

ZA DOMAIN NAME AUTHORITY

SCOPE OF WORK FOR THE APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO ASSIST WITH THE DEVELOPMENT OF ZADNA'S BUSINESS CONTINUITY PLAN (BCP)

REFERENCE NUMBER: RFQZA2022/08

DATE OF ISSUE: 23 August 2022

CLOSING DATE: 07 September 2022

1. PURPOSE

- 1.1. The specific objective of this project is to ensure that the ZADNA's Business Continuity Plan (BCP) contain a set of procedures to enable the organisation to resume critical functions in cases of crises, identify and recover lost data/information/resources, and details the resources required to allow for the above.
- 1.2. This should be done by providing services to ensure that the continuity in core business processes are achieved using agreed testing schedules, Recovery Time Objective (RTO), Recovery Point Objective (RPO) and backup interval.

2. SCOPE OF WORK

- 2.1. The service provider must develop a 360-degree plan for minor and significant disruptions to operations and keep the organisation's assets safe.
- 2.2. The provider must develop a plan that will address strategies to be implemented to maximise efficiency and productivity so that the organisation continues to thrive even in uncertain times.
- 2.3. The provider must create a risk assessment, conduct a business impact analysis, provide a disaster response plan and a business continuity plan
- 2.4. The below is what should be included, however not limited to:

2.4.1. **ZADNA's Business Continuity Plan should reflect the following objective**

The business continuity planning process will include the recovery, resumption, and maintenance of all aspects of the business, not just the recovery of the technology components.

- The prioritisation of business objectives and critical operations that are essential for recovery.
- The integration of the institution's mandate and functions.
- Regular updates to the BCP based on changes in business

processes, audit recommendations, and lessons learned from testing; and

- A cyclical, process-oriented approach includes a business impact analysis (BIA), a risk assessment, risk management, and risk monitoring and testing.

2.4.2. A business impact analysis (BIA) in the business continuity planning process should include but are not limited to:

- Assessment and prioritisation of all business functions and processes, including their interdependencies, as part of workflow analysis.
- Identify the potential impact of business disruptions resulting from uncontrolled, non-specific events on the institution's business functions and processes.
- Identify the legal and regulatory requirements for the institution's business functions and processes.
- Estimation of maximum allowable downtime, as well as the acceptable level of losses associated with the institution's business functions and processes; and
- Estimating recovery time objectives (RTOs), recovery point objectives (RPOs), and recovery of the critical path.

2.4.3. The risk assessment in the business continuity planning process should include:

- Evaluating the BIA assumptions using various threat scenarios.
- Analysing threats based on the impact on the institution, its customers, and the financial market it serves.
- Prioritising potential business disruptions based upon their severity, which is determined by their impact on operations and the probability of occurrence; and
- Performing a "gap analysis" that compares the existing BCP to the policies and procedures that should be implemented based on prioritised disruptions identified and their resulting impact on the institution.

2.4.4. Review of the ICT Master Systems Plan:

- Assist ZADNA in developing an ICT DRP to ensure the alignment between the BCP, Strategic Plan and ICT DRP.

2.4.5. Development and Implementation of Business Continuity (BC) and Disaster Recovery (DR) Plans:

- Conduct Business Impact Analysis and Risk Assessment.
- Identify the Recovery Strategies.
- Prepare Business Continuity and Disaster Recovery Plans.
- Conduct a BCP awareness workshop (Educate and Train on BCP and ICT DRP).

5. DURATION OF THE PROJECT

- 5.1. The project should be completed within 3-4 months from the date of appointment, subject to the Service Level Agreement and Project Plan milestones being concluded.

6. CONFIDENTIALITY

- 6.1. The Bidder agrees to keep confidential all information that they receive, directly or indirectly, from the Authority or any other stakeholder, as well as all copies or analyses that they make or have been made by third parties based on such information (collectively, the Material).
- 6.2. The Bidder shall use the Material exclusively to prepare deliverables relevant to this assignment.
- 6.3. The Bidder shall only permit access to the Material to persons within their organisations on a need-to-know basis.
- 6.4. The Bidder shall explicitly inform such persons of the confidential nature of the Material and, before providing them with it, subject them to the confidentiality obligations contained in this Terms of Reference.
- 6.5. The Bidder agrees that the Material will remain the property of ZADNA and cannot be used anywhere outside this assignment's scope.

7. INSTRUCTIONS FOR SUBMISSION OF THE RFP

- 7.1. Bidders shall submit information responses in accordance with the prescribed manner of submissions as specified.
- 7.2. The Bidders must respond to annexures in detail and provide a written proposal.
- 7.3. All responses in this regard shall only be accepted if they have been sent to the provided email before or on the closing date and stipulated time.
- 7.4. No information shall be accepted by ZADNA if submitted in any manner other than as prescribed above.
- 7.5. ZADNA will disqualify any Bidder for purposes of this Request for Proposal if their response is submitted after the deadline.
- 7.6. All Bidders must submit their response no later than 12h00 (South African Standard Time) on Friday the 09 September 2022. They must be submitted to zadnafinance@zadna.org.za

8. EVALUATION CRITERIA

- 8.1. The RFP will be evaluated with the preference point 70/30 evaluation.

<ul style="list-style-type: none">• Total Functionality awarded Points 70	<ul style="list-style-type: none">• Total Point for price Awarded 30
--	---

8.2. Administrative Requirements

- a) It is required that each Bidder must submit a response documentation pack –that the submission has to be in portable document format (PDF);
- b) That is delivered at the correct email address within the stipulated date and time as specified; all supporting

documents and fully and correctly filled forms must be submitted.

8.3. CIPC Registration Documents.

- a) Tax clearance Information/Certificate.
- b) B-EEE Certificate.
- c) Fully completed annexure forms are attached herein.
- d) Detailed Company profile.
- e) Professional body affiliation confirmation.
- f) Three contactable references in the same scope of work.
- g) Pricing Schedule
- h) Declaration of Interest for Key Management in the organisation.

8.4. Conflicts Of Interest

- a) The Bidder must comment on any potential conflicts of interest arising from other assignments or a conflicting involvement in other assignments that may impair their independence.