



P UJ 37/2024: HUAWEI FIREWALLS LICENSE RENEWAL ON APB, DFC, SWC FOR A PERIOD OF THREE YEARS

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1. Overview.

The Information and Communications Systems Department (ICS) of the University of Johannesburg (UJ) plays a pivotal role in delivering IT services to facilitate the attainment of UJ's strategic objectives in research, teaching, and learning. Central to this mission is the establishment of a secure infrastructure for servers and applications housed within the university's Data Centre. With a student body exceeding 50,000 full-time enrollees across four campuses and a staff complement exceeding 5,000 individuals reliant on network connectivity, the importance of robust security measures cannot be overstated.

As part of its security infrastructure, ICS has deployed six physical Huawei firewall appliances (implemented in HA a/p) at the APB, DFC, and SWC campuses. Initially licensed for a one-year term spanning November 2023 to November 2024, these firewalls play a critical role in safeguarding the integrity and confidentiality of data housed within the APB, DFC, and SWC data centres. To ensure the uninterrupted protection and security of this vital infrastructure, it is imperative to renew the licenses before their expiration date.

This document outlines the requirements for the renewal of these firewall licenses and associated support services. Additionally, the selected service provider is expected to offer elevated support to internal UJ network security staff, serving as an escalation point for addressing complex security challenges and ensuring the continued efficacy of our network defences.

2. Basic requirements.

The successful service provider must be able to meet the following requirements:

- 2.1 Huawei approved reseller and Huawei accredited. (Proof of valid certification to be included in the submission.) – **Failure to provide valid proof of partner certification will lead to disqualification.**
- 2.2 Local i.e., South African representative and must be around the Gauteng province.
- 2.3 Own In-house Huawei Engineers. (Proof such as CVs to be supplied in the submission.)
- 2.4 Technical Resources **MUST** have valid HCIA and HCIP Certification. (Proof of valid certifications to be supplied in the submission.)

E.g.,

If 4-star partner, Huawei's Minimum = 1 x HCIA Security, 3 x HCIP Security

If 5-star partner, Huawei's Minimum = 3 x HCIP Security, 2 x HCIE Security

NB: However, UJ requires that the suppliers must at least have 2x technical resources with valid HCIA Security or HCIP Security. Also, two technical resources with HCIE R&S and security experience are acceptable.

3. Support requirements.

The successful service provider must be able to adhere to the following support requirements:

3.1 Support Calls

- UJ working hours are 8:00 am to 5:00 pm, Monday to Friday excluding holidays.
- When a support call is initiated, the service provider must respond within 2 hours. If it's a repair that is needed the service provider needs to repair within 4 hours. The hours that will be used can be used from the total amount of hours that is specified for consulting hours (section 3.2 and 3.3)

3.2 Consulting Hours

- As specialized skills are needed, UJ will need consulting hours to be included in the submission by the service provider. These consulting hours can be used for troubleshooting problems,

optimizing the configurations of devices, firmware Updates and recommendations, updating new ransomware definitions, expert advice on best practices etc.

- Furthermore, these consulting/support hours can be onsite or remotely by a certified Huawei Engineer.
- 20 hours for support to be allocated for the year. (During working hours)
- These hours will be pre-arranged with the successful service provider in advance unless urgent support is needed for a break-fix scenario.
- Monthly report on the balance of hours used and remaining to be supplied.

3.3 Afterhours

- After hours refers to work outside normal working hours. In certain cases, the service provider must be able to provide service outside working hours indicated in section 3.1., these include weekends and holidays in case of an emergency.
- 10 after-hours support hours must be quoted.

4. Equipment List and sites (Specifications).

Below is the list of equipment to be quoted for renewal and support thereof.

| Unified Security Gateway License Package | | | | Pricing | | | Total Cost for 3 Years |
|--|----------|----------------------|-----|---------|--------|--------|------------------------|
| Serial number | Model | Description | QTY | Year 1 | Year 2 | Year 3 | |
| 102386060307 | USG6630E | Intrusion prevention | 1 | | | | |
| | | Antivirus | | | | | |
| 1023A7445975 | USG6630E | Intrusion prevention | 1 | | | | |
| | | Antivirus | 1 | | | | |
| | | | | | | | |
| 102386060305 | USG6630E | Intrusion prevention | 1 | | | | |
| | | Antivirus | 1 | | | | |
| 1023A7445973 | USG6630E | Intrusion prevention | 1 | | | | |
| | | Antivirus | 1 | | | | |
| | | | | | | | |
| 102386060306 | USG6630E | Intrusion prevention | 1 | | | | |
| | | Antivirus | 1 | | | | |
| 1023A7445974 | USG6630E | Intrusion prevention | 1 | | | | |
| | | Antivirus | 1 | | | | |
| SUPPORT HOURS | | | | | | | |
| Support Hours- Office Hours | | Support hours | 20 | | | | |
| Support Hours- After Hours | | Support hours | 10 | | | | |
| | | | | | | | |
| | | Hi-Care premier 24X7 | 6 | | | | |
| Sub Total | | | | | | | |
| VAT | | | | | | | |
| Total including VAT | | | | | | | |

5. Additional notes.

5.1 **By tendering for this tender, it means that you agree to UJ's Standard Terms and Conditions. Please complete schedule for proposed amendments if required.**

5.2 The successful bidder will be required to enter a 3-year SLA with UJ for annual license renewals.

- 5.3 The response must strictly adhere to the above requirements. Deviations must be clearly mentioned and explained. However, it will be at the sole discretion of UJ to accept or reject such deviations.
- 5.4 The successful service provider is expected to provide onsite support or through VPN and VPN services will be provided if needed.
- 5.5 The service provider must attend a compulsory site briefing if held.
- 5.6 Attached spreadsheet to be used for pricing submission.
- 5.7 Check Sheet **MUST** be complete to reflect the level of compliance (Include comments where necessary)

6. Technical Adjudication

This Tender will be evaluated in three stages:

Stage 1 – Tender Compliance

Stage 2 – Functionality

Stage 3 - Financial and B-BBEE

6.1 Stage 2 - Functionality

| Requirement | Maximum points obtainable |
|--|---------------------------|
| Meet specifications and requirements (all requirements in the check sheet) <ul style="list-style-type: none"> Supply of Licenses (6x Firewalls for 3 year period). = 20 Fully Priced BOQ. = 20 Supply of Consulting Services (20 working hours + 10 After hours) (refer to point 3 “Support Requirements”) = 10 | 50 |
| Company experience and key technical resources skills/certifications (Valid HCIA security and HCIP security - Proof to be attached) <ul style="list-style-type: none"> Huawei firewall certified Resources with less than 1-year relevant working experience= 0 points Two Huawei firewall-certified resources with 2 years of relevant working experience = 10 points Two Huawei firewall-certified resources with 3 or more years of relevant working experience = 25 points NB: <ul style="list-style-type: none"> UJ reserves the right to verify the authenticity of the certifications. Bidders who fail to submit CVs and certifications that meet UJ requirements will be scored zero points. Bidders who fail to submit two resources’ CVs and valid certificates will be scored zero points. | 25 |
| Reference Letters <ul style="list-style-type: none"> Bidder with no and or less than two reference letters without similar services = 0 points. Bidder with two reference letters of contracts of similar services = 10 points. Bidder with three reference letters of contracts of similar services = 15 points. Bidder with four or more reference letters of contracts of similar services = 25 points. NB Reference letters must be dated, have contact details and must not be older than 5 years. | 25 |
| Total Points awarded | 100 |

A minimum of 70 points is required by any tenderer before further evaluation. All tenderers who achieve 70 points or more and who provide valid proof of the required certification will be evaluated equally in terms of stage 2.

NB: Should the supplier provide expired certificates, no points will be obtained for the resources indicated.

6.2 Stage 3 - Financial and B-BBEE

- Price (80 points)
- BBEE (20 points)

7. Checklist.

| Requirement | Provided Yes/No | Comments |
|---|------------------|----------|
| Meet specifications and requirements (all requirements in the check sheet) <ul style="list-style-type: none">• Supply of Licenses (6x Firewalls for 1 year period).• Fully Priced BOQ. Supply of Consulting Services (20 working hours + 10 After hours) | Provided Yes/No: | |
| Supply of Huawei firewall Licenses (3 year period) | Delivery Period: | |
| HI-Care is quoted (24x7x4H). For 6x Firewalls. | Priced yes/no: | |
| 2x Firewall Certified Engineers (with valid certification HCIA or HCIP) – Proof to be provided | Yes/No: | |
| References with contact details and date (for similar services) | Yes/No: | |