

REQUEST FOR TENDERS

File: AP 9/7/7/2
Date: 3 September 2019
To: Interested suppliers
From: Christian Slaven, IT Manager

Subject: Request for tenders: Enterprise Endpoint Security Solution – Re-advertisement

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.

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 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 Appendix 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:
 - i. Demonstrate financial stability
 - ii. Provide 3 references of client companies and organisations with similar size and solutions implemented
 - iii. Have an office/distributor/business partner in the Pacific that provides technical support to the Pacific region

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 All shortlisted tenderers will be contacted to provide a demonstration of their product as part of the evaluation process.
- 4.4 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 Veronica F. Levi on veronical@sprep.org and copy Christian Slaven (christians@sprep.org) before 13 September 2019. A summary of all questions received with an associated response will be posted on the SPREP website www.sprep.org/tender by 17 September 2019.

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.
- i. Core functionality – advance and next-generation protection from malware, ransomware and exploits (20%)
 - ii. Administration – Central Management Console, integrates with AD, policy management, deployment (10%)
 - iii. Coverage – all platforms, servers and PC's, all OS etc. (10%)
 - iv. Product performance - scope, speed (scans, updates), reliability (20%)
 - v. Customer Service and Technical Support in the Pacific – ease in submitting cases, response times, intuitive services (chat, online help) (10%)
 - vi. Additional features and value-added services (e.g. browser protection, stats, usage notifications etc.) (10%)
 - vii. Financial proposal – 3 year contract (20%)

7. Deadline

- 7.1. **The due date for submission of the tender is: 19 September 2019 (midnight, local Apia, Samoa time).**
- 7.2. Late submissions will be returned unopened to the sender.
- 7.3 Please send all tenders clearly marked 'TENDER: SPREP Enterprise Endpoint Security Solution' to one of the following methods:

Mail: SPREP
Attention: Procurement Officer
PO Box 240
Apia, SAMOA

Email: tenders@sprep.org

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

The SPREP Antivirus Solution is due for renewal in November 2019 and the opportunity is taken to review leading Enterprise Endpoint solutions available in the market to ensure the most effective solution is implemented at SPREP.

SPREP is seeking from vendors quotations to provide the following core services

1.1.1. 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 - React to the unexpected and new viruses/exploits (malware, ransomware etc.)
ii.	Administration (policy management, analytics, central admin console, deployment, Active Directory integration)
iii.	Run on all devices (all platforms and operating systems, PC's and servers)
iv.	Product performance and security (threat detection methods, speed, resource utilization, deployment, updates, on-access scans etc.)
v.	Product support (intuitive services, response times etc.)
vi.	Other Capabilities
vii.	Financial Commitment
	<ul style="list-style-type: none">• 3 Year Agreement