

PRP: For the appointment of a reputable service provider to provide Infrastructure as a Service, SD-WAN solution and Internet Connectivity, Infrastructure and Email Security, Contact Centre as a Service and Microsoft Teams Phone, Support and maintenance for a period of three (03) years

VERSION 2

Question	Department	Answer
Could you please confirm whether: A single reference letter per client is required, where the client confirms experience across all the listed services (IaaS, SD-WAN, Interconnectivity, Infrastructure Security, and Support & Maintenance); or We may provide multiple reference letters from different clients, where each client reference demonstrates experience for the individual services delivered (e.g., one client reference for IaaS, another for SD-WAN, another for Security, etc.), collectively covering all required services.		A single reference letter must confirm experience across the listed services at the minimum.
Please clarify your expectations regarding application performance during SD-WAN failover scenarios.		The failover environment does not necessarily have to mirror the primary environment.
Based on the tender requirements, we understand that the SD-WAN solution includes both Primary and Redundant links, which are expected to operate in an Active/Backup configuration. We also note that the specified redundant links have significantly lower bandwidth capacity compared to the primary links. In the event of failover to the secondary links, users may therefore experience some level of application performance degradation. Could NHFC kindly confirm: Whether the reduced bandwidth on the redundant links is acceptable during failover scenarios; and Which critical applications or services should be prioritised to maintain optimal performance during such events.		The NHFC is comfortable with reduced bandwidth during failover scenarios. The MS 365 environment.
Please clarify the following from a Cloud/IaaS perspective: The IaaS bill of material appears to be missing the CPU count. Kindly assist with the current CPU specifications. Additionally, if possible, may we please request the RVTools report for the current IaaS environment(s)? How many Microsoft 365 users/mailboxes should the backup solution cater for? Please clarify the data retention requirements for NHFC. Please confirm the distance between the Production and Disaster Recovery (DR) sites for the IaaS environment. Regarding the current firewall configuration for the IaaS environment, is the firewall deployed as a standalone solution or configured in High Availability (HA)		Bill of material attached. 250 MS 365 mailboxes. The NHFC is currently using Spanning for Microsoft 365 with a default Infinite Retention. Distance between Production and DR is currently 15.iKM Standalone solution
Please clarify the following from a Cloud/IaaS perspective: The IaaS bill of material appears to be missing the CPU count. Kindly assist with the current CPU specifications. Additionally, if possible, may we please request the RVTools report for the cur		The IaaS bill of material attached.

Do we need to comply with all these standards (POPIA, PCI, HIPAA, GDPR, and TCPA), or can we submit only the ones we are currently compliant with?	ICT	You may submit the ones that you currently comply with.
Do they want to integrate the contact centre with Microsoft calling or contact centre is independent of the Microsoft calling?		Contact Centre is independent of the Teams calling. However, there is no restriction if the bidder wishes to integrate onto Teams calling. The NHFC is looking for a solution.
For contact centre, they have only 9 users and are asking for email - are they referring to a ticketing system? Does the 9 users include the supervisor or is it 9 agents plus a supervisor		It is inclusive of the supervisors.
178 Members		178 extensions
Please share the model of the Yealink phones you currently have and compatability		Yealink T40G, T46U and CP 960 HD
Is mimecast a full service monitoring license and what is the required support and renewal contract date		Full service monitoring license. Full support and renewal dat 30 November 2026
CPE per site		1
Mitchelles plane site connectivity		LTE
Data packages		50 Mbps Uncapped
PI SLA		99,99
Ram, what about CPU count		Attached
Call center agents		9 including supervisors
We are assuming 255 VPN users and 255 ZTNA users based on the employee count provided in the RFP. Please confirm these quantities		255
The RFP describes the current environment is including a hosted firewall solution. Please confirm whether NHFC expects the successful bidder to assume management of the existing firewalls or to provide and implement new firewalls to replace the existing ones. If a new solution is required, please confirm. a. The current firewall sizing information, including internet throughput, VPN throughput, concurrent sessions and SSL inspection requirements, to enable accurate firewall sizing. b. Whether firewall services are required at both the Primary Data Centre and Disaster Recovery Site, and whether a High Availability (HA) deployment is required at both locations		The NHFC does not own the current firewall solution therefore the bidders must propose the new firewall solution The NHFC is responsible for managing the SIEM solution which has been configured to fetch the logs ffrom the IaaS environment. The same configuration is to be maintained. The management of SIEM solution is out of scope.
Please provide the current average daily log volume and expected log sources that will be forwarded to the existing Microsoft Sentinel SIEM solution		1 Wildcard SSSL certificate plus 7 domains.
The RFP references annual wildcard SSL certificate renewals. Please confirm the number of wildcard SSL certificates and DNS domains that are in scope for management and renewal. "The RFP requires MFA for access to the cloud infrastructure". Please confirm whether NHFC intends to utilize its existing Microsoft 365 E5 / Microsoft Entra capabilities for MFA, or whether the successful bidder is expected to provide a separate MFA solution as part of the proposed architecture		The NHFC intends to use the existing Microsoft Entra.
The RFP requires an Endpoint Detection and Response (EDR) solution for servers. Based on the current hosting capacity information provided in the RFP, we are assuming that all 32 Production Virtual Machines and 7 Test/UAT Virtual Machines (total of 39 server workloads) are in scope for EDR protection and licensing. Please confirm this assumption		30 Production and 6 test/UAT. In total 36 workloads are in scope. The rest has been decommissioned.

Clarification on MS Teams Does the customer already have MS Teams Tenant deployed in their environment What MS Teams licenses do they have, E5, or E3 with phone system add-on for all telephony users? Do you already make use of MS Teams Phone system with Direct routing, or are you using Vox Telecoms Verto hosted pabx solution? If you do want to deploy MS Teams phone system, will you retail all MS Teams licenses for telephony users? Porting of 178 numbers currently with Vox Telecom What Yealink phone models do you currently have that you will re-use. Not all Yealink phones are Microsoft enabled, and even if its Microsoft enabled makes it difficult to log into the tedious process. Is voice recording a requirement for any of the back office MS Teams Phone system users, or only the contact centre users? If back office users calls need to be recorded, how many users phone calls need to be recorded		MS Teams is deployed already Microsoft 365 E5 Currently using Verto hosted PABX Yes, will retail all MS Teams Licensing for telephony users Currently with VOX Telecom Yealink T40G, T46U and CP 960 HD Voice recording is only required for Contact centre No voice recording for backoffice.
Clarification on Contact Centers AI and Bots - What does this entail? What is the outcome that the customer want. AI and Bots is a wide spectrum: Do you want an AI knowledge base for agents to refer to? Do you want conversational AI What Bots do you need, WhatsApp Bots with process led questions and answers? The system has the capability, but implementing this requires a workshop and additional services that needs to be costed for workflows . Do we quote on a full AI and Bots solution, or merely answer that we have the capability but a full workshop will need to be had to determine the requirements and cost it as such? WhatsApp for business integration - Again this can be a standard integration that will allow one-on-one conversation between a customer and an agent, and does not include conversational AI, or WhatsApp chat automation (Bots) Does the agent need to use MS Teams phone as the voice path, or can the agent use the embedded softphone of the contact centre		The NHFC requires the AI knowledgebase to refer to. WhatsApp Bots with process led to questions and answers. Route for merely answer. No conversational AI. The WhatsApp Integration onto the Contact Centre Platform. Use either but ideally if the platform allows, Ms Teams will preferable.
Can NHFC kindly elaborate as to what the purpose is for integrating the Firewall into the NHFC Ticketing (ITSM) system (page 27) as there is also a requirement to integrate to the NHFC Microsoft Sentinel SIEM solution (page 19) ? I.e. what type of events need to be integrated, to whom will these tickets be assigned etc.		The purpose of integrating the firewall onto the ticketing system is to streamline the incident management. When a firewall flags a threat or drops any anomalies on traffic, the security analytics tool like SIEM or firewall analyzer can automatically generate the high-priority ticket to be attended to. this ensures rapid incident response. The SIEM solution is out of scope. However it will be configured to pull logs from the IaaS environment.
Please clarify whether the contract period three(03) or Five (05) years		3 Years
Can NHFC extend the closing date of the RFP	SCM	Bidders are hereby advised that the closing date and time for the submission of bids has been extended as follows: • Original closing date: 26 June 2026 at 11:00 • Revised closing date: 29 June 2026 at 11:00