



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

Bid Number	GNP-099-25_A
Issued By	South African National Parks (SANParks)
Description	Invitation to Bid: Appointment of a Service Provider for Outsourcing of ICT Services as a Single Service Aggregator including Network Services and Infrastructure
Date of Issue of Answers to Batch	23 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 2 and the final part.

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 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: No extension will be granted.

- 2 Could you please confirm if we may submit our Technical Solution and Project Portfolio in A3 format? Given the detailed diagrams and high-resolution project imagery required, A3 would allow for much better clarity during your evaluation.

Answer: We confirm that all official SBD forms will remain in their original A4 format as required. For other documents, A3 will be accepted.

- 3 Can we partner for ICASA or should prime bidder to hold ICASA?

Answer: Partnering with an ICASA certified subcontractor is permissible.

- 4 For ISO related certs can we do go with subcontractors?

Answer: Refer to requirement 5 of the Mandatory Requirements in the Invitation to Bid.

- 5 Any technical dependencies for RoomSeeker Decommissioning?

Answer: No.

- 6 Can you please confirm as per the briefing session that no sub-contracting will be allowed?

Answer: Subcontracting is permissible and up to the bidder. Please refer to the Mandatory Requirements in the Invitation to Bid.

- 7 How many MS domains does SANParks have that require monitoring?

Answer: SANParks has one domain.

- 8 Is MS Sentinel deployed in the SANParks tenant(s)?

Answer: No.

- 9 What are the total number of devices in the SANParks estate and how many of these have Defender for Endpoint deployed currently?

Answer: Refer to Annexure 1B, 1C and 1D of the Pricing Schedule for total number of devices. ~2500 have defender for endpoint deployed.

- 10 What is SAN Park's MS license position (number of ME5 licenses and potential other Frontline / ME3 licenses) and number of Office 365 licenses?

Answer: SANParks has 2500 E5 Licenses.

- 11 SANParks appears to have a strategy to move towards Microsoft cloud. Currently, server log data and some other assets are ingested and monitored by Elastic SIEM. Is there a desire to transition monitoring of such log sources by MS Sentinel?

Answer: The bidder needs to make recommendations to SANParks, technology is available with SANParks.

- 12 Request your urgent and kind assistance with responses to all the queries.

Page/ Section #	RFP Question	SANParks Response
-	Our understanding is that only https://www.sanparks.org/ application is in scope, please confirm	There are 7 web applications in scope.
-	Does SANParks website use any CMS like WordPress?	Yes
-	How frequently updates/changes/new features will be requested? Is it quarterly or yearly or more frequently	Frequently, the period will be determined between SANParks and appointed service provider.
10.3.3.2	What's the tech stack for mobile app?	Intune
-	What's the support hrs for the SANParks web site? Is it 24x7 or only during working hrs?	24x7
10.1.6 (Server Management)	To ensure accurate SSA sizing, can SANParks confirm whether the indicated ~165 virtual machines (on-premises + private cloud) represent a fixed Year 1 baseline, or an indicative snapshot subject to short-term changes?	It is an indicative snapshot and will change, most likely reducing in number.
10.1.6	Are there any known increases or reductions in server volumes expected in the first 12–18 months (excluding decommissioning already referenced in Annexure 1C)?	There would be either reduction or increase, it is hard to estimate the volume, the bidders are encouraged to propose the solution that is scalable to handle the volumes.
10.1.6 / 10.6.5	Should all Production servers be treated as 24x7x365 for SLA and support purposes, or are there specific PROD systems operating only within defined business hours?	All Production servers be treated as 24x7x365 for SLA and support purposes.
10.6.5 (Service Levels)	Are any workloads required to operate at availability levels higher than the stated >99% (for example, peak tourism or reservation systems)?	No
10.1.6 / 10.1.7	Can SANParks confirm the official DEV / TEST / UAT / PROD environment classification to be used consistently for SLA assignment and pricing?	DEV and UAT should have less SLA assignment and pricing compared to production.
10.1.6 / 10.6.5	Are any DEV or TEST environments considered business-critical during peak tourism periods and therefore expected to meet PROD-like SLAs?	No

Page/ Section #	RFP Question	SANParks Response
10.1.7 (Database Admin)	The RFP references 100+ databases – can SANParks confirm the split between Production and Non-Production databases?	The 100+ databases is based on estimated increase of databases for the next 10 years, currently there is a 50/50 split between production and UAT.
10.1.7	Are there any end-of-life database versions that SANParks already plans to upgrade, or should SSA proactively plan and drive these upgrades?	There are upgrades required, however this will be an operational discussion between the appointed service provider and SANParks
10.1.8 / 10.1.8.1	With current backup capacity stated at ~450 TB, can SANParks share expected annual data growth rates (indicative %)?	We estimate around 10% growth annually
10.1.8.1	Are there specific regulatory or business datasets that require retention beyond the standard 90-day backup policy?	We require 5 year 'cold storage'.
10.1 / ITSM	Can SANParks confirm whether ITSM, CMDB, monitoring, and automation platforms already exist, or are expected to be introduced by the SSA?	This is owned by current incumbent and needs to be replaced
10.1 / ITSM	Can SANParks confirm the current set of tools in use for infrastructure management (monitoring, backup, patching, automation, CMDB, logging, and security)?	These tools are owned by current incumbent and will need to be replaced.
10.1 / ITSM	Are the existing infrastructure tools owned and licensed by SANParks, or by incumbent service providers?	These tools are owned by current incumbent and will need to be replaced.
10.1 / ITSM	Does SANParks mandate continuation of existing tools, or is the SSA permitted to rationalise and propose alternative tools where beneficial?	The Bidder is to propose new tools.
10.1 / ITSM	Can SANParks confirm whether centralised monitoring is already in place across servers, databases, storage, and networks, or is this expected to be established by the SSA?	Already in place.
10.1 / ITSM	Is there an expectation for infrastructure automation (patching, provisioning, healing, scaling) to be introduced as part of BAU, or only through approved transformation initiatives?	Bidder to propose a solution.

Page/ Section #	RFP Question	SANParks Response
-	Can SANParks clarify whether AI adoption is an explicit contractual requirement within the SSA scope, or an enabler to be leveraged opportunistically where suitable?	An enabler to be leveraged opportunistically where suitable.
-	Is the SSA expected to embed AI capabilities as part of BAU service delivery, or only deliver AI initiatives through approved transformation projects or change requests?	Only deliver AI initiatives through approved transformation projects or change requests.
-	Does SANParks expect the use of AI within the Service Desk (e.g., AI virtual agents, ticket classification, auto-resolution, knowledge recommendations), or is traditional ITSM acceptable initially?	Traditional ITSM is acceptable initially.
-	Is SANParks expecting AI-driven operations (AIOps) for infrastructure monitoring, event correlation, predictive alerts, or capacity forecasting as part of the SSA services?	Yes, bidders are encouraged to propose the solution.
-	Can SANParks confirm whether a historical ticket dump is available for analysis (e.g., last 12–24 months of incident and request data)?	To be shared with the appointed service provider.
-	Will the ticket dump include all ticket types such as incidents, service requests, IMACDs, problems, and change records?	Yes
-	Can SANParks confirm the operating system mix across servers and databases (Windows vs Linux, SQL vs non-SQL) for accurate skill and support modelling?	Refer to Annexures 1B, 1C and 1D of the Pricing Schedule.
-	Can SANParks confirm whether 24x7 Network Operations Centre (NOC) monitoring for infrastructure, network, and critical services is included within the SSA scope, and if so, whether this is expected to be proactive monitoring with incident initiation by the SSA?	It is a requirement.
-	Does SANParks require L2 remote support services which can be supported from offshore?	Yes

Page/ Section #	RFP Question	SANParks Response
-	Please confirm whether Microsoft O365/M365 support is in scope and clarify the expected responsibility level, including L1/L2 user support, tenant administration, identity and mailbox management, and license management.	This is all in scope.
10.3.3.1 Migration of Existing Servers and Services Page No.37 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;	Please provide details for existing private cloud technology stack, including: Hypervisor platform and versions (e.g., VMware vSphere, Nutanix, Hyper-V) Management layer (e.g., vCenter, Prism, SCVMM)	Details to be shared with appointed service provider.
10.3.3.1 Migration of Existing Servers and Services 10.3.3.1.2 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;	<u>Question:</u> Is SANParks expecting: A vendor-neutral private cloud design, or A specific reference architecture aligned to a preferred vendor? Will SANParks mandate a single private cloud platform across production and DR?	Bidders to give proposals.

Page/ Section #	RFP Question	SANParks Response
<p>10.3.3.1 Migration of Existing Servers and Services</p> <p>10.3.3.1.2 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;</p>	<p><u>Question:</u> Multi-Tenancy</p> <p>Must the private cloud support logical multi-tenancy (e.g., Prod / Dev / DR)?</p>	<p>Yes</p>
<p>10.3.3.1 Migration of Existing Servers and Services</p> <p>10.3.3.1.2 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;</p>	<p>Underlying Compute Hardware</p> <p>Please confirm the current physical server</p> <p>OEM vendors (e.g., Dell, HPE, Lenovo)</p> <p>Processor generations</p> <p>Memory profiles</p> <p>Remaining lifecycle / warranty status</p>	<p>To be shared with the appointed service provider.</p>
<p>10.3.3.1 Migration of Existing Servers and Services</p> <p>10.3.3.1.2 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;</p>	<p>GPU / Specialised Compute</p> <p>Are there any current or planned requirements for:</p> <p>GPU-enabled workloads</p> <p>AI/ML workloads</p> <p>Video analytics (e.g., CCTV / ANPR processing)?</p>	<p>No</p>

Page/ Section #	RFP Question	SANParks Response
<p>10.3.3.1 Migration of Existing Servers and Services</p> <p>10.3.3.1.2 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;</p>	<p>Storage Architecture</p> <p>Primary Storage Platforms</p> <p>Please confirm:</p> <ol style="list-style-type: none"> 1) Type of storage currently in use (SAN / HCI / SDS / NAS) 2) Storage vendors and protocols (FC, iSCSI, NVMe, NFS) 3) Capacity & Growth : Current usable storage capacity (TB/PB)? 4) Historical annual growth rate? 5) Expected growth drivers (tourism systems, media, CCTV, backups)? 6) Storage Performance SLAs <p>Are there defined performance requirements for:</p> <p>IOPS</p> <p>Latency thresholds</p> <p>Tiering (hot/warm/cold)?</p>	<p>To be shared with the appointed service provider.</p>
<p>10.3.3.1 Migration of Existing Servers and Services</p> <p>10.3.3.1.2 The Bidder must migrate the existing private cloud workloads (refer to Annexure 1D – Private Cloud Pricing) to a new private cloud, which can be located at Teraco or at a data centre that meets the requirements as specified in the mandatory criteria;</p>	<p><u>Data Centre Facilities</u></p> <ol style="list-style-type: none"> 1) Are SANParks DC facilities: 2) Colocation only? 3) SSA-hosted infrastructure? 4) Combination of owned + collocated? <p><u>Rack, Power & Cooling Current allocation:</u></p> <ol style="list-style-type: none"> 5) Number of racks 6) Power per rack (kW) 7) N+1 / 2N power redundancy? 	<p>Data centre facilities and all listed below is a fully managed service by the current incumbent through data centre services. This will need to be replaced by proposals that bidders need to make to SANParks on the Data Centre Management service.</p>
<p>10.1.8 Disaster Recovery Management</p> <p>SANParks requires a robust and fully documented Disaster Recovery (DR) strategy to ensure rapid restoration of critical systems and services in the event of a disruption</p>	<ol style="list-style-type: none"> 1) DR Site Architecture <p>Must DR be:</p> <p>Active-Passive?</p> <p>Active-Active?</p> <ol style="list-style-type: none"> 2) DR Distance Requirements <p>Minimum geographic separation between:</p> <p>Production and DR DCs?</p> <p>Latency constraints for synchronous replication?</p>	<p>Bidder to provide proposals.</p>

Page/ Section #	RFP Question	SANParks Response
Annexure 1C – SANParks Owned Equipment lists a significant number of servers, mixed hypervisors (Hyper-V and VMware), and legacy OS versions.	Please confirm whether the successful bidder is required to operate, support, and patch all existing SANParks-owned infrastructure until formally decommissioned.	Confirmed.
Several workloads are based on Windows Server 2008 / 2012, CentOS, older Linux variants.	Please confirm whether the bid pricing is expected to include OS uplift/upgrade projects to supported versions, or Whether the SSA is only responsible for best-effort support on existing OS versions until SANParks approves upgrade funding.	There would be upgrade requirements throughout the contract tenure and such requests will be an operational discussion between SANParks and the appointed service provider. Such costs will need to be catered for by the bidder.
New Private Cloud Expectations The RFP states existing private cloud workloads must be migrated to a new private cloud, but does not define minimum architecture standards.	Please confirm whether SANParks expects the new private cloud to be bidder-designed and bidder-owned,	Bidder to provide proposals.
Annexure 1D lists VM specifications but does not specify aggregate platform scaling assumptions.	Please confirm whether bidders must price for Infrastructure sized only for current workloads, or Infrastructure inclusive of Growth headroom, High availability overhead, DR replication capacity.	Price inclusive of growth headroom, high availability overhead, DR replication capacity.

Page/ Section #	RFP Question	SANParks Response
<p>10.1.8.1 Backup and Recovery</p> <p>Instant Recovery: Near-zero RTOs for VMs, databases, and files. Please refer to Annexure 1M - Backup & Recovery RTO & RPO in the GNP-099-25-A Annexures Excel Spreadsheet;</p> <p>Continuous Data Protection (CDP): Enables recovery to any point in time;</p> <p>Immutable backups: Prevents encryption or deletion by ransomware;</p>	<p>Please confirm whether SANParks has an existing backup platform that must be retained or transitioned from, or</p> <p>Bidders are free to propose a new enterprise backup solution, provided all specified capabilities, RPOs, and RTOs are met.</p>	<p>Bidders must propose solutions.</p>
<p>Please note that data backups must be retained for a period of 90 days in accordance with SANParks policies. SANParks' current backup capacity is estimated at 450 TB; however, this is dynamic and subject to change.</p>	<p>Please confirm whether Backup storage capacity (on-premises and off-site) is SANParks-owned, with SSA providing management only, or</p> <p>Backup storage must be fully provided, scaled, and priced by the bidder under Backup-as-a-Service.</p>	<p>Backup storage must be fully provided, scaled, and priced by the bidder under Backup-as-a-Service.</p>
<p>10.1.8.1 Backup and Recovery</p> <p>Backup retention is specified as 90 days, but long-term growth is not addressed.</p>	<p>1) Please confirm how backup storage growth beyond 450 TB should be priced?</p> <p>2) Whether backup storage pricing may be re-baselined periodically, or Whether bidders must assume a fixed volume for the full contract duration.</p>	<p>Backups beyond the said capacity will an operational discussion periodically and costs realignment shall be agreed between SANParks and the appointed service provider.</p>
<p>10.1.8 Disaster Recovery</p> <p>Annexure 1M – RTO/RPO specifies aggressive recovery objectives for multiple systems.</p>	<p>Please confirm whether SANParks expects: Active–Passive DR, Active–Active DR, or A hybrid model based on workload criticality.</p>	<p>Bidder to propose a solution.</p>
<p>10.3.3.2 SANParks E-Business Website Hosting, Support and Maintenance</p>	<p>Please confirm whether website hosting must remain in Azure, or</p> <p>Bidders may propose an alternative hosting model (private cloud/hybrid)</p>	<p>Bidder may propose.</p>

Page/ Section #	RFP Question	SANParks Response
Annexure 1M defines RTO of 1 hour for the website.	Please confirm whether website DR is expected to Be included as part of the central DR platform, or Be architected independently (e.g., Azure region-based DR).	Bidder to propose a solution.

- 13 Please advise if we can subcontract and if we need to attach teaming agreements and partner documents to show subcontracting partner?

Answer: Subcontracting is permissible. Please refer to the mandatory requirements.

- 14 Please advise if we can complete, sign and Initial the tender document electronically or does it have to be signed and initialed by pen?

Answer: Electronic signatures are acceptable.

- 15 Does the pricing schedule also need to be initialed or do we initial only the Invitation to Bid SBD Forms RFB document as well & the Invitation to Bid TOR RFB document?

Answer: All documents that are submitted must be initialed.

- 16 Numerous Questions

Category	Clarification Questions	SANParks Responses
General	The pricing template is locked. Please share an unlocked version.	Fields that need to be filled in by the bidder are not locked and can be edited. No unlocked worksheet will be provided.
General	Please advise if only the received tender documents have to be initialed or the entire proposal response?	All pages submitted need to be initialed.
General	Please confirm that we have to submit only one Original Technical File, One Original Pricing File and One USB consisting of both Technical and Pricing Folders?	Confirmed.
General	Can we complete, sign and initial the tender document electronically or does it have to be physically signed and initialed?	Digital signatures are acceptable.
General	Please advise on the insurance letters required that we need to provide as part of the submission	Please refer to Phase 1, Mandatory Requirement number 3.

Category	Clarification Questions	SANParks Responses
Service Aggregation / SIAM	Please provide insights into the vendors / third party / internal SANParks domains to be managed (over / above those mentioned in the Application owner list.	To be shared with the appointed service provider.
Service Aggregation / SIAM	Please confirm if third party contract management is in scope as part of the Service Aggregation responsibility? If so, please provide a list of vendors and contracts in place.	Not in scope, third party contract management to be shared with the appointed service provider.
Tooling	Please provide list of infrastructure management/monitoring tools as well as list of other products/licenses owned by SANParks which needs to be leveraged ?	SANParks does not own any monitoring tools, bidder to propose and replace current ones owned by the current incumbent.
Database Management	For the SQL databases, please can you share the following details, number of: SQL Instances – Prod (Standalone) SQL Instances – Prod Always-On Primary / Mirror Primary SQL Instances – Prod Always-On Secondary / Mirror Secondary SQL Instances – non-Prod (Standalone) SQL Instances – non-Prod Always-On Primary / Mirror Primary SQL Instances – non-Prod Always-On Secondary / Mirror Secondary SQL User Databases – Prod (Standalone) SQL User Databases – Prod Always-On Primary	SANParks runs SharePoint online. SQL licensing is not part of the scope as SANParks manages that directly with Microsoft.

Category	Clarification Questions	SANParks Responses
	<p>SQL User Databases – Prod Always-On Secondary / Mirror Secondary</p> <p>SQL User Databases – Prod SharePoint</p> <p>SQL User Databases – non-Prod (Standalone)</p> <p>SQL User Databases – non-Prod Always-On Primary / Mirror Primary</p> <p>SQL User Databases – non-Prod Always-On Secondary / Mirror Secondary</p> <p>SQL User Databases – non-Prod SharePoint</p>	
Server Infrastructure	<p>Please can you share the RVTools export for the VMware workloads and a VM output for the Hyper-V if available? This will allow us to view VM workloads per hypervisor.</p>	This is shared as Annexure 1D.
Server Infrastructure	<p>Please provide us with the number of servers and their sizing hosted in Azure, as per the current SANParks e-Business Azure deployment?</p>	Refer to Annexure 1D.
Security	<p>Please confirm and advise if our SOC 2 Type II Report Bridging letter will suffice. This letter states that we have retained auditors who will issue out the annual SOC 2 Type report for Data Centres and One Cloud Services. The letter also states that we issue an annual report and the last one was issued on the 31st of January 2025. If not please advise if we need to submit the actual certificate OR the report</p>	Please refer to the requirement and provide exactly what is required.

Category	Clarification Questions	SANParks Responses
Security	Will the Single Service Aggregator have full operational authority over all security platforms, or will certain controls remain SANParks-managed or co-managed?	Single Service Aggregator will have full operational authority over all security platforms.
Security	Will SANParks provide existing information security policies, standards, baselines and SOPs at contract commencement?	Yes
Security	Does SANParks have an approved data classification framework that security controls must align to?	Yes
Security	Does SANParks have an existing SIEM platform, or must the bidder provide and license a new SIEM solution?	Bidder to propose a solution.
Security	<p>Can SANParks provide estimated log ingestion volumes (EPS or GB/day)?</p> <ul style="list-style-type: none"> • Servers • OS Databases • Domain services • Routers, switches, WAPs • Website + staging + tourism reservation links • Applications (user + admin access logs) 	2500 EPS
Security	What log retention periods are required for security, audit and PCI DSS purposes?	90 days.
Security	Are all assets (on-prem, cloud, endpoints, network devices) in scope for vulnerability scanning? Scheduled scans or real-time?	Yes. Scheduled and real-time.
Security	Are there maintenance windows or blackout	Yes

Category	Clarification Questions	SANParks Responses
	periods during which scanning is prohibited?	
Security	Is remediation implementation expected to be performed by the service provider or SANParks teams?	Remediation implementation is expected to be performed by the service provider.
Security	Are all assets (servers, endpoints, network devices, cloud workloads) in scope for vulnerability scanning?	Yes
Security	What firewall, WAF and perimeter security technologies are currently deployed?	Fortinet.
Security	Does the WAF requirement extend beyond the public website to APIs and future mobile applications?	Yes
Security	Should Zero Trust Network Access apply to all users or only remote and privileged users?	All users.
Security	Is SANParks expecting a single integrated SASE platform or best-of-breed components?	Single integrated SASE is preferred but Best of Breed is acceptable.
Security	Does SANParks currently have an endpoint protection or EDR/XDR solution in place?	MS Defender
Security	Can SANParks confirm the primary identity provider (AD, Entra ID, hybrid)?	Hybrid
Security	Is Privileged Access Management currently implemented or required as part of scope?	Currently implemented and support required.
Security	Can SANParks confirm the current PCI DSS scope and payment channels?	Quarterly scans, e-commerce and POS channels.

Category	Clarification Questions	SANParks Responses
Security	Does SANParks have a preferred QSA, or may the bidder propose one?	Bidder may propose a solution.
Security	Are PCI-related security tools already licensed or expected to be included in the service?	Included as part of the scope.
Security	Is SANParks currently PCI DSS Certified?	Yes
Security	Please confirm the current PCI DSS scope, including number of cardholder data environments and payment channels.	The environments include Callpay, payment gateway environment, and the payment channels are ecommerce and POS. The number of environments will be shared with the appointed service provider.
Security	Does SANParks have predefined security KPIs and reporting formats?	Yes
Security	Will security SLA breaches attract financial penalties?	Yes
Security	Is there a defined transition period with incumbent security providers?	Yes (maximum of 3 months).
Security	Will SANParks facilitate knowledge transfer from incumbent security vendors?	No. The new incumbent should absorb minimal knowledge like access, environment, etc as the new incumbent should have full knowledge on security.
Security	Is the current CMDB and asset inventory complete and accurate?	Yes
Security	Please confirm all existing security solutions currently deployed (e.g. SIEM, SOC provider, EDR/XDR, NGFW, WAF, DDoS protection, DNS security, ZTNA, PAM, DLP).	Confirmed
Security	Is there an existing Security Operations Centre (internal or outsourced), and if so, what services are currently provided?	To be shared with the appointed service provider during the transitioning period.

Category	Clarification Questions	SANParks Responses
Security	Does SANParks currently operate a SIEM or centralised log management platform? If yes, please specify the technology and licensing model.	Bidder to provide SIEM solution. Currently nothing in place.
Security	Does SANParks currently have an endpoint protection, EDR or XDR solution in place? If so, please specify vendor and endpoint count.	Yes – Microsoft Defender
Security	Is there an existing vulnerability management solution in place (scanning platform, ASV, or managed service)? If yes, please specify tool, scope and ownership.	The Bidder must propose a solution.
Security	Please confirm the total number of users in scope, including employees, contractors, seasonal staff and privileged users.	2500 excluding contractors.
Security	Please provide the number of endpoints in scope, including desktops, laptops, mobile devices and shared systems.	Refer to Annexure 1B, 1C and 1D of the Pricing schedule for number of devices to include.
Security	Please confirm the number of servers (on-prem and cloud) currently in scope for security monitoring.	All servers listed in Annexure 1C and 1D of the Pricing Schedule.
Network Services	SANParks will provide the replacement hardware for break-fix purposes. Does this statement apply to all WAN and LAN Equipment	LAN Equipment only
Network Services	Please provide addresses for the Heidelberg and Soshanguve sites	In as much as they are included in the geographical spreadsheet, they don't require network services hence their exclusion from the WAN annexure.

Category	Clarification Questions	SANParks Responses
SD WAN	The required site totals was 183 in the previous requirement and has changed to 179 sites. Please confirm which sites were removed.	No sites were removed. The drop in row numbers is due to hidden lines being deleted.
Disaster recovery	SANParks requires the bidding party to provide this solution as a 'Disaster Recovery as a Service' solution such that billing only occurs when testing or utilising the service. This implies that SANParks are looking at using non dedicated shared infrastructure. Please confirm?	True.
Disaster recovery	Please confirm the target list of servers to be backed up is listed in Annexure 1 D (Private cloud)?	Devices/ Systems listed in Annexure 1C and 1D need to be included in the backup proposal.
Disaster recovery	Please confirm that all servers in Annexure 1D needs to be included in the DR solution?	Please provide proposal and costings for all servers listed in Annexure 1D.
Disaster recovery	Please identify servers that require a near zero mission critical DR solution?	99% Availability is acceptable for all servers.
Disaster recovery	What is the current RTO/RPO for the workloads and is it the same for all servers?	Refer to Annexure 1M of the Pricing Schedule
Disaster recovery	Is there a formal Business impact analysis that can be used for proper scoping of the service?	There is no formal business impact analysis available.
Backup/Disaster Recovery	What is the product that currently used for backups and disaster recovery ? And is this product owned by SANParks?	Rubrik. Owned by the incumbent.
Call Centre/Telephony	In regard to IVR requirements – Will the IVR be merely used for call steering or must the IVR also treat transactional	Currently it is for call steering but bidders to propose additional functionality.

Category	Clarification Questions	SANParks Responses
	requirements in a self-service manner? 10.2.2.3.2 Call Centre Telephony Requirements	
Call Centre/Telephony	How Many Agents will be required for the Call Centre? 10.2.2.3.2 Call Centre Telephony Requirements	Refer to Annexure 11 – 39 call centre agents are required.
Call Centre/Telephony	How Many Supervisors will be required for the Call Centre? 10.2.2.3.2 Call Centre Telephony Requirements	Refer to Annexure 11 – 7 supervisors are required
Call Centre/Telephony	Will all agents be in a single office or will Agents be distributed in various offices, please elaborate. 10.2.2.3.2 Call Centre Telephony Requirements	All agents are currently based in Groenkloof.
Call Centre/Telephony	Will the Call Centre be inbound focussed only or is there a requirement for outbound campaigns or manual outbound? 10.2.2.3.2 Call Centre Telephony Requirements	Inbound and outbound required.
Call Centre/Telephony	How many Queues or groups are required in the call centre? Additionally, please elaborate on intra and overflow expectations between the queues or groups. 10.2.2.3.2 Call Centre Telephony Requirements	Currently 7 queue groups, transfer within and across queues required, overflow required. IVR options quantity: unavailable.
Call Centre/Telephony	Please elaborate on expected call or interaction flows for the various queues or groups. 10.2.2.3.2 Call Centre Telephony Requirements	Bidder to propose a solution.
Call Centre/Telephony	How many Parties are required for Call Conferencing capabilities in the call centre? 10.2.2.3.2 Call	Minimum 5 with scalable capability should it be required.

Category	Clarification Questions	SANParks Responses
	Centre Telephony Requirements	
Call Centre/Telephony	For workforce management integration, 10.2.2.3.2 Call Centre Telephony	Question is not understood.
Call Centre/Telephony	For workforce management integration, does SANParks have an existing Workforce Management platform or must service providers include this in their response? If existing, please elaborate on the OEM supplier and how this element is deployed, i.e. Cloud or on-premises of said WFM element. 10.2.2.3.2 Call Centre Telephony Requirements	No solution in place – Bidder to propose a solution.
Call Centre/Telephony	What is retention period for call recordings? 10.2.2.3.2 Call Centre Telephony	All Call Centre Calls to be Recorded. Call Recordings need to be retained for a minimum period of 90 days and in line with applicable SANParks policies. However, should SLA requirements change, this may be adjusted.
Call Centre/Telephony	Integration Capabilities: Mention is made of CRM, ERP, Loyalty and other systems. Please elaborate on the expected integration capabilities to be covered. Additionally, please provide information on the systems mentioned, i.e. OEM, Version, API exposure capabilities. 10.2.2.3.2 Call Centre Telephony	The current integration configuration is on API.
Call Centre/Telephony	Omni-channel – Which channels will require immediately, and which channels will be added to the Call Centre solution later? 10.2.2.3.2 Call Centre Telephony Requirements	Immediate: Calls and email. Later: Chat and social media.

Category	Clarification Questions	SANParks Responses
Call Centre/Telephony	With regard to Capacity and Scalability, can you please share current interaction volumes and anticipated growth expected during the term of this requirement. 10.2.2.3.2 Call Centre Telephony Requirements	Current volumes are spread across the live capacity and archive, the solution needs to be scalable to cater for big volume of data.
Managed LAN	How many LAN devices have been procured by SANParks and are awaiting implementation and support? Please provide the Make, model numbers and intended sites where these devices will be deployed.	To be shared with the appointed service provider.
Managed LAN	Please provide make, model numbers, serial numbers and site details for LAN devices already deployed and requiring ongoing support.	To be shared with the appointed service provider.
Managed LAN	If LAN devices are already EOSL, what is the plan for continued support or are those devices already earmarked for immediate replacement with current stock on hand at the SANParks store?	To be shared with the appointed service provider.
Managed LAN	Does SANParks currently have backup devices which can be utilised for restoration of service, if so, where are these stores and can details of the equipment be provided please?	To be shared with the appointed service provider.
Managed LAN	What redundancy is built into the current network to ensure continued service and uptime?	On the LAN there is no redundancy setup

Category	Clarification Questions	SANParks Responses																						
Desktop/End User support	There is mention of support to Senior users – we assume they are referring to VIPs. Please share VIP (Senior User) volumes and locations.	1 in KNP and 24 in Groenkloof, making a total of 25.																						
Desktop/End User support	IMACD services for desktop equipment: Will SANParks be housing stock? Where will the stock be housed? Once the machine is imaged, is the service provider responsible for delivery?	SANParks will store the stock where possible. SANParks will have the responsibility to deliver machines to sites.																						
Desktop/End User support	End-point new device images - will SANParks be providing the templated image or is the service provider responsible to create the new corporate approved image?	SANParks will be providing the images required.																						
Desktop/End User support	What patch management system do you currently have in place?	Desktop Central.																						
Desktop/End User support	Please provide a detail breakdown of all incidents AND service requests for the past 12 months by type e.g.: hardware vs software vs access or other.	<table border="1"> <thead> <tr> <th>Sub-Category</th> <th>Oct-25</th> </tr> </thead> <tbody> <tr> <td>Software</td> <td>34</td> </tr> <tr> <td>SOC Monitoring</td> <td>66</td> </tr> <tr> <td>Error/issue</td> <td>34</td> </tr> <tr> <td>Mailbox Issue</td> <td>25</td> </tr> <tr> <td>Link</td> <td>22</td> </tr> <tr> <td>Mail Not Delivering / Receiving</td> <td>21</td> </tr> <tr> <td>Access</td> <td>19</td> </tr> <tr> <td>Down</td> <td>16</td> </tr> <tr> <td>Telephone</td> <td>7</td> </tr> <tr> <td>Connectivity Loss</td> <td>4</td> </tr> </tbody> </table>	Sub-Category	Oct-25	Software	34	SOC Monitoring	66	Error/issue	34	Mailbox Issue	25	Link	22	Mail Not Delivering / Receiving	21	Access	19	Down	16	Telephone	7	Connectivity Loss	4
Sub-Category	Oct-25																							
Software	34																							
SOC Monitoring	66																							
Error/issue	34																							
Mailbox Issue	25																							
Link	22																							
Mail Not Delivering / Receiving	21																							
Access	19																							
Down	16																							
Telephone	7																							
Connectivity Loss	4																							
Desktop/End User support	Please confirm the % end user calls remotely resolved over the past 6 months?	~10%																						
Desktop/End User support	Please advise the extent to which SANParks will supply spares for equipment replacement/repair.	This will be handled by SANParks.																						

Category	Clarification Questions	SANParks Responses
Desktop/End User support	Please provide a detailed breakdown of end user related IMACD volumes per site for the past 12 months.	To be shared with the appointed service provider.
Data Centre Services	Please provide information as to Make/Model of UPS's per Location, and whether these need to be supported as part of the scope?	Details will be provided to the appointed service provider-
Security - Perimeter	How many sites are classified as campus (regional office) and how many classified as branch (small site)?	Refer to Annexure 1E of the Pricing Schedule.
Security - Perimeter	Is HA FW configuration required at each site?	As per Annexure 1F of the Pricing Schedule.
Security - Perimeter	Is Internet breakout expected locally at each site?	Yes
Security - Perimeter	Is SSL VPN required for users and how many?	Not required
Security - Perimeter	Is IPSec VPN required and how many?	Not required – all users to have ZTNA.
Security - Perimeter	What's expected equipment swap-out SLA required?	This should be a redundant setup and there should not be any downtime, swap out is maximum of 4 hours.
Security - Perimeter	Is there preference of a specific firewall OEM?	No
Security - Perimeter	How many applications are to be catered for on WAF? Are these all on Azure?	~10 and no, not all are on Azure
Security - Perimeter	Is Bot protection and Insights engine expected components of WAF?	Yes
Private Cloud	Please confirm if there is an OEM preference for the on Prem private cloud solution?	No preference. Bidder to propose a solution for D/C based Private Cloud solution. No on-premises solution required or wanted.
Cloud	Does SANParks currently have a Cloud strategy and is there an allocated Cloud Centre of Excellence team with	No

Category	Clarification Questions	SANParks Responses
	a focus on the next 5 years?	
Cloud	Is Microsoft Intune the strategic cloud configuration management tool?	Bidder to propose a solution. It's available for use but not currently in use.
Cloud	Is the current Microsoft 365 E5 licensing model expected to remain the baseline for the contract term, or are changes anticipated. Are there any high-level Microsoft 365 roadmaps?	E5 to remain the baseline
Cloud	Does SANParks require the service provider to provide Microsoft 365 Cloud licensing, roadmap support and operational management?	SANParks has a direct Enterprise Agreement with Microsoft, which includes the E5 licences.
Cloud	Are there currently any FinOPS and Cloud IaC tools deployed and used in 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.
Cloud	Are there currently any cloud or SaaS monitoring tools used?	No
Cloud	Is Microsoft the preferred security stack for identity, endpoint, and cloud security (Microsoft Entra ID, Defender, Sentinel)?	Yes, but bidders can propose alternatives should they wish.
Cloud	Over the next three years, what outcomes does SANParks want most from the cloud: Example include operational stability, cost optimisation, or digital transformation?	Cost optimisation without compromise on security.
Server Infrastructure	Is there a specific reason why the majority of VMs in the private cloud are running on Windows Server 2012?	No specific reason.
Server Infrastructure	Must the Service provider include the Windows Server	This will be an operational discussion between SANParks and the appointed service provider.

Category	Clarification Questions	SANParks Responses
	version upgrades in the private cloud as part of the 12-month transition period?	
Server Infrastructure	How are Endpoint devices currently Managed Intune or SCCM or Co Managed?	Desktop Central
Server Infrastructure	Are Endpoint devices Hybrid Joined or Entra Only?	Hybrid
Licenses	Confirm number of Microsoft Licenses (i.e. All users on E5) and quantities.	2500
Licenses	Is the current Microsoft 365 E5 licensing model expected to remain the baseline for the contract term, or are changes anticipated (e.g. Copilot, additional Purview or Defender modules)?	Expected to remain as the baseline.
Licenses	Does SANParks expect active optimisation of Microsoft 365 licensing and feature utilisation as part of business-as-usual services, or only operational management?	Yes
Cloud	Over the next three years, what outcomes does SANParks want most from its Microsoft platforms: operational stability, cost optimisation, or digital transformation?	Cost optimisation without compromising security.
WEBSITE HOSTING / MAINTENANCE & SUPPORT		
Support & Maintenance	Can SANParks confirm whether the tender scope requires a fully managed and ongoing website and application support services or is ad hoc support preferred (e.g. allocated support hours per month)?	Fully managed and ongoing website and application support services is expected.

Category	Clarification Questions	SANParks Responses
Support & Maintenance	Please provide list of websites and underlying infrastructure that is in scope to be supported.	To be shared with the appointed service provider.
Architecture & Hosting	Is the current Azure deployment VM-based, containerised, or PaaS?	Containerised
Architecture & Hosting	Are there existing auto-scaling or load balancing mechanisms?	None
Architecture & Hosting	What is the current traffic profile (peak vs average users)?	Average ~10,000 interactions/month; peak ~12,000 per month.
Security & Compliance	Who currently owns PCI DSS certification (SANParks vs provider)?	SANParks
Security & Compliance	What is the current PCI audit status (compliant / gaps)?	Compliant
Security & Compliance	Is there an existing WAF solution (e.g., Azure WAF, Cloudflare)?	Yes, but to be replaced by bidder's proposal.
Security & Compliance	Are penetration tests conducted regularly?	Yes
Availability & SLA	What are the defined SLAs for website incidents (Severity 1, 2)?	To be negotiated with the appointed service provider.
Availability & SLA	Are there penalties tied specifically to website downtime?	Not specific to website.
Availability & SLA	What is the current uptime performance baseline?	99%
Website Backup / DR	What is the current RPO / RTO for the website?	Refer to Annexure 1M of the Pricing Schedule.
Website Backup / DR	Where are backups stored (same region vs geo-redundant)?	Within South African borders
Website Backup / DR	Is DR tested regularly?	Quarterly
Environments	How many environments currently	Dev / UAT / Prod

Category	Clarification Questions	SANParks Responses
	exist (Dev / Test / UAT / Prod)?	
Environments	Are deployments manual or CI/CD-driven?	Both
Environments	Who owns release management?	Current incumbent.
Integrations	What payment gateways are currently integrated?	Callpay
Integrations	How many external systems are connected to the website?	Currently approximately 4 linked to the external website.
Integrations	Are APIs documented and standardised?	Yes
Compliance & Governance	Who manages PCI audits today?	Current incumbent.
Compliance & Governance	Are there existing compliance partners or auditors?	Internal Auditors
Compliance & Governance	What reporting is expected (frequency, format)?	Monthly comprehensive reporting by classification, location, application, user, and service.
Backup	What are the mandatory retention periods of the backups	90 days hot, 5 years cold.
Backup	Are instant recovery from a backup point of view needed for all backed up systems.	Yes
Backup	What is the current Data volume that needs to be backed up with the daily change rate	450TB
Backup	Is immutability required?	Yes
Backup	Are off-site copies required, on disk/on tape?	No
Single Service Aggregator		
Single Service Aggregator	Is the Single Service Aggregator (SSA) Service that follows SIAM approach as per the requirement, currently in place at SANParks or this will be established from	Yes

Category	Clarification Questions	SANParks Responses
	scratch as part of this contract?	
Single Service Aggregator	If SSA is already in place, could you please advise on the extent of maturity, also the governance framework and ITSM processes that are in place.	To be shared with the appointed service provider.
Single Service Aggregator	Do you expect existing governance and related approach to be adopted AS-IS or the appointed SSA is expected to review and optimize or implement extensive changes in this regard including process documentation and organizational change management.	Bidders to review and optimise.
Single Service Aggregator	Other than the services in scope of this contract that will be provided by the service provider, could you please advise on the number and list of the other services, contracts and vendors that will be managed by the SSA. This includes both internal and external services and teams or vendors.	To be shared with the appointed service provider.
Single Service Aggregator	If there are other contracts, do they have SLA's and reporting requirements?	To be shared with the appointed service provider.
Single Service Aggregator	Is there a single tool or multiple tools across all vendors e.g. ITSM tool, CMDB etc. To what extent are these tools integrated and accurate.	Owned by the incumbent. Bidder to propose a solution.
Single Service Aggregator	What is your success criteria and outcomes for a successful SSA service implementation e.g. Cost reduction, improved SLA performance, vendor accountability?	All of the items mentioned

Category	Clarification Questions	SANParks Responses
Single Service Aggregator	What is your expected timeline for SSA implementation? From our perspective, this will be informed by whether the implementation is Greenfield or optimisation of existing.	These timelines will be discussed with the appointed service provider.
Single Service Aggregator	Are there known gaps and inefficiencies regarding the SSA service, if there is one in place currently.	No

- 17 At the Briefing Session it was mentioned that no subcontracting is allowed and if it takes place SANPARKS should not know about it as they want to deal with a single service provider, But was also mention and made important that each Bidding entity including subcontractors should provide Identity and Financial Integrity. Also, in the Tender document mention of subcontracting is mentioned in various sections. Based on the above it is not clear whether or not subcontracting is allowed or not. Please advise on this and give clarity on whether bidders can / cannot subcontract and if they can, should subcontracting documents be included? (i.e. Teaming agreements, subcontractor company documents, financial statements etc, ISO certs etc)

Answer: Refer to the Mandatory Requirements of the Invitation to Bid. Subcontracting is allowed.

- 18 Please advise where Annexure S is as per the snip below in the tender document Invitation-to-Bid-SBD-Forms-RFB-_GNP-099-25-A.

Answer: The above was included in error and can be ignored.

- 19 See below questions in a table format.

Category	Questions	SANParks Response
IT Capability Service Enablement / API Orchestration	In the context of SANParks operating multiple existing IT systems, would you expect the private cloud management platform to support API orchestration to enable IT capability serviceisation? For example, through a graphical service builder with API orchestration capabilities, existing system APIs can be combined and orchestrated to construct new services online, and publish them to a cloud service marketplace and service catalogue, thereby enabling serviceisation and sharing of existing IT capabilities?	We are happy to take proposals.
Quota Management with Synchronized Auditing	From a resource governance perspective, would you require the platform to support synchronized auditing of quota management? For instance, quota audits executed on a daily scheduled basis, auditing the quota usage of each resource space, and automatically refreshing the	We are happy to take proposals.

Category	Questions	SANParks Response
	corresponding quota usage data in the database to ensure accuracy and timeliness?	
Cross-Tenant O&M (Operation & Maintenance) Management	To improve cloud O&M efficiency, would you require the cloud management platform to support cross-tenant delegated O&M management? For example, enabling O&M across multiple Level-1 VDCs, where a delegated O&M account can access and manage multiple Level-1 VDCs for unified operations?	We are happy to take proposals
Deterministic Fault Diagnosis and Recovery	For ensuring the stability of critical cloud services, would you expect the platform to provide deterministic fault diagnosis and recovery capabilities? For example, supporting availability monitoring of key cloud services, a centralized availability dashboard, and white-screen (visualized) diagnosis and recovery for typical fault scenarios to enable rapid issue identification and resolution?	We are happy to take proposals.
Automated Inspection (Health Check) Management	For daily operations, would you require the platform to provide automated cloud inspection management capabilities? For example, covering inspection of the cloud management platform, basic cloud services, advanced cloud services, and physical network device configurations and status; supporting custom inspection tasks; supporting daily inspections and pre-upgrade inspections; enabling real-time, scheduled, and periodic tasks; and generating exportable inspection reports including task details, check results, and recommendations?	We are happy to take proposals.
Security Capabilities	<p>Given the RFP includes security requirements such as SOC/SIEM, log management and audit, threat detection (IDS/IPS), internet-facing application protection, workload and endpoint security, identity and privileged access management, vulnerability management, perimeter and network security (NGFW, ZTNA), web protection (OWASP, APIs, bots), DDoS and DNS security, as well as data protection (encryption, key management, DLP) and compliance (POPIA, GDPR, PCI DSS)—</p> <p>Would you require these capabilities to be natively integrated and delivered within the private cloud platform, to ensure unified management, consistent policy enforcement, and centralized visibility?</p>	Yes
SD-WAN	The tender document specifies responsibility for the maintenance and installation of the existing LAN infrastructure. Could you please share a detailed asset list?	To be shared with the appointed service provider.

Category	Questions	SANParks Response
Server hardware maintenance (SANParks owned)	Section 10.1.6 refers. Is the bidder expected to manage the maintenance of the current hardware (in Annexure 1C) or is this excluded from the response? If included a full asset register would be required to ensure the current hardware is still able to be supported or extended. Can SANParks please provide if required as such?	The Bidder is expected to maintain the servers and infrastructure listed in Annexure 1C as well as plan and carry out migration thereof.
Server hardware maintenance (SANParks owned)	Section 10.1.6 refers. Is the bidder expected to perform firmware and patches on the equipment listed in Annexure 1C? If so, please confirm if the hardware is currently covered by an active support and maintenance agreement?	The Bidder is expected to maintain the servers and infrastructure listed in Annexure 1C as well as plan and carry out migration thereof. There is no active support or maintenance agreement on this hardware currently.
SANParks Private Cloud	On Annexure 1 D for the CPU cores, can SANParks indicate how many cores per CPU is required per Server?	Bidder to provide costing per CPU and cores will be an assessment task between SANParks and appointed service provider.
LAN/WAN	Can SANParks advise on any equipment installed by the current service provider for backup purposes that will be removed after contract award. Where is the equipment currently installed and can the OEM, quantities and model numbers be shared please.	LAN Equipment is owned by SANParks and will not be removed. WAN Equipment to be replaced in its entirety by the Bidder.
Security - Endpoint Protection (Anti-Virus)	Please confirm the product used for End Point Security. Please also confirm the number of end points to be managed?	Currently Defender. Bidder to propose a solution.
Private Cloud - High Availability (HA)	Please clarify the requirement for HA for the private cloud production environment from a hardware component and Hypervisor point of view. Does the bidder need to cater for full HA, which suggests duplicate hardware in different locations which is configured in 'always on' mode?	Correct

15 Numerous Questions

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
Cloud and DC Infrastructure	Various	Additional information is required in order to accurately quote for the	Could SANParks complete the attached Bill of materials on the Tab Bill of	We have responded to the questions where we have the information available. Those BOQs are not completed and to this extent will be shared with the appointed service provider. Please also see

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
		services required	Quantities for in scope services	the Annexures on the Pricing Schedule for additional quantities regarding VMs. Please see immediate table below on the answered BOQs.
Cloud and DC Infrastructure		The bidding party must migrate the existing Private cloud workloads, (located at Teraco), (refer to Annexure 1D – Private Cloud Pricing), to a new private cloud, which must be located at Teraco	point 10.3.3.1 states It is preferable, though not compulsory. Please advise	The bid states Teraco is preferable but not compulsory. Cloud migration from Teraco to the new private cloud needs to be part of the initial scope of requirements. Alternative data centres meeting the required security, compliance, and performance standards are acceptable.
Cloud and DC Infrastructure	Page 8, Point 8	Cloud Interconnect Presence Bidders must provide relevant experience in implementing and operating interconnects with the following major global public cloud providers in South Africa: Amazon Web Services Microsoft Azure Google Cloud	Public Cloud is referenced as Functionality Criteria. Is there a requirement for Managed Public Cloud as it is not listed as a requirement in the RFP	Yes. Azure/cloud Landing Zones remediation and standardisation are expected as part of managed services. Azure landing zones/guardrails must be established and governed by the appointed service provider.
Cloud and DC Infrastructure	Pricing-Schedule	Recovery dependencies : Microsoft Azure Site Recovery Services	References Azure ASR. Please provide detail on the requirement for Azure ASR.	Azure Cloud and Microsoft Tenant costs will remain with SANParks. The bidder delivers the managed service within that environment.
Cloud and DC Infrastructure	Pricing-Schedule	Recovery dependencies : Microsoft Azure Site Recovery Services	References Azure ASR. Please provide a complete Bill of Materials for the Azure landing zone architecture	Refer to Annexures 1C and 1D for all services that need to be accounted for.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			as well as a list of the VMs being replicated to ASR.	
Cloud and DC Infrastructure	Page 5, Point 4	The Bidder must demonstrate they have a contractual relationship with at least two (2) data centre facilities located within the Republic of South Africa to separately support the production and disaster recovery environments required for the duration of this contract.	If Azure will be chosen for Production and DR, the contractual relationship will be between Microsoft and SANParks, and service provider contractually delivers the service within that Azure environment? Is this statement true and is this what SANParks require?	SANParks currently has contract with Microsoft, if bidder chooses Azure as a platform for both production and DR, such costs and support will need to be incorporated as part of the tender submission.
Cloud and DC Infrastructure	10.1.6 Server Management	Bidders should also note that although the environment is predominantly based on Microsoft products, there are a few servers that run other operating systems such as Linux CentOS.	The scope of services required only refers to managed up to operating systems. Who manages the Active Directory, DHCP, DNS, Print Services, Exchange. Is the expectation that these services are managed by this RFP	Correct.
Cloud and DC Infrastructure	Annexure 1C – SANParks Owned Servers and Services	Teraco Server Cabinet VM's	Please provide a comprehensive list as per below Physical Servers – Prod Physical Servers – DR Physical Servers - Non-Prod/Dev Blade Servers – Prod Blade Servers – DR	Refer to Annexure 1C and 1D of the Pricing Schedule.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			Blade Servers - Non-Prod/DR Hyper Converged Infrastructure - VMWare (yes/no) VMs (Virtual Guests) - Vmware – Prod VMs (Virtual Guests) - Vmware – DR VMs (Virtual Guests) - Vmware - Non-Prod/Dev Hypervisor Hosts - Vmware – Prod Hypervisor Hosts - Vmware – DR Hypervisor Hosts - Vmware - Non- Prod/Dev Vmware Clusters – Prod Vmware Clusters – DR Vmware Clusters - non-Prod/DR VC, vROps, etc. servers VMs (Virtual Guests) - Hyper-V – Prod VMs (Virtual Guests) - Hyper-V – DR VMs (Virtual Guests) - Hyper-V - Non-Prod/Dev Hypervisor Hosts - Hyper-V – Prod Hypervisor Hosts - Hyper-V – DR Hypervisor Hosts - Hyper-V - Non- Prod/Dev Hyper Converged Infrastructure - Hyper-V (yes/no) Hyper-V Clusters – Prod Hyper-V Clusters – DR Hyper-V Clusters - Non-Prod/DR SCVMM servers	

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			Storage Appliances – Simple Storage Appliances – Complex SAN Fabric switches	
Cloud and DC Infrastructure	10.1.8.1 Backup and Recovery		Please provide a comprehensive list of Backup Infrastructure: Agents to be backed up Backup Master Console Server - Vendor Software and hardware used for backups Media Servers Backup Appliances/Storage Target Libraries	Bidder is expected to give a proposal based on the workloads shared in Annexure 1C and 1D of the Pricing Schedule.
Service Architecture	pg15	Centralised Single Point of Contact (SPOC) Service Desk Aggregator	Can SANParks indicate calls they expect to be dealt with on the desk at time of first contact?	Expect approximately 2500-3000 per month
Service Architecture	pg15	Centralised Single Point of Contact (SPOC) Service Desk Aggregator	How many changes need to be managed monthly on average?	~28 Changes / month
Service Architecture	Pricing-Schedule - GNP-099-25-A	1E Geographic Locations	For LAN network equipment, please provide a complete asset list of the install base which includes Switches, Access Controllers, Access Points, Routers, Wireless Controllers, Wireless Routers etc, showing OEM type e.g. (Cisco, HP, Huawei) , age, model and serial numbers as well as	To be shared with the appointed service provider.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			physical location of devices.	
Service Architecture	General	Engineering teams	Is there Section 197 implications i.e. transfer of human resources? Please could an initial indication be given of the quantity of dedicated employees that would be considered for Section 197 transfer to the successful service provider	This will be discussed during contracting.
Service Architecture	General	Data Centre	What is the requirement for the Geographical distance between the Primary and Secondary Datacentre.	We require a minimum of 10KM distance as per standards, but larger is acceptable
Service Architecture	General	End to end services	Could SANParks please confirm whether data sovereignty and in-country data residency are mandatory requirements for this RFP, and whether non-compliance would be considered a disqualifying criterion?	Data sovereignty and in-country residency may not part of the Bid's Mandatory Requirements. However, as per SANParks Data Policies, these are mandatory requirements.
Service Architecture	General		Are there inflight projects at client that have an impact on the IT services? If so provide list and their duration.	No
Service Architecture	Pricing-Schedule - GNP-099-25-A	1H References	How many client references are required?	Maximum 9.
Service Architecture	Pricing-Schedule -	1E Geographic Locations	Provide the total count of end-users	Refer to Annexure 1E of the Pricing Schedule.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
	GNP-099-25-A		per geographical location	
Service Architecture	pg46	Service Levels Required	Where are the 25 VIPs located and does the number include PA's?	There is one VIP in KNP and the rest are at Groenkloof. This number does not include PA's.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please confirm the number of MS Teams users that will receive a telephone number across your geographical sites.	2500 with scalability.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please specify how many sites/offices we need to cater for with user counts.	Information with regards per site unavailable. However, Annexure 1E can be used to get an estimate of number of locations.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	How many Handsets and headsets do we need to quote on. Also what number of devices per user persona (Basic user, advanced users, Executive user, etc...) Confirm the model name of VC units currently installed? are they still under vendor support or warranty	2500 Handsets, 0 headsets. All users use the same model instrument.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please provide the Auto Attendant sites and quantities with more detail around the current functionality and requirement.	It is not envisioned that the Sites would need Auto Attendant functionality - this would be more of a call centre function.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please confirm that all users have Microsoft E5 licenses with phone system enabled. If not please indicate if we need to quote	All users have active E5 licenses - no additional licenses required if MS Teams calling is proposed.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			on any additional licenses.	
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	There is specified that some departments would require compliance recording Finance and HR. Please can you list each department and the total amount of users that requires compliance recording.	We require the ability to do call recording on the 'general switchboard' in the event we decide to utilise this functionality at a later stage. as such, at this stage we do not have number of staff or number of departments defined.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please specify the amount of Contact Center Agents and Supervisors we need to cater for.	Please refer to Annexure 11 of Pricing Schedule - 7 Supervisors and 39 Agents.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please specify if there are any, Toll, Toll Free or Share Call numbers that needs to be ported and used on Microsoft Teams platform. Please specify the quantity of Toll Free and Share Call numbers for the contact center.	There is no need to port any of these as there are dedicated channels that would be integrated into the solution.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Is there a current Cisco solution in place or are all users using MS Teams on Direct Routing?	No CISCO solution in place.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please specify if we need to cater for and faxing services. Include quantities	No Faxing services required.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.	Telephony / VOIP / Contact center	If available, please provide a monthly view of call minute estimate per user	Please see screenshot immediately below the table.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
	pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	/Support services	in order to provide a more accurate response.	
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please specify if there are any Microsoft Teams meeting rooms (MTR) that need to form part of the fully managed service. Please provide number of rooms and indicate the technologies used in the rooms (Cisco, Poly, Logitech, etc)	10 'Small to medium' meeting rooms and 2 large meeting rooms. They utilise Polycom devices.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.3	Telephony / VOIP / Contact center /Support services	Please indicate if any users are still on Skype for Business on Prem. Or are all users in O365 on MS Teams?	No users on Skype for Business - all 2500 Users provisioned with MS365 E5 license.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	Please provide us with the total amount of numbers that needs to be ported.	Please refer to Annexure 11 – 2500.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	For Telephony, pls indicate support type and locations required. (Remote or On-prem)L1,L2,L3,L4)(SLA or SLO)(Pro-active or Re-active)	24/7 critical support, P1 faults within 4 hours, 99% uptime. Both on-premises and remote, depending on the problem.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	For Voice deployments, are there any need for onsite deployment of phones, or will SANParks do all onsite phone and soft-client deployment. If provider to deploy, pls indicate which sites and phone	Preference is for MS Teams calling, otherwise Bidder may propose a solution and will need to take responsibility for deployment.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			counts at sites required	
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	For Voice migration to the new platform. Pls indicate preferred migration approach in detail (Single cutover of all, phased or grouped). Pls detail exact requirement and this impacts services and Engineering effort	Bidder to propose a project plan.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	Pls detail Contact Center Queue quantity and depth required. (How many queues, locations where which is used, how deep and how many IVR options)	Currently 7 queue groups, transfer within and across queues required, overflow required. IVR options quantity: unavailable.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	Pls detail Quality management and evaluation tools currently used or required for Contact Center	Bidder to propose a solution.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	Pls detail Workforce management tooling currently used or required to be integrated with	No existing WFM platform - Bidder to propose a solution.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31, 10.2.2.3.1 - 10.2.2.3.4	Telephony / VOIP / Contact center /Support services	Is reception consoles required. If so how many and at which sites	Approximately 1 per site as per Annexure 1E of the Pricing Schedule.
Collaboration	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 28/29/30/31,	Telephony / VOIP / Contact center /Support services	Please can you provide all detail on the current Telephony environment deployed in	Current solution is owned by the incumbent and needs to be replaced by the appointed service provider." SBC: bidder proposes; SIP trunks: bidder provisions end-to-end.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
	10.2.2.3.1 - 10.2.2.3.3		production today for all sites. What telephony services does SANPark use. Cisco, different PABXes, DECT Phones. We need details on the current environment to build out day 1 support model. EG, List of servers, List of Phones, Where servers are hosted, what hardware they use as much detail as possible for all sites. Current SBCs, does SANParks have centralised SIP, PRI/BRI telco connections. We need a comprehensive list detailing all this details per site Pls.	
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.1	WAN Connectivity	Can SANParks provide an inventory of the existing WAN last mile circuit providers being used at each of the sites?	Details shared with appointed service provider.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.1	WAN Connectivity	What are the current WAN last mile circuits and Internet access, Dedicated (1:1) or Broadband (contention ratio)?	Its currently a mix.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.1	WAN Connectivity	What is SANParks' requirement for this tender regarding the WAN last mile circuits and Internet access, Dedicated (1:1) or Broadband (contention ratio)? Or is this up to the Bidder's discretion?	Refer to Annexure 1F of Pricing Schedule. Preference is for 1:1 dependant on availability.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.1	WAN Connectivity	Can the bidder provide a fully managed WANaaS, meaning that all services relating to the WAN (last mile circuit, Internet, CPE, SD-WAN and pro-active management) will be as-a-Service? This will make it easy for SANParks with regards to hardware refresh, license renewals and getting rid of old equipment when it has reached end of life.	Managed WAN service from a single Value-Added Network Service Provider required. Bidder will own and manage WAN equipment throughout contract, transferring to SANParks at end of contract. So, yes, bidder can propose such a solution.
IS	GNP-099-25-Annexures-PRICING - Annex 1F WAN Pricing	WAN Connectivity	In the pricing annexure under WAN, Row 186 Other Connectivity, the 3 sites listed only reflect single links, is this correct or should they be dual redundant links as the main DC is included in these sites?	This is correct - single WAN required for Golden Gate Hotel and Skukuza Scientists - the middle one is the actual Data Centre and this needs to have SD-WAN so would definitely need redundancy.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.2	SD-WAN Solution	Does SANParks currently have an SD-WAN solution? If yes, what SD-WAN vendor (Cisco, Fortinet, etc...) is being used and is it owned by SANParks?	It is currently deployed but will be replaced by the appointed service provider with their proposed solution.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.2	SD-WAN Solution	If SANParks owns the current SD-WAN equipment, can the bidder repurpose this equipment or must the bidder provide a completely new SD-WAN solution with bidder's choice of vendor?	Current solution to be replaced.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.2	SD-WAN Solution	Must the SD-WAN and WAN links be in an Active/Active or Active/Passive configuration?	Active-Passive is adequate for Sites. Data Centre would require active/active.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 33, 10.3.3.1	Data Centre Colocation	Are the physical racks and power at the Teraco data centre procured by SANParks or the current incumbent service provider? Which Teraco data centres are you currently hosting in? Teraco JHB? Teraco CPT? Or both? How many racks does SANParks procure at the Teraco data centre?	SANParks utilises 2 racks at Teraco 47U 1200mm standard and is in the JHB Teraco D/C.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 33, 10.3.3.1	Data Centre Colocation	If the current racks and power is procured by SANParks at the Teraco data centre, can the new service provider leverage off the same hosting infrastructure and take over the management and billing of that infrastructure or does the new service provider need to procure their own data centre space, based on the requirements?	Takeover of management is required and thereafter to plan migration as per Bid Document.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 33, 10.3.3.1	Data Centre Colocation	If the Teraco data centre is not certified as a tier 3/4 data centre but is designed and conforms to tier 3/4 standards and practices, can the new service provider still utilise Teraco as a data	Yes

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			centre for SANParks?	
IS		Hardware	Lift and Shift – will the client insure the kit or must we insure for the move? If yes, what is the book value of the kit	There is no 'lift and shift' requirement.
IS		Hardware	Lift and Shift – to proper quote for a lift and shift a Bill of materials is required, number of racks, equipment as well as the dc locations to establish a quote	There is no 'lift and shift' requirement.
IS		Certifications	Can ISO certification be used to justify how we design, build and maintain our ISO standards and recommend a DC with these	Yes
IS		Data Centre Colocation	What is the distance requirement between the two Data Centres - do we need to look in the same province/Region or can we do inter province	REPEAT - See question 10B.
IS		WAN Connectivity	Will you allow a change of mediums during the duration of the contract, e.g. Fibre Year 1-3 and later a fibre install?	Bid allows for scalability and modernisation.
IS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 27, 10.2.2.2	WAN Connectivity and SD-WAN Hardware	For the WAN, Internet, CPE and SD-WAN solution, there is not pricing sheet to price for CPEs and for SD-WAN equipment and SD-WAN solution	Rows 59-65 of Annexure 1J can be used for uncatered for costs.
Security	GNP-099-25-Invitation-to-	General	Can SanParks please supply an	Full asset list goes to appointed service provider.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
	Bid-TECHNICAL.pdf		asset list which contains the OEMs for each asset list already provided?	
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 39, 10.4.3	Perimeter Protection Services	Can SANParks please provide a view of what function each of their firewalls?	This information will be shared with the appointed service provider.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf	General	Can SANParks please supply a view of current projects as well as future projects for any implementation that might affect this Managed Services?	There are none that would impact this process.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.2	Vulnerability Assessment Services	Does SANParks have a vulnerability scanning solution in place already or is the bidder expected to propose a technology?	Tool in use, but SANParks doesn't own it.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.2	Vulnerability Assessment Services	Does SANParks have a vulnerability management program in place?	The Bidder must propose a solution.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.2	Vulnerability Assessment Services	What is the asset count that is in scope for the vulnerability management program?	Refer to Annexures 1B, 1C, 1D
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.2	Vulnerability Assessment Services	Does the vulnerability scanning have to cover the Operational Technology space?	Yes
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.2	Vulnerability Assessment Services	Are there any web applications in scope for the vulnerability management program? If so, what is the count?	Yes - ~7

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.1	Security Operations Centre (SOC) Services	Does SANParks have a mature Incident Response?	SANParks has a Standard Incident Management Procedure,
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.1	Security Operations Centre (SOC) Services	Does SANParks have a SIEM solution in place or is the service provider expected to make a recommendation?	Bidder to provide SIEM solution. Currently nothing in place.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.1	Security Operations Centre (SOC) Services	Should SANParks want to invest in technology (such as SIEM or vulnerability scanning tools), are they looking for an Opex or Capex consumption model?	Bid model is fully managed service, so Opex.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf	General	Does SANParks have existing licensing agreements which may give them pricing benefits such as Microsoft Enterprise Agreements or Cisco EA for example? If so, would SANParks look for the provider to leverage their existing enterprise agreement?	Microsoft Enterprise Agreement exists — AV, EDR, XDR, NAC are contracted by SANParks directly through the MS EA. 2,500 E5 licences in use. Service Provider to leverage this.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 38, 10.4.3	Perimeter Protection Services	SANParks requests for the inclusion of firewalls at each perimeter, however the pricing sheet provided doesn't allow for the inclusion of additional hardware/software as it is fixed line costing that can be included. Can we make changes to	Rows 59-65 of Annexure 1J can be used for uncatered for costs.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			the pricing structure?	
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL. pdf, pg 36, 10.4	Security Services	Does SANParks have an existing Endpoint Protection suite for the environment or will the provider be expected to propose a technology? And if so, how much of coverage should be provided, i.e. Number of endpoints, servers, etc	Microsoft Defender for Endpoint is retained (under MS EA). Coverage: 2,500 endpoints, ~200 servers, 2500-3,000 users.
Security	GNP-099-25-Invitation-to-Bid-TECHNICAL. pdf, pg 38, 10.4.1	Security Operations Centre (SOC) Services	Can SANParks provide a view of the current daily log ingestion or Events Per Second (EPS) for all the logs that will be ingested into the SIEM for SOC service delivery.	~2500 EPS
SQL DBA Managed Services	GNP-099-25-Annexures-PRICING - Annex 1c	Database management	How many SQL Engine instances are in scope, not databases. Please note multiple instances on a single server need to be counted individually. I found 4 development and 2 production servers.	103 databases across 25 instances.
SQL DBA Managed Services	GNP-099-25-Annexures-PRICING - Annex 1c	Database management	Please provide the DR servers that will be in scope.	All production servers in Annexure 1C and 1D require DRaaS.
SQL DBA Managed Services	GNP-099-25-Annexures-PRICING - Annex 1c	Database management	For each scoped instance can we please get the SQL engine version and the edition, counts will be sufficient.	There are 14 instances running MS SQL 2016, 4 instances running MS SQL 2014, 6 instances on MS SQL 2012, 1 instance on MS SQL 2019
SQL DBA Managed Services	GNP-099-25-Annexures-PRICING - Annex 1c	Database management	Does SANParks require BI MS services? There are 2 BI server on the list. If this is required we will	The 2 servers are running Power BI Platform as part of development. So no, SANParks does not require BI MS Services.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			require extra information around the scope.	
SQL DBA Managed Services	GNP-099-25-Annexures-PRICING - Annex 1c	Database management	Will all SQL servers be accessible from a central monitoring location or will there be multiple environments. Pricing depends on the amount of environments we manage.	There are 2 locations - Primary DC and DR Location.
SQL DBA Managed Services	GNP-099-25-Annexures-PRICING - Annex 1c	Database management	Should the upgrade cost of outdated SQL versions be added to the quote as some of the versions mentioned are out of support.	No, upgrades will form part of the operational requirements and will be discussed with the appointed service provider.
Desktop and IoT	GNP-099-25-Annexures-PRICING - Annex 1B	Desktop and IoT	Please provide a detailed breakdown of the OEM vendors used, along with a site-by-site summary of where these devices are deployed, to ensure Field Services can be effectively supported in this environment. If possible, include this information in a spreadsheet similar to the "1G – Geographical Locations" format, or update the existing 1G spreadsheet with the relevant devices and quantities per site.	To be shared with the appointed service provider.
Network Management Tools		Network Monitoring - Element Management Systems	Please provide a detail breakdown if any, a breakdown of Element Systems that's currently been	To be shared with the appointed service provider.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			used by SANPARK, example Manage Platform for HP LAN Switches, Wireless Controllers and AP's, Application Performance Management, etc.	
Wireless		Wireless Controllers and AP's	Please indicate if your current wireless environment is utilising HP / Aruba OEM	Yes
Wireless		Wireless Controllers and AP's	Please indicate where the Wireless controllers are deployed	Located at Groenkloof.
Datacentre		Datacentre Switches	Please indicate what OEM Desktop Switches are deployed within the Server Racks within Teraco	HP
Datacentre		Datacentre Servers	Please indicate what OEM Servers are deployed within the Server Racks within Teraco	HP
Datacentre		Datacentre Layout	Please provide us a detail diagram of the current DC layout within Teraco	To be shared with the appointed service provider.
CMDB		CMDB	Please provide a detailed CMDB breakdown of your ICT environment per site to enable us to develop an effective Transition Programme/Take-On for SANParks, ensuring a smooth transition from one SI to another. Can you please request the current incumbent to provide this	To be shared with the appointed service provider.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
			information out of its ITSM system.	
Enterprise Architecture		EA Functionality	Please indicate your EA Maturity level within SANParks	Maturity level very low.
Enterprise Architecture		EA Functionality	Please indicate what EA Tool you currently utilise for the development of Artifacts	None - Bidder to provide proposal.
Enterprise Architecture		EA Functionality	What EA framework has been adopted by SANParks	None - Bidder to propose a solution.
Production Server		Production Server	Where does the current Production Servers resides, need to understand where its located for take-on of the services (Support, etc.) before we migrate this to a TIER 3 DC / Solution	Teraco
Extension on Sub-Mission Date		Extension - 3 weeks	Based on the questions and information that's required can we please ask for an extension to ensure that a comprehensive bid can be provided to SANParks.	No extension to be granted.
MNCS	GNP-099-25-Invitation-to-Bid-TECHNICAL.pdf, pg 16, 10.1.2	IoT and Network	How often should data be fed into the SANParks data warehouse, with specific reference to the "integrated feed of all incidents, call statistics, IMACD relevant metrics" requirement.	Daily
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	What is SANParks' service expectation as it pertains to the OT / IoT elements mentioned in the RFP?	To be included in vulnerability scanning.

Section	Doc, Page number, Section	Description	Clarification Question	SANParks Response
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	If there is an OT / IoT service expectation please provide clarity of the OT and IT architecture currently deployed.	No expectation.
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	Please provide detailed information pertaining to the 3 Industrial Control Systems	To be shared with the appointed service provider.
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	Please provide detailed information pertaining to the 795 Industrial Technology hosts	Outside scope of Bid other than being scanned for vulnerabilities.
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	Please provide detailed information pertaining to the 14 Operational Technology hosts	Outside scope of Bid other than being scanned for vulnerabilities.
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	Please provide detailed information pertaining to the 2 Smart Home hosts	Outside scope of Bid other than being scanned for vulnerabilities.
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	Please provide detailed information pertaining to the 677 Unknown devices (line 35)	Outside scope of Bid other than being scanned for vulnerabilities.
MNCS	GNP-099-25-Annexures-PRICING - Annex 1b	IoT and Network	Please provide existing network diagrams for LAN/WAN/Wireless showing architecture design, redundancy etc.	To be shared with the appointed service provider.

20 **Answer:** Monthly view of call minute estimate per user

Customer	Service	Compl. Transactions
SANParks - Cape Region Offices	Voice Calls	190
SANParks - Kimberley	Voice Calls	442
	Voice Calls	8701
	Voice Calls	9921
	Voice Calls	749
SANParks - Marakele	Voice Calls	1976
SANParks - Augrabies	Voice Calls	2054
SANParks - Mokala / Karoo National Park	Voice Calls	5990
SANParks - Garden Route	Voice Calls	13867
SANParks - NC - Namaqua	Voice Calls	2994
	Voice Calls	16824
SANParks - Golden Gate	Voice Calls	8835
	Voice Calls	31523
	Voice Calls	5052
SANParks - Kgalagadi	Voice Calls	5811
SANParks - Kruger National Park	Voice Calls	8471
SANParks - Mapungubwe Gate	Voice Calls	2552
	Voice Calls	2658

Bill of Quantities

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
Network				
	Network - LAN Switches - Small		To be shared with the appointed service provider.	
	Network - LAN Switches - Medium		To be shared with the appointed service provider.	
	Network - LAN Switches - Large		To be shared with the appointed service provider.	
	Network - Data Center Switches - Small		To be shared with the appointed service provider.	
	Network - Data Center Switches - Medium		To be shared with the appointed service provider.	
	Network - Data Center Switches - Large		To be shared with the appointed service provider.	
	Network - WAN Routers - Small		Refer to Annexure 1E.	
	Network - WAN Routers - Medium		Refer to Annexure 1E.	
	Network - WAN Routers - Large		Refer to Annexure 1E.	

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
	WLC - Wireless Controllers	2	Expansion expected throughout the contract.	
	Wireless APs - Lightweight		Refer to Annexure 1E.	
	Wireless APs - Autonomous		Refer to Annexure 1E.	
	Network Load-balancers	0	None currently. Bidder to propose a solution.	
Virtualisation				
	Physical Servers - Prod	0	None, all VM's running on Hypervisors	
	Physical Servers - DR	0	Current DR on Azure Cloud	
	Physical Servers - Non-Prod/Dev	0	None, all VM's running on Hypervisors	
	Blade Servers - Prod		We consume Infrastructure as a Service only. VMs on Annexure 1C and 1D. Bidder to propose number of blade servers based on the VM specifications.	
	Blade Servers - DR	0	Azure Cloud	
	Blade Servers - Non-Prod/DR	0	None	
	Hyper Converged Infrastructure - VMWare (yes/no)		Yes, but it will have to be replaced by the appointed service provider.	
	VMs (Virtual Guests) - Vmware - Prod		Refer to Annexure 1C and 1D.	
	VMs (Virtual Guests) - Vmware - DR	10	Currently 10, bidder to propose a fully functional DR as per number of VM's in Production	
	VMs (Virtual Guests) - Vmware - Non-Prod/Dev		Refer to Annexure 1C	
	Hypervisor Hosts - Vmware - Prod		We consume Infrastructure as a Service only. VMs on Annexure 1C and 1D. Bidder to propose number of blade servers based on the VM specifications.	
	Hypervisor Hosts - Vmware - DR	0	DR of Azure Cloud	
	Hypervisor Hosts - Vmware - Non-Prod/Dev	4	To be replaced by the appointed service provider.	
	Vmware Clusters - Prod	0		
	Vmware Clusters - DR	0	None	
	Vmware Clusters - non-Prod/DR	0	None	
	VC, vROps, etc. servers		Console Server	

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
	VMs (Virtual Guests) - Hyper-V - Prod	0	Refer to Annexure 1C and 1D	
	VMs (Virtual Guests) - Hyper-V - DR	0	Runs on Azure Cloud	
	VMs (Virtual Guests) - Hyper-V - Non-Prod/Dev	0		
	Hypervisor Hosts - Hyper-V - Prod	2	To be replaced by the appointed service provider, refer to Annexure 1C.	
	Hypervisor Hosts - Hyper-V - DR	0	Azure Cloud	
	Hypervisor Hosts - Hyper-V - Non-Prod/Dev	2	To be replaced by the appointed service provider, refer to Annexure 1C.	
	Hyper Converged Infrastructure - Hyper-V (yes/no)	0	No	
	Hyper-V Clusters - Prod	1	SQL Cluster Only	
	Hyper-V Clusters - DR	0	None	
	Hyper-V Clusters - Non-Prod/DR	0	None	
	SCVMM servers	1	Console Server	
Storage				
	Storage Appliances - Simple	1	To be replaced by the appointed service provider.	
	Storage Appliances - Complex	2	To be replaced by the appointed service provider. Bidder to propose a solution.	
	SAN Fabric switches	2	To be replaced by the appointed service provider.	
Replication				
	Replication engine/software	1	Rubrik, to be replaced by the appointed service provider.	
	VM / Hypervisor-level replication		VM level, refer to Annexure 1C and 1D for VMs to be replicated.	
	Storage-level replication	0	None. Storage replication - Bidder to propose the design.	
	Secondary sites	1	Azure Cloud	
	Replication Servers/VMs	0	Rubrik, to be replaced by the appointed service provider.	
Operating Systems - Windows				
	OS on Physical Servers - Prod	0	None	

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
	OS on Physical Servers - DR	0	None	
	OS on Physical Servers - Non-Prod/DR	0	None	
	OS on Virtual Servers - Prod		Refer to Annexure 1C and 1D	
	OS on Virtual Servers - DR	10	Runs on Azure Cloud. Bidder to propose a fully functional DR as per the Production Workload.	
	OS on Virtual Servers - Non-Prod/DR		Refer to Annexure 1C and 1D	
	File & Print servers	2		
	Web Servers	0		
Operating Systems - Linux				
	OS on Physical Servers - Prod	2		
	OS on Physical Servers - DR	0		
	OS on Physical Servers - Non-Prod/DR	0		
	OS on Virtual Servers - Prod	4	Azure	
	OS on Virtual Servers - DR	0		
	OS on Virtual Servers - Non-Prod/DR	2	Hyper V	
	File & Print servers	0		
	Web Servers	7		
Remote Desktop Services				
	RDS/Terminal servers - Prod	2	These servers will be decommissioned in the next twelve months	
	RDS/Terminal servers - DR	0		
	RDS/Terminal Server Applications	1	Licensing managed by SANParks	
	RDS/Terminal Server Users	unlimited	Licensing managed by SANParks	
Active Directory				
	AD Accounts	2500		

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
	AD Servers	4	Hybrid	
	Domains	1		
	Domain Trusts	0		
	DHCP Servers	2		
	DNS Servers	4		
	PKI Servers	1		
	ADFS servers	2		
Messaging				
	Mailboxes	2800		
	Mail Servers		Exchange online	
	E-mail Hygiene Solutions	0	Exchange online	
	Journaling Servers	1	Mimecast	
Microsoft 365				
	M365 - Users - Exchange Online	2500	Users	
	M365 - Users - Teams	2500	Users	
	M365 - Users - OneDrive	2500	Users	
InTune				
	Intune - Endpoints	2500	Devices	
	Intune - Applications	0	Not yet configured,	
	Intune - Autopilot Profiles	0	Not yet configured	
Systems Management (SCCM)				
	Agents for Workstations	0	Desktop Central used not SCCM	
	Agents for Servers	0	Desktop Central used not SCCM	
	SCCM Primary Site Servers	0	Desktop Central used not SCCM	
	SCCM Secondary Site Servers	0	Desktop Central used not SCCM	
	SCCM Distribution Points	0	Desktop Central used not SCCM	
	software package deployments	0	Desktop Central used not SCCM	

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
	OSD images (per model)	0	Desktop Central used not SCCM	
Backup and Recovery - Server Infrastructure				
	Agents to be backed up		Refer to Annexure 1C and 1D	
	Backup Master Console Server	1	Bidder to propose a solution. The solution will need to be replaced.	
	Media Servers	2	Bidder to propose a solution. The solution will need to be replaced.	
	Backup Appliances/Storage Target	1	Bidder to propose a solution. The solution will need to be replaced.	
	Libraries	0	Tape Library	
Public Cloud				
	Cloud Subscriptions	2	Microsoft	
	Cloud Regions	1	Northern Region	
	Cloud - Operating System	1	Azure	
	Compute - Cloud IaaS - Virtual Machine	15	Azure Guests Machines	
	Cloud Direct Connectivity - ExpressRoute or similar	1	Express Route	
	Cloud PaaS and SaaS Networking - Application Gateway	1	Licensing managed by SANParks	
	Cloud PaaS and SaaS Security - Firewall	1	Licensing managed by SANParks	
	Cloud PaaS - File Storage	1	Licensing managed by SANParks	
	Cloud Identity and Domain - Azure Active Directory	1	Licensing managed by SANParks	
	Cloud Identity and Domain - Microsoft Entra ID Connect	1	Licensing managed by SANParks	
	Data Protection and Business Continuity - Cloud DR	1	Licensing managed by SANParks	
	Data Protection and Business Continuity - Cloud Backup	1	Licensing managed by SANParks	
	Data Protection and Business Continuity -	1	Licensing managed by SANParks	

Service	Unit Description	Qty	Unit Notes	Technology/ Vendor
	DR to Cloud with Site Recovery			

21 How many call queues and skill-based routing groups need to be managed?

Answer: The exact number of active queues and skill-based routing groups is not documented in any central configuration register. However, the bidder needs to recommend a flexible and scalable solution for this requirement.

22 What is the peak concurrent call volume your system must handle?

Answer: The system must be flexible and scalable to be able to handle peak volumes as they occur, for example, peak call volumes occur during booking releases, promotional campaigns, and Year in Advance windows.

23 What KPIs do you track for voice quality (MOS, jitter, packet loss, call setup time)?

Answer: None – Bidder to provide.

24 What is your acceptable Average Handle Time (AHT) for contact center calls?

Answer: Due to the nature of the call centre, calls AHT vary. As such, we would like a system that is flexible and configurable, depending on which group the call is in.

25 What is the existing Contact Centre email management system and does it support inbound email routing and queuing?

Answer: MS 365. It supports basic inbound email routing and queuing. Bidders to propose a more sophisticated solution.

26 What IVR input method is required — DTMF, speech recognition, or both? What is the peak concurrent IVR voice channel requirement?

Answer: Both DTMF and Speech Recognition need to be supported. Currently, there is no limit on concurrency. Further SLAs to be agreed upon during contracting.

27 For DNS security, provide DNS queries/day (avg/peak) and whether DNS applies to all networks + roaming users.

Answer: Approximately 50,000 DNS queries per day (152,000 DNS queries over 3 days). Applies to all networks and all roaming users.

28 Site Accelerator and CDN Features

What is the L4/L7 throughput required from the Load Balancer? How many concurrent L4 connections will need to be maintained at maximum? What is the SSL Bulk Encryption Throughput required? How many L7 Connections per second (1:1) will be required?

Answer: Currently there is no Load Balancer in place and the bidder may propose a scalable solution. Our current gateway can handle up to 11Gbps Threat Protection throughput, 17Gbps SSL Inspection Throughput and 24,000,000 Concurrent Sessions.

29 Backup

What is the current backup tool in use?

Answer: Rubrik

How much of the 450 TB backup are:

File level backups

Answer: 3.6TB

Database Backups

Answer: 18819GB

Integrated backups (full image of the Server with OS and data)

Answer: 81.02TB

30 Please provide the duration of DR tests and scope (full tests or selected restores from backup and replication?)

Answer: Tests are done quarterly

31 Defender for Endpoint

Have they enabled EDR in block mode and configured attack surface reduction rules?

Answer: No

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

What is the total monthly bandwidth consumed by those applications?

Answer: The bandwidth varies monthly and the solution should be able to carry at least 10GB port traffic paths.

33 Page 39, Paragraph 10.4.3. Perimeter Protection Services. For DNS Security

How many DNS queries are generated per day across the organisation?

Answer: Approximately 50,000 DNS queries per day (152,000 DNS queries over 3 days).

- 34 Security Operations Center (SOC). Please complete Column C - providing quantities for each technology type in use at your company.

Event Sources	Device Type	Qty	Further Details incl. make and model
	Windows Active Directory Servers	10	To be shared with the appointed service provider.
	Windows IIS and Exchange Servers	0	To be shared with the appointed service provider.
	Windows General Purpose Servers	160	To be shared with the appointed service provider.
	UNIX and Linux Servers	4	To be shared with the appointed service provider.
	DHCP Servers	2	To be shared with the appointed service provider.
	Antivirus Servers	0	MD365
	Database Servers	8	To be shared with the appointed service provider.
	Proxy Servers (Forward and Reverse)	2	To be shared with the appointed service provider.
	Large Firewalls (specify clustered or standalone)	2	If clustered? In active-passive mode?
	Small Firewalls (specify clustered or standalone)	0	If clustered? In active-passive mode?
	IDS, IPS and DAM	2	To be shared with the appointed service provider.
	VPN	2	To be shared with the appointed service provider.
	Routers and Switches	62	To be shared with the appointed service provider.
	zOS RACF	0	
	zOS CICS	0	
	zOS DB2	0	
	Application Server	6	To be shared with the appointed service provider.

Event Sources	Device Type	Qty	Further Details incl. make and model
	RADIUS / LDAP	0	
	Load Balancers	0	
	Email Content/Spam Filtering	0	Utilises MS365 functionality.
Additional Event Sources	DNS	2	To be shared with the appointed service provider.
	Additional Security tools?		MS Defender owned and managed by SANParks. The balance to be replaced by bidder.
	Total Log Sources	0	
Flow Sources	Device Type	Qty	Flow Factor
	Total Workstations on Network	1980	10
	Total Servers on Network	164	120