

**BID NUMBER: SACU/004/2024/PB**  
**SACU ICT SECURITY ASSESSMENT 2023**

**CLOSING DATE & TIME**

**FRIDAY, 23<sup>rd</sup> JUNE 2023**

**POSTAL & PHYSICAL ADDRESS FOR BID SUBMISSION**

**Southern African Customs Union (SACU) - Secretariat**  
**Private Bag 13285**  
**Corner Julius K. Nyerere and Feld Street**  
**Windhoek, Namibia, 9000**

**COMMERCIAL ENQUIRIES**

**Mr. Hermanus L. Esterhuizen**  
**Procurement Officer**  
**Tel: +264 (61) 295-8000/37**  
**Fax: +264 (61) 245 611**  
**Email: [Leon.Esterhuizen@sacu.int](mailto:Leon.Esterhuizen@sacu.int)**

**TECHNICAL ENQUIRIES**

**Mr. Refiloe Motjoloane**  
**ICT Manager**  
**Tel: +264 (61) 295-8000/41**  
**Fax: +264 (61) 245 611**  
**Email: [Refiloe.Motjoloane@sacu.int](mailto:Refiloe.Motjoloane@sacu.int)**

**Submit one (1) Electronic Bid to: [procurement@sacu.int](mailto:procurement@sacu.int)**

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## 1. INTRODUCTION

- 1.1 The Southern African Customs Union (SACU) consists of five Member States, namely Botswana, Eswatini, Lesotho, Namibia and South Africa. The SACU Secretariat was established in 2004 to administer and coordinate the activities of the Institutions of SACU. More information is available on SACU's website (<http://www.sacu.int>).
- 1.2 The SACU Secretariat has various information assets and has implemented an ICT Security Infrastructure to protect these assets. The SACU Secretariat is now seeking Bids from eligible companies from the SACU Member States to assess the adequacy of this environment; to identify any security vulnerabilities within the environment; as well as to identify and recommend actionable measures to improve the overall security posture of the environment.

## 2. PURPOSE

- 2.1 The purpose of this ICT Security Assessment is to identify vulnerabilities and weaknesses within the SACU Secretariat's applications, and security controls. The selected company will be responsible for conducting the penetration testing activities in accordance with industry best practices, providing a detailed report, outlining findings and recommendations for remediation.

## 3. OBJECTIVES

- 2.2 The objectives of this ICT Security Assessment are to:
  - (a) analyse and gather complete understanding of the security threats and vulnerabilities facing the SACU Secretariat;
  - (b) identify potential impact of the vulnerabilities to the SACU Secretariat's ICT Infrastructure;
  - (c) gather complete understanding of actionable measures to be undertaken to address the threats and vulnerabilities identified;
  - (d) identify the gaps in the organisation's security controls, policies, processes and security tools employed;
  - (e) enable better informed decisions on ICT Security issues;
  - (f) enable the SACU Secretariat to proactively address security threats and vulnerabilities; and
  - (g) establish a specific, actionable, and prioritised plan to improve the overall security posture and processes of the SACU Secretariat.

## 4. SCOPE OF WORKS

- 3.1 The scope of work for this ICT Security Assessment includes the following areas:
  - (a) network infrastructure and perimeter security testing;
  - (b) web application testing/assessment;
  - (c) social engineering and physical security testing;
  - (d) wireless network security testing;
  - (e) vulnerability assessment and penetration testing for web facing systems;

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- (f) internal network security testing; and
  - (g) database security testing.

3.2 The following are the project activities must be covered in the scope of the assessment:

- (a) to determine the SACU Secretariat's exposures to security vulnerabilities from the Internet through a "Perimeter Penetration Test";
- (b) to determine the SACU Secretariat's exposures, vulnerabilities and threats across its externally facing web applications through a "Web Application Penetration Test";
- (c) to evaluate the effectiveness of the currently implemented security infrastructure and measures;
- (d) to identify and include in the assessment reports any signs of possible security incidents or intrusions;
- (e) to assess the security posture and identify feasible threats/risks to the ICT system environments of the SACU Secretariat;
- (f) to adequately document security vulnerabilities (findings) and explicit recommendations for the SACU Secretariat to carry out;
- (g) to present the final reports of the assessment to the Senior Management of the SACU Secretariat; and
- (h) to increase security awareness and transfer knowledge of the security exposures, threats and vulnerabilities identified to SACU personnel.

## 5. EXPECTED OUTPUTS

5.1 The expected outputs of this assessment shall be:

- (a) development of draft and final assessment reports with the following attributes:
  - (i) clear description of the security threats, risks and vulnerabilities identified and/or potential issues discovered along with the assessment of the impact and severity thereof;
  - (ii) clear recommendations with explicit actionable items for the SACU Secretariat to undertake to address the security threats, risks and vulnerabilities identified;
  - (iii) clear identification of additional references or reference materials that the SACU Secretariat could use for further understanding of the assessment findings and recommendations; and
  - (iv) clear identification of ICT services, systems, technologies, and tools that could be employed to address the assessment findings.
- (b) documentation and disclosure to the SACU Secretariat of any modifications made to the environment (as permitted in the agreed scope of assessment) during the test, including but not limited to:
  - (i) accounts that were created as a part of the assessment either by the entity or the tester; and

- (ii) any tools installed by the tester on the organisation’s systems. These tools should be fully removed at the end of the testing process.
- (c) submission of the draft and final assessment reports for consideration and formal acceptance by Senior Management of the SACU Secretariat in accordance with the processes outlined below:
  - (i) all project deliverables of this assignment shall be submitted in both “editable” and “non-editable” form to the SACU Secretariat;
  - (ii) all deliverables shall be internally reviewed by the Bidder prior to submission to the SACU Secretariat and further subjected to the SACU Secretariat’s internal review process prior to adoption; and
  - (iii) the SACU Secretariat’s review process for all interim/phase deliverables shall be in two (2) stages comprising of the following reviews:
    - (aa) review by the Project Manager; and
    - (ab) review by the Director Corporate Services and/or the Project Steering Committee.
  - (iv) the SACU Secretariat’s review process for the final project deliverable shall be in three (3) stages comprising of the following:
    - (aa) review by the Project Manager;
    - (ab) review by the Director Corporate Services and/or the Project Steering Committee; and
    - (ac) review and/or acceptance by the Executive Committee.
  - (v) the Bidder may be required, at the discretion of the SACU Secretariat, to present the final project deliverable to any of the structures identified in (iv) above; and
  - (vi) the Bidder may be required, at the discretion of the SACU Secretariat, to revise/amend the components of and/or the final deliverable during the review processes mentioned above, at no additional cost to the SACU Secretariat.

## 6. TIMELINES

- 6.1 The assessment will be expected to be carried out within a maximum period of six (6) weeks from contractual signing (excluding the deliverable review period).

## 7. DELIVERABLES AND PAYMENT MILESTONES

- 7.1 The deliverables of this project and the applicable fees shall be as follows:

Deliverable	Method of Verification	Payment Due
Project Inception Report	Signed-off Project Inception Report	10 percent (10%) of the total project fees
Completion and approval of final assessment report	Signed-off final assessment report	Ninety Percent (90%) of the total project fees

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## 8. EXPERTISE REQUIRED

- 8.1 Prospective companies must possess the following skills and experience:
- (a) must possess a minimum of three (3) years' experience in providing similar ICT Security Assessments/ Penetration Tests (attach company projects portfolio to substantiate company experience);
  - (b) must have a senior security analyst who shall oversee, and quality assure deliverables of the project. The senior analyst must possess the following qualifications and experience:
    - (i) a minimum qualification of a bachelor's degree in ICT;
    - (ii) at least one of the following industry certifications in ICT security;
      - (aa) Certified Ethical Hacker (CEH);
      - (ab) Offensive Security Certified Professional (OSCP);
      - (ac) Certified Information Security Manager (CISM);
      - (ad) GIAC Penetration Tester (GPEN);
      - (ae) Certified in Risk and Information Systems Control (CRISC); or
      - (af) any other equivalent industry certifications or qualifications recognised in Southern Africa.
    - (iii) experience leading similar engagements in at least three (3) previous instances; and
  - (c) must have at least one (1) penetration tester or security assessment specialist, who shall carry out the security assessment. The tester or assessment specialist must possess the following qualifications and experience:
    - (i) at least one of the following industry certifications in ICT security;
      - (aa) Certified Ethical Hacker (CEH);
      - (ab) Offensive Security Certified Professional (OSCP);
      - (ac) GIAC Penetration Tester (GPEN); or
      - (ad) any other equivalent industry certifications or qualifications recognised in Southern Africa; and
    - (ii) experience in conducting similar works in at least three (3) previous engagements.

## 9. SUBMISSION OF BID PROPOSALS

- 9.1 All bidding proposals must be submitted electronically to: [procurement@sacu.int](mailto:procurement@sacu.int).
- 9.2 The SACU Secretariat has introduced new Bid guidelines due to the COVID-19 pandemic and therefore all bidding proposals must be submitted electronically to: [procurement@sacu.int](mailto:procurement@sacu.int). One (1) copy of the Technical and Financial proposal must be attached to the email submission in a PDF format.
- 9.3 The deadline for submission of bids is **5 pm**, Namibian time, **on Friday, 23<sup>rd</sup> June 2023**.
- 9.4 The SACU Secretariat will set up a pre-bid meeting at 15h00 on **Tuesday 20<sup>th</sup> June 2023** to clarify the requirements of the bid submission. Bidders should therefore

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submit their email contact details electronically to: [procurement@sacu.int](mailto:procurement@sacu.int) indicating their intent to bid in this RFB by no later than **Friday 16<sup>th</sup> June 2023** in order for the SACU Secretariat to make the necessary arrangements.

## 10. EVALUATION OF BIDS & AWARD CRITERIA

### 10.1 Eligibility Criteria

- (a) Only Bids received as specified in Section 9 (Submission of Bid Proposals) above will be considered.
- (b) Bids will be disqualified if the following documents have not been submitted:
  - (i) a Letter of Introduction that identifies the bidder with a corporate letterhead. This Letter of Introduction (See Appendix B) should also contain:
    - i. a signature of the person(s) authorised to bind the organisation to statements made in the proposal;
    - ii. confirmation of the name of the bidder and acceptance by the bidder and any third parties of the conditions of the Request for Bid;
    - iii. written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;
    - iv. full Contact Details of any third-party involved in the proposal, if any; and
    - v. description of the role or element of proposal to be fulfilled by any third-party, if any;
  - (ii) a certified copy of a Certificate of Registration or Incorporation with the relevant national authorities for companies or close corporations;
  - (iii) proof of majority SACU Citizen ownership that may be proven by any of the following methods:
    - i. a certified copy of each shareholding certificate currently in issue (the total shareholding certificates must aggregate 100% of all issued share capital); and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or
    - ii. a certified copy of the shareholder register issued by the duly appointed company secretary or external auditors; and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or
    - iii. an official letter from the external auditors or company secretary, describing the group structure and confirming that the ultimate

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holding company is majority (51%) owned by SACU citizens. This is only required where any shareholder is not a natural person;

- (iv) a certified copy of a current (valid as at bid closing date) Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof;
- (v) a certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements. In either case, the reporting date is within 20 months from the Bid Closing Date. The audit report on the Annual Financial Statements should be issued by a member of the applicable regulatory authority in any SACU Member State and quote the membership number. For close corporations, the latest Annual Financial Statements should be submitted prepared by a current member of the applicable regulatory authority in any SACU Member State;
- (vi) a certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and
- (vii) In the case of partnerships, consortiums and joint ventures, all documents of each party in the arrangement and legal entities, must be submitted.

## 10.2 Award Criteria

- (a) After the bidder has met the eligibility criteria, the technical evaluation is undertaken and awarded on the basis of the most economically advantageous proposal applying the following award criteria:
  - (i) **Methodology and Approach**: Assessment of the bidder's proposed penetration testing methodology and approach, including their understanding of penetration testing related regulations and best practices;
  - (ii) **Project Plan and Timelines**: Review of the bidder's proposed project plan and timelines, ensuring it aligns with the organization's requirements and expectations for timely completion of the engagement;
  - (iii) **Bidding Company's Technical Expertise**: Evaluation of the bidding company's technical expertise and knowledge in conducting penetration tests across various systems, networks, and applications as well as relevant experience in conducting penetration tests derived from previous similar works conducted;
  - (iv) **Qualifications and Experience of Team Members**: Evaluation of the bidder's technical resource persons' (senior analyst and penetration



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testers) qualifications, certifications, and relevant experience in conducting penetration tests; and

- (v) **Cost and Value for Money**: Assessment of the bidder's pricing structure, considering the overall cost of the engagement and the value provided in terms of the quality and depth of penetration testing services.

(b) Weighting for the award criteria should be determined by the Bid Leader when drafting the Request for Bid.

## 11. PRIME CONTRACTOR RELATIONSHIP

- 11.1 The SACU Secretariat will enter into a contract with only one successful bidder.
- 11.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

## 12. FINANCIAL ARRANGEMENT

- 12.1 Bidders are solely responsible for their own costs in preparing the Bid.
- 12.2 Payments for all services covered by this bid shall be made within 30 (thirty) days subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat's Financial Policies and Guidelines.
- 12.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidder's personnel during the execution of their duties.

## 13. CONFIDENTIALITY

- 13.1 Bids submitted will not be revealed to any other bidders and will be treated as contractually binding.
- 13.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.
- 13.3 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this Request for Bid is confidential and must not be disclosed without written authorisation from the Executive Secretary of SACU.
- 13.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

## 14. OWNERSHIP OF BIDS

- 14.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.
- 14.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Products and Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared with the successful bidder during the provision of the Products and Services shall upon termination of the contract, be returned to the SACU Secretariat.

## 15. MODIFICATION OF TERMS

- 15.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Bids’ scope at any time at its sole discretion. This includes the right to cancel this Request for Bid at any time prior to entering into a contract with the successful bidder.

## 16. CONTRACT ADMINISTRATION

- 16.1 The award will be subject to the successful conclusion of a Service Level Agreement (SLA) to confirm the Terms and Conditions of the proposal.
- 16.2 The SACU Secretariat reserves the right to negotiate the terms of the proposal and the value of any financial proposal submitted.

## 17. BID FORMAT

- 17.1 Bidders are requested to address the issues and requirements in the Document Checklist provided in Section 18 below and in Appendix A to ensure that their Bids receive full consideration.

## 18. DOCUMENTATION CHECKLIST

Have you submitted the following required information?	YES	NO
A Title (Cover) Page that outlines the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.		
A Letter of Introduction that meets the following criteria: <ul style="list-style-type: none"> <li>i. identifies the bidder with a corporate letterhead,</li> <li>ii. is signed by the person(s) authorised to bind the organisation to statements made in the proposal;</li> <li>iii. contains a confirmation of acceptance by the bidder and any third parties of the conditions of the Request for Bid;</li> <li>iv. contains a written declaration that the bidder’s current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;</li> <li>v. contains full contact details of any third-party involved in the proposal and a description of the role or element of proposal to be fulfilled by any third-party; and</li> <li>vi. contains a written confirmation that the Financial Proposal remains valid for 90 days.</li> </ul>		
Profile of the bidder or consortium.		
Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.		
Certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are		

<b>Have you submitted the following required information?</b>	<b>YES</b>	<b>NO</b>
citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (<=51%) owned by SACU citizens.		
Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.		
A Certified Copy of the bidder's latest audited Annual Financial Statements in the case of private or public companies or the latest Annual Financial Statements for close corporations		
Certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements.		
Certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and all documents of each party in the arrangement and legal entities, must be submitted.		
A detailed methodology or approach that will be used to complete the assignment		
A Project Plan demonstrating how the bidder will complete the assignment		
A schedule of five (5) or more similar assignments undertaken by the bidder		
A schedule of 5 (five) or more contactable references		
Proof of qualifications and experience of the team that will carry out the assignment		
The Financial Proposal is quoted in South African Rand (ZAR).		

<b>Additional documents required from Consortiums or Partnerships</b>	<b>YES</b>	<b>NO</b>
Written identification of the Primary Contracting Party		
Full details and eligibility criteria documents of all legal entities involved in the bid		
Certified copy of a legally binding partnership or consortium agreement		
Certified Proof that the majority owner(s) of the company or consortium are citizens of a SACU Member State (copy of ID's or Passports will suffice)		
Description of the role or element fulfilled by each legal entity		

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## APPENDIX A - FORMAT OF THE PROPOSAL

Bidders should address the issues and requirements in the sequence in which they appear in this Appendix.

### 1. General Information

- (a) One page letter of introduction identifying the bidder and signed by the person(s) authorised to bind the organisation to statements made in the proposal.
- (b) Title Page listing the Bid Number, Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.
- (c) Profile of the Consultancy Firm or consortium.
- (d) A record of previous similar assignments undertaken by the firm or consortium.
- (e) Proof of qualifications and experience of the team that will deliver the goods or services, including the team leader.
- (f) Full Contact Details of any third-parties involved in the proposal.
- (g) Description of role or element of proposal to be fulfilled by any third-party.
- (h) Confirmation of acceptance by the bidder and any third parties of the conditions of proposal.
- (i) Declaration that bidder's current or past corporate or other interests does not give rise to a conflict of interest on this assignment.
- (j) Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.
- (k) Certified copy of identity cards/documents or passports showing that the majority owner(s) of the company or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens.
- (l) Certified copy of a current (valid as at bid closing date) Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.
- (m) Where a consortium or a group of companies are jointly delivering a response, then the companies must:
  - (i) Clearly state the name of the Primary Party with whom the SACU Secretariat will enter into an Agreement;
  - (ii) Provide full details of each of the legal entities involved in the bid;

- (iii) Provide a certified copy of a legally binding partnership or consortium agreement; and
- (iv) Provide a detailed description of the role or element fulfilled by each legal entity involved in the bid.

## 2. Technical Proposal

- 2.1 A detailed technical proposal indicating a clear understanding of the specific requirements or scope of works, deliverables schedule and expertise, as per the Terms of Reference, should be submitted.

## 3. References

- 3.1 Bidders must provide a schedule of five (5) or more clients (contact names, physical addresses, and telephone numbers) who may be contacted for references in connection with the proposed assignment.

*For example:*

CLIENT	CONTACT NAME	TELEPHONE	PHYSICAL ADDRESS
ABC Corporation	Mr J. Doe	061-999 9999	20 ABC Street, Windhoek

- 3.2 Bidders must also provide a schedule of five (5) or more (recent and similar) assignments undertaken by the bidder. This schedule must indicate the client, the assignment that was undertaken, the year, the client's geographical location, and the financial value.

*For example:*

CLIENT	SERVICES PROVIDED	YEAR	LOCATION	FINANCIAL VALUE
ABC Corporation	IT Security Assessment	2011	Windhoek	R49,950

- 3.3 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

## 4. Schedule of Costs/Financial Proposal

- 4.1 All costs must be quoted in South African Rands (ZAR). The schedule must take the following format:
- (a) The total cost of the proposal (best and final offer).
  - (b) A full breakdown of the cost/price.
  - (c) An itemised breakdown of the cost of any options being proposed beyond that specified Request for Bid.
  - (d) The applicable rate of VAT in respect of each product and service being proposed.

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- (e) Details of any other costs, taxes or duties which may be incurred.
  - (f) Confirmation that the Financial Proposal remains valid for 90 (ninety) days from the bid closing date.

**5. Additional Information**

5.1 Bidders may provide any other information which may be relevant to this proposal.

**APPENDIX B - FORMAT OF THE LETTER OF INTRODUCTION**

**Private and confidential**

**SACU ICT SECURITY ASSESSMENT 2022 | BID NUMBER: SACU/04/2024/PB**

Name of Bidder (and Partner, if applicable) is pleased to submit this proposal. We believe we are uniquely equipped to assist the Southern African Customs Union (SACU) Secretariat with the provision of xxx.

*Provide a brief motivation or summary of the assignment and the Bidder's skills, experience and track record.*

Name of Bidder (and Partner, if applicable) hereby:

1. confirms acceptance of the terms and conditions of this Request for Bid; and
2. declares that our current or past corporate or other interests do not give rise to a conflict of interest on this assignment.

The contact details, role and any work to be undertaken by any third party involved in the proposal are as follows<sup>1</sup>:

1. xxx
2. xxx
3. xxx

I hereby declare that I am authorised to bind the organisation to statements made in this proposal.

Should you wish to discuss any aspect of this proposal or require any clarification, you are most welcome to contact me directly.

Yours sincerely,

(Name and Position)

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<sup>1</sup> Delete this section if not applicable.