



REQUEST FOR PROPOSALS (RFP) FOR PROVISION OF DISASTER RECOVERY SOLUTION

24.09.2020

1. Background/Overview

SECURICO is the leading Security Services provider in Zimbabwe. Over the past 20 years, our strategy has been to deliver high service quality and integrated security solutions. In corporation with our customers, we develop customized and efficient solutions in the correct balance of on-site guards and technological interventions. We also offer new and innovative value added solutions that improve our customer's profitability. Visit the SECURICO website at www.securico.co.zw for more information on the organization.

2. Description of the assignment:

SECURICO Security Services requests for Proposals from qualified firms to propose a comprehensive, enterprise-wide **Disaster Recovery Solution**. The acquired solution may fit into any of the following categories:

- a. Administered mainly by SECURICO Security Services' IT personnel after installation;
- b. Co-administered through a Managed Service Provider (MSP); or
- c. Disaster Recovery as a Service (DRaaS) solution.

The Information in this RFP should be used to determine the scope of this project. SECURICO Security Services reserves the right to select all or some of the DR Solution services and components listed below that best matches its needs and budget for the project.

3. Scope of Disaster Recovery Solution:

1. Rapid, Effective, and Testable Recovery of Targeted Systems, Services, or Data in a Declared Disaster

- Provides DR capabilities for on-premises systems, services, and data
- Provides DR capabilities for cloud-based systems, services, and data



- Suitable and intended for use by small and medium-sized companies and organizations
- Readily and repeatedly testable at minimal or no cost
- Testable during regular business hours with minimal or no impact to production systems, services, or data
- Selectable Recovery Point Objectives (RPO's)
- Recovery Time Objectives (RTO's) of less than 1 hour
- Email Notification capable

2. Backup and Restore of Discrete Targeted Systems, Services, and Data

- Scheduled, continuous, or ad hoc backup and restore processes for scalable cloud or on-premises data across multiple types of media
- Suitable and intended for use by small and medium-sized companies and organizations
- Virtual Machine and file-level backup and restore
- Backup set data integrity protection from malware and ransomware attacks
 - Data encryption
 - Data compression
 - Data deduplication

3. Data Migration and Archiving

- Customized data archive, migration, and retention policies
- Automated processes
- Auto-tiered storage policies

4. Ransomware Recovery

- Ransomware detection, alerting, and mitigation response
- Robust ransomware recovery processes

5. Auditable Backup and Restoration Procedures

- Logs of failed and successful backups
- Logs of failed and successful restorations
- Time logs of how long a restoration exercise took



6. Data Compliance Monitoring

- Monitor and report on data and file types for potential non-compliance
- Tag or migrate non-compliant data

7. Application Integration

- Integration with Office 365
- Integration with MS Active Directory
- Integration with Hyper V/VMWARE

8. Support Channels

- Phone and Internet support SLA
- Trouble ticket escalation options

4. Proof of Technology (PoT)/Proof of Concept (PoC)

SECURICO SECURITY SERVICES will require that finalists conduct a PoT/PoC which will involve entering into a Non- Disclosure Agreement (NDA).

5. Qualification of the firm

In order to be selected for this engagement, the Respondent must demonstrate that it can meet the requirements of the RFP and the scope of work above. The respondent should demonstrate the below, failure of which the respondent's proposal may be declared non-responsive:

- The Respondent must be established in the industry of providing DR Solutions and must provide detailed information in response to Section (A) Firm's Background, Qualifications, and Experience. SECURICO may request information substantiating the above requirements.
- The DR Solution team must consist of individuals with in-depth experience across multiple technologies including, client platforms, server infrastructures, web applications and IP networking. Individuals on the team should hold valid certifications relevant to their role such as, Microsoft Certified Systems Engineer (MCSE) and Cisco Certified Network Associate (CCNA), Data Centre certifications etc.



6. Proposal Submission Guidelines

All information requested in the RFP must be addressed in the Respondent's proposal. Proposals should provide a concise explanation of Respondent's qualifications and the proposed solutions and services to be rendered. Emphasis should be placed on completeness and clarity of content. Each proposal must be submitted in response to categories A through D outlined below and must be clearly labelled as such.



Qualification (Section A): Describe the technical capabilities of the Firm. Provide references of other similar projects performed during the last five years demonstrating ability to successfully complete the work. Provide a statement of your Firm's background, history, and ownership structure, including any parent, affiliated or subsidiary company, and any business/technology partners (include level of partnership).

Summary and project plan (Section B): summary of the overall approach to satisfying the scope of work to be performed, the sequence of activities, and a description of techniques, tools and equipment to be used.

- a. Provide a percentage break down of how much of the engagement will be performed on your site, SECURICO site or remotely.
- b. Identify which installation, administration, and maintenance tasks that will be performed by your Firm and tasks that will be performed by SECURICO staff.
- c. Provide a schedule, for each installation task, complete with estimated hours and completion dates.

References (Section C): Provide three (3) references who are clients for whom you have performed work similar to that requested in this RFP. Include the reference name, title, entity, address, telephone number, and description of the solution and services provided. In providing such information, you consent to and hereby release SECURICO from any liability that may arise from contacting your references and communicating with such references about your prior engagements and soliciting an opinion regarding the work performed for such reference.

Cyber Security, Confidentiality and Quality of Service (Section D): Given the nature of the data that SECURICO processes, what assurances can you provide that your Firm will not be subject to cyber- attacks? Respondent must describe security and protection measures in detail including the following information and/or documentation



- i. How they prevent attacks and malware.
- ii. How they handle threats.
- iii. How they mitigate actual attacks and cyber-attacks.
- iv. Monitoring of suspicious activity.
- v. What types of attacks do they have software installed to protect against?
- vi. If a security breach were to occur, describe the actions that would be taken by your firm including the amount of time it would take to discover a breach and to report the breach to SECURICO Security Services.
- vii. What is the organization's policy on confidentiality during engagement?
- viii. It is expected that the selected firm will have adequate quality control procedures in place to guarantee the accuracy of the work performed. Briefly describe your quality assurance procedures.

Note: Respondents must include a Map of their Datacentres and a brief of how they are interconnected.

7. Evaluation Criteria

Responses shall be evaluated based on the following criteria. The Technical Criteria shall constitute 80% and the Financial Criteria shall constitute 20% of the overall mark.



Criteria	Description	Maximum Score
Mandatory Documents	a) Company Profile b) Copy of Certificate of Incorporation c) Copy of Tax Clearance Certificate NB: Failure to provide any of the above will render your proposal non-responsive	
Vendor Qualifications	The Respondent must be established in the industry of providing DR Solutions and must provide detailed information in response to Section (A) of the proposal submission guidelines (20 marks)	30 Marks
	Level of partnership with technology providers (8mks)	
	In addition to the levels of partnership a recognition award from the technology provider (2 marks)	
Technical & Functional Requirements And project plan	This criterion considers how well the proposed Solution meets the current and future requirements of SECURICO (with reference to section B of the proposal submission guidelines and the scope of work outlined in this RFP) (20 marks)	30 Marks



Criteria	Description	Maximum Score
Section B of the proposal Submission guidelines.	A summary of the overall approach to satisfying the scope of work to be performed, the sequence of activities and project team composition (10 marks)	
Client References - Section C of proposal submission guidelines	2 marks to be awarded for each letter of recommendation Provided it is recent and relevant to this RFP. 4 marks for testimonial on value added to clients and quality of service.	10 Marks
Cyber Security, Confidentiality and – Section D of proposal submission guidelines	This criterion considers the requirements of Section D of the Proposal submission guidelines.	10 Marks
	5mks for a satisfactory quality assurance procedure	
	5mks for satisfactory assurances that the firm will not be subject to cyber-attacks and will maintain confidentiality of SECURICO Security Services data.	



8. Other Terms and Conditions

This document is the property of SECURICO Security Services and contains proprietary and confidential information. Recipients may use or reproduce the information detailed within this document and any other supporting information only to provide a response to this RFP.

SECURICO Security Services makes no commitment to any consultant/service provider unless a contract has been awarded and signed by both parties. SECURICO reserves the right to cease this exercise at any time. During the period of this activity, no contact should occur between any members of the supplier's staff and any member of SECURICO staff in relation to this exercise other than through the designated contact points as detailed within this RFP. It is however recognized that pre-existing relationships if any, shall be respected.

8.1 Travel and Subsistence

Where appropriate, any costs for travel and subsistence must be clearly shown in the proposal.

8.2 Non-Disclosure and Confidentiality

Consultants should be aware that inappropriate publicity could have a serious effect upon SECURICO Security Services' business. The information contained within this document or subsequently made available to the consultant is deemed confidential and must not be disclosed without the prior written consent of SECURICO Security Services unless required by law.

8.3 Independent Proposal

By submission of a proposal, the consultant warrants that the prices in the proposal have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other potential consultant or with any competitor.

8.4 Costs Incurred by Prospective Consultant

It should be noted that this document relates to a Request for Proposal only and



not a firm commitment from SECURICO Security Services to enter into a contractual agreement. In addition, SECURICO Security Services will not be held responsible for any costs associated with the production of a response to this Request for Proposal.



9. Instructions on the Proposal Submission Process

- a) Technical and financial proposals to be submitted strictly via email to hr@securico.co.zw and marked as follows on the subject line:
"SECURICO RFP for Provision of Disaster Recovery Solution"
- b) Deadline for submission of proposals is **Monday, 12th October 2020 at 1700hrs (Central African Time)**
- c) Requests for clarification to be sent to hr@securico.co.zw by **close of business on the 9th of October 2020.**
- d) At any time before the proposal submission deadline, SECURICO may amend this RFP. The amendments shall be uploaded on the SECURICO Security Services website www.securico.co.zw and will be binding on interested bidders. If the amendment is substantial, SECURICO may extend the proposal submission deadline to give the participating vendors reasonable time to incorporate the amendment(s) into their proposals.
- e) **Kindly submit your proposal in pdf format**

Primary RFP Contact

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