



## QUESTIONS AND ANSWERS TO INVITATION TO BID GNP-099-25\_A

<b>Bid Number</b>	GNP-099-25_A
<b>Issued By</b>	South African National Parks (SANParks)
<b>Description</b>	Invitation to Bid: Appointment of a Service Provider for Outsourcing of ICT Services as a Single Service Aggregator including Network Services and Infrastructure
<b>Date of Issue of Answers to Batch</b>	17 April 2026

### Notes to Bidders

The below responses are issued by SANParks in respect of queries received from prospective bidders in relation to this Invitation to Bid. These responses are provided for clarification purposes only and do not constitute an amendment to the tender documents unless expressly stated otherwise.

Due to the volume of questions received, the responses below are part 1. Part 2 will be disseminated on Monday, 20 April 2026.

#### Status of Responses

All responses must be read together with the original tender documents. In the event of any inconsistency, the tender documents shall prevail unless formally amended by way of an addendum issued to all bidders.

#### No Amendment Unless Stated

Nothing in these responses shall be construed as modifying, supplementing, or varying the tender requirements, specifications, evaluation criteria, or contractual terms, unless such modification is expressly identified as an addendum.

#### Statements vs Questions

Submissions received from bidders that constitute statements, comments, opinions, or requests for changes (rather than bona fide clarification questions) have not been responded to and have been disregarded for purposes of this clarification process.

#### No Individual Engagement

SANParks has not engaged, and will not engage, in individual correspondence with bidders regarding these queries. All clarifications of general application are addressed through this consolidated response to ensure fairness and transparency.

**No Reliance Outside Tender Documents**

Bidders are cautioned not to rely on any interpretation, representation, or assumption not expressly confirmed in the tender documents or formally issued addenda.

**Equal Treatment**

These responses are published to ensure that all bidders have access to the same information and are treated equally in accordance with applicable procurement principles.

**No Extension of Obligations**

The provision of responses does not relieve bidders of their obligation to comply fully with all requirements of the tender documents.

**Reservation of Rights**

SANParks reserves the right to issue further clarifications or addenda at any time prior to the tender closing date.

## 1 MIMICAST

**Question:** Does the solution and costing remain the same as it stands now with respect to the below subscriptions?

- 1.1 Mimecast M365 Protect Plus
- 1.2 Archiving
- 1.3 Awareness Training
- 1.4 DMARC Analyzer T2
- 1.5 Basic Support

**Answer:** Yes.

## 2 ADDITIONAL MONITORING SERVICES

**Question:** Mention is made of data loss prevention. Does SANParks require a DLP solution to be implemented, or just the monitoring of existing DLP solution?

**Answer:** SANParks requires a data loss prevention solution and bidders can propose any solution that meets the requirements.

## 3 VULNERABILITY ASSESSMENT SERVICES

**Question:** Does SANParks require a Vulnerability Management tool that can do scanning for PCI-DSS and ISO27001, as well as CVE scanning on Endpoints, Servers, 3<sup>rd</sup> party solutions?

**Answer:** Yes.

## 4 PERIMETER PROTECTION SERVICES

**Question:** What Perimeter Firewall technologies are in place at various sites (As 1B states 33 Firewalls at various sites)?

**Answer:** Currently, it is Meraki and the bidder can propose any solution that meets the requirements.

## 5 WORKSHEET 1G - CAPABILITY

**Question:** For some portions of the SOC capability e.g. Senior SOC Analyst and SOC Manager requirements, it appears that the cell cuts off at e.g. "(Splunk"....) Please can you provide the complete requirements?

**Answer:** The cells on the Pricing Spreadsheet were expanded to show balance of requirements. GIAC GCFA (Forensic Analyst) or GNFA (Network Forensics Analyst) / GIAC GCTI (Cyber Threat Intelligence) / GIAC GSOC (Security Operations Certified) / CREST Registered Intrusion Analyst (CRIA) / Advanced tool/vendor certs (Splunk Enterprise Security Admin, Elastic Security Specialist, etc.).

## 6 SITES DEFINITION AND CLASSIFICATION

Points are awarded on the number of hours a field service engineer is from site. 20 points for 1 hour, 16 for 2 hours, etc.

**Question:** Is a "site" defined as a park, or a camp inside a park? Does this apply to all sites, e.g. Nossob, Richtersveld, Agulhas, or even a Ranger site in the middle of the KNP?

**Answer:** Yes. Sites can refer to the sites listed in the Invitation to Bid and Pricing Spreadsheet.

**Question:** Is there any classification of sites in terms of SLA / importance, or are all sites treated equally?

**Answer:** All sites are treated equally.

## 7 SERVICE DELIVERY MANAGER (SDM)

With reference to a "...Service Delivery Manager (SDM) on-site in Pretoria, with a suitably empowered delegate available to make decisions whenever the SDM is unavailable for more than two hours."

**Question:** Is this a 24/7 requirement or office hours only?

**Answer:** 24/7 requirement (office hours and standby hours).

## 8 HELPDESK

10.1.2 Helpdesk must also cater for SANParks application support teams.

**Question:** What is the volume of tickets per month expected for application support?

**Answer:** Incidents (average/month): 798 (only for Priorities 1, 2 & 3, automated monitoring incidents excluded). Service Requests (average/month): 1,551. Changes (average/month): 28.

## 9 SERVICE LEVEL METRICS

10.1.3 Service Level metrics have been designed to reflect this priority. To meet these requirements, the appointed Aggregator must deploy permanent Field Service Engineers (FSEs) at core operational sites as follows:... In addition, shared FSE's must be located within 2–3 hours' travel from remote parks to enable timely on-site support. Remote FSEs must be technically capable of assisting with both network-related issues and physical server support, including systems deployed at gates for security cameras and number plate recognition.

**Question:** Why is there such a high requirement for Tokai? (3 FSEs as per table below)

Location	Minimum FSEs
Head Office (Pretoria)	4
Cape Town (Tokai)	3
Skukuza & surrounding towns (e.g. Hazyview, White River, Nelspruit, Malelane)	4 (minimum 2 in Skukuza)
Phalaborwa Gate / Town	2
Eastern Cape (Knysna / George / Port Elizabeth)	2

**Answer:** Since the area is spread over a large geographical area, 3 resources are required to meet the demand.

**Question:** How many on-site physical servers are at the various sites?

**Answer:** Currently, no servers are hosted on-premise. All servers are hosted in data centres but, in the future, there may be a requirement to support physical servers on-premise.

**Question:** What level of support is expected around the security cameras? Would "smart hands" suffice?

**Answer:** The security cameras are supported by a third party provider. The onsite resource would need to liaise with the third party provider to troubleshoot problems such as connectivity. As such, 'smart hands' will be adequate.

## 10 BACKUP AND RECOVERY

Backup and recovery: Instant Recovery: Near-zero RTOs for VMs, databases, and files;

**Question:** Near-zero RTO is very vague, please describe RTO and RPO requirements per service?

**Answer:**

### Recovery Time Objective

ICT Application/System	Recovery dependencies	MTD	RPO	RTO Hours
Enterprise Content Management - requisitions and leave	Network connection, Microsoft Azure Site Recovery services, active directory	24 Hours	24 Hours	4 Hours
SQL Management	Network connection, Microsoft Azure Site Recovery services, active directory	8 Hours	4 Hours	4 Hours
SSRS (Reporting Tool)	Network connection, Microsoft Azure Site Recovery services, Active directory	24 Hours	24 Hours	8 Hours
Business Process Management - Capturing of S&T	Network connection, Microsoft Azure Site Recovery services, SQL server	24 Hours	24 Hours	4 Hours
Roomseeker	Network connection, Microsoft Azure Site Recovery services, SQL server, Glassfish, and active directory	4 Hours	30 Minutes	4 Hours
CaseWare	Network connection, Microsoft Azure Site Recovery services, active directory	4 Hours	4 Hours	4 Hours
Project Online	Network connection, Microsoft Azure Site Recovery services, Active directory	48 Hours	4 Hours	28 Hours
Website ( <a href="http://www.sanparks.org">www.sanparks.org</a> )	Network connection, Microsoft Azure Site Recovery services, My SQL database	4 Hours	4 Hours	1 Hour
WEB application (e-commerce)	Network connection, Microsoft Azure Site Recovery services, Room seeker and My SQL database, loyalty + Biztalk services, Call Pay, Plankton, loyalty+	4 Hours	4 Hours	4 Hours
Sage300	Network connection, Microsoft Azure Site Recovery services, active directory	4 Hours	4 Hours	4 Hours
SharePoint	Network connection, Microsoft Azure Site Recovery services	24 Hours	24 Hours	4 Hours
Mimecast	Network connection, Microsoft Azure Site Recovery services	0 Hour	30 Minutes	30 Minutes
Cloud Services (Hosting)	Network connection, Microsoft Azure Site Recovery services	0 Hour	30 Minutes	4 Hours
Azure DR	Network connection, Microsoft Azure Site Recovery services, active directory	0 Hour	4 Hours	4 Hours
Heat - Managed Services	Network connection, Microsoft Azure Site Recovery services, active directory	4 Hours	30 Minutes	4 Hours
Great Plains (PO)	Network connection, Microsoft Azure Site Recovery services, active directory and SQL server	4 Hours	4 Hours	4 Hours

Cloudflare - ZTNA (Zero Trust Network Access)	Network connection, Microsoft Azure Site Recovery services, active directory	4 Hours	4 Hours	2 Hours
Firewalls	Network connection, Microsoft Azure Site Recovery services	4 Hours	4 Hours	4 Hours
Glassfish (Central Authentication System)	Network connection, Microsoft Azure Site Recovery services	0 Hour	30 Minutes	4 Hours
Microsoft Dynamics CRM - Gijima	Network connection, Microsoft Azure Site Recovery services, active directory	4 Hours	4 Hours	4 Hours
Telephony	Network connection, Microsoft Azure Site Recovery services	4 Hours	24 Hours	4 Hours
MEMEX	Network connection, active directory	24 Hours	12 Hours	4 Hours
Microsoft Power BI	Network connection, Microsoft Azure Site Recovery services, active directory	24 Hours	24 Hours	8 Hours
Wild Card (Loyalty+)	Network connection, Microsoft Azure Site Recovery services	8 Hours	24 Hours	8 Hours
Scientific Services Research	Network connection, Microsoft Azure Site Recovery services	24 Hours	24 Hours	8 Hours
Forums	Network connection, Microsoft Azure Site Recovery services	24 Hours	24 Hours	8 Hours
Admin Portal	Network connection, Microsoft Azure Site Recovery services	24 Hours	24 Hours	8 Hours
Starlight - outsourced	Network connection, Microsoft Azure Site Recovery services	4 Hours	4 Hours	4 Hours
Convене				

## 11 IMMUTABLE BACKUPS

Immutable Backups: Prevents encryption or deletion by ransomware.

**Question:** The current Rubrik environment is not included in the bid. Is there a requirement for an independent or replacement backup mechanism?

**Answer:** The requirement is for an independent backup mechanism.

## 12 PERFORMANCE AND EFFICIENCY

Admin time reduction: Up to 90% less time spent on backup management;

Lower TCO: Reduces data centre footprint and operational costs by 30–50%;

SLA-based monitoring and alerts to ensure RPO/RTO compliance

**Question:** What is meant with this and how will this be measured?

**Answer:** These are performance and efficiency metrics associated with implementing advanced data recovery and backup solutions which significantly improve operational efficiency.

- **Administrative Efficiency:** Organisations can achieve up to a 90% reduction in admin time. Modern automated platforms streamline backup management, allowing IT teams to focus on strategic tasks rather than manual monitoring and troubleshooting.
- **Cost Optimisation (TCO):** These solutions contribute to a 30–50% lower Total Cost of Ownership (TCO). Savings are primarily driven by:
  - Reduced data centre footprint: Higher storage density and cloud integration minimise physical hardware requirements.

- o Lower operational costs: Reduced energy consumption, cooling needs, and simplified licensing structures.
- **Disaster Recovery Performance:** Advanced systems utilise features like instant recovery and global deduplication to minimise downtime and ensure rapid data availability during an outage.

### 13 WAN

The solution must include built-in redundancy at every location to ensure uninterrupted operations and must be scalable to meet long-term requirements.

**Question:** Please can you help clarify and/or correct the below points:

- 13.1 The pricing matrix does not allow redundancy at all sites, which is in contradiction to 10.2.2
- 13.2 Pricing spreadsheet only allows for R/Mbps
- 13.3 Column O "dropdown" feature is locked on the WAN pricing sheet

**Answer:** This was corrected in the new bid document.

### 14 ALL WAN EQUIPMENT PURCHASED WILL BE OWNED BY SANPARKS...

**Question:** Please confirm that this ownership will transfer at the start of the contract, subject to the receipt of the full payment thereof?

**Answer:** The procurement of WAN equipment will need to be transferred to SANParks at the end of the current contract. This equipment will be procured and managed by the appointed service provider throughout the tenure of the contract.

**Question:** What is the expected spares holding per site / region?

**Answer:** SANParks will provide spare holding per site/region where available upon appointment to the appointed service provider.

**Question:** How will future spares be costed for unforeseen breakdowns (lightning / animal damage)

**Answer:** This will be considered on a case-by-case as and when it happens. SANParks and the appointed service provider will engage on these cases and quotation can be provided. SANParks will have the final approval on such replacements.

### 15 VOICE REQUIREMENTS – MICROSOFT TEAMS IS PREFERRED

**Question:** Is Teams preferred for all end points?

**Answer:** Yes.

**Question:** Is the expectation that all current VoIP handsets are replaced with Teams-capable handsets?

**Answer:** Yes.

**Question:** Would a Ranger for example require a Teams-capable handset?

**Answer:** Currently none, only section rangers, but this could change in the future.

**Question:** Based on the above, if there is a hybrid solution, what would the ratio be between Teams-capable and "standard" VoIP handsets?

**Answer:** Only one solution is required and not hybrid one.

**Question:** Is hot-desking for Teams as well?

**Answer:** Yes.

16 **INTEGRATION WITH CRM AND EMAIL SYSTEMS FOR CLICK-TO-DIAL AND SCREEN POP-UP**

**Question:** What is the current and/or future CRM system?

**Answer:** Microsoft Dynamics CRM.

**Question:** Would the integration function not reside with the CRM system?

**Answer:** No, within the Azure integration services server.

17 **BULK EMAIL: BULK MAIL**

Please allow for approximately 12 campaigns per annum and a total of 700 000 emails per annum, which will increase by 100 000 emails per annum on average.

**Question:** Mailchimp is based on number of email addresses, not volume of emails. Can you share the number of email addresses?

**Answer:** 700,000 contacts per annum.

18 **ELECTRICAL POWER PROVISION**

**Question:** Will SANParks be providing the required electrical power for all sites?

**Answer:** Yes.

**Question:** Will any power related outages be excluded from the SLA?

**Answer:** Yes.

19 **WORKSHEET "1B - DESKTOP & IOT" WITHIN THE DOCUMENT NAMED "GNP-099-25 ANNEXURES – PRICING"**

**Question:** In Cell A35, the item is currently listed as "Unknown". Can SANParks please provide clarification on the type of devices this refers to - for example, whether they are IoT, network, VoIP, or another category?

**Answer:** This was corrected in the new Pricing Schedule.

20 **ANNEXURE S**

**Question:** Bidders are ALSO required to complete Annexure S as part of the detailed pricing. Please clarify where to find Annexure S?

**Answer:** This is an error and this paragraph can be ignored.

21 **What Microsoft Security products is SANParks planning to deploy in the foreseeable future? Please can you explain the rationale behind the requirement to hold the designation of Microsoft Solution Partner with capability in Security?**

**Answer:** SANParks maintains Microsoft 365 E5 licensing, which includes advanced Microsoft-native security, identity, compliance, and threat protection capabilities. The successful delivery of the required services depends on the provider's proven ability to implement, configure, optimise, integrate, and support these Microsoft security workloads in an enterprise environment. Accordingly, a Microsoft Solutions Partner designation with capability in Security is relevant as evidence of demonstrated competence in Microsoft security technologies and delivery experience.

- 22 We kindly request an extension to the submission deadline for Bid GNP-099-25\_A. Due to the current timelines, which include intervening public holidays and internal coordination requirements, we require additional time to ensure that our submission is comprehensive and of the highest quality. We would greatly appreciate your consideration of this request and an extension to the closing date.

**Answer:** As noted in the briefing session, no extension will be granted.

23 **NUMEROUS QUESTIONS**

RFP Question	Supplier Response
The RFP requires a contractual relationship with minimum two Tier III (or equivalent) data centres in South Africa (Production & DR). Please confirm that: This requirement is to demonstrate operational readiness and resilience, and Hosting / colocation is not part of the RFP unless explicitly requested by SANParks.	Yes. The RFP specifically requires the bidder to provide costings on hosting of the virtual machines, disaster recovery and high availability requirements.
Please confirm whether DC hardware refresh is also in scope of the RFP.	This is out of scope. However, the appointed service provider and SANParks will, during the period of the contract, have regular discussions with regards to what hardware needs to be refreshed, over and above the DC requirements.
Please confirm whether cloud migration or modernisation initiatives beyond BAU will be governed through separate Change Requests	Cloud migration from Teraco to the new private cloud needs to be part of the initial scope of requirements. Modernisation will be addressed as part of the ongoing contract.
Please clarify whether the on-site Service Delivery Manager is expected to be full-time, 5x8, or 24x7 on-call availability.	24/7 support is required for critical services and core user support during business hours with after-hours coverage for high severity incidents.
Please confirm the service window for service desk (24x7, 8x5, etc). Is a service desk setup already available at SANParks premises or bidder needs to provide complete setup as well (infra, link connectivity, data pipe etc).	See response above.
Please confirm whether call volumes (2500-3000) provided are averages or peak values for SLA sizing. Can you share the last 6 months ticket dump?	Incidents (average/month): 798 (only for priorities 1, 2 & 3, automated monitoring incidents excluded) Service Requests (average/month): 1,551 Changes (average/month): 28
Please confirm whether FSE minimum numbers (for mandatory sites) per site are fixed throughout the contract.	This is required for now but may change during the course of the contract.
Please confirm exact scope related to user training and awareness.	It covers identification of training needs, execution of basic end-user awareness activities (especially security-related awareness such as phishing, safe usage, and policy adherence), and ongoing improvement recommendations. It does not include formal accredited training programmes or standalone training academy delivery unless explicitly requested as a separate project.
For DRaaS, please confirm whether tooling is in scope or already available with SANParks.	Appointed service provider to provide tooling.
Please confirm that DC facilities management, DC access management is out of scope for this RFP	Yes
Please confirm that SANParks will provide golden image and hardening baselines.	Yes

Please confirm whether backup infrastructure sizing and expansion is included in bidders operational responsibility.	Yes
Please confirm that cloud tenancy ownership, billing, and consumption charges remain with SANParks.	Azure Cloud and Microsoft Tenant costs will remain with SANParks.
Please clarify whether bidder is responsible for FinOps governance only, or Active cost optimisation with measurable targets. Is there any FinOps tool implemented at SANParks?	There is no confirmed FinOps tooling or platform specified in the tender for SANParks, and bidders are expected to propose their own tooling and approach where required.
Please clarify after-hours support expectations for non-tourism users.	24/7 support is required for critical services and core user support during business hours with after-hours coverage for high severity incidents.
Please confirm escalation timelines for VIP / Executive users.	These will be confirmed with the appointed service provider when discussing SLA requirements.
Please confirm that ITSM, ITOM tools are available and can be leveraged for managed services by bidder.	Bidder must provide the ITSM/ITOM tooling as part of the solution; integrated feed into SANParks SQL data warehouse is required.
Please confirm whether SANParks will issue formal migration waves, or whether bidder is expected to propose and execute migration proactively.	The appointed service provider is expected to propose and execute migration in collaboration with SANParks.
Please confirm whether migration scope includes applications, databases, network etc.	Confirmed
Please confirm whether decommissioning of legacy infrastructure is mandatory after migration.	Confirmed
Please clarify expectations around cloud documentation, runbooks, and handover artefacts at contract termination.	Upon exit/termination, SANParks would inherently expect: <ul style="list-style-type: none"> <li>• up-to-date CMDB export (complete asset/configuration dataset);</li> <li>• network diagrams and topology documentation;</li> <li>• operational knowledge transfer (runbooks / SOPs inferred from KM requirement);</li> <li>• historical reporting data (incident, change, problem, IMACD); and</li> <li>• access to integrated data already flowing into their SQL warehouse.</li> </ul>
We presume the ServiceDesk is responsible for handling only IT related issues. Non IT issues like electricity, fire alarm, access control, air conditioning, general enquiries etc are not handled by Service desk- Kindly confirm.	Confirmed
Does the service desk currently have any selfheal or self-help solutions?	No
Does SANParks already have an existing knowledge base repository?	No
Does SANParks have a reporting tool already implemented like Power BI, Qlik etc which the service provider can leverage?	Yes – SANParks utilises Power BI.
Can the bidder propose to run the Helpdesk from an offshore location?	No
<b>Server Management</b>	
Total number of Physical servers.	There are no physical servers – all are virtual and need to be migrated.
Total number of Virtual instances.	See Annexure 1C of the Pricing Schedule.

What is virtualization technology adopted - Vsphere or HyperV?	Both
What is the server OS used & the count- Windows/ Linux/ AIX/ Solaris/ Others (Pls specify).	Please see Annexure 1D of the Pricing Schedule.
What is the tool used for Server monitoring.	Bidders to propose a solution.
What are the applications currently being hosted on Physical servers.	All applications are hosted on VMs.
What are the applications currently being hosted on Virtual servers.	Refer to Annexures 1B, 1C and 1D of the Pricing Schedule for a list of applications. The full list of applications will be share with the appointed service provider.
Does all the servers are hosted in one single data centre location or multiple locations? -	All virtual servers are currently hosted in Teraco D/C.
What is average number of incidents for server management on a monthly basis?	43 server management calls on average.
<b>Database Management</b>	
How many database servers exists in the environment.	See annexure 1C of the Pricing Schedule.
Please provide the details of the existing DB software and versions - Oracle/ SQL/ Others.	See annexure 1C of the Pricing Schedule.
Please provide the details of the existing DB size.	18819GB in total.
What is the tool used for Database monitoring.	Bidders to propose a solution / toolset to be used.
Number of tickets raised for Database issues on a monthly basis.	Average of 2 a month over the past 6 months.
<b>Backup Management</b>	
Please confirm the details of the current backup software and its version.	Rubrik – Version 9.
What is the current backup methodology being used D2D or D2D2T?	D2D
What is the current backup size?	450TB
Please provide the existing backup and retention policies.	Policy will be shared with appointed service provider; retention is 90 days.
Please share the details of the Tape drives and the tape (LTO 7, LTO 8 ...) being used in the current environment.	Tapes are not being used.
What is the total no. of tapes being used currently?	0
Tools used for monitoring backups.	Rubrik
Number of tickets raised on backup/restore issues on a monthly basis.	Over the past 12 months there have been no requests to restore backups
<b>Storage Management</b>	
Please provide the current storage hardware make and model no of the storage being used.	SANParks currently consumes Storage as IaaS, and bidders are required to propose a suitable storage solution.
Please provide the details of the SAN Switch make and model currently being used.	SANParks currently consumes SAN Switch as IaaS, and bidders are required to propose a suitable storage solution.
Tools used for Monitoring Storage.	None currently being used and bidders should propose a Storage Monitoring Solution.
Number of tickets raised on Storage issues on a monthly basis.	Approximately 5 per month

In case of DR, what is the replication tool used, Kindly give details.	Currently being done as a service and bidders to provide proposal.
Kindly give details on the infrastructure available in DR (Server, Storage, Network, Database).	Not Applicable – Bidders to provide solution.
Does customer have a NOC (Network Operations Centre) to monitor all the DC elements in a single view?	No
Does customer have a SOC (Security Operations Center) to do security incident and event management?	No
Is there any application hosted on cloud?	See Annexure 1C and 1D of Pricing Schedule. All VMs are hosted 'in the cloud', no on-premise servers.
Email solution - on-premises or cloud, Kindly give details.	Microsoft 365 in combination with Mimecast
Email solution - Amount of mailboxes.	2500
How is patch management done currently ? What is the tool used?	Desktop Central, but bidders are to provide proposals for alternatives.
Is the current IT operations follow ITIL framework?	Yes
What is the current change management process?	Change Management is as per ITIL
We presume all the hardware (Server, Network, Security) are covered under warranty or hardware maintenance contract for hardware break fix support, Pls confirm.	Only SANParks owned hardware is out of warranty
Please confirm whether SANParks explicitly requires the bidder to establish and operate a dedicated Network Operations Centre (NOC), including 24x7 staffing and NOC-specific tooling for infra monitoring?	Bidders to provide proposal.
Please provide us with an inventory of Azure/other cloud resources in scope. a. Total VMs along with OS details. b. AKS clusters, c. Database details along with types and (PaaS or IaaS), d. storage accounts.	Please refer to Annexure 1C and 1D of the Pricing Schedule
Are there any Cost Management Tools SANParks is using currently (Cloud Native, Third Party or Custom tools)? If No, Is SANParks Ok to allow the vendor to propose and utilize a FinOps tool for managing costs as part of cloud operations?	There is no confirmed FinOps tooling or platform specified in the tender for SANParks, and bidders are expected to propose their own tooling and approach where required.
Please confirm whether Azure/cloud Landing Zones are already fully established and compliant, or if remediation and standardization are expected as part of managed services.	Remediation and standardisation are expected as part of managed services; Azure landing zones/guardrails must be established and governed by the appointed service provider.
Please provide us the details of the Azure DC and DR region location details for the environments that fall within the scope of our Managed Services.	The region is South Africa North and West.
Are integrations between monitoring tools and ITSM already in place?	No - solution is to be provided by the appointed service provider.
Please confirm whether RTO and RPO values are already defined per system/application.	<b>RTO / RPO per system:</b> <ul style="list-style-type: none"> <li>• <b>Enterprise Content Management</b> <ul style="list-style-type: none"> <li>○ RPO: 24 hours</li> <li>○ RTO: 4 hours</li> </ul> </li> <li>• <b>SQL Management</b> <ul style="list-style-type: none"> <li>○ RPO: 4 hours</li> <li>○ RTO: 4 hours</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• <b>SSRS (Reporting Tool)</b> <ul style="list-style-type: none"> <li>○ RPO: 24 hours</li> <li>○ RTO: 8 hours</li> </ul> </li> <li>• <b>Business Process Management (S&amp;T)</b> <ul style="list-style-type: none"> <li>○ RPO: 24 hours</li> <li>○ RTO: 4 hours</li> </ul> </li> <li>• <b>Roomseeker</b> <ul style="list-style-type: none"> <li>○ RPO: 30 minutes</li> <li>○ RTO: 4 hours</li> </ul> </li> <li>• <b>CaseWare</b> <ul style="list-style-type: none"> <li>○ RPO: 4 hours</li> <li>○ RTO: 4 hours</li> </ul> </li> <li>• <b>Project Online</b> <ul style="list-style-type: none"> <li>○ RPO: 4 hours</li> <li>○ RTO: 28 hours</li> </ul> </li> <li>• <b>Website (www.sanparks.org)</b> <ul style="list-style-type: none"> <li>○ RPO: 4 hours</li> <li>○ RTO: 1 hour</li> </ul> </li> </ul>
Please confirm whether SANParks is open to adopting a Shared Services Operations model for managing the Public Cloud environment? Or prefer the dedicated services operations model?	SANParks prefers the dedicated services operations model.
Please confirm the current number of racks used across Production and DR environments at Teraco –	SANParks utilises 2 racks at Teraco.
Please specify standard rack specifications to be assumed: Rack height (e.g., 42U / 45U) Standard depth (e.g., 1000mm / 1200mm)	47U 1200mm
Please confirm whether rack-level segregation is required for: Production vs DR Different business systems / applications	Production and DR need to be segregated geographically. To be discussed with the appointed service provider.
Is there an expected growth assumption (additional racks per year) over the 10-year contract term?	Will be addressed during the course of the contract.
Please confirm SANParks' preferred colocation model: Dedicated private cage Dedicated private racks (no cage) Shared colocation facility	SANParks is happy with a private rack / no cage.
If a private cage is required, please clarify: Minimum cage size (in sq. m or rack count) Access control requirements (biometric / smart card)	Private cage is not a necessity.
Please confirm the standard power capacity per rack to be assumed (e.g., 3kW / 5kW / 7kW / higher).	The bidder should propose the correct kW PSU's for the required workloads.
Are there any high-density racks (compute or storage intensive) that require higher power ratings?	No
Please confirm the required power redundancy level	Redundant power should be part of the Tier III or equivalent data centre required by SANParks.
We presume that DC facilities management activities (power, cooling, generators, UPS) explicitly out of scope for the bidder?	Yes
As per details shared there are around 103 sites is that correct ?	All sites are listed in Annexure 1E of the Pricing Schedule.

Also please share DC and DR details along with Inventory. Also confirm are there any critical/important sites ?	All Data Centre Inventory is listed in Annexure 1C and 1D of the Pricing Schedule. Refer to Annexure 1E of the Pricing Schedule – all sites specified, (in column C), listed as 'Tourism' are considered more critical than those listed as 'Admin'.
Please share the network infrastructure - Switches/Routers/Wi-Fi Access Points/VoIP/Audio/Video conferencing details like OEM, Make, Models. Also confirm do these devices have valid support contract?	Details will be shared with the appointed service provider.
What is the current maturity level for CMDB related to Network Devices?	We believe the maturity level for CMDB is high.
Please highlight any key challenges faced in existing Network in terms of technology, operations, governance, business strategy, cost etc.	The key challenges are managing the multiple sites spread across the country – particularly those in remote locations.
Please share Network ticket (LAN/WAN/Switch/Routers/Wi-Fi/Connectivity related) dump (Incident, Change, Service request, Problem) and Service requests for last 1 year or 6 months including description, category, open time, close time, priority etc.	This information will be shared with the appointed service provider.
Please confirm how Life Cycle Management of devices done - is it manual process or automated? What are the expectation from Supplier?	Currently it is manual but we would like an automated process from the appointed service provider.
Is SDA (ACI) is deployed ? SD WAN is deployed is there any limitation for secondary connection or you have dual links.	It is currently deployed but will be replaced by the appointed service provider with their proposed solution. Those sites that require dual links have been specified in Annexure 1F of the Pricing Schedule.
Are current monitoring tools integrated with ITSM tool for auto-ticketing?	Yes
What are the primary switching and routing platforms in use?	Meraki, (to be replaced) and HP switches.
Is there any centralized manager for WLC?	No – there is no centralised controllers. Each site where there is wireless, has its own wireless management controller.
Is NAC enabled for Network Devices, WLAN Devices etc. or for users only?	Yes
Please share tools information along with modules for the below functions: a) Network Data Monitoring , Logging b) Network Automation c) Network Configuration Management d) Network Capacity, Availability and Performance Monitoring and Management e) Network Traffic analysis f) ITSM Tool g) Event Management h) Centralised Dashboard i) Patch Management of Network Devices j) Reporting Tool. k) IP management Can Supplier leverage the same tool?	a) PRTG b) None – Bidder to propose. c) PRTG, this will need to be replaced by the appointed service provider with their preferred/proposed solution. d) PRTG e) PRTG f) HEAT g) HEAT h) PRTG i) Desktop Central j) PRTG k) PRTG The above need to be replaced by the appointed service provider with their preferred/proposed solution.
How is micro-segmentation implemented to enhance security?	VLAN's implemented

Are network modernisation initiatives aligned with business objectives?	Yes
How many Cisco CUCM Call Manager clusters are deployed in your environment?	None
What is the total number of Cisco CUCM licenses (users/endpoints) across all clusters?	None
Are your CUCM clusters in high-availability (HA) configuration with redundancy across sites?	No
How many remote sites/branch offices have CUCM cluster nodes or CUCM subscriptions?	None
What is the current SLA for call failure incidents (P1 - Complete Call Failure)?	2 hours for P1 incidents
What is your expected response time for critical voice outages (P1)?	2 hours for P1 incidents
Do you require 24/7 on-site voice support at main offices, branch offices, or remote mines?	No
Are you currently running Cisco Unified Contact Center Express (UCCX)?	No
If yes to UCCX, how many agents/workstations are currently configured in UCCX?	N/A
Do you require IVR (Interactive Voice Response) scripting, refinement, or support?	See Invitation to Bid
What is the total number of contact centre agents across all locations?	See Annexure 11 of Pricing Schedule – 39 Agents + 7 Supervisors
Are your agents distributed across multiple sites?	They are based in Groenkloof
Confirm on CUCM licenses as well as confirm are all these active or is there redundancy/growth capacity?	N/A
What percentage of these phones are traditional IP phones vs. Softphones/Teams integration?	All equipment to be replaced
Do you require VoIP integration with Microsoft Teams or other unified communications platforms?	Our preference for Teams Calling as a solution but bidders can propose their preferred solution.
Do you have real-time voice monitoring and alerting tools (e.g., UCCX reporting, Call Manager monitoring)?	Yes, but only for the Call Centre
Do you require voice packet capture and analysis for troubleshooting call quality issues?	Yes
Scope for Erection of poles - How many Poles to Erected, Trenching requirement in a year for expansion.	At this stage we do envision any requirement for pole erection or trenching requirement. Should this come up during the course of the contract, it will be quoted separately
Do we need to procure multimode fibre or only consider the cost of Installation (1000m).	Only the cost of the Installation needs to be considered
Do we need to utilize the existing ISP's on each site or we need to have new contract with ISP for all the locations.	New contracts required, whether with the existing or with new ISP's is up to the bidder
Will provider be responsible for procuring all required devices and licences for the proposed solution, or will these be provided by SANParks	Yes
The requirements in this section appear to indicate a greenfield deployment. Is the provider expected to introduce a new telephony and contact centre solution? If so, what is the current solution in place, and what is the rationale for replacing it?	Yes Current solution is owned by the incumbent and needs to be replaced by the appointed service provider.

Is SANParks expecting the provider to provision, own, and manage the SIP trunks end-to-end?	Yes
Please confirm if there is an existing SBC environment. If yes, share SBC make/model, deployment locations, and expected concurrent call capacity per SBC.	Bidders to propose solution as current solution is owned by the incumbent (keeping in mind that MS Teams Calling is the preferred solution).
Does SANParks prefer a cloud-based SBC or an on-premises SBC? If on-prem, please share hosting / PSTN breakout locations.	Bidders to propose solution (keeping in mind that MS Teams Calling is the preferred solution).
How many users require PSTN calling capability? Do all PSTN-enabled users require IP phones?	2500 with scalability Yes
Is there an existing Telephony Cost Management (TCM) system in use? If yes please share the solution name.	Yes, but owned by current incumbent and will need to be replaced N/A
What is the total number of IP phone devices required?	2500
Is there any requirement for analog devices (fax, elevators, emergency phones)? If yes, please provide the quantity.	No N/A
Will new IP phones be required, or can existing SANParks phone stock be reused? Please share available phone models and quantities.	New IP phones will be required as existing are owned by the incumbent. N/A - New instruments required
What is the current Call Detail Records (CDR) and billing/usage reporting solution in use?	To be provided by the appointed service provider as current solution is owned by incumbent.
Is video conferencing required for meeting rooms? If yes, please provide the number of rooms and room size categories (small/medium/large).	Yes 10 Small to Medium size rooms /2 large room
Should the vendor manage SIP/PRI trunks, including carrier coordination?	Yes
Please confirm the total number of DID's required for number porting ?	See Annexure 11 of Pricing Schedule, (2500)
Which customer interaction channels are required in the call centre solution (voice, email, chat, WhatsApp, social, etc.) that need to be included in the solution	Voice and Email now. WhatsApp, Social at a later stage
Does SANParks have an existing knowledge base that needs integration, or should knowledge management be included in the proposal?	Knowledge management must be included in the proposal.
Does the contact centre solution need integration with other backend systems other than Microsoft Dynamics 365 CRM?	Beyond Dynamics 365 CRM, integrations required include: Loyalty system, ERP, Active Directory, email systems, and Azure integration services (as the API gateway), plus costed omnichannel channels (Email, SMS, WhatsApp, and future digital/social channels)
Proposed solution should support the omnichannel in future (Omni channel ready ), need not required to consider any commercials for the same at this submission, please confirm.	Should be costed as part of the submission.
Is integration with Microsoft Teams or any other Unified Communications platform required for agents and supervisors?	Yes
Please confirm whether the scope involves greenfield implementation of all the security technologies mentioned in the RFP or the scope is to manage the existing security services.	New SIEM required; some controls remain SANParks-managed.

Does the bidder need to implement a new SIEM solution for SANParks or do you already have a SIEM, SOAR, EDR, DLP solutions in place?	New SIEM required; Microsoft Defender already in place for endpoint protection.
If the bidder need to implement these solutions for SOC, then please confirm whether they should be hosted on premise or on cloud?	Cloud-hosted preferred but bidders to propose solution.
If you already have SIEM, SOAR, EDR and DLP solutions in place, Please share their make and model and deployment type.	Microsoft Defender (endpoint protection); DLP to be implemented; new SIEM required.
Please share the number of servers, Operating Systems, Databases, Websites, domains, routers, switches, WAP and applications which need to be integrated with the SOC for Monitoring.	Refer to Annexure 1B, 1C and 1D for all devices to be integrated with the SOC for monitoring.
Please share your current network architecture depicting WAN, Public and Private cloud environments and there intersection points to plan the log flow for the Central Log Management.	This will be shared with the appointed service provider
Which EDR and DLP solutions are currently deployed and how many endpoints are integrated with these solutions.	Microsoft Defender - however, the bidder must propose a solution. Refer to Annexures 1B and 1C and 1D for number of devices.
Do the PCI DSS auditors need to be from South Africa region or we can propose PCI DSS recertification service with guest auditors who will be travelling to the SANParks sites whenever required?	Bidders can propose their preferred solution.
Do you have existing BCP/DR plans in place if yes how often do you test your BCM plans, and what is your reporting process?	BCP/DR plans in place; DR tests conducted quarterly
What tools do you use for incident management and response?	Currently HEAT is used which is owned by the incumbent hence bidders to propose solutions.
Are you looking for cyber recovery solution to be proposed along with BCP/DR Platform?	The bid treats cyber-recovery capabilities as requirements <i>within</i> the DR platform, and invites bidders to propose the best solution.
How do you currently track and manage risks, compliance, and policies?	Current solution is manual. Appointed service provider to propose automated solution.
Do you require integration with existing systems (ERP, CRM, security tools, etc.)?	Yes
Do you have a formal Cybersecurity governance framework in place (e.g., ISO 27001, NIST CSF, CIS Controls, etc.)?	To be governed by SANParks internal policies. ISO is preferred.
Please provide the number of assets (OS, Databases, applications, network devices and cloud assets) under the scope of Vulnerability Assessment services.	Refer to Annexure 1B, 1C and 1D of the Pricing Schedule.
Please confirm whether any Firewalls, WAF, Load Balancers, CDN are already implemented or we need consider completely greenfield approach for this?	Bidders to propose a new solution.
Please share the current Network topology diagram with intersection points of all 3 zones (WAN, Azure, and Private Cloud).	Will be shared with the appointed service provider
Please share the main objective to build the SASE network so that we can propose correct solution.	Zero Trust control
Please share the number of websites, webservers with their current region of hosting that need to be considered for Content Delivery Network.	7, All in South Africa

Please confirm the number of internal applications to be published via ZTNA, - approximately 10 Applications and whether access is agent-based vs browser/agentless.	Bidders to propose solution.
Please confirm whether full SSL/TLS decryption and inspection is required across: a. User traffic b. Application traffic c. Any regulatory or privacy driven exclusions under POPIA?	a) NGFW SSL/TLS inspection is an explicit minimum requirement of the Managed Perimeter Protection service. b) For inbound web-app traffic. WAF must provide SSL offload and verification for inbound traffic. c) Compliance with POPIA is mandated as an overarching requirement.
Is secure web gateway / proxy required for: a. All users b. Only remote users,	Yes – all 2500 Users require "Proxy capability for secure outbound user traffic filtering" is a minimum requirement within Managed Perimeter Protection.
Should WAF be: a. fully managed by the service provider, or b. co-managed with SANParks approval workflows?	a
Any historical DDoS or bot attack incidents. -	None that we are aware of
Please confirm total number of users requiring ZTNA access (internal + remote)	2500+
Please confirm the identity provider to be integrated with ZTNA (e.g., Azure AD / Entra ID).	Entra ID
Please confirm, Total number of users requiring ZTNA access (internal + remote) Peak concurrent users. Breakdown of: a. Office users b. Field users	2500 Users and cater for a peak concurrent usage of 2500 users a) 2500 b) N/A
Whether each location requires dedicated HA firewall pairs or if a cloud delivered SASE edge is acceptable.	The Data Centre will require HA Firewall Pairs and a Cloud delivered SASE edge solution is also acceptable for site locations.
Please provide the firewall footprint by zone/site: number of firewall instances, and whether they are physical appliances, virtual appliances, or cloud native firewalls.	Bidders to propose solution.
Are there any existing perimeter or security controls in any of these zones (WAN, Azure public cloud, private cloud) that must be retained or co-exist during the contract?	Only security control Azure public cloud will be retained.

## 24 MIMICAST

Does the solution and costing remain the same as it stands now?

- 24.1 Mimecast M365 Protect Plus
- 24.2 Archiving
- 24.3 Awareness Training
- 24.4 DMARC Analyzer T2
- 24.5 Basic Support

**Answer:** Correct.

25 **ADDITIONAL MONITORING SERVICES**

Mention is made of Data loss prevention. Does SANParks require a DLP solution to be implemented, or just the monitoring of existing DLP solution?

**Answer:** DLP Solution to be implemented by the appointed service provider.

26 **10.4.2 – VULNERABILITY ASSESSMENT SERVICES**

Does SANParks require a Vulnerability Management tool that can do scanning for PCI-DSS and ISO27001, as well as CVE scanning on Endpoints, Servers, 3<sup>rd</sup> party solutions?

**Answer:** Yes.

27 **10.4.3 – PERIMETER PROTECTION SERVICES:**

What Perimeter Firewall technologies are in place at various sites? (As 1B states 33 Firewalls at various sites)

**Answer:** Bidders must propose firewall technologies of their choice.

28 **How many sites actually has a firewall?**

**Answer:** Firewalls to be provided for data centres as well as all sites listed in Annexure 1F of the Pricing Schedule.

29 **SDWAN**

What SDWAN solution is in place at the moment?

Is it a mix bag of Vendors i.e. Cisco, HP, Fortinet etc.

**Answer:** The current solution is composed of Merakis but will need to be replaced by the appointed service provider.

30 Please provide clarity regarding the mandatory that all bidders (main bidder) must provide the most recent 3 years of audited financial statements. Our interpretation is that all bidders MUST therefore submit audited financial statements for 2023, 2024 and 2025, and no other sets of audited financial statements (i.e. 2021 or 2022) will satisfy this mandatory. Please confirm if our interpretation is correct

**Answer:** This is correct.

31 **SIEM REQUIREMENT - PLEASE FILL IN THE ATTACHED QUESTIONNAIRE FOR THIS**

How many assets will need to be monitored?

**Answer:** Please refer to Annexure 1B, 1C and 1D of the Pricing Schedule.

How many internal subnets/network-divisions will need to be monitored?

**Answer:** There are approximately 110 different network divisions across the SANParks infrastructure.

32 **PERIMETER PROTECTION SERVICES**

How many users exactly will need SASE services?

**Answer:** 2500.

How many sites are included in this scope?

**Answer:** All sites listed in Annexure 1F of the Pricing Schedule.

Will HA be required for all sites or only the HQ and DR sites?

**Answer:** The private cloud environments will require HA and the servers listed in Annexures 1C and 1D will require, excluding the development servers.

How many users exactly exist at each site?

**Answer:** See Annexure 1E of the Pricing Schedule for number of users/site.

What is the WAN link throughput proposed per site?

**Answer:** See Annexure 1F of the Pricing Schedule.

### 33 CLOUD-BASED WAF

How many applications will need coverage?

**Answer:** The WAF must cover the public website, APIs, the online booking system, and future mobile apps. Approximately 10 applications need to be covered with scalability.

What is the throughput required per application?

**Answer:** Only a single aggregate figure (30GB/day, 100 concurrent connections/day) for the website is given; no per-application throughput is available.

### 34 DATA LOSS PREVENTION

How many endpoints will require this service? **Answer:** Refer to Annexures 1B, 1C and 1D of the Pricing Schedule for number of devices requiring DLP.

### 35 SIEM SCOPING

Devices to monitor	Quantity	Vendor(s)	Versions/Models	Comments
Number of AD Users	2500			
Number of Firewalls (models and whether deployed in HA)	2			
Domain Controllers	2			
Email Servers	1	Microsoft		Exchange Online
Central Anti-Virus/EDR Management Servers	1			365 Defender
Wireless Lan Controllers	5			
Switches & Routers	62			
Databases	103			
Web Servers	7			
VPN (if not part of the Firewall)	0			Part of firewall
IPS (if not part of the Firewall)	0			part of firewall
WAF (if not part of the Firewall)	0			part of firewall
Linux Servers	8			
Vulnerability Scanners	1			
Additional Windows / Linux Servers not covered in the above	73+91			
Cloud Services (e.g. O365, AWS, GCP)	1			MS 365

HyperVisor Hosts ( e.g. ESXI)	15			
Single Sign On / MFA servers	1			MS 365
Number of desktops /servers running AV	1980			Desktops
Other device types not listed above	3900			various IoT devices
Note to bidders: We have completed only the first column as that is the information that is relevant for scoping and pricing. The remainder of the information requested in other columns are not relevant.				

36 Will all questions and answers be shared with all the registered bidders?

**Answer:** Yes.

37 And at which point during the tender points, to work with the totals and quantities, with related clarity to price correctly?

**Answer:** Between 17 April and 20 April.

38 What will be the last day for technical and clarification questions from possible tenderers?

**Answer:** 20 April 2026.

### 39 NUMEROUS QUESTIONS

Reference	Clarification question	Response
Mandatory Requirements	By definition of "Main Bidder", can you confirm whether a Joint Venture (JV) may act as the "Main Bidder"? A JV, unlike a consortium, is typically established as a separate legal entity with shared responsibility among its members and is generally treated as a single bidding entity.	A JV must have a 'Lead Partner' who will be the Main Bidder.
Mandatory Requirements	2.1 In the case of a JV, will SANParks accept mandatory ISO certifications where these are held across the JV partners collectively (e.g. one partner holds ISO 9001 and another holds ISO 27001)?	Refer to Page 5 of the Invitation to Bid. Must be held by "lead partner" or "main bidder".
Mandatory Requirements	2.2 Where neither JV partner individually holds a specific ISO certification, will SANParks accept such certification held by an OEM or technology partner as supporting evidence, or must the JV (or its constituent members) hold the certification in their own names?	No. Refer to page 5 of the Invitation to Bid. Must be held by "lead partner" or "main bidder".
Mandatory Requirements	Where the "Main Bidder" forms part of a broader holding company structure with multiple legal entities, will SANParks accept certifications, references, and accreditations from other entities within the same group/holding company, or must all such references, certificates and accreditation be in the name of the individual members of the JV?	Refer to the Mandatory Requirements, (Page 4), of the Invitation to Bid. Must be held by "lead partner" or "main bidder".
Invitation to Bid - Annexure A, B, C, K, L an M	Please advise if the below should be included in the pricing or the technical file? Annexure 1A – Abbreviations, Annexure 1B - Desktop & IoT, Annexure 1C - SANParks owned equipment, Annexure 1K - Map of South African Parks, Annexure 1L - Kruger Park Camps, Annexure 1M - Backup & Recovery RTO & RP	The entire document must be returned.

SBD 6.1	Please confirm if this should be included in the technical or pricing file SBD 6.1: Preference points claim form	It must be submitted separately.
---------	--	----------------------------------

40 **KINDLY ASSIST WITH CLARIFICATION ON THE FOLLOWING ITEMS**

Worksheet 1J – Price Summary

a. The worksheet contains a line item named “5.1.b Compliance Audits.” Please provide the full scope of work and detailed requirements for the mentioned compliance audits.

**Answer:**

- Annual PCI-DSS recertification scope, QSA requirement, and ongoing advisory support
- Broader compliance framework expectations (POPIA, ISO, PCI DSS).
- Internal audit support obligation.

41 **PRICING SCHEDULE – GNP-099-25-A (PRICE SUMMARY)**

a. Item 3.3.1.c – *Cloud hosting costs (SANParks Development Cloud)*: Kindly provide the annexure sheet listing the development virtual machines applicable to this item. - Refer to Annexure 1C of the Pricing Schedule

b. Item 3.3.1.d – *Annexure 1C*: Please indicate the pricing summary section where both production and development virtual machines should be reflected/hosted.

**Answer:** Costs can be provided for in 3.3.1c, (row 17), of Annexure 1J of the Pricing Schedule.

42 **ANNEXURE 1C – TERACO SERVER CABINET VMS**

a. Please confirm which section within the pricing summary sheet should be used to allocate the physical cabinet costs.

**Answer:** Cabinet Costs should be included in the Server Management costings (row 17 of Annexure 1J of the Pricing Schedule).

43 **SBD 3.1 VS SBD 3.2**

The tender documentation includes SBD 3.1 (Firm Prices). As there is imported equipment involved, we kindly request that SBD 3.2 (Non-Firm Prices) be included to allow for a compliant response.

**Answer:** Only SBD 3.1 (Firm Prices) will be accepted.

44 In the bidding document as well as in the compulsory briefing, it was emphasised that, “Bidders will be subjected to a comprehensive financial review to assess their financial stability and capacity to deliver the required services. This review will focus on establishing the financial credibility, liquidity and overall sustainability of the bidders”. To that end, can you please confirm whether the financial due diligence will be undertaken before the evaluation of mandatory compliance or SANPARKS will undertake it as the standard financial due diligence that is undertaken before formally communicating the award to the bidder?

**Answer:** Bidders will progress from Phase 1 to Phase 3 before due diligence on the Financial Capability is conducted.

In the event that the financial capacity assessment will be undertaken before the evaluation of mandatory compliance, will this have an effect of making the financial due diligence a ‘super mandatory requirement’?

**Answer:** N/A. See response above.

Additionally, can you please clarify on the specific SANPARKS standards and thresholds of financial stability, credibility, liquidity and sustainability that will be employed to qualify a bidder as financially stable?

**Answer:** This is an internal review process and it cannot be disclosed.

45 **Page 5 – Paragraph 4 – "Bidders must also provide evidence of a data centre holding the following minimum certifications / attestations: Tier III or equivalent for both production and disaster recovery environments."**

Many Data Centre Providers, such as Teraco that currently provide Data Centre Services to SANParks, does not subscribe to Uptime Institute for certification. Will you please confirm what certifications / attestations for Tier III or equivalent will be accepted / required to meet the mandatory requirement. Will ISO, or ISAE, or SOC 2 or PCI DSS compliance / certification or attestation be deemed as sufficient evidence to meet the mandatory requirement or will an attestation by the Data Centre provider that confirm that they are at a minimum Tier III compliant be sufficient.

**Answer:** Any certification that demonstrates a Tier III or equivalent will suffice. Note that we use the term "Tier III" generically. Attestations by a data centre provider will suffice.

46 **Page 20 - 10.1.6 – Server Management**

- a) **"Server availability (>99%) 24x7x365 in High Availability mode"** – Please indicate which of the servers are part of HA clusters. Does the current server information provided include HA in terms of the volumes provided or will it be over and above?

**Answer:** Bidders are to propose HA solution along with costings thereof.

- b) Are there any servers located outside of the data centres to be supported if yes please provide full information on the servers and their location.

**Answer:** All servers are currently hosted in Teraco.

- c) "Management of any / all cloud infrastructure, software, platforms" – on our own platforms we will provide full management but, for public cloud platforms what is required in this statement please elaborate.

**Answer:** The bidder will be required to manage all resources hosted in Public clouds and must propose costs associated to do so.

- d) To optimise service cost can you provide a view on the server list of which servers are critical and require 24/7 support and which servers require less.

**Answer:** All servers are critical and require 24/7 support.

- e) Reference is made to a full set of Microsoft 365 Services that need to be managed. Please provide complete description of the Microsoft 365 Services to be Managed as part of Server Management.

**Answer:** Full operational management of all Microsoft 365 services in use, including administration, monitoring, security, and support, aligned to existing Microsoft licensing (E5), with focus on stability and availability.

- f) On the SANParks owned equipment should we assume that SANParks provides the hardware maintenance and spares required to maintain the SLAs? If the vendor is required to provide it, please provide full specifications and serial numbers on all physical servers to be supported.

**Answer:** SANParks will provide replacement hardware; appointed service provider to include labour and services for maintenance and replacement.

- g) Please confirm whether Azure-hosted workload management includes only application and VM operations or also subscription governance (RBAC, policy, monitoring).

**Answer:** It includes application/VM operations and subscription governance (RBAC, policy, monitoring).

- h) Is the bidder expected to manage Azure cost optimisation and consumption reporting, or will this remain under SANParks governance?

**Answer:** This remains under SANParks governance.

- i) Please confirm the current number of virtual machines in scope for this tender, including a breakdown between Azure-hosted VMs, private cloud VMs, and on-premises VMs, and indicate which of these are included in server management, patching, monitoring, backup, disaster recovery, and SOC logging scope.

**Answer:** All VM's that form part of the scope are listed in Annexure 1C and 1D of the Pricing Schedule. No servers are on-premise. These need to be included in server management, patching, monitoring, backup, disaster recovery and SOC logging.

#### Page 21 - 10.1.7 Database Administration

- a) Please provide full information on the current cloud-based databases for IaaS and PaaS deployments.

**Answer:** Please refer to Annexure 1C of the Pricing Schedule.

- b) The Information provided shows 103 Databases across how many Database instances they are deployed? and what is the total size of the databases.

**Answer:** There are 25 instances and total database sizes come to approximately 18819 GB.

#### Page 22 - Paragraph 10.1.8 - Disaster Recovery.

- a) For the servers in Annexure 1D, please indicate:
- i. Which servers are replicated for DR (and in warm or cold standby) and where they are replicated to.  
**Answer:** Bidders need to propose a solution for DR and high availability solutions for all servers listed. The DR can be on cold standby.
  - ii. Which Servers are only backed up?  
**Answer:** We will need costing to backup all servers as well as provide DR capability as well as high availability.
  - iii. Should the cost for the DR location infrastructure be included in the price?  
**Answer:** Yes.
  - iv. "Microsoft API integration for high-speed backup and restore in Microsoft 365 environments." We assume from this statement that Azure is a restore location, but it is not clear if there is Azure data that is also being backed up.... Please provide full overview of all Azure data being backed up and current sizes and tools used.  
**Answer:** Approximately 10TB of Azure data needs to be backed up with Rubrik currently being used.
  - v. What is the requirement with regards to "ServiceNow and vRealize Automation:", who uses ServiceNow and what is required in terms of the integration and automation please elaborate.

**Answer:** ServiceNow is an HR tool and will need to be included in the DR solution.

- vi. Mention is made of Kubernetes Workloads. Can you please confirm which workloads are on Kubernetes that need to be provided for the Disaster Recovery Services.

**Answer:** Currently, SANParks is using plain old server (Azure VM) with PHP and Apache using the Azure DevOps environment. Kubernetes will be used later.

- vii. Automation and Integration - Requirements listed include ServiceNow and vRealize Automation – will you please confirm where the tools are used in the SANParks Architecture and what they are specifically used for in this context.

**Answer:** ServiceNow: Used at SANParks only for HR modules and managed by a third party — not in the bidder's scope. No current integration is required; future integration requirements with other applications are anticipated. Re vRealize Automation: This is a capability the bidder must provide.

- viii. It is not clear which Servers in Annexures C and D relate to which systems listed in Annexure M or whether the systems are located in Azure only Please provide a clear view of the current production location per system and the recovery requirements per server.

**Answer:** This information will be shared with the appointed service provider.

- ix. How many daily, and weekly backup copies are made in a month and then kept for 90 days?

**Answer:** This information will be shared with the appointed service provider.

- x. Please provide backup volumes for the SaaS workloads SaaS: Microsoft 365 (Exchange, OneDrive, SharePoint, Teams), Other; per platform

**Answer:**

SaaS Workloads: ~280TB

MS 365 : ~252TB

Other: ~0TB

- xi. Storage and Archiving - Cloud Vault: Isolated, off-site archival of immutable data - Which server data is archived and how much data is currently in archive and what is the monthly change rate?

**Answer:** The archive design will be reconsidered post-award in architecture discussions with the appointed service provider — so the current combined backup/archive repository may be re-architected.

- xii. Please confirm whether backup and recovery of Microsoft 365 workloads is required beyond Microsoft's native retention capabilities.

**Answer:** Yes.

- xiii. If Microsoft 365 backup is required, please confirm the expected retention periods and recovery SLAs (RPO/RTO).

**Answer:** It is required. Refer to Annexure 1M of the Pricing Schedule.

- xiv. Are Microsoft 365 workloads included in Disaster Recovery testing, reporting, and SLA measurements?

**Answer:** Only SharePoint repositories need to be included in DR testing, reporting and SLA measurements.

- xv. Please confirm which workloads are currently protected by Rubrik, including a breakdown between on-premises servers, private cloud VMs, Azure VMs, databases, and file systems.

**Answer:** All workloads are included in Rubrik. Refer to Annexures 1C and 1D of the Pricing Schedule for details.

- xvi. Please confirm whether Rubrik currently protects any Microsoft 365 workloads (Exchange Online, SharePoint Online, OneDrive, Teams).

**Answer:** Rubrik includes Exchange, SharePoint, OneDrive and TEAMS data.

#### **Page 18 - 10.1.4 – User Device Configuration.**

- a) Please provide detail in terms of the average IMACD volumes per month, breakdown per Type – Hardware, Software, etc...

**Answer:** ~88 requests per month.

#### **Page 18 – User Support – Software License Management.**

Bidder responsibilities include Software License Management.

- a) Please elaborate on the Software License Management requirement, indicating if it includes functionalities such as License Acquisition and Deployment, License Tracking and Inventory, License Compliance Management, Automated Discovery and monitoring, License Optimisation and lifecycle management

**Answer:** Full software license management required, including tracking, compliance, inventory, and lifecycle management.

#### **Page 16 – Service Desk**

It is indicated that the monthly average incidents amount to 2500 to 3000.

- a) Please provide a breakdown of # incidents logged per channel.

**Answer:** This is unavailable.

- b) Please provide an indication of the average number of Request logged per month.

**Answer:** ~1550 requests per month.

- c) Please provide an indication of the average # of Changes logged per month.

**Answer:** ~28 Changes per month.

- d) Please provide an indication of the average number of Problems logged per month.

**Answer:** ~2 Problems per month.

- e) Please provide an overview of the number of Severy 1 incident logged per month.

**Answer:** Over the past 6 months we have experienced one Severity 1 incident.

- f) Please provide average numbers for the above over the last 12 month period.

**Answer:** We handle approximately 18600 incidents/requests over a 12-month period.

- g) Do the stated monthly incident volumes include Microsoft 365-related incidents or exclude them?

**Answer:** Yes, the above does include Microsoft 365 requests.

### Page 39– 10.4.3 – Perimeter Protection Services

- a) For access to the private and public cloud environments – what VPN technology is in use.  
**Answer:** Bidders to provide a solution
- b) What are the number of VPN users.  
**Answer:** ~200.
- c) How many users have MFA and what Authentication method is used e.g. app or SMS.  
**Answer:** 2500.
- d) Are all applications Active Directory integrated?  
**Answer:** Yes.
- e) What policies are defined Active directory policies for these Groups.  
**Answer:** Policies will be shared with the appointed service provider.
- f) Is Azure AD in use across all platforms and will it needed to be migrated?  
**Answer:** Currently the A/D solution is a hybrid solution between on-premise and Microsoft 365.
- g) Is Microsoft Entra in use?  
**Answer:** Yes
- h) Is there a red domain defined?  
**Answer:** No.
- i) What is the landing zone design and security score for all perimeter services in public cloud hosted environments?  
**Answer:** Details will be made available to the appointed service provider.

### Questions - File GNP-099-25 – Annexures Pricing - TAB 1G – Capability

#### Linux Servers – Senior Server Engineer.

The requirements state the following “The resource must hold a recognised **certification in Linux system administration** (e.g., RHCE, LPIC-2, or CompTIA Linux+), a **vendor certification in MySQL database administration** (e.g., Oracle OCP MySQL), and a **PHP development certification** (e.g., Zend Certified PHP Engineer). Equivalent proven qualifications or demonstrable hands-on experience with Apache administration will also be considered. “

- a) Does this imply that a single resource should hold all three Certifications – Linux, MySQL and PHP, or can the certifications be covered over multiple resources.  
**Answer:** Can be covered across multiple resources.
- b) Does the Equivalent proven qualification or demonstrable hand-on experience with Apache administration, imply an equivalent for APACHE, or an equivalent for Linux, PHP and MySQL  
**Answer:** Yes.

#### Security Services – All:

- a) For the junior Soc Analyst, Intermediate SOC Analyst and Senior SOC Analyst – Splunk and Elastic Certifications is listed as requirements. Please provide clarity in terms of these requirements.

**Answer:** This is specified as Splunk and Elastic are in use by SANParks.

- b) Provide a list of systems and the type of logs that will be needed to be ingested into the SIEM solution.

**Answer:** Microsoft Entra ID; Microsoft 365 (SharePoint, Teams, OneDrive); endpoint devices; AV/EDR/XDR; network/perimeter (VPN, WAF, concentrators, SD-WAN); Azure; servers and applications; SQL servers; web servers; vulnerability scans; DNS and DHCP.

- c) What other security applications are in the environment that will need to be taken on or replaced e.g. Cloudflare. Provide a list of applications. Current licence volumes, renewal dates and ownership information.

**Answer:** No applications will be taken on; appointed service provider to provide all security tools and services (except AV/EDR/XDR/NAC which are Microsoft EA).

- d) How many assets needs to be scanned for vulnerabilities?

**Answer:** Refer to Annexures 1B, 1C and 1D.

- e) Which Microsoft workloads are required to have logs forwarded to the SIEM/SOC platform (e.g. Entra ID, Exchange Online, SharePoint, Teams, Defender)?

**Answer:** Microsoft Entra ID; Microsoft 365 (SharePoint, Teams, OneDrive); endpoint security (AV/EDR/XDR).

- f) Is the Single Service Aggregator responsible only for detection and investigation of security incidents, or also for remediation within Microsoft 365?

**Answer:** The appointed service provider would need to remediate as well.

#### **Questions - File GNP-099-25 – Annexures 1F WAN Pricing**

**Line 2:** Item 1. 20% increase for device count. We have no insight as to device increase projections.

- a) Please can this statement be explained? what is the device count referred to? what increase projections are referred to? we understand the WAN detail to:
- i. Include current sites, with projected bandwidth growth.
  - ii. Not indicate any cancellations of sites
  - iii. Not indicate any new sites

**Answer:** This statement does not exist in Annexure 1F of the Pricing Schedule.

**Line 6:** Item 5. IPZ and CPZ Connectivity Infrastructure to be provided separately as a dedicated connectivity to support innovative, research and security operations, minimum of 500Mbps with scalability. RED Network infrastructure.

- b) Please can the following be explained?
- i. IPZ and CPZ. are these locations? please furnish details.
  - ii. What is RED network infrastructure?

**Answer:** This statement does not exist on the Annexure 1F of the Pricing Schedule.

**Annexure 1F2 - Location of SANParks owned Towers in KNP to be used for Transmission Network if Required.**

- c) Please detail the infrastructure available for use in planning a radio network utilizing this infrastructure, particularly (per mast):
- i. Available space on the mast
  - ii. Wind load limits (and other engineering data)
  - iii. Usage of existing cabinets and related reticulation

**Answer:** Engagements with SANParks regarding the design are envisaged once a bidder has been appointed.

The unavailability of this data would result in a design being done assuming that a reasonable design would be supported by the mast and existing reticulation. any deficiencies will then be addressed via engagement with SANParks as infrastructure owner in signing off the design.

**Answer:** This will be acceptable.

### User Support & 10.1.4 User Device Configuration

- a) Average Number of new Image creation requests per annum

**Answer:** *On average* - 1–3 new master images per year.

### M365 and Azure

- b) Do you operate a single M365 tenant or any multi-tenant/multi-forest scenarios (including B2B/guest access for third parties)

**Answer:** Single tenant.

- c) The RFB notes preference for Teams Calling and indicates M365 E5 subscriptions. Can SANParks confirm the exact counts per SKU (E5, E3, Business plans) and any add-ons (Audio Conferencing, Phone System, Power BI Pro/P1, Purview add-ons)

**Answer:** SANParks only runs E5 licenses

- d) Are there mandatory data-at-rest requirements for M365 workloads (Exchange, SharePoint/OneDrive, Teams) beyond POPIA and PCI (e.g., geo restrictions/ADR)?

**Answer:** There is a requirement that all data be kept within the borders of South Africa.

- e) Do you have established Azure landing zones (Hub-Spoke/CAF) and network segmentation aligned to PCI DSS for the E-Business website and integrations (Apache/Nginx, PHP, MySQL/Postgres on Linux)?

**Answer:** SANParks confirms Azure landing zones (Hub-Spoke/CAF) and PCI DSS-aligned network segmentation are already established for the E-Business website and its Apache/Nginx, PHP, MySQL/Postgres on Linux integrations.

- f) Which Microsoft Defender workloads are active (Defender for Office 365 Plan 2, Endpoint, Identity, Cloud Apps), and how are alerts integrated to the SOC/SIEM?

**Answer:** All of the above, including Defender for Server are active. These events are not currently fed into the SIEM.

- g) What backup platform(s) are currently in use M365 SaaS

**Answer:** Rubrik.

- h) The RFB mandates server patching SLA (e.g., critical ≤24h; high ≤72h; weekly for important; fortnightly for other). Should endpoints follow identical cadence, or do you require differentiated policies by role/location (e.g., Tourism vs. office)?

**Answer:** Endpoints should follow identical specification.

- i) Confirm the catalogue of third-party software (browsers, Java, Adobe, PDF tools, POS/peripherals) requiring patching and reporting.

- **Answer:** Confirmed in scope for patching and reporting: browsers, Java, Adobe, PDF tools, and other typical third-party productivity/security applications in that category.
- Confirmed excluded: POS devices (managed separately within the PCI DSS scope).

- j) Is the Single Service Aggregator responsible only for detection and investigation of security incidents, or also for remediation within Microsoft 365?

**Answer:** The SSA will be responsible for detection, investigation and remediation of security events.

- k) Please confirm whether backup and recovery of Microsoft 365 workloads is required beyond Microsoft's native retention capabilities.

**Answer:** Yes, we require backup and recovery of Microsoft 365 Workloads beyond Microsoft's native retention capabilities.

- l) If Microsoft 365 backup is required, please confirm the expected retention periods and recovery SLAs (RPO/RTO).

**Answer:** Refer to Annexure 1M of the Pricing Schedule

- m) Are Microsoft 365 workloads included in Disaster Recovery testing, reporting, and SLA measurements?

**Answer:** Yes.

- n) Please confirm whether Azure-hosted workload management includes only application and VM operations or also subscription governance (RBAC, policy, monitoring).

**Answer:** must include subscription governance (RBAC, policy, monitoring).

- o) Is the bidder expected to manage Azure cost optimisation and consumption reporting, or will this remain under SANParks governance?

**Answer:** The bidder is expected to manage Azure cost optimisation and consumption reporting.

**\*\*Microsoft 365 Scope of Work\*\***

- a) Can SANParks confirm if the exact number of Microsoft 365 E5/E3 licenses currently in use is 2500, and if all licenses are on E5?

**Answer:** Yes to both.

- b) Are there any product enablement's, restrictions, or exclusions on using advanced E5 features such as Teams Phone System, Power BI Pro, Purview Compliance, or Defenders?

**Answer:** No

- c) Is the requirement to manage all M365 collaboration workloads including Exchange Online, SharePoint Online, OneDrive, and Teams?

**Answer:** Yes

- d) Are there any migrations required, or is everything collaboration-based on M365 (SharePoint, OneDrive, etc.)?

**Answer:** No migrations are required.

- e) Will SANParks require integration of M365 with the existing on-premises Active Directory and Azure AD Connect? If yes, what is the current sync configuration?

**Answer:** On-Premise A/D Servers are already synched with MS365 Entra

- f) Are there any specific compliance frameworks (e.g., POPIA, PCI DSS) that must be enforced within M365 security and governance policies?

**Answer:** Yes - POPIA, GDPR, ISO, and PCI DSS all apply including any information security policies that may apply for the duration of the contract.

- g) Are basic Conditional Access policies and MFA enforced across all users?

**Answer:** Yes

- h) What level of reporting is expected for M365 services?

**Answer:** The expected M365-specific reporting comprises usability reports (adoption/utilisation) and secure-score reports (security posture) and is expected monthly.

- i) What does the current usability report of M365 look like?

**Answer:** The current usability report is indicating a sufficient usability on all services across MS365.

- j) Are there any specific requirements for data residency and sovereignty?

**Answer:** All data and servers to be hosted within South African borders.

### **Microsoft Defender Suite (E5 Security)**

#### **Are any Defenders in scope?**

**Answer:** - Yes – Microsoft Defender is in scope.

#### **Defender for Identity**

- a) Is a Defender for Identity enablement running?

**Answer:** Yes.

- b) Is SANParks currently running Active Directory Federation Services (ADFS) or Azure AD only?

**Answer:** SANParks is currently running Active Directory Federation Services (ADFS).

- c) Should the provider implement full identity monitoring across all domain controllers?

**Answer:** Yes.

- d) How many ENTRA Connect Servers are in play in both production and staging modes?

**Answer:** 1

#### **Defender for Endpoint**

- a) Is Defender for Endpoint enablement required?

**Answer:** Yes.

- b) Is there an existing MDE deployment?

**Answer:** Yes.

- c) What is the current endpoint count (Windows, macOS, mobile devices)?

**Answer:** Please see Annexure 1B, 1C and 1D for the total count of endpoints.

- d) Are there any legacy OS versions that need Defender support (e.g., Windows 7, Server 2008)?

**Answer:** Yes – Please see Annexure 1B, 1C and 1D for the various ‘outdated’ versions still in production.

- e) Are MDE policies in place, and will they need to be reviewed?

**Answer:** MDE policies are in place, and they will need to be reviewed.

#### **Defender for Office 365**

- a) Is there a Defender for Office enablement?

**Answer:** Yes

- b) Have Safe Links, Safe Attachments, and Anti-Phishing policies been configured for all mailboxes? - Managed in Mimecast?

**Answer:** Yes – on Mimecast

- c) Are there any specific requirements for third-party email gateways (e.g., Mimecast integration)?

**Answer:** Mimecast is already being used and is configured.

#### **Defender for Cloud Apps**

- a) Is there a Defender for Cloud apps enablement needed?

**Answer:** No.

- b) Does SANParks require integration with third-party SaaS apps (e.g., Salesforce, Dropbox)?

**Answer:** No.

- c) Is there a sanctioned list of applications in place?

**Answer:** Yes.

- d) Should the Bidding Party enforce session controls and real-time monitoring for risky apps?

**Answer:** Yes.

#### **Defender for Cloud**

- a) Is there a Defender for Cloud enablement required (outside of TPMS - MDC is already running in TPMS Subscriptions)?

**Answer:** No.

- b) Is SANParks currently using Azure Security Centre or any other CSPM tool?

**Answer:** Azure Security Centre.

- c) Must the Bidding Party implement Azure Policy and Security Baselines for all subscriptions?

**Answer:** Yes.

### Endpoint Alignment (Defender + Intune)

- a) How many endpoints are currently enrolled—50%, 75%, or all endpoints enrolled into Intune for compliance and configuration management?

**Answer:** None

- b) Is Mobile Device Management mandated for all corporate owned devices, are the MDM policies in place?

**Answer:** MDM is mandated but no policies are currently in place

- c) Is Mobile Application Management required for BYOD?

**Answer:** Not at this stage

- d) Are there any BYOD policies that need to be enforced via Intune?

**Answer:** No

- e) Should the provider implement Conditional Access based on device compliance (e.g., block non-compliant devices)?

**Answer:** Yes.

- f) Are there any specific encryption requirements (BitLocker for Windows, FileVault for macOS)?

**Answer:** SANParks is considering BitLocker at a later stage

- g) Should the provider configure Windows Update for Business policies via Intune?

**Answer:** Bidder to provide the proposed best practices.

- h) Is there a requirement for Autopilot?

**Answer:** Not at this stage

- i) Is there a requirement for XDR with Defender?

**Answer:** Yes

### Patch Management

- a) Are there any specific SLAs for patch deployment beyond those listed (e.g., critical patches within 24 hours)?

**Answer:** Critical ≤24h; High ≤72h; Important weekly; Other fortnightly.

- b) Is there a requirement to implement automated patch rollback for failed updates?

**Answer:** Yes.

- c) Are there any third-party applications that require patching (e.g., Adobe, Java)?

**Answer:** Yes.

- d) Should patch compliance be reported monthly or weekly, and what level of detail is expected (per device, per site)?

**Answer:** Monthly, both devices and sites

- e) Will SANParks require patch testing in a staging environment before production rollout?

**Answer:** Yes.

**Azure:**

- a) Are there any other Azure environments or subscriptions that we need to be aware of besides TPMS which we have in a Crayon subscription?

**Answer:** Yes – Azure Integration Services.

- b) Please confirm whether Azure-hosted workload management includes only application and VM operations or also subscription governance (RBAC, policy, monitoring).

**Answer:** Subscription Governance is also required

- c) Is the bidder expected to manage Azure cost optimisation and consumption reporting, or will this remain under SANParks governance?

**Answer:** Yes.

**Telephony – Omnichannel Contact Centre:**

The below requirement (Omni-channel contact centre), should it be added in the commercial's now already or should we ensure that the Contact Centre can offer the below functionality, and cost it later when needed?

- a) Omnichannel Integration (Future-Proofing Recommendation)

**Answer:** Should be priced as part of the submission.

- b) The proposed solution should be designed and specified to allow for future integration with multiple communication channels. At a minimum, the system architecture should support —

**Answer:** Email, SMS, WhatsApp, and additional digital/social channels such as webchat, Facebook Messenger, and mobile app push notifications

- c) Email Integration – enable two-way interaction with customers via email, with automatic case creation, tracking and response management.

**Answer:** Required

- d) SMS Integration – provide outbound and inbound SMS capability, with delivery status tracking and message threading.

**Answer:** Required

- e) WhatsApp Integration – support direct integration with WhatsApp Business API for two-way text, image, and file sharing, ensuring messages are logged within the call centre system; and

**Answer:** Required

- f) Additional Channels – allow extension to other digital and social channels (e.g., webchat, Facebook Messenger, mobile app push notifications), through standard APIs or pre-built connectors.

**Answer:** Required

**Telephony – General**

- a) How many switchboard operators do you currently have that we need to accommodate for.

**Answer:** Please refer to Annexure 1G of the Pricing Schedule and assume 1 per site

- b) Do they currently make use of switchboard software to manage calls, and will SANParks supply the PC's and headsets for the operators?

**Answer:** The appointed service provider to provide replacement solution.

- c) Do they only answer and despatch inbound calls for head office, or the entire organisation (2500 users and multiple sites?)

**Answer:** The entire organisation.

- d) How many switchboard operators do you currently have that we need to accommodate for.

**Answer:** Please refer to Annexure 1G of the Pricing Schedule and assume 1 per site

- e) Do they currently make use of switchboard software to manage calls, and will SANParks supply the PC's and headsets for the operators?

**Answer:** Duplicate – see above.

- f) Do they only answer and despatch inbound calls for head office, or for the entire organisation (2500 users and multiple sites?) -

**Answer:** Duplicate – see above.

- g) Do you require smaller sites to have their own switchboard operators only answering that sections phone calls e.g. Skukuza

**Answer:** Smaller sites do have their own Switchboard Operators - Please refer to Annexure 1G of the Pricing Schedule

- h) How many basic Microsoft teams certified desk phones do you need out of the 2500 users, how many executive/manager Microsoft Teams certified desk phones do you need, and how many users will only need Microsoft certified headsets?

**Answer:** No additional phones will be required for existing users – only for new users

- i) Qty of Basic Microsoft certified desk phones.

**Answer:** 0 new Required and we have 3000

- j) Qty of Executive/manager type Microsoft certified desk phones.

**Answer:** 0 – all users use the same model

- k) Qty of Microsoft certified headsets for laptop/PC users.

**Answer:** We don't utilise headsets.

- l) Will all users require a desktop telephone?

**Answer:** Yes.

- m) LAN speed to the desktop via the phone, 10/100 or 1G throughput via the phone

**Answer:** All 1GBps capable

- n) Will all users requiring a desktop telephone have a LAN point, or are some users still analogue?

**Answer:** All users requiring desktop phones have a LAN point

- o) Do you envision using existing handsets, or will this be a technology refresh with all handsets being replaced. If you are going to re-use existing devices, what handsets do you currently have, make and model and qty of each. This will impact MS Teams phone system as non-certified handsets registering via a MS Teams gateway is difficult.

**Answer:** The appointed service provider to provide new. Nothing will be reused.

- p) MS Teams certified handsets are expensive, do you envision using a hybrid solution, MS Teams for certain users, and another cloud platform for other users?

**Answer:** MS Teams is preferred.

### Security Services

- a) Page 23, Paragraph 10.1.8.4. Regarding “Zero Trust Data Security™: Built-in architecture to prevent unauthorised access”.

- What does built-in mean in this context?

**Answer:** The solution must have the capability to prevent unauthorised access without requiring a third party tool

- Is there an expectation for a particular tool to be used here? The question also applies to the entire section.

**Answer:** The appointed service provider to provide a solution.

- For security monitoring of all Internet-facing applications, please expand on the nature and number of these applications.

- Website;
- Staging / development server for Website;
- Trickle feed of room availability from Tourism database to online reservations;
- Web services between online reservations and tourism application; and
- Loyalty system client data management application.

**Answer:** As per Paragraph 10.4.1.

- Please clarify the requirement for “monitoring services of Data Loss Prevention”. Is there a DLP in place?

**Answer:** DLP solution to be implemented.

- b) Page 38, Paragraph 10.4.2. Vulnerability Assessment Services

- Please confirm number of assets (workstations, services, printers, network devices, IoT devices etc that are in scope for this service.

**Answer:** Refer to Annexures 1B, 1C and 1D

- Is external web application scanning in scope. If so, please advise how many apps should be scanned / assessed.

**Answer:** Yes- External Web Application scanning is in scope

- Website;
- Staging / development server for Website;
- Trickle feed of room availability from Tourism database to online reservations;
- Web services between online reservations and tourism application; and
- Loyalty system client data management application.

c) Page 39, Paragraph 10.4.3. Perimeter Protection Services. For ZTNA:

- How many total users need ZTNA access, and what is the split between on-site and remote?

**Answer:** All users to be covered

- How many internal applications or services need to be published through ZTNA?

**Answer:** Refer to Annexure 1M of the Pricing Schedule

- What identity providers are currently in use (e.g. Active Directory, Azure AD/Entra, Okta)?

**Answer:** Azure AD/Entra

- Is MFA already enforced, or does it need to be part of the solution?

**Answer:** MFA is already enforced

- Are there non-human identities (service accounts, APIs, automated processes) that also need access control?

**Answer:** Yes

d) Page 39, Paragraph 10.4.3. Perimeter Protection Services. For Web Application Protection (WAF, DDoS, Bot Mitigation, CDN)

- How many public-facing web applications or domains need to be protected from DDoS and web app attacks?

**Answer:**

- Website;
- Staging / development server for Website;
- Trickle feed of room availability from Tourism database to online reservations;
- Web services between online reservations and tourism application; and
- Loyalty system client data management application.
- What is the average and peak HTTP/S request volume per day across those applications?

**Answer:** Approximately 3000000 / Average requests per day and average 8000000 Peak requests per day.

- Has SANParks experienced DDoS attacks before — and if so, what was the peak volumetric size?

**Answer:** Not that we're aware of.

- Where are the original servers hosted — on-premises, cloud, or hybrid?

**Answer:** Currently hosted in Teraco.

- Are there APIs that also need protection, or only traditional web applications?

**Answer:** There are API's that need protection

- Is CDN caching required for static content, or is the primary need security with acceleration as a secondary benefit?

**Answer:** We need CDN caching as well.

- How many physical sites or branch offices need DNS filtering applied?

**Answer:** All of them.

- Is DNS filtering required for roaming/off-network devices, or only on-network traffic?

**Answer:** DNS filtering is required for both off-network and on-network devices

- Are there existing DNS resolvers or appliances in place that would need to be replaced or integrated with?

**Answer:** No – Bidders to provide

- What DNS logging retention is currently in place, and is there a compliance requirement driving the 12-month log retention?

**Answer:** DNS logging retention is currently 90 days online and 5 years archive. Yes – there is a compliance requirement – National Archives Act.

e) Page 40, Under Managed Perimeter Protection Services

- How many physical sites need managed firewalls deployed, and what is the internet bandwidth capacity at each site?

**Answer:** Refer to Annexure 1F of the Pricing Schedule for the internet bandwidth capacity at each site. All sites listed need managed firewalls deployed.

- Is existing firewall hardware in place that must be retained, or is a full rip-and-replace expected?

**Answer:** Appointed service provider to replace all existing firewalls.

- How many distinct network segments or security zones exist across on-premises and cloud environments that need consistent policy enforcement?

**Answer:** There are approximately 120+ Network Segments / Security zones across the entire network

f) Page 41, Under Additional Security Capabilities

- How many endpoints are in scope for policy enforcement integration?

**Answer:** Refer to Annexures 1B, 1C and 1D

- What endpoint security tooling is currently deployed (EDR/AV), and is the expectation that it is replaced or integrated with?

**Answer:** Microsoft Defender is in place; endpoint tooling is part of Microsoft security stack and must be integrated

- 47 The tender document states that SANParks wishes to own the hardware and infrastructure. How does SANParks wish to deal with spares holding? Should spares be included in the pricing and if so, what quantity of each type per region?

**Answer:** SANParks will provide hardware; appointed service provider to include labour/services for maintenance and replacement.

- 48 Where do we add the SD-WAN hardware, licence and SLA costs?

**Answer:** Line 46 of Annexure 1J of the Pricing Schedule

- 49 On the pricing sheet, tab 1F - WAN Pricing there is only place to enter a Rand per Mega bits per second (R/Mbps). As the link speeds increase, the unit cost per Mbps should become less. For

example if a 10Mbps costs R2000/month, than 1000Mbps will not cost R200,000/month. The pricing sheet only allows for a single value per line. How does SANParks propose we cater for these non-linear costs?

**Answer:** On Annexure 1J of the Pricing Schedule, rows 71-75 can be used for 'discounts' - these rows can be used to 'realign' the bandwidth pricing.

## 50 STRATEGY, SCOPE & MIGRATION

What is the anticipated growth rate for the systems listed in Sheet 1D – Private Cloud?

**Answer:** This is unknown. It can also be noted that historically, this has actually reduced

Please confirm that no systems from Sheet 1C are to be considered for migration, as these are expected to be decommissioned within the next year.

**Answer:** Yes – Servers listed in Annexure 1C need to be migrated as part of the contract. However, there may be certain servers that will be decommissioned before that.

Will SANParks continue to manage all contractual terms with Teraco if it remains the production site?

**Answer:** No

Kindly confirm that sufficient rack capacity will be available at Teraco for the proposed solution.

**Answer:** We are unable to confirm this and expect bidders to ensure sufficient rack capacity with whichever data centre that is proposed.

### Cloud Environments (Azure, AWS, GCP)

Please provide a high-level overview of what has been deployed to the Azure tenant to date.

**Answer:** No workloads that are scoped within this tender have been deployed to Azure.

Please provide a high-level overview of what has been deployed to the AWS tenant to date.

**Answer:** No workloads have been deployed to AWS.

Please provide a high-level overview of what has been deployed to the GCP tenant to date.

**Answer:** No workloads have been deployed to GCP.

### Current Environment & Infrastructure

Can SANParks provide updated reports of systems currently hosted in the private cloud, or are the figures in Sheet 1D up to date?

**Answer:** Annexure 1D is up to date.

How many cabinets/racks does SANParks currently occupy at Teraco data centre(s)?

**Answer:** 2 racks are currently being used at Teraco

What are the current power requirements for the systems/infrastructure hosted at Teraco?

**Answer:** Approximately 9kW

Is the private cloud environment hosted on the same cluster as the development cluster?

**Answer:** No

Are there any specific licenses currently under support that need to be considered (e.g. backup-related licensing)?

**Answer:** No

### **Backup & Disaster Recovery**

Should EUC devices be included as part of user backups within Microsoft 365?

**Answer:** No

Would it be acceptable for historical backups to expire gradually over the defined retention period, while the current backup solution remains active until that point?

**Answer:** Yes – this would be acceptable.

Kindly elaborate on point 10.3.3.1.4, as it references point 10.1.1.1.2, which does not appear in the requirements.

**Answer:** Step 1 is to take over management of the SANParks owned equipment. Step 2 is to migrate the servers listed in Annexure 1D of the Pricing Schedule. Step 3 is to convert the SANParks development environment to a 'pay as you use' solution and Step 4 is to migrate the production machines, (owned by SANParks), to the same private cloud as those listed in Annexure 1D.

Are all systems listed in Sheet 1D required to have DRaaS replication (in addition to backups), or is there a defined list of critical systems that should be prioritised?

**Answer:** All the of the servers listed in Annexure 1D need to be costed for DRaaS replication.

It is specified that the E-Business web environment must have backup systems—please provide further details and specifications for this requirement.

**Answer:** These servers are part of the devices listed in Annexures 1C and 1D, as such, these would automatically be included in the calculation if you put pricing for all servers.

### **E-Business Web Environment**

Please clarify what is meant by “all servers in the E-Business web domain.” Is this domain fully isolated from SANParks’ internal environments, or is there integration?

**Answer:** There is integration.

Should the E-Business web servers be replicated to the private cloud environment, or should replication occur across multiple availability zones?

**Answer:** The e-business web servers will be hosted in the private cloud, along with all the other servers and should be replicated in the same manner.

Please confirm whether SANParks is the domain registrar for the E-Business web domain.

**Answer:** Yes.

### **Tools, Licensing & Management**

With regards to ITSM/service management tools:

Who owns these tools?

**Answer:** The bidder must bring their own tools.

Will the bidder be required to operate and manage the existing tools?

**Answer:** No

Will this responsibility include managing the associated contracts?

**Answer:** No

How many Microsoft E5 licenses does SANParks currently have?

**Answer:** 2500

### Network & Connectivity

With reference to WAN pricing, where bidders are advised to price last-mile connectivity only:

**Answer:** Bidders are expected to price the connectivity end to end.

Where should other WAN components (such as internet ports and core network services) be included?

**Answer:** If they are once-off costs, these need to go into column S of Annexure 1F of the Pricing Schedule. If these costs are recurring, they need to be added to the monthly B/W cost and presented as one figure in Column T of Annexure 1F of the Pricing Schedule.

Can the bidder propose a new LAN solution as part of the response?

**Answer:** Yes

### Colocation (Teraco) Environment

Kindly provide a high-level overview of the Teraco colocation environment, including:

Number of racks?

**Answer:** There are currently 2 racks in Teraco, containing 6 physical hosts running the VMs listed in Annexure 1C of the Pricing Schedule.

Types of equipment hosted (where possible)

**Answer:** 6 physical hosts

## 51 NUMEROUS QUESTIONS

Reference	Clarification question	Response
Pricing-Schedule-GNP-099-25-A	Can we get an editable copy of 1D - Private Cloud Pricing – There are columns that are editable where pricing is required	No editable document will be provided
Pricing-Schedule-GNP-099-25-A	Do all HyperV and VMware hosts need to be replaced with new?	Yes
Pricing-Schedule-GNP-099-25-A	can we get a list of physical servers with the current CPU RAM DISK and Connectivity?	This will be shared with the appointed service provider.
SBD-Forms-RFB-_-GNP-099-25-A	Please advise where to locate annexure S referred to on page 11 of the Invitation-to-Bid-SBD-Forms-RFB-_-GNP-099-25-A documents	This was an error and can be ignored
<b>Pricing-Schedule-GNP-099-25-A</b>	<b>Please confirm if there is no information missing in column E of annexure 1C SANParks owned</b>	<b>Nothing is missing – the column is empty</b>

	<i>equipment in the pricing schedule spreadsheet</i>	
--	--	--

- 52 Due to the magnitude of the response required, we kindly request an extension of the closing date. This will allow us to compile a sound response.

**Answer:** As mentioned in the briefing session, no extension will be granted.