

**SUPPLY CHAIN MANAGEMENT**  
**ADDENDUM NO.1**

**SUBJECT:** BID ERW2501/01: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED ICT SERVICES AND CYBER SECURITY FOR A PERIOD OF THREE (3) YEARS

**SUBMISSION DEADLINE:** With tender submission

**TIME:** 12H00

Bidders' attention is drawn to the amendments made in the document. Please complete and acknowledge receipt of addendum and send to [brenda.matlala@erwat.co.za](mailto:brenda.matlala@erwat.co.za) and [shumzile.mdlalose@erwat.co.za](mailto:shumzile.mdlalose@erwat.co.za) within 24 hours.

The following amendments are made in the tender document:

- Under Page 20 of 79 - Bidders are hereby informed that under **PART B - Cyber Security Services Table, Point No.4**, the correction description is **Application Protection (Securing Website and APIs)**, instead of **Application Protection (Securing websites and IPIs)**. Bidders are requested to take note of this correction when completing their submissions.
- Under Page 20 of 79 - Bidders are hereby informed that under **PART B - Cyber Security Services Table, Point No.5**, the requirement "**Human Risk Management (Reduce human error)**" has been **removed** from the scope of work.

Please refer to the updated requirements table below:

NO	DESCRIPTION	MINIMUM REQUIREMENTS
1.	Next Generation Antivirus Minimum Requirements	A. Provide real time threat protection and detection B. Use AI models (Machine Learning) to identify malicious behaviours and automate a response. C. Utilise traditional signature-based detection for known threats D. Predictive Ransomware Protection E. Cloud based threat intelligence – must be able to integrate with cloud threat databases for the latest malware signatures. F. Centralised Management either on premises or cloud based (Preferably Cloud based)

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2.	<p><b>Endpoint Protection and Response (EDR)</b></p> <p><i>(Defend devices from threats)</i></p>	<p>A. Extended Detection Capabilities</p> <p>B. Response and threat blocking for endpoints</p> <p>C. Realtime virus, worms, trojan, ransomware and spyware protection.</p> <p>D. Firewall reviews</p> <p>E. Agent based application which will provide detailed information regarding the endpoint activities such as file system, process and network changes.</p> <p>F. Ensure effective automated response actions such as isolating endpoints, terminating malicious processes, and removing malicious files through orchestration capabilities.</p> <p>G. Use advanced analytics and machine learning to identify suspicious activities and potential threats.</p> <p>H. Facilitate and report in-depth investigation of security incidents with detailed logs and forensic data stored and collected.</p> <p>I. Demonstrate CSIRT (Computer Security Incident Response Team) capabilities and Incident Management process plan in the event of a security incident, including forensic investigations and auditing.</p> <p>J. Integrate with threat intelligence feeds to enhance detection and response capabilities using technology threat intelligence module.</p>
3.	<p><b>Infrastructure Security</b></p> <p><i>(Scan and strengthen systems, including the implementation of Vulnerability Assessment recommendations)</i></p>	<p>A. Perform Infrastructure Vulnerability Management.</p> <p>B. Perform Infrastructure Internal and External Penetration Testing.</p> <p>C. Network Performance Testing</p>
1.	<p><b>Application Protection</b></p> <p><i>(Securing websites and APIs)</i></p>	<p>A. Mobile Application Penetration Testing</p> <p>B. Web Application Penetration Testing</p> <p>C. Web Vulnerability Assessment</p>
2.	<p><b>Manage, Detect and Respond (Managed Services for EDR)</b></p>	<p>A. Provide continuous monitoring and threat detection by a team of security experts using the same Vendor's SIEM capabilities.</p> <p>B. Conduct proactive threat hunting using machine learning and anomaly detection features to identify and mitigate potential threats before they cause harm.</p> <p>C. Provide incident response services to quickly contain</p>

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		<p>and remediate security incidents.</p> <p>D. Deliver regular reports and analytics on security posture, incidents, and trends using dashboards.</p> <p>E. Collect and centralize logs from various sources, including endpoints, network devices, and cloud services using log storage capabilities.</p> <p>F. Correlate events in real-time to identify and prioritize security incidents.</p> <p>G. Provide real-time alerting and notification for critical security events.</p> <p>H. Support incident management workflows, including ticketing, tracking, and resolution using solution case management features.</p>
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3. Under Page (25 of 79) – Bidders are hereby informed that under Part B – Cybersecurity Services Pricing Table, Point No.1, a correction has been made to **exclude "Installation and Configuration (Once-Off)"** for Year 2 and Year 3. Bidders are required to complete below update pricing table

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### PRICING SCHEDULE

#### **PRICING INSTRUCTIONS**

1. Bidders must price for the line items as set out below. This is a rate based tender and therefore no sub totals and totals will be applicable in the pricing schedule and orders will only be generated on an as and when required basis according to the rates.
2. The successful bidder will be required to submit a quote for the works required prior to being issued an official order and will be limited to the rates as set out herein.
3. Bidders are required to price for all direct and indirect cost relating to the execution of the contract.
4. Bidders should note that the quantity stipulated in the table below is indicative and ERWAT reserves the right to increase/decrease the quantity as the need arises.
5. Evaluation for price scoring will be done by calculating the line items in the table below to an indicative sum to determine the highest scoring bidder as provided for in the PPPFA Regulation 2022.
6. Bidders should note that the indicative values should not be construed as a total or sub-total in any way and does not limit the award to this value. Purchase orders may be issued at the rates on an as and when required basis to not exceed the available budget for such throughout the contract period.
7. ERWAT reserves the right to implement the scope of work in part (partially) or in full and use any of the priced bill of quantities- whichever is cost effective to ERWAT and/or as per approved budgets.
8. Bidders are **not permitted** to add any additional pricing to ERWAT's pricing schedule nor attach their own pricing schedule to this bid.
9. Bidders must complete the pricing schedule on the official ERWAT bid document issued.

*The price should be inclusive of all direct and indirect costs (including transport, delivery, collection, labour and other applicable fees).*

**The following will be accepted to be a fully completed pricing schedule:**

**Bidders to indicate accurately:**

*A price is written/typed in Ink. No pencil or tippex will be accepted. Please note that where bidders opt to type in the prices, the original bid document will be accepted by ERWAT. The document is not to be retyped and no additional pricing schedule in the bidder's format will be accepted. In the event that there are two pricing schedules submitted by the bidder, the original issued document from ERWAT will prevail.*

*Bidders are not allowed to STRIKE THROUGH the BOQ and only the abbreviations as stated below, will be accepted:*

No charge = N/C

Included = Incl

R0 will be accepted as no charge.

No offer = N/O

*If pricing is left blank, or the bidder indicated N/A, it will be accepted to be an incomplete and non-responsive bid.*

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No.	Description	UOM	Year 1 Rate (VAT inclusive)	Year 2 Rate (VAT inclusive)	Year 3 Rate (VAT inclusive)
1	Service Desk Services	Per Month			
2	Operating Platform Services	Per Month			
3	Virtualization Services	Per Month			
4	Data Management Service	Per Month			
5	Enterprise Systems Management	Per Month			
6	Network and Security	Per Month			

No.	Description	UOM	Rate (VAT inclusive)
1	Initiation or implementation fee (If applicable)	Sum	

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### PART B – CYBER SECURITY SERVICES

No.	Description	UOM	Year 1 Rate (VAT inclusive)	Year 2 Rate (VAT inclusive)	Year 3 Rate (VAT inclusive)
1.	Installation and Configuration (Once-Off)	Sum		N/A	N/A
2.	NGAV, including Support	Per Endpoint			
3.	EDR including Support	Per Endpoint			
4.	24/7 Managed Services (Detection and Response)	Per Month			

**NB:** ERWAT has an estimate of 350 endpoints and 40 servers, the price for MDR services as defined in the scope and must be for the number of estimated endpoints.

Description	Amount (Incl. VAT)
*Provisional Sum subject to approval	R 600 000.00
Administrative fee	R500.00

- a. Provisional sum has been included in the pricing schedule and will only be applicable where related goods are required that are not catered for in the line items in the pricing schedule.
- b. The items will be on an as and when required basis subject to prior approval of the items/services being required.
- c. ERWAT may request a quote from the appointed bidder/s (where applicable) for the items/services required.
- d. ERWAT reserves the right to verify market related costs, this includes the sourcing alternative quotation for the items/services in relation to actual cost verification.
- e. Payments for such items/services will be on actuals plus the administrative fee as listed in the pricing schedule. Please note the administrative fee will only be applicable to items not listed in the pricing schedule limited to per order/ per job which will be deducted from the provisional sum.
- f. The supporting documentation that must be supplied is the quotation from the appointed company or third-party supplier.
- g. The provisional sum value is valid for the total contract period.

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**NOTE TO BIDDERS:**

1. Bidders must submit the support documents along with the bid document. Preferably have a separate file for support documents and include an index that details the location of each support document. ERWAT will not be held liable for any omissions including page omissions from the tender document.
2. The bid document should be sealed and deposited in the public tender box at our offices. No late submissions will be accepted.

Should you have any enquiries with this regards, please contact Ms. Brenda Matlala and Ms. Phumzile Mdlalose on [brenda.matlala@erwat.co.za](mailto:brenda.matlala@erwat.co.za) and [phumzile.mdlalose@erwat.co.za](mailto:phumzile.mdlalose@erwat.co.za) (Supply Chain Management)


Yours sincerely,

  
Mr. Paseka Nku  
ICT Administrator: ICT

  
Mr. Clifford Patel  
ICT Manger – ICT and Chairperson: BSC

  
Ms. Gratitude Ramphaka  
CFO: Financial Services

  
Mr. Inkosinathi Nhlapo  
SCM COMPLIANCE OFFICER

  
Mr. Victor Chuene  
SCM Manager

  
Mr. Kennedy Chihota  
Managing Director

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**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM**

**Details of bidding entity**

**Bidding entity:**

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**Representative's name and surname:**

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**Authorised signatory designation:**

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**Signature:**

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**Date:**

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