

## REQUEST FOR TENDERS

File: AP 9/7/7/2  
Date: 29 October, 2018  
To: Interested suppliers  
From: Christian Slaven, ITM

**Subject: Request for tenders: Enterprise Endpoint and Email security solution**

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### 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. For more information, see: [www.sprep.org](http://www.sprep.org).

### 2. Specifications: statement of requirement

- 2.1. SPREP would like to call for tenders from prospective vendors who can provide next-generation threat detection and prevention enterprise endpoint and email security solutions to strengthen the protection of its systems.
- 2.2. The successful applicant will provide products and services as identified in the Terms of Reference (attached as Annex 1) and in consultation with SPREP IT.

### 3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested suppliers must meet the following conditions:
  1. Demonstrate financial stability
  2. Provide 3 references of client companies and organisations with similar size and solutions implemented
  3. Complete the tender application form provided

### 4. Submission guidelines

- 4.1. Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and is capable of meeting the specifications and timeframes as outlined in the Terms of Reference. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should outline the interested supplier's complete proposal: methods, products and services, personnel (and their skill sets/curricula vitae), timeframes and costs.

- 4.3 Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

## 5. Tender Clarification

- 5.1. Any clarification questions from applicants must be submitted by email to Maraea Pogi on [maraeap@sprep.org](mailto:maraeap@sprep.org) and copy Christian Slaven ([christians@sprep.org](mailto:christians@sprep.org)) before 5<sup>th</sup> November. A summary of all questions received with an associated response will be posted on the SPREP website [www.sprep.org/tender](http://www.sprep.org/tender) by 6<sup>th</sup> November.

## 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 tenderer satisfies the following criteria.
1. Core functionality – advance and next-generation protection from malware, ransomware and exploits (20 points)
  2. Administration – Central Management Console, integrates with AD, policy management, deployment (15 points)
  3. Coverage – all platforms, servers and PC's, all OS etc. (10 points)
  4. Email Security – AV, spam filter, spoofing (15 points)
  5. Product performance - coverage, speed (scans, updates, deployment), reliability (15 points)
  6. Customer Service and Technical Support – ease in submitting cases, response times, intuitive services (chat, online help) (10 points)
  7. Additional features and value-added services (e.g. browser protection, stats, usage notifications, etc.) (5 points)
  8. Financial proposal – 1 year and 3 year periods (10 points)

## 7. Deadline

- 7.1. **The due date for submission of the tender is: 12<sup>th</sup> November, 2018 midnight (local time, Apia Samoa)**
- 7.2. Late submissions will be returned unopened to the sender.
- 7.3. Please send all tenders clearly marked 'TENDER: SPREP Enterprise Endpoint and Email Security Solution' to one of the following methods:

Mail: SPREP  
Attention: Procurement Officer  
PO Box 240  
Apia, SAMOA  
Email: [tenders@sprep.org](mailto:tenders@sprep.org)  
Fax: 685 20231  
Person: Submit by hand in the tenders box at SPREP reception,  
Vailima, Samoa.

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

**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 1: Terms of reference

### Essential Requirements:

1. Propose an Enterprise Endpoint and Email Security Solution that provides the following core services
  - a. Endpoint protection
  - b. Web Security
  - c. Email Security
2. Solution platform is SaaS or Cloud-based – have a central management console
3. Next generation threat detection and prevention techniques used, protection from ransomware and zero day attacks, sandboxing capability
4. Allow granular level control and policy management – whitelisting/blacklisting
5. Integrates with Active Directory and compatible with windows 2008 and above environment
6. Demonstrate capacity in providing Technical Support
7. Demonstrate value-added services (e.g. protect Mobile, usage notifications, etc.)

### The Successful Contractor will work with SPREP to:

1. Draft an agreement and contract for the services that will be provided including but not limited to
  - duration of contract
  - service level and technical support agreements
2. Setup, configure and transfer data
3. Ensure SPREP billing requirements are met
4. Support mechanisms in place for timely response to requests