

**BIDDING DOCUMENT FOR THE PROVISION OF VULNERABILITY AND PENETRATION TESTING ON POSB SYSTEMS: -
PROCUREMENT REFERENCE: POSB- 60-2024**



BIDDING DOCUMENT FOR THE PROVISION OF VULNERABILITY AND PENETRATION TESTING ON POSB SYSTEMS.

DATE OF ISSUE 6 October 2024

CLOSING DATE..... 21 October 2024

CLOSING TIME10.00 HOURS

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PART 1: PROPOSAL PROCEDURES

PART 1: BIDDING PROCEDURES

BACKGROUND

The People's Own Savings Bank of Zimbabwe (POSB) intends to engage consultancy services for **The Provision of Vulnerability and Penetration Testing on POSB Systems**.

Accordingly, the bank extends its invitation to reputable consultants in the mentioned discipline to participate in this tendering process by responding to this invitation.

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Preparation of Bids

You are therefore requested to bid for **The Provision of Vulnerability and Penetration Testing on POSB Systems**.

Preparation of Technical Proposals:

Technical proposals should contain the following documents and information:

1. The Technical Proposal Submission Sheet.
2. Fully completed Technical Compliance and Specification Sheet attached.
3. A detailed project implementation timeline and methodology for performing the services.
4. A detailed work plan, showing the inputs of all key staff.
5. Certified copies of Curriculum Vitae of key staff directly involved in the implementation of the project.
6. A summary to demonstrate technical expertise of undertaking services of the similar nature detailing qualifications of the relevant team responsible for implementing the solution.
7. The bidder **MUST** attach the following **MANDATORY** documents.
 - a. Fully signed Technical Bid Submission sheet
 - b. Statement of Requirements
 - c. A bid securing declaration in the format specified in this document.
 - d. Attach copy of your Certificate of Registration of the business (Certificate of Incorporation).
 - e. Attach a certified copy of the Joint Venture Certificate for those bidding as joint venture organisations.
 - f. Attach copy of the CR14 or CR6 (List of Directors).
 - g. Attach company profile.
 - h. Attach copy of valid Value Added Tax Certificate
 - i. Attach copy of valid Tax Clearance Certificate for Zimbabwean consultants.
 - j. Up to date NSSA Clearance Certificate for local companies. Please provide NSSA clearance certificate.

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- k. Signed declaration or letter to confirm that you are not debarred from participating in public procurement.
- l. Attach schedule of timelines associated with the full implementation of the project.
- 8. The Consultant / Firm should have own premises where POSB **may** visit as part of due diligence.
- 9. The consultant must:
 - 1. Have qualified professional staff and submit proof of qualifications and competencies for the team leader and all other consultants who will be assigned to carry out the tasks and responsibilities in relation to: - **The Provision of Vulnerability and Penetration Testing on POSB Systems.**
 - 2. Have a good appreciation and track record of providing similar services to the banking and finance industry and demonstrable experience of the firm in conducting similar assignments of the similar magnitude and scope. CVs to prove experience of involved personnel should be provided.
 - 3. Provide evidence giving a description of similar assignments, experience in similar conditions and availability of appropriate skills among staff.
 - 4. Provide a minimum of three (3) reference letters from traceable organizations where assignments of similar scope and magnitude have been executed in the immediate past 4 years.

Provide a detailed methodology and work plan.

FAILURE TO ABIDE BY ANY OF THE ABOVE REQUIREMENTS MAY LEAD TO DISQUALIFICATION

Preparation of Financial Proposals:

Financial proposals should contain the following documents and information:

- 1. the Financial Proposal Submission Sheet per sample provided.
- 2. Rates and all necessary charges must be clearly tabulated and summed up.

Clarification of Bids

Clarification of the request for proposals may be requested in writing up to 17 October 2024 and should be sent to procurement@posb.co.zw and marked to the attention of Kennedy Taonangoro and Gibson Sibanda.

Validity of Proposals:

The minimum period for which the proposal must remain valid is 90 days from the deadline for submission of bids.

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Submission of Proposals:

Bids must be submitted electronically in PDF format to the email address given below, no later than the date and time of the deadline. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the bidder and the number of the bid.

The Bidder must mark the subject line with the bidder's name and address and the Procurement Reference Number.

The bids shall be submitted electronically.

The Procuring entity reserves the right to extend the bid submission deadline but will notify all potential bidders through its web address www.posb.co.zw of the amended bid submission deadline.

Date of 21 October 2024 Deadline Time: 10.00 hrs
deadline:

Submission address: tenders@posb.co.zw

Means of Electronically through email
acceptance:

The bidding submission documents should be scanned as a single document bearing the tender number and description of the subject line

Bid opening.

Bids will be opened by the Bank Committee assigned to open the bids and immediately handed over to the relevant evaluation committee. **No** bidders or their representatives may witness the opening of bids, which will take place at the submission address immediately following the deadline.

Late bid will be rejected.

Withdrawal, amendment, or modification of Bids

A bidder may withdraw, substitute, or modify its bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

Evaluation of Proposals:

The evaluation of proposals will use the cost and quality evaluation method as detailed below:

1. Preliminary examination to confirm that all documents required have been provided, to confirm the eligibility of consultants and to confirm that the

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Consultant has accepted all terms and conditions without material deviation or reservation.

2. Technical evaluation to assess the technical quality of proposals against the criteria given, to determine the technical score for each proposal and to determine which proposals reach the minimum technical score of 75% and
3. Financial evaluation to determine the financial score of each proposal, to weight the technical and financial scores and to determine the total score of each proposal.

Proposals failing at any stage will be eliminated and not considered in subsequent stages.

Eligibility and Qualification Criteria

Bidders are required to meet the criteria set out in the Preparation of Bids section of this tender document to be able to participate and to be qualified for the proposed contract. Bidders must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet.

To be eligible, Bidders must: -

1. have the legal capacity to enter a contract.
2. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances.
3. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe.
4. not have a conflict of interest in relation to this procurement requirement.

Bid Currency:

Bids should be priced in United States Dollars (US\$)

Payment Currency:

Payment will be processed using the US\$ nostro.

Award of Contract

The best evaluated bid, which is substantially responsive to the requirements of this bidding document considering technical and pricing aspects will be recommended for award of contract. The proposed award of contract will be by issue of a notification of SLA award which will be effective until signature of the contract documents. Unsuccessful bidders will be advised of the successful bidder/s and details of the proposed prices by the successful bidder/s.

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Right to Reject

POSB reserves the right to accept or reject any bid or to cancel the procurement process and reject all bids at any time prior to contract award.

Corrupt Practices

The People's Own Savings Bank requires that bidders and contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy: -

1. POSB will reject a recommendation for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract or been declared ineligible to be awarded a procurement contract.
2. POSB may impose sanctions on fraudulent or collusive bidders in terms of its procurement policy.
3. Any conflict of interest on the part of the bidder must be declared.

Technical Evaluation Criteria:

Proposals will be awarded scores out of the maximum number of points indicated below for each of the following criteria: Bidders are requested to provide all information and supporting documentation as outlined under **Preparation of Technical Proposals to ensure that evaluators base their adjudication on objective information.**

TECHNICAL EVALUATION GUIDE

Criteria	Maximum Score
Lead consultant <ul style="list-style-type: none">- Undergraduate degree in Computer Science, Information Systems, or Information Technology. [4]- Cyber Security certification, [4]- Network Security and I.T Risk Management Certifications, [4]- Penetration Testing Certification. [4]- Postgraduate [2] - Professional affiliation [2]	20

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Criteria	Maximum Score
Key personnel (2) <ul style="list-style-type: none"> - Undergraduate degree in Computer Science, Information Systems, or Information Technology, or equivalent. [4] - Cyber Security certification,[4] - Network Security and I.T Risk Management Certifications, [4] - Related professional affiliation [4] - Penetration Testing Certification. [10] 	26
Specific Experience of team leader 0 - 5 years = [2] 6 – 10 Years = [4] Above 10 Years = [7]	8
Specific Experience of team members 0 - 5 years = [2] 6 – 10 Years = [5] Above 10 Years = [7]	14
Organizational experience Up to 10 years' post incorporation experience. [0.50] per year.	5
Banking Sector References (3 references in the last 5 years required)	12
Delivery Timelines Delivery timelines – (4x wks.) = [5], 5 x wks = [3], 6 x wks = [2] 7 wks = [1]	5
Proposed Methodology	10
Score	100

The minimum technical qualifying score required to pass the technical evaluation is 75 points.

Financial Criteria:

Financial scores will be determined by awarding 100 points to the lowest priced proposal and giving all other proposals a score which is proportionate to this.

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Total scores will be determined using a weighting of 80% for technical proposals and a weighting of 20% for financial proposals."

Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

G. CHANGUNDA
CHIEF EXECUTIVE OFFICER

Signature  Date

Signed on 4 Oct 2024, 9:23 AM CAT

Company Stamp

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Bid-Securing Declaration

{The Bidder must fill in this Form in accordance with the instructions indicated, where it has been stated in the Bidding Procedures that a Bid-Securing Declaration is a requirement of bidding}.

Procurement Reference
number:

Date: [date (in day, month and year format)]

Bidder's Reference Number:

To: {full name of Procuring Entity}

We, the undersigned, declare that:

We understand that, according to the terms and conditions of your bidding documents, bids must be supported by a Bid-Securing Declaration.

We accept that we may be debarred from bidding for any contract with a Procuring Entity in Zimbabwe for a period to be determined by the Authority, if we are in breach of our obligation(s) under the bidding conditions, because:

- (a) We have withdrawn our Bid during the period of Bid validity; or
- (b) Having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, we fail or refuse to execute the Contract.

We understand this Bid Securing Declaration will expire if we are not the successful Bidder, either when we receive your notification to us of the name of the successful Bidder, or twenty-eight days after the expiration of our Bid, whichever is the earlier.

Signed	Name:
In capacity of:	Date:(DD/MM/YY)
Duly authorised for and on behalf of:	
Company	
Address:	
.....	

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Corporate Seal (where appropriate)

{Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all the partners to the Joint Venture that submits the Bid.}

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Bid Submission Sheet

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the completed Statement of Requirements and any other documents requested in Part 1. Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders must mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information}.

Procurement Reference
Number:

Subject of Procurement:

Name of Bidder:

Bidder's Reference Number:

Date of Bid:

We offer to supply the items listed in the attached Statement of Requirements, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation, or adjustment.

Bid Authorised by:

Signature	Name :
Position:	Date:(DD/MM/Y Y)

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Authorised for and on behalf of:

Compan

y

Address:

.....

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Technical Proposal Submission Sheet

{Note to Consultants: Complete this form with all the requested details and submit it as the first page of your technical proposal, with the documents requested in Part 1 attached. Ensure that your proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected.

In case the Consultant is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.}

Procurement Reference Number:

Subject of Procurement:

Name of Consultant:

Consultant's Reference Number:

Date of Technical Proposal:

We offer to provide the services described in the Statement of Requirements, in accordance with the terms and conditions stated in your Request for Proposals referenced above.

We confirm that we are eligible to participate in public procurement and meet the eligibility criteria specified in Part 1: Proposal Procedures of your Request for Proposals.

The validity period of our proposal is days from the date of the submission.

We submit on the attached Appendices the evidence to demonstrate our suitability to perform the required services:

Appendix A: Methodology and Work Plan.

Appendix B: Experience and Qualifications.

We understand that the proposals in these Appendices, if approved or as amended, will be included in the Contract Appendices and shall form a contractual commitment.

We enclose a separately sealed financial proposal.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

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Technical Proposal Authorised By:

Signed	Name:
In capacity of:	Date:(DD/MM/YY)
Duly authorised for and on behalf of:	
Firm	
Address:	

Corporate Seal (where appropriate)	

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Financial Proposal Submission Sheet

{Note to Consultants: Complete this form with all the requested details and submit it as the first page of your financial proposal, with the documents requested above attached. Ensure that your proposal is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorised, it may be rejected. The total price of the proposal should be expressed in a currency permitted in the SCC}.

In case the Consultant is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Procurement Reference Number:

Subject of Procurement:

Name of Consultant:

Consultant's Reference Number:

Date of Financial Proposal:

The total price of our proposal is: _____ and _____. {insert currencies and amounts}

We confirm that the rates quoted in our Financial Proposal are fixed and firm for the duration of the validity period and will not be subject to revision or variation or adjustment.

Financial Proposal Authorised By:

Signed	Name:
In capacity	Date:(DD/MM/YY)
of:	
Duly authorised for and on behalf of:	
Firm	
Address:	

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Corporate appropriate)	Seal	(where appropriate)

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Summary of Costs

{Complete this form to summarise all the costs together from the breakdown of costs and submit it as part of your financial proposal.

Item	Costs
	<i>[Indicate Currency]</i>
Fees	
Reimbursable Costs	
VAT	
Total Cost of Financial Proposal ¹	

1 The total cost must coincide with the sum in the Financial Proposal Submission Sheet.

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BREAKDOWN OF CONTRACT PRICE (FEES)

{Complete this form with details of all your costs and submit it as part of your financial proposal. Authorise the rates quoted in the signature block below. Where this is a lump sum contract, the total price will be the contract price and the breakdown will be used only to determine the price of any additional services. Where this is a time-based contract, the breakdown will be used as the cost estimates and payment will be made for the services actually performed and costs actually incurred.}

Currency of Costs: _____

FEES				
Name and Position of Personnel	Input Quantity	Unit of Input	Unit Rate	Total Price
Sub Total:				

Breakdown of Contract Price Authorised By:

Signed	Name:
In capacity of:	Date:(DD/MM/YY)
Duly authorised for and on behalf of:	
Firm	
Address:	

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Corporate Seal (where appropriate)

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BREAKDOWN OF CONTRACT PRICE (REIMBURSABLES)

Currency of Costs: _____

REIMBURSABLE COSTS				
Description of Cost	Quantity	Unit of Measure	Unit Price	Total Price
Sub Total:				

Breakdown of Contract Price Authorised By:

Signed	Name:
In capacity of:	Date:(DD/MM/YY)
Duly authorised for and on behalf of:	
Firm	
Address:	
.....	

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Appendix A: Methodology and Work Plan

{Describe the methodology and work plan you would propose to use in meeting the requirements in the statement of requirements in Part 2.}

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Appendix B: Experience and qualifications

{Provide background information about the consultancy firm that is bidding for the Contract and of any other firm that is associated with this bid. State whether any of the required services will be sub-contracted. Describe the experience of the firm in performing similar consultancy Contracts, if so required by the instructions in Part 1.}

Name the key personnel who will perform the requirements under the Contract, their proposed period of engagement, including working hours and holidays, and describe their qualifications and experience in working on similar Contracts, distinguishing between foreign consultants and national (Zimbabwean) consultants. Describe any intended transfer of knowledge to consultants and other personnel in Zimbabwe and how this transfer will be achieved.}

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PART 2: STATEMENT OF REQUIREMENTS

**PROVISION OF A VULNERABILITY ASSESSMENT AND PENETRATION TESTING
SERVICE FOR THE PEOPLE'S OWN SAVING'S BANK (POSB)**

1. BACKGROUND

The bank is fully digitized across its business processes, using multiple disparate systems that are integrated one to another for seamless operations. These digital computer systems require a thorough examination to identify security vulnerabilities and facilitate the enhancement of a more robust infrastructure. It is imperative that the Bank conducts an annual vulnerability assessment and penetration testing exercise, on the bank's information systems. To uphold independence, it is essential that a third-party conduct the assessment, ensuring an unbiased and objective review of the system's security posture. Such assessments are essential for mitigating risks across the network and IT infrastructure, which ultimately bolsters the overall security posture of the Bank.

1.1 OBJECTIVES

- To evaluate the strength and resilience of the bank's Information Technology infrastructure.
- To identify security vulnerabilities and ascertain the extent of exposure that the Bank may be liable to
- To initiate a vulnerability management program that aims to assess and remediate all the identified vulnerabilities before they are exploited for malicious intent

1.2 GOALS

- 1.1** Identify gaps in the bank's IT security programs with the view of creating a strong business case for its enhancement.
- 1.2** Find weakest links in the bank's information technology structure and provide baseline solution for all systems.

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2. SCOPE

The bidder is required to conduct a thorough analysis of threats and vulnerabilities to evaluate the risks within the Bank's Information Technology Infrastructure. This assessment should involve identifying vulnerabilities, testing to exploit these vulnerabilities with non-disruptive exploits, and recommending corrective measures and controls to address all identified risks. The outlined scope of work covers the following:

- 1. External Vulnerability Assessment and Penetration Testing**
 - To test and identify vulnerabilities on the Bank's external-facing systems, such as websites, servers, and network devices
- 2. Internal Network Vulnerability Assessment and Penetration Testing**
 - To test and identify vulnerabilities in the network both LAN and WAN.
- 3. Wireless Network Vulnerability Assessment and Penetration Testing**
 - To test and identify vulnerabilities on the wireless (Wi-Fi) networks.
- 4. Web Applications Vulnerability Assessment and Penetration Testing**
 - To test and identify vulnerabilities on the Bank's public and internal web applications
- 5. Mobile Application Vulnerability Assessment and Penetration Testing**
 - To test and identify vulnerabilities on the Bank's Mobile Applications.
- 6. Social Engineering**
 - To detect potential security vulnerabilities resulting from human error.
- 7. Cloud Security Audit**
 - To test the adequacy of security policies, controls, procedures, and technology being used to protect the cloud data, cloud-based systems and infrastructure.
- 8. Physical Security Assessment**
 - To test for potential vulnerabilities that exist in the external and internal security parameters of the Bank's digital environment.
- 9. Swift Environment Vulnerability Assessment and Penetration Testing**
 - To test and identify vulnerabilities on the Bank's SWIFT Network environment
- 10. Data Leakage Prevention Assessment**
 - To test and identify vulnerabilities that may result in disclosure, extraction, and exfiltration of information by individuals or systems.

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3. BIDDER EXPECTATIONS

1. A brief company profile along with details of:
 - Similar nature of projects completed within the last 4 years along with description of service provided, client names and the reference letters (where possible)
 - Project completed for / services provided to POSB, in the past 5 years (if any).
2. Detailed Approach and methodology for conducting the assessment
3. High level project plan
4. Details of deliverable format (sample report format)
5. Pricing for the service
6. Details of the persons who will be involved in the work. Details should encompass relevant experience, qualification, and certifications. Certifications of the consultants to include (OSCP, OSWE, PNPT, CEH, CISSP, CISM, CRTP)

4. DELIVERABLES

Written reports should be submitted as a deliverable of the project. The reports should at the minimum comprise of the scope of work, methodology/ approach, executive summary, details of vulnerabilities identified (observation), risk of the vulnerability, risk rating and specific practical recommendations to remediate it. The report should provide details of both successful and unsuccessful exploits executed against each reported vulnerability.