point of contact for all matters relating to the RFT and the RFT process is the SPREP Procurement Officer.
- c. SPREP will determine what, if any, response should be given to a Tenderer question. SPREP will circulate Tenderer questions and SPREP’s response to those questions to all other Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>) without disclosing the source of the questions or revealing any confidential information of a Tenderer.
- d. Tenderers should identify in their question what, if any, information in the question the Tenderer considers is confidential.
- e. If a Tenderer believes they have found a discrepancy, error, ambiguity, inconsistency or omission in this RFT or any other information given or made available by SPREP, the Tenderer should promptly notify the Procurement Officer setting out the error in sufficient detail so that SPREP may take the corrective action, if any, it considers appropriate.

6. Evaluation criteria

- 6.1. SPREP will select a preferred supplier on the basis of SPREP’s evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tender satisfies the following criteria:
- 6.2. A proposal will be rejected if it fails to achieve 70% or more in the technical criteria and its accompanying financial proposal shall not be evaluated.

I. Technical Score – 80%

Criteria	Detail	Weighting
Product Core functionality	Advance and next-generation protection from malware, zero day attacks, ransomware and exploits, Data Loss Prevention (DLP), Intrusion Prevention System (IPS).	20

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Administration	Central unified Console for managing assets, integrates with Microsoft Azure AD, policy management, efficient deployment and removal, intuitive realtime monitoring and reporting dashboard	10
Run Environment	All platforms, servers and PC's, mobile phones, all Operating Systems etc.	10
Product Performance	Scope, speed (scans, updates), reliability	20
Technical Support	Must have an office/distributor/business partner in the Pacific that provides technical support to the Pacific region Ease in submitting cases, response times, intuitive services (chat, online help)	10
Other Capabilities	Browser protection, stats, compliance, usage notifications etc.	10

II. Financial Score (outlining 2 options - 2 years and 3 years) - 20%

The following formula shall be used to calculate the financial score for ONLY the proposals which score 70% or more in the technical criteria:

$$\text{Financial Score} = a \times \frac{b}{c}$$

Where:

a = maximum number of points allocated for the Financial Score

b = Lowest bid amount

c = Total bidding amount of the proposal

7. Variation or Termination of the Request for Tender

- 7.1 a. SPREP may amend, suspend or terminate the RFT process at any time.
- b. In the event that SPREP amends the RFT or the conditions of tender, it will inform potential Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>).
- c. Tenderers are responsible to regularly check the SPREP website Tenders page for any updates and downloading the relevant RFT documentation and addendum for the RFT if it is interested in providing a Tender Response.
- d. If SPREP determines that none of the Tenders submitted represents value for money, that it is otherwise in the public interest or SPREP's interest to do so, SPREP may terminate this RFT process at any time. In such cases SPREP will cancel the tender, issue a cancellation notice and inform unsuccessful bidders accordingly.

8. Deadline

- 8.1. **The due date for submission of the tender is: 10 January 2024, midnight (Apia, Samoa local time).**
- 8.2. Late submissions will be returned unopened to the sender.
- 8.3 Please send all tenders clearly marked 'RFT 2023/064: **Enterprise Endpoint Security Solution**'

Mail: SPREP

Attention: Procurement Officer

PO Box 240

Apia, SAMOA

Email: tenders@sprep.org (MOST PREFERRED OPTION)

Fax: 685 20231

Person: Submit by hand in the tenders' box at SPREP reception,
Vailima, Samoa.

Note: Submissions made to the incorrect portal will not be considered by SPREP. If SPREP is made aware of the error in submission prior to the deadline, the applicant will be advised to resubmit their application to the correct portal. However, if SPREP is not made aware of the error in submission until after the deadline, then the application is considered late and will be returned unopened to the sender.

SPREP reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

SPREP reserves the right to enter into negotiation with respect to one or more proposals prior to the award of a contract, split an award/awards and to consider localised award/awards between any proposers in any combination, as it may deem appropriate without prior written acceptance of the proposers.

A binding contract is in effect, once signed by both SPREP and the successful tenderer. Any contractual discussion/work carried out/goods supplied prior to a contract being signed does not constitute a binding contract.

For any complaints regarding the Secretariat's tenders please refer to the Complaints section on the SPREP website <http://www.sprep.org/accountability/complaints>

Annex A: Terms of Reference

SPREP Enterprise Endpoint Security Solution

SPREP will review leading Enterprise Endpoint solutions available in the market to ensure the most effective solution is implemented at SPREP as part of its overall cybersecurity framework.

SPREP wishes to call for tenders from prospective cybersecurity vendors who can provide next-generation threat detection and prevention enterprise endpoint security solutions to strengthen the protection of SPREP systems for a period of 2 or 3 years with the following core services:

1. Endpoint protection

In addition, the above core services are broken down further to specific evaluation criteria's below with suggestions but not limited to these:

i.	Product core functionality – advanced and next generation threat detection and protection from malware, ransomware and exploits, IPS, DLP
ii.	Administration <ul style="list-style-type: none"> a. Policy Management, Application management b. Analytics c. Central Admin Console d. Deployment and removal from Console e. Active Directory integration
iii.	Run on all devices (all platforms and operating systems, computers, mobile phones and servers)
iv.	Product performance and security below but not limited to <ul style="list-style-type: none"> a. Intuitive and use of advanced threat detection and prevention methods, b. Low resource utilisation, c. Easy deployment of client, d. Regular updates, e. On-access scans
v.	Product support <ul style="list-style-type: none"> a. Ease in submitting cases b. Responsive c. Intuitive services such as Online Chat
vi.	Other Capabilities <ul style="list-style-type: none"> a. Web Browser Protection b. Statistics c. Usage Notifications d. Or any other relevant feature
vii.	Financial proposal – outlining two options – 2 years and 3 years