

ENGINEERING COUNCIL OF SOUTH AFRICA		
REQUEST FOR PROPOSAL (RFP) FOR THE APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO PROVIDE MIMECAST SECURITY SOLUTIONS, LICENSING, IMPLEMENTATION, SUPPORT FOR THE ENGINEERING COUNCIL OF SOUTH AFRICA (ECSA).		
UNIQUE IDENTIFIER: ECSA/RFP08/2026	Date: 07 October 2026	

(PRIVATE & CONFIDENTIAL)

REFERENCE NUMBER: ECSA/RFP08/2026

ISSUE DATE: 07 October 2026

SUBMISSION CLOSING/DUE DATE: 28 October 2026

CLOSING TIME: 12H00

Terms of reference for the appointment of a service provider to provide Mimecast security solutions, licensing, implementation, support for the Engineering Council of South Africa (ECSA).

1. BACKGROUND

The Engineering Council of South Africa (“ECSA”) is a statutory body established by section 2 of the Engineering Profession Act, Act 46 of 2000 (EPA). ECSA's primary role is the regulation of the engineering profession in terms of the EPA. Its core functions are the accreditation of engineering programs, registration of persons as professionals in specified categories, maintenance of registration through Continuing Professional Development (CPD) and the regulation of the conduct of registered persons.

1.1. Our mandate

ECSA operates within the ambit of the Built Environment Profession. ECSA is, therefore, a creature of statute, with its mandate anchored in the EPA. ECSA has a myriad of mandates embedded in the Act, which enables ECSA to, inter alia:

- i. Decide on any applications for registration by applicants;
- ii. Determine and impose fees and charges, including registration fees, application fees, annual fees and appeal fees;
- iii. Conduct accreditation visits to educational institutions and to grant, refuse and withdraw accreditations;
- iv. Establish mechanisms and minimum standards for registration.

2. PURPOSE OF THE BID

ECSA would like to invite suitable, qualified, and competent service providers to submit proposals for the provision, implementation, configuration, licensing, support, and maintenance of the Mimecast Email Security Solution. The solution must provide advanced protection against phishing, malware, ransomware, spam, business email compromise (BEC), and other email-borne threats, while enhancing email security, compliance, archiving, and business continuity capabilities within ECSA's email environment.

To be considered for the final stage of bid evaluation, service provider must submit a complete response that substantially satisfies all of the requirements as stated.

3. SCOPE OF THE PROJECT

The Engineering Council of South Africa (ECSA) seeks to appoint a suitably qualified and experienced service provider to provide, implement, support, maintain, and manage Mimecast Security Solutions and associated licensing requirements to enhance the security, resilience, governance, and compliance of ECSA's Microsoft 365 email environment.

The successful bidder shall provide all licensing, implementation, support, maintenance, reporting, and professional services required for the effective operation of the solution throughout the contract period.

3.1. Product Provisioning and Licensing (to be Confirmed with Mimecast)

Provision and maintain the following Mimecast Security Solutions licenses and services:

- Advanced Protection Cloud Gateway (170 User Licenses)
- Mimecast A1 (170 User Licenses)
- DMARC Analyzer T4
- DMARC Analyzer T4 Managed Services
- DMARC Analyzer Implementation Services
- OEM Support Services

The bidder shall ensure that all licence quantities remain aligned with ECSA's active user count and licensing requirements throughout the contract period.

All licences must be provided on an annual subscription basis and renewed annually for the duration of the contract, subject to ECSA's approval and budget availability.

3.2. Optional Services (To Be Priced Separately):

- Incydr Professional
- Incydr Instructor
- Incydr Email Integration for Office 365
- Incydr OneDrive Add-On

3.3. Implementation and Configuration

The appointed service provider shall:

- Conduct onboarding and implementation of the Mimecast Security Solution.
- Configure and integrate the solution with ECSA's Microsoft 365 environment and existing ICT infrastructure.
- Configure Advanced Protection Cloud Gateway and Mimecast A1 services for all licensed users.
- Implement DMARC Analyzer and associated managed services.
- Ensure alignment with ECSA cybersecurity standards, governance frameworks, and regulatory compliance requirements.
- Provide implementation documentation, configuration documentation, architecture diagrams, and knowledge transfer documentation.

3.4. Maintenance and Technical Support

The service provider shall provide:

-
- OEM-supported maintenance services.
 - Service desk and technical support services.
 - Incident management and remediation services.
 - Security updates and software upgrades.
 - Proactive monitoring and optimisation of the solution.
 - Vendor escalation management.
 - Availability and performance management.
 - Support in accordance with agreed Service Level Agreements (SLAs).

3.5. Reporting and Governance

The service provider shall submit monthly reports that include:

- Security incidents and threat activity.
- Service availability and performance metrics.
- Email security effectiveness.
- DMARC compliance and reporting statistics.
- User activity trends.
- Risk assessments and mitigation recommendations.
- Continuous improvement recommendations.

3.6. Risk Management and Incident Response

The service provider shall:

- Maintain incident response procedures and escalation paths.
- Provide 24x7 support for critical incidents.
- Participate in disaster recovery and business continuity reviews where required.
- Provide risk exposure reporting and vulnerability management recommendations.

3.7. Contract Deliverables

- Licensing services.
- Annual license renewals.
- Implementation services.
- OEM support services.
- Managed services.
- Reporting and governance services.
- Maintenance and technical support services.
- Knowledge transfer and solution documentation

4. CONTRACT DURATION

The appointment of the successful service provider shall be for a fixed period of three (3) years (36 months) from the effective contract commencement date.

The contract value shall be structured and invoiced on an annual billing basis, with separate pricing provided for:

- Year 1
- Year 2

- Year 3

The successful bidder shall provide detailed annual pricing for all licenses, support services, managed services, and maintenance services applicable to each contract year.

Contract Renewal

This contract shall be awarded for a fixed term of three (3) years only and **shall not automatically renew upon expiry.**

Any extension beyond the initial three-year period shall be at the sole discretion of ECSA and shall be subject to a separate procurement process, written agreement, and approval in accordance with ECSA procurement policies and applicable legislation.

5. EVALUATION AND SELECTION CRITERIA

5.1. ECSA has set minimum standards that prospective suppliers must meet in order to be evaluated and selected as a successful supplier. The received proposals will be evaluated in different phases in order to arrive at the final phase of the award, and the phases will be as follows:

- 5.1.1. Administrative Criteria (Phase 1) - Prospective suppliers (s) must submit all required minimum and mandatory documents.
- 5.1.2. Functionality Evaluation Criteria (Phase 2) - The proposed resource(s) must meet the mandatory requirements in each role as outlined;
- 5.1.3. Price and BBB-EE evaluation Criteria (Phase 3) - Prospective suppliers (s) will be evaluated out of one hundred (100) points during Functionality Evaluations and the minimum threshold of seventy (70) must be achieved.

6. MINIMUM ADMINISTRATIVE REQUIREMENTS – PHASES

6.1. Minimum Screening Requirements (Phase 1):

Note: In this phase all proposals received will be verified for compliance and completeness of the submitted documents below set of mandatory requirements. Prospective suppliers who fail to comply with the below will be eliminated and prospective suppliers who comply with the requirements below will progress to the next phase of functionality evaluation.

Table 1: List of mandatory requirements

Appendix Number	Description of Appendix	Requirement
Appendix A	Standard Bidding Forms	SBD 4 – Service provider's disclosure Form
Appendix B	Company registration documents	CIPC certificate

Appendix Number	Description of Appendix	Requirement
Appendix C	Tax clearance and B-BBEE certificate	- A valid tax - A valid B-BBEE certificate or sworn affidavit
Appendix D	Bank Confirmation Letter	Bank Confirmation Letter
Appendix E	Pricing Schedule	A completed pricing schedule as per Annexure A
Appendix F	Bank letter	Proof of bank letter

7.2 Mandatory Requirements (Phase 2):

Only prospective service providers (s) that have met the administrative criteria in Phase 1 will be evaluated in Phase 2. Prospective service provider(s) that achieve a minimum threshold of 70 Points out of 100 Points for the Functionality capabilities will proceed to Phase 3.

Table 2: Documents for evaluation purposes

Appendix Number	Description of Appendix	Requirement
Appendix G	Company Profile	Company profile indicating experience in relevant services
Appendix H	Client References	Reference letters on the client's official letterhead, confirming the bidder's experience in successfully delivering similar projects within the last seven (7) years.
Appendix I	Methodology and Implementation Approach	Project plan
Appendix J	Resource Capability	CVs and certification evidence

Commercial Proposal Requirements

Bidders must submit a detailed commercial proposal showing:

Core Services (Mandatory)

- Advanced Protection Cloud Gateway (170 User Licences)
- Mimecast A1 (170 User Licences)
- DMARC Analyzer T4
- DMARC Analyzer T4 Managed Services
- DMARC Analyzer Implementation Services
- OEM Support Services

Pricing must be provided separately for:

- Year 1
- Year 2
- Year 3

Optional Services (Separate Pricing)

Pricing must be provided separately and independently for:

- Incydr Professional
- Incydr Instructor
- Incydr Email Integration for Office 365
- Incydr OneDrive Add-On

Optional services shall not be bundled into the pricing of the mandatory services and must be clearly identified as optional items.

The bidder must be an authorised Mimecast Partner, Reseller, Distributor, or Service Provider and must provide proof of current partner accreditation or authorisation.

The bidder must demonstrate experience in providing and supporting Mimecast Security Solutions, DMARC Analyzer services, and Microsoft 365 email security environments.

The allocation of points for functionality evaluation is set out in Table 3 below:

No.	Evaluation Criteria	Scoring Methodology	Max Points
1	Relevant Company Experience	Bidders must submit a comprehensive company profile detailing the company's relevant experience in relation to the scope of work and demonstrating the number of years of experience claimed. More than 10 years' experience in providing Mimecast Security Solutions, Email Security, DMARC Management, Managed Security Services, and Microsoft 365 Security Solutions = 25 Points 5 to 10 years = 15 Points Less than 5 years = 5 Points	25
2	Technical Methodology and Implementation Approach	Comprehensive implementation methodology, migration approach, project plan, governance framework, risk management approach, reporting framework, support model, and knowledge transfer plan = 30 Points Good methodology with minor gaps = 20 Points Adequate methodology with notable gaps = 10 Points Limited methodology = 5 Points No methodology submitted = 0 Points	30

No.	Evaluation Criteria	Scoring Methodology	Max Points
3	Technical Resources and Certifications	Proposed team includes certified Mimecast or Microsoft 365 Security specialists, and support resources with: more than 5 years relevant experience = 20 Points Certified resources with 3 to 5 years relevant experience = 10 Points No evidence submitted = 0 Points	20
4	Reference Letters for Similar Projects	Bidders must submit reference letters from clients, issued on the client's official letterhead, confirming the bidder's experience in successfully delivering similar projects within the last seven (7) years. Three (3) reference letters = 15 Points Two (2) reference letters = 10 Points One (1) reference letter = 5 Points No reference letters = 0 Points	15
5	Support Model and Service Levels	24x7x365 support, OEM-backed support, documented escalation procedures, service desk capability, dedicated account management, and SLA commitments = 10 Points Business-hours support with SLAs and escalation procedures = 7 Points Basic support model = 4 Points Limited support capability = 2 Points No support model submitted = 0 Points	10
	TOTAL		100

Mandatory Notes:

The bidder must provide proof of:

- Authorized Mimecast Partner, Reseller, Distributor, or Service Provider status.
- Experience supporting Advanced Protection Cloud Gateway (170 User Licenses).
- Experience supporting Mimecast A1 (170 User Licenses).

- Experience supporting DMARC Analyzer T4 and associated Managed Services.
- Capability to provide OEM Support Services throughout the three-year contract period.
- Sufficient technical resources to support the proposed solution and optional services were required.

7.4 PRICE AND B-BBEE EVALUATION (PHASE 3):

i) Stage 1 – Price Evaluation

- Prospective suppliers must clearly indicate their respective proposed tariffs

ii) Stage 2 - B-BBEE Evaluation

- ECSA is committed to encouraging black economic empowerment through providing opportunities to historically disadvantaged individuals.
- B-BBEE points may be allocated to prospective suppliers on submission of the following documentation or evidence:
 - A valid B-BBEE Certificate or B-BBEE Sworn Affidavit

Stage 3 -

- The 80/20 preference point system, applicable to bids with a Rand value of up to R50 000 000 (inclusive of all applicable taxes), will apply to this tender.
- The bid will be awarded to the responsive bidder that achieves the highest total points, subject to the bidder meeting all mandatory requirements and the applicable approval requirements of ECSA
- The maximum points for this bid are allocated on table 4 as follows:

	POINTS
PRICE	80
B-BBEE	20
TOTAL POINTS	100

Pricing Schedule (To Be Completed by Bidder)

Annexure A: Pricing Schedule

Contract Duration

The contract shall be for a period of **three (3) years**, billed **annually in advance**, and shall **not automatically renew** upon expiry.

All prices must be quoted in South African Rand (ZAR) and must be inclusive of all applicable costs and VAT.

Item	Description	Quantity	Year 1 (ZAR)	Year 2 (ZAR)	Year 3 (ZAR)	Total 3-Year Cost (ZAR)
1	Advanced Protection Cloud Gateway	170 User Licenses				
2	Mimecast A1	170 User Licenses				

3	DMARC Analyzer T4	1 Subscription				
4	DMARC Analyzer T4 Managed Services	1 Subscription				
5	DMARC Analyzer Implementation Services	Once-Off		N/A	N/A	
6	OEM Support Services	Annual				
	TOTAL EXCLUDING VAT					
	TOTAL INCLUDING VAT					

Optional Services Pricing Schedule (Priced Separately)

These services will not form part of the mandatory evaluation and must be quoted separately.

Item	Optional Service	Quantity	Year 1 (ZAR)	Year 2 (ZAR)	Year 3 (ZAR)	Total 3-Year Cost (ZAR)
1	Incydr Professional	Specify				
2	Incydr Instructor	Specify				
3	Incydr Email Integration for Office 365	Specify				
4	Incydr OneDrive Add-On	Specify				
	TOTAL OPTIONAL SERVICES EXCLUDING VAT					
	TOTAL OPTIONAL SERVICES INCLUDING VAT					

Bidder Declaration

The bidder confirms that:

All costs associated with licensing, implementation, support, maintenance, project management, reporting, travel, and service delivery have been included.

Optional services have been priced separately and are not included in the mandatory service pricing.

The contract is for a fixed period of three (3) years, billed annually, with no automatic renewal.

7. LIABILITY

The successful prospective supplier shall be liable to ECSA for any direct damages and/or losses incurred by ECSA due to failure by the prospective supplier to perform its obligations in the manner required by the Service Level Agreement signed by the parties.

The successful prospective supplier shall further be liable to ECSA for all indirect and consequential or special damages and/or losses suffered by ECSA as a result of gross negligence, willful misconduct, a breach of confidentiality provisions stipulated in the signed Service Level Agreement between the parties, breach of applicable laws, infringement of a third party's

intellectual property rights, or a criminal act committed by the prospective supplier or any employees of the prospective supplier .

8. PROSPECTIVE SUPPLIER'S OWN TERMS AND CONDITIONS OR BID QUALIFICATIONS

This document contains the terms and conditions of this bid and prospective suppliers must not modify / qualify the specifications or come up with their own terms and conditions. ECSA reserves the right to disqualify a bid, which seeks to modify or depart from the specified conditions.

9. PREPARATION COSTS

The prospective supplier will bear all its costs in preparing, submitting and presenting any response to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing ECSA, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the prospective suppliers in the preparation of their response to this bid.

10. INDEMNITY

If a prospective supplier breaches the conditions of this bid and, as a result of that breach, ECSA incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the prospective supplier indemnifies and holds ECSA harmless from any and all such costs which ECSA may incur and for any damages or losses ECSA may suffer.

11. LIMITATION OF LIABILITY

A prospective supplier participates in this bid process entirely at its own risk and cost. ECSA shall not be liable to compensate a prospective supplier on any grounds whatsoever for any costs incurred or any damages suffered as a result of the prospective supplier's participation in this bid process.

12. TAX COMPLIANCE

No bid shall be awarded to a prospective supplier whose tax affairs are not in order. ECSA reserves the right to withdraw an award made, or cancel a contract concluded with a successful prospective supplier in the event that it is established that such prospective supplier was in fact not tax compliant at the time of the award. ECSA further reserves the right to cancel a contract with a successful prospective supplier in the event that such prospective supplier does not remain tax compliant for the full term of the contract.

13. CONFIDENTIALITY

Except as may be required by operation of law, by a court or by a regulatory authority having appropriate jurisdiction, no information contained in or relating to this bid or a prospective supplier's submission will be disclosed by any bidder or other person not officially involved with ECSA's examination and evaluation of a tender/ bid.

Throughout this bid process and thereafter, prospective suppliers must secure ECSA' written approval prior to the release of any information that pertains to (i) the potential work or activities to which this bid relates; or (ii) the process which follows this bid. Failure to adhere to this requirement may result in disqualification from the bid process and civil action.

No confidential information relating to the process of evaluating or adjudicating tenders or appointing a prospective supplier will be disclosed to a prospective supplier or any other person not officially involved with such process.

14. INTELLECTUAL PROPERTY

ECSA retains ownership of all Intellectual Property rights in the bid/ tender information documents that form part of this RFP. Prospective suppliers will retain the Intellectual Property rights in their bid/ tender responses, but grant ECSA the right to make copies of, alter, modify or adapt their responses, or to do anything which in its sole discretion is necessary to do for reasons relating to the RFP process.

15. TERMS & CONDITIONS OF THE APPLICATION

- ECSA reserves the right without furnishing any reasons whatsoever, to cancel, withdraw or re-advertise, or to appoint or not to appoint any Service Provider.
- ECSA may request clarification or further information regarding any aspect of the prospective supplier. The prospective supplier must provide the requested information within forty-eight (48) hours after the request has been made; otherwise, the prospective supplier may be disqualified.
- The Bid and supporting documents shall be submitted strictly in accordance with the instructions given in this RFP.
- All prices quoted must be VAT inclusive. ECSA will not provide upfront payments.

16. BID SUBMISSION

The Bid/ proposal must be emailed to ECSA-TENDERS@ECSA.CO.ZA by no later than **12H00** on **28 OCTOBER 2026**.

- Late submissions will not be accepted or considered
- Do not send submissions to email addresses other than ecsa-tenders@ecsa.co.za
- The completed bid must be attached to the email, any text included in the body will not be evaluated.
- The email subject should clearly indicate the name of the service provider and the bid reference number. If amending a submission, the title of the email should also include the word amendment.
 - Example: Company ABC, ECSA/RFP08/2026
 - Example: Company ABC , Amendment to ECSA/RFP08/2026
- If the submission is larger than 20 MB, please zip the folder to reduce size, and or submit in parts referencing each submission accordingly.
- Where a response is not submitted at the time of the bid closing date, such submission will

not be evaluated.

- Submissions must be made in PDF format only; no editable documents will be accepted.
- PDF documents submitted must not be protected.
- Failure to adhere to the above submission rules may lead to disqualification.

ECSA is entitled to amend any application condition, validity period, specification, or extend the return date of such an application before the closing date. All applicants, to whom the application documents have been issued, will be advised in writing of such amendment or of extensions, promptly.

17. RETENTION OF APPLICATIONS

All applications submitted shall become the property of ECSA. ECSA will make all reasonable efforts to maintain applications in confidence. Proprietary information should be identified in each application.

18. CANCELLATION AND RE-INVITATION OF BIDS

The decision to cancel a bid will be published in the same media in which the original bid invitation was advertised.

19. VENDOR COMMUNICATIONS

During the application period, communications between applicants and ECSA will only be in writing through email for any queries and questions. All communications, correspondence, documentation, manuals, applications, presentations, demonstrations etc., must be in English.

All questions concerning the Application must refer to the Application page number, section and paragraph. All questions and correspondence must only be directed to the authorized ECSA Application Representatives, listed below:

20.1 General Enquiries:

All queries must be submitted by no later than 22 October 2026.

Supply Chain Management: Ms. Nthabiseng Somoro

Telephone number: (011) 607 9534

Email address: nthabiseng@ecsa.co.za

