

REQUEST FOR QUOTATION (RFQ)

PROVISION OF INTERNAL AUDIT CONSULTANCY SERVICES - ICT

RFQ Number:	RFQ GROIA002/2026
Description:	Icebolethu Group is seeking to appoint a suitably qualified and experienced Internal Audit consultancy to assess, implement, and strengthen ICT general control frameworks and business continuity capabilities. This is in line with the Group's commitment to governance, risk management, and internal control effectiveness.
Re-Issue Date:	29 January 2026
Closing Date:	5 February 2026
Contact for Commercial Queries:	nosihle.maduna@icebolethu.co.za
Contact for Technical Queries:	Khaya.meslane@icebolethu.co.za
Procurement Contact Number:	060 919 6197
Clarification on enquiry documents:	<p>Bidders are required to submit any requests for clarification no later than 72 hours prior to the closing date of this RFQ.</p> <p>Technical enquiries must be directed to: Khaya.meslane@icebolethu.co.za</p> <p>Procurement process-related enquiries must be directed to: nosihle.maduna@icebolethu.co.za</p>
<p>Submission Guidelines:</p> <ul style="list-style-type: none"> - Bidders are required to submit their proposals on time and to the correct designated email address. Submissions that are late or sent to an incorrect address will be automatically disqualified and will not be considered for evaluation. - Email submissions must be sent to: tenders@icebolethu.co.za - To meet email size limits, compress documents or send them as an accessible link. <p>Deadline: 5 February 2026 at 17h00 (CAT)</p> <p>Email subject line format: "RFQ GROIA002/2026 – [Company Name]"</p> <p>Important:</p> <p>No late submissions will be accepted.</p> <p>No physical or hand-delivered proposals will be considered under any circumstances.</p> <p>To access the RFQ documents, use the QR Code below to be redirected to the Icebolethu Group website:</p> <div style="text-align: center;">  </div>	

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PART A: DEFINITION OF KEY TERMS:

TERM	DEFINITION
RFQ (Request for Quotation):	A procurement approach used to request written price proposals from bidders for well-defined goods or services.
Scope of Work (SOW):	A detailed outline specifying required services, deliverables, and standards that contractors must meet under this tender.
Technical Requirements:	Technical Requirements are the mandatory standards and frameworks that bidders must comply with to ensure effective ICT controls, business continuity, and alignment with Icebolethu Group's governance and risk practices.
Evaluation Criteria:	The benchmarks and scoring system used to assess and compare submitted bids, considering both technical and commercial factors.
B-BBEE (Broad-Based Black Economic Empowerment):	A South African government initiative aimed at promoting the participation of previously disadvantaged groups in the economy.
Compliance Documentation:	Official legal or regulatory records confirming a bidder's eligibility.
Performance Evaluation:	Continuous or periodic reviews assessing a contractor's service quality, dependability, and adherence to agreed-upon standards.

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PART B: SCOPE OF WORK

Icebolethu Group is seeking to appoint a suitably qualified and experienced Internal Audit consultancy to assess, implement, and strengthen ICT general control frameworks and business continuity capabilities. This is in line with the Group's commitment to governance, risk management, and internal control effectiveness.

1. RFQ Process

The RFQ process will follow the steps outlined below:

- *Phase 1:* Review and shortlist bidders based on mandatory compliance.
- *Phase 2:* Evaluation based on technical documentation submitted.
- *Phase 3:* Evaluation of pricing based on the completed pricing schedule (refer to Annexure C).

2. Period

Appointed service provider will provide services for a period of three (3) months starting from the date of their appointment. Their continued engagement is contingent on satisfactory performance, evaluated through regular reviews that assess service quality, responsiveness and compliance with technical standards.

Icebolethu Group retains the discretion to either extend or terminate the appointment based on performance results and operational needs.

3. Mandatory Compliance Requirements

The following are **compulsory** compliance requirements that must be met by the prospective bidder to be considered for the pricing evaluation:

3.1. **Compliance Requirements and Returnable Documents:**

- Company profile and project portfolio.
- CIPC registration certificate (COR 14.3)
- Valid Tax PIN
- VAT Registration
- Directors' ID copies
- B-BBEE certificate or sworn affidavit
- Proof of Address (Not older than 3 months)
- Bank Account Confirmation Letter (Not older than 3 months)
- 3 Year Audited/ Reviewed Financial Statements
- Non-Disclosure Confidentiality Agreement (Annexure D)

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4. Technical Requirements and Returnable Documents:

- Detailed methodology
- Reference Letters
- Project Team organogram
- Project Team's CV's and relevant certified qualifications
- Completed Pricing Schedule – Annexure B

4.1. Technical Scope

The appointed service provider shall perform an integrated review and implementation support on the following domains:

4.2. ICT Policies and Procedures

5. Review and develop policies aligned with COBIT, ITIL, ISO/IEC 27001, and internal audit frameworks.
6. Focus areas: Information security, change management, access control, backup, BCP, and DRP.
7. Document and standardize procedures to align with internal control objectives.

7.1. Access to Programs and Data

- Assess access rights and segregation of duties across systems.
- Implement user access review processes and controls over privileged access.
- Recommend improvements aligned with risk and compliance requirements.

7.2. Program Changes and Development

- Review software change control protocols.
- Document the lifecycle for changes including approval, testing, deployment, and rollback procedures.
- Ensure traceability and audit trail for all program changes.

7.3. ICT Asset Management

- Verify the completeness and accuracy of the ICT asset register.
- Assist with asset tagging, lifecycle tracking, and reconciliation with finance records.
- Identify gaps or inconsistencies affecting IT assurance.

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7.4. ICT Structure and Governance

- Evaluate the ICT organizational structure, including reporting lines and segregation of roles.
- Assess skills availability and capacity against internal audit expectations
- Recommend enhancements to governance oversight mechanisms

7.5. Incident Management and Helpdesk

- Assess Helpdesk operations, ticket logging systems, and escalation workflows.
- Evaluate turnaround time (TAT) against existing SLAs or operational benchmarks.
- Recommend controls for prioritization, escalation, and root cause analysis.

7.6. ICT Backups

- Review current backup policies and technologies.
- Ensure secure, automated, and tested backups for critical systems.
- Document RPO (Recovery Point Objective) and RTO (Recovery Time Objective) performance.

7.7. Facilities Infrastructure Developments

- Evaluate physical and environmental controls in data/server rooms.
- Recommend enhancements in cabling, air-conditioning, physical security, and server setup.
- Provide gap analysis and an implementation roadmap.

7.8. Backup Generators

- Assess adequacy of current generator capacity for ICT operations.
- Propose generator solutions (supply/upgrade) where gaps exist.

7.9. Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP)

- Review Business Continuity and Disaster Recovery Plan and identify gaps.
- Conduct Business Impact Analysis (BIA).
- Test BCP/DRP with scenario planning and training for relevant staff.

8. Expected Deliverables

- Comprehensive ICT Policies & Procedures Manual
- Access Control Review Reports & Recommendations
- Change Management Audit Trail

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- Updated ICT Asset Register with reconciliation findings
 - ICT Governance Structure Assessment Report
 - Helpdesk Performance Evaluation and SLA Matrix
 - Backup Testing Reports and Strategy Document
 - Infrastructure Audit and Upgrade Proposal
 - Generator Assessment Report & Maintenance Plan
 - Complete Business Continuity & Disaster Recovery Plan
 - DRP/BCP Testing and Training Reports

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9. Technical Evaluation Criteria

Criteria	Submission Requirements	Points Breakdown		Weighting
Technical Approach & Methodology	Detailed outline of the bidder’s understanding of the scope, proposed approach, and methodology to deliver the required services.	Comprehensive, detailed, and practical methodology clearly aligned to scope	25	25
		Adequate methodology with some detail but limited practicality		20
		Basic methodology with minimal detail, lacking depth		10
		No methodology provided		0
Company Experience & Track Record	Reference letters from past or current clients (not older than 3 years) showing relevant experience in the provision of ICT General Controls and Business Continuity Services.	5 or more valid reference letters	25	25
		3 - 4 valid reference letters		20
		1 - 2 valid reference letter		10
		No valid reference letters		0
Project Manager - Experience and Qualifications	CV of the proposed Project Manager showing 5 years’ experience, a degree in IT or relevant tertiary qualification, and CISA professional certification.	More than 10 years’ experience, degree, and CISA certified	20	20
		5-10 years’ experience, degree, and CISA certified		10
		5 years’ experience, degree, and CISA certified		7
		Less than 5 years' experience, degree and CISA certified		5
Senior IT Auditor - Experience and Qualifications	CV of the proposed Senior IT Auditor showing 3 years’ experience and a degree in IT or relevant tertiary qualification.	More than 5 years' relevant experience and degree	15	10
		3-5 years' relevant experience and degree		7
		3 years’ experience, degree, and CISA certified		5
		Less than 3 years’ experience or incomplete qualification		3
Junior IT Auditor - Experience and Qualifications	CV of the proposed Junior IT Auditor showing 1 years’ experience and a diploma in IT or relevant tertiary qualification.	1 year or more experience, diploma or degree	5	5
		Less than 1 years’ experience with relevant qualification		3
		No relevant experience or qualification		0
B-BBEE Compliance	Valid B-BBEE Certificate or Affidavit reflecting contributor level	Level 1- 2	10	10
		Level 3 - 4		5
		Level 5 - 8		3
		Non - Compliant		0
Project Team Organogram	A detailed project team organogram clearly outlining team structure, reporting lines, roles, and responsibilities for all key personnel involved in the assignment.	Comprehensive organogram showing clear reporting lines, defined roles, and alignment with project scope	5	5
		Adequate organogram showing key roles and reporting structure with minor gaps		3
		No organogram provided or organogram lacks sufficient detail		0
Grand Total			100	

PART C: DISCLAIMERS

1. Icebolethu reserves the right to validate any information, decline submissions, or cancel the RFQ process.
2. Please note that sub-contracting will not be permitted under this Request for Quotation (RFQ). All work and services must be carried out directly by the bidding entity. By submitting a quotation, bidders confirm their capacity to deliver the required services in full without reliance on sub-contractors. Any proposals that include or imply sub-contracting will be disqualified.
3. Icebolethu may disqualify any submission that fails to meet the required prequalification documentation for compliance.
4. Preference for this RFQ will be given to bidders with B-BBEE levels 1 to 4.
5. Icebolethu reserves the right, at its sole discretion and without limitation, to take the following actions at any stage of the RFQ process:
 - Cancel this RFQ and reissue it at a later stage.
 - Appoint multiple contractors or service providers.
 - Disqualify any submission received after the specified deadline.
 - Modify the structure, scope, or timelines of the RFQ process.
 - Evaluate and accept alternative proposals, where deemed beneficial.
 - Disregard any proposal that fails to meet the stated requirements.
 - Discontinue the participation of any bidder at any point in the process that tries to influence the outcome.
 - Suspend or withdraw from the procurement process prior to final contract execution.
 - Request further details, clarifications, or supporting documents from any bidder.
 - Conduct site visits or inspections, where relevant, to verify proposal information.

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PART D: LIST OF ANNEXURES

The following documents are included as part of this Request for Quotation (RFQ) submission:

- 1. RFQ Document**
Main document outlining the scope, requirements, terms, and evaluation criteria.
- 2. Annexure A – Bidder Information**
Form to be completed with the bidder's company details, registration, compliance information, and contact information.
- 3. Annexure B – Pricing Schedule**
To be completed by the bidder, providing a line-by-line breakdown of their pricing for the required services.
- 4. Annexure C – Returnable Documents Checklist**
Checklist to be completed and returned as mandatory part of RFQ submission.
- 5. Annexure D – Non-Disclosure and Confidentiality Agreement**
To be completed by the bidder, confirming their obligation to protect and maintain the confidentiality of all information shared during and after the RFQ process and to use it solely for evaluation purposes.

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