



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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SCM TERMS OF REFERENCE

RFQ SAHRA 01/2026 - APPOINTMENT OF A SUITABLY
QUALIFIED SERVICE PROVIDER TO PROVIDE AN
ANNUAL SUBSCRIPTION LICENSE OF QUALYS
VMDR TRURISK, FIXIT FOR 350 ASSETS

TERMS OF REFERENCE

1. PURPOSE

The purpose of this procurement is to find a suitably qualified service provider to provide an annual license subscription of Qualys VMDR TruRisk, FixIT for 350 assets for SAHRA for both patch and vulnerability management.

2. BACKGROUND

2.1 The organisation requires a modern, cloud-based vulnerability management and patch management solution suitable for hybrid working environments (remote, roaming, and on-premises). The existing solution does not provide the level of visibility, automation, cloud capability, and endpoint coverage required to support the organisation's cybersecurity needs.

2.2 To address this gap, the organisation intends to procure Qualys VMDR TruRisk, FixIT, a cloud-delivered platform offering vulnerability assessment, risk prioritisation, asset visibility, and automated patch deployment. Qualys VMDR is licensed on a per-asset basis, and the organisation requires coverage for 350 assets (servers, workstations, laptops, and other ICT endpoints).

2.3 Service providers are invited to submit proposals in line with the requirements below.

3. SCOPE AND SERVICES REQUIRED

3.1 Service providers must supply, configure, deploy, and support Qualys VMDR TruRisk, FixIT to cover 350 assets. The scope includes licensing, implementation assistance, technical support, training, and documentation.

3.2 Licensing

- Provide Qualys VMDR TruRisk, FixIT subscription for 350 assets
- Licensing must include:
 - VMDR (Vulnerability Management, Detection and Response)
 - TruRisk scoring
 - Patch Management (FixIT)
 - Cloud Agent usage

- Virtual scanners (unlimited)
- Access to the Qualys Cloud Platform

3.3 Implementation and Deployment

- Assist with environment setup on the Qualys Cloud Platform
- Deploy Qualys Cloud Agents across all identified assets
- Configure:
 - Asset tagging and grouping
 - Scanning profiles
 - Dashboards and reporting structures
 - Patch Management module
 - Provide integration support for:
 - Active Directory
 - ITSM/ticketing platforms (where applicable)

3.4 Patch Management Enablement

- Configure OS and third-party application patching
- Set up automated or scheduled patching workflows

3.5 Training

- Provide training for ICT administrators responsible for managing the platform
- Provide user and configuration documentation
- Conduct knowledge transfer for ongoing operations

3.6 Support and Maintenance

- Provide ongoing support for the licensing period
- Provide escalation procedures and defined service levels
- Ensure vendor-supported updates and platform enhancements are accessible

4. Technical Specifications

The provided solution must meet the following minimum technical standards:

4.1 Platform Requirements

- 100% cloud-hosted (no on-premises infrastructure required)
- Must support **remote, roaming, and office-based endpoints**
- Must be licensed **per-asset** and cover **350 assets**

- Must support mixed environments including Windows, Linux, and macOS (where applicable)

4.2 Vulnerability Management Capabilities

- Continuous asset discovery
- Real-time vulnerability detection
- Misconfiguration detection
- Risk-based prioritisation using the **Qualys TruRisk scoring engine**
- Ability to group assets dynamically through tagging

4.3 Patch Management Capabilities

- Automated deployment of:
 - Operating system patches
 - Third-party application patches
- Ability to schedule and automate recurring patching jobs
- Reporting on patch status and compliance

4.4 Agent and Scanner Requirements

- Cloud Agent support for continuous visibility
- Unlimited virtual scanners for internal/external scanning
- Lightweight agent footprint with automatic updates

4.5 Reporting & Dashboards

- Customisable dashboards for vulnerabilities, patching, and risk posture
- Exportable reports for audits and compliance
- Real-time monitoring of remediation progress

5. TERMS AND CONDITIONS OF PROPOSALS

- 5.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- 5.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.



- 5.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 5.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 5.5 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 5.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 5.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 5.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 5.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 5.10 The proposals should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- 5.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 5.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 5.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.



- 5.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 5.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote.
- 5.16 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 5.17 It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**
- a) SBD 1 Invitation Bid
 - b) Tax Compliance Status Pin
 - c) SBD 3.1 Pricing Schedule
 - d) SBD 4 Bidder's disclosure
 - e) SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document.
 - f) General Conditions of Contract
 - g) Proof of Registration with National Treasury Central Supplier Database (CSD Report)

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

6. EVALUATION CRITERIA

- 6.1 All proposal offers received shall be evaluated based on the following phase out approach:
- **Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal on this phase.

- **Technical & Capability Compliance: 100 Points**

Sub Criteria	Description	Points	Evidence Required
Compliance with Technical Specifications	Solution must meet all VMDR, TruRisk, FixIT, Cloud Agent, asset visibility, and patching requirements	40	Completed Technical Compliance Matrix , product datasheets, and confirmation of feature availability
Cloud-Native Capability	Platform must be fully cloud-hosted with no on-prem infrastructure required.	15	Vendor documentation confirming cloud deployment model, reference architecture.
Support for 350 Assets	Licensing must align with per-asset model and cover 350 organisational assets.	15	Official licensing quote showing 350 assets clearly allocated
Hybrid Work Support	Solution must support roaming, remote, and office-based endpoints consistently.	15	Documentation explaining off-network patching, Cloud Agent capabilities
Reporting & Dashboards	Ability to generate compliance, vulnerability, and risk dashboards	10	Reporting samples/screenshots, dashboard descriptions
Certifications / Partner Status	Certified Qualys partner or accredited staff	5	Qualys partnership certificate or staff certification documents

Supplier must score a minimum of 60 points to move on to the next phase.

- **Phase two:** preference points on specific goals as follows;

Preference Point System	Points
Price	80
Special Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	100



6.2 Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

7. SUBMISSION OF QUOTATIONS

Project proposals must be submitted via email to tenderinfo@sahra.org.za for the attention of Supply Chain Management - **Bid No: RFQ SAHRA 01/2026**.

It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

8. CLOSING DATE AND TIME: 15 April 2026 at 11:00 am.

No late quotes will be accepted.

9. For the Supply Chain related enquiries, please contact:

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