

TCC/2023/05/0001/29222/RFP		
Vulnerability Management Solution with a maintenance and support license for a period of three (3) years		
Clarification closing date - 14 June 2023, 12pm		
Question	Answer	
1. It was mentioned that the solution needs to be deployed in the Transnet environment. With a cloud based service only the agents and scanner are deployed onsite and the service is delivered via the Cloud. Does this align with the requirement?	YES, but we also require standalone services to cater for segregated networks that do not have internet access.	
2. The solution will not be handed over but delivered as a service in conjunction with the Transnet team. Does this align with the requirement?	The Transnet Security team will be responsible for the day-to-day operations of the system. The requirement is not for a managed vulnerability management service.	
3. Do the 45000 devices include the OT devices?	Yes, it does.	
4. Do you want the solutions to scan the OT devices for vulnerabilities only?	No, both vulnerability and compliance.	
5. What devices, applications are these? Do these systems run as virtual appliances? Can agents be installed on these systems? What protocols are in use?	See 30, 31, and 32.	
6. How many users instead of devices?	Unfortunately, the pricing schedule is standardized for all bidders ,We require an enterprise licence to scan 45000 devices .Please quote for 45000 devices .	
7. Please take note that on the last page of Section 9: SPECIFIC GOALS POINTS CLAIM FORM the Respondent signature and space for Date and Stamp are covered with other text. Please advise	Place the signature and, date and stamp on either side.	
8. Please advise if subcontracting is mandatory	No.	
9. Do you require both Excel and PDF version of Annexures A, B, C, D Technical_Vulnerability Management Solution? Should the Annexures be kept at 1 document or split up into Annexures A, B, C and D respectively?	Kindly split.	
10. How many OT devices do you have? are they part of the 45000 or over and above?	Yes they are part of the 45000 devices.	
11. Must the solution be on premise or cloud-based? or can the bidder provide a Hybrid solution to meet the requirements?	No preference. However, the solution should cater for cloud, standalone and on Prem devices.	
12. Can the proposal include vulnerability and configuration on technologies such as Active Directory (Integration)? If yes and Transnet will allow AD integration to be in scope how many active AD users will form part of the solution?	Yes it should include AD.We don't have a specific figure but all inclusive on the 45000 devices.	
13. Is there a requirement for Web application? If yes, please confirm how many web application would you want covered?	Please follow what is required on the pricing schedule	
14. In the once off implementation should there be any integration to 3rd party tools be scoped (SIEM integration etc). if so, please specify as it will have impact of the cost.	No, please quote as per the pricing schedule	
15. The proposal is assuming that virtual infrastructure will be provided for all requirements – is this the correct assumption? if not can we assume Transnet will cater for any hardware required (cloud or on-premises)	We need an enterprise licence that can be used on IT , OT, standalone and AD as per the RFP. Transnet will provide the hardware should the installation of scanners be required.	
16. Out of 45000 IPs mentioned in the RFP, what is the count of OT devices, what is the count of AD systems, how many internet facing systems?	Quote for a total of 45000 devices for everything.	
17. Is active Directory part of the requirement?	Yes it is part of the requirement	
18. Is the license required as a blended offering for ITOT and IOT?	Yes, as per the RFP, it is for what we have stated on our requirements	
19. How many OT devices do you have? are they part of the 45000 or over and above?	Yes they are part of the 45000 devices	
20. Must the solution be on prem , cloud ? or can we provide a Hybrid solution to meet the requirements?	No preference. However, the solution should cater for cloud, standalone and on Prem devices.	
21. Can the proposal include vulnerability and misconfiguration on technologies such as Active Directory ? If yes and you allow AD to be in scope how many active AD users would you have ?	Yes AD is part of the requirements. The licence should blend all the requirements.	
22. Please confirm how many web application would you want covered.	As per the RFP and on the pricing schedule	
23. In the once off implementation should any integration to 3rd party tools be scoped ( SIEM integration etc)	No.	
24. The proposal is assuming that virtual infrastructure will be provided for all requirements – is this the correct assumption? if not can we assume TNET will cater for any hardware required?	Transnet will provide the servers	
25. Does Transnet require find and fix in AD?	Yes	
26. Does Transnet require to detect and respond to AD attacks in real time?	No, detect vulnerabilities, not attacks.	
27. Does Transnet require to catch every change in AD?	Yes	
28. Does Transnet require discovery of underlying issues affection AD?	Yes, vulnerabilities and compliance	
29. Also please advise additional clarity on the OT environment: What devices?	SERVERS,PLC, WORKSTATIONS,SENSORS AND INDUSTRIAL INTERNET OF THINGS(IIOT)	
30. What applications are these?	SCADA,INDUSTRIAL CONTROL SYSTEMS	
31. Do these systems run as virtual appliances?	Some they do some they don't.	
32. Can agents be installed on these systems?	Yes and No	
33. What protocols are in use?	Modbus, DNP3, HART, TASE 2.0, ICCP, CIP, PROFIBUS ,PROFINET, FOUNDATION Fieldbus, BACnet ,IP,HTTPS and HTTP just to name a few.	
34. Does Transnet consider a business relationship with one of offshore network firms considered a Joint Venture?	They need to have a Joint Venture agreement and a Joint Venture BEE certificate with whichever partner they are partnering with.	
35. Will delivery with an offshore partner dilute our BBBEE scores?	If the offshore partner does not have a BEE certificate it may dilute the Joint Venture BEE certificate however A JV BEE certificate is required.	
36. Will delivery using an offshore partner require its resources to also obtain security clearances?	Yes	
37. 45000 is the listed total number of assets in the Transnet environment. Are you able to provide a breakdown of the assets by operating division, IT and OT assets, desktop, servers, network devices.	No	
38. 100 external IP's are listed for external vulnerability management. Are these IP's static websites and web applications. Please provide a breakdown of static web sites and web application numbers.	They are static IP	
39. For the external vulnerability scans for web applications, will you require authenticated scans.	Yes and No - Both	
40. Does Transnet have a preference for cloud or on-premises hosted VM solution.	No preference. However, the solution should cater for cloud, standalone and on Prem devices.	
41. Has Transnet considered a prioritization for its operating divisions to onboard to the VM solution.	No	
42. If an on-premises solution is preferred, will Transnet take responsibility for acquiring physical appliances, if required ?	Yes, Transnet will supply the hardware/servers where required	
43. May you please clarify what is meant by isolated networks and provide information how these networks are connected to the rest of the Transnet networks.	Isolated networks mean they are separate networks, not connected to the Transnet network, internet or cloud.	
44. Has Transnet considered a prioritization for its operating divisions to onboard to the VM solution. May you please list in order of priority for the operating divisions?	repeat of the above question	
45. May you please clarify what is expected for enterprise maintenance and support (24/7, 365 online support). Does this mean you require service providers to provide managed security services, for example, administration of the solution, deployment of patches and updates, configuring rules post deployment, delivering managed vulnerability management services (monitoring and reporting).	24/7 365 we require support where a support call is logged with the OEM in case the Transnet team cannot resolve the issues. The OEM should provide updates for their application.	
46. Which of your operating divisions of OT networks and assets. May you please provide breakdown of the OT asset numbers and networks by operating division with OT environments?	We will discuss this with the preferred bidder. We cannot divulge that critical information.	
47. OT - Regarding compatibility with OT environment, can Transnet please confirm if the aim here is to be able to scan IT devices in the OT environment or also scan OT devices (SCADA, PLC...)?	Scan IT ,OT and standalone devices.	
48. Transnet requested 6 licenses for segmented/isolated network - does the number of assets of 45k take into account the assets in those isolated?	Yes they are part of the 45000 devices	
49. The RFP does not mention cloud or on-prem preference, can Transnet please confirm that they are open to either cloud based or on-premise solutions.	No preference. However, the solution should cater for cloud, standalone and on Prem devices.	
50. The RFP states "The Vulnerability Management Solution will assist Transnet for the protection of its data contained within the computerised environment (i.e. servers, desktops, laptops, and mobile devices)" - Can Transnet provide further clarifications on the mobile device scanning requirements?	Please quote for 45000 devices that include IT, OT and standalone	