



CLARIFICATION QUESTIONS AND ANSWERS

TENDER DESCRIPTION	FOR THE PROVISION OF A SOFTWARE ASSET MANAGEMENT MANAGED SERVICES FOR A PERIOD OF THREE (3) YEARS
RFP NUMBER	TCC/2024/02/0001/58265/RFP

BATCH 1 - CLARIFICATION QUESTIONS AND TRANSNET RESPONSES

No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
1.	How many people will need to be trained in total from all the OD?	+30 staff members. This will be OD software asset managers as well as their administrators. Some Enterprise Architecture staff will be included and technical staff from security and end-user-computing.
2	Will we get a view of the current state Architecture across the OD's?	Transnet cannot share architecture information at this time. Relevant architectural details will be provided to the successful bidder once non-disclosure agreements are in place.
3	Elaborate on the key business drivers and specific pain points Transnet is hoping to address with this SAM implementation?	As specified in the Scope of Work, there is currently no formal service in place for Software Asset Management (SAM). At present, we are facing significant challenges with both overutilisation and underutilisation of software licenses across several contracts—though not necessarily all of them. The primary concern at this stage is effectively managing overutilisation, which



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		<p>poses a risk to compliance and cost efficiency.</p> <p>The absence of proactive license management could potentially lead to increased expenditure and budget inefficiencies. In some cases, we may risk exceeding the contract value or the allocated license count, which underscores the importance of implementing structured SAM practices moving forward.</p>
4	The noted 50000 devices - does this include servers?	Includes servers, laptops, and mobile devices.
5	What ITSM tools are Transnet Using?	Microsoft Dynamics 365.
6	Scope includes 300 applications or 300 software publishers?	The scope includes +-459 software applications and +-88 software publishers; however, the discovery process is required to obtain the exact numbers.
7	Will you be sharing the transcription and meeting recording?	The presentation and Batch 1 clarifications will be published on National Treasury and Transnet e-tender portal
8	Which HR systems and procurement systems are Transnet Using	<p>Both our HR and procurement functions are managed through SAP.</p> <p>In addition to SAP itself, there are several other integrated solutions and modules that connect with the</p>



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		ERP system to support various business functions. These integrations play a key role in streamlining operations across departments.
9	pls confirm if the requirement is around two aspects, SAM tool and SAM managed services?	At this stage, Transnet requires the SAM managed service. They are not deploying any internal tools; instead, they need the service provided by the service provider.
10	Do you use Service Now platform, if yes, which modules?	No.
11	Pls could you share this recording once done	The presentation and Batch 1 clarifications will be published on National Treasury and Transnet e-tender portal
12	Could you please emphasize any particular integration points or data synchronization requirements that are of high priority for Transnet?	<p>All the details are provided in the requirements documentation. One important aspect to consider is, as Transnet we might be using legacy systems, in some instances, we integrate these components, which can make it challenging to understand utilization. This can lead to costs that we need to quantify.</p> <p>Integration is a key point. We have an ERP solution and other applications across different operating divisions, both on-premises</p>



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		<p>and in the cloud. We need to consider the licensing for these.</p> <p>We also have server licensing, which can be core-based or per-user.</p> <p>To give you a clearer picture, integration is crucial. Therefore, having a solution that can discover all licenses, whether through agent-based or agentless scanning, is essential.</p> <p>Additionally, we must adhere to the complex compliance rules issued by OEMs like Oracle and Microsoft. These companies often perform audits to understand how organizations use their licenses, so compliance is critical.</p>
13	What is the SAMMS solution?	Transnet requires the SAM Managed Service (SAMMS). They are not deploying any internal tools; instead, they need the service provided by the service provider.
14	May we ask for the details in the presentation, particularly the submission details	The presentation and Batch 1 clarifications will be published on National Treasury and Transnet e-tender portal
15	Is Transnet using Service Now and if yes, which modules?	No.



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16	Are there any aspects of this scope that you foresee as particularly challenging or requiring specific attention?	According to the scope, all aspects should be addressed equally. We do not have any areas that require more priority. Our goal is to ensure that all of Transnet's requests are fully responded to.
17	under scope inclusions: what must be synchronized between databases or systems such as SQL, Oracle, Hana, DB2, SAAS, etc. ?	Unable to respond to this question as further clarity is needed.
18	Do you have people taking on the roles required to execute Software Asset Management and if so, what are the roles?	Yes, we have personnel responsible for software asset management internally, specifically Transnet. We also have software asset managers who oversee these roles and the administrators
19	Which modules are in use from D365?	Customer Services
20	What system are you using for your CMDB, change and incident management?	Microsoft Dynamics 365
21	Does each OD currently have a SAM Manager?	Yes, their roles are different, but they are entrusted to perform Software Asset management functions.
22	Is there a Shared Services function for SAM that will manage the governance for SAM across the OD's?	We have a Group License Management Office to oversee the management of all the software licenses.
23	You mentioned the requirement is for a SAM service, not necessarily a tool. However, the desktop and demo annexures have a lot of requirements regarding integration with ITSM tools and procurement systems,	This is an integration and workflow requirement scenario: Example: (1)End-user raises a software request/subscription ticket via the ITSM self-service portal ---> (2). The



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	can you clarify the integration requirements, if tool is not required?	request get approved and triggers License Availability Check on SAM tool if license is available the inventory is updated on SAM tool, else if is not available it generates an a request for requestions, or need for additional license, these data is used for predictive analysis or planning for additional license that will be required in the next renewals.
24	Will Transnet accept international customer case studies?	Yes
25	What are all the Operating Systems where Software Asset monitoring should take place?	Windows and Unix based systems. Details and version to be provided on successful bid.
26	Is there a current updated CMDB?	Yes
27	When discussing cloud deployments, specifically on AWS, Azure, and Google Cloud, do these platforms support both Infrastructure as a Service (IaaS) and Software as a Service (SaaS)? Additionally, do they allow for Bring Your Own License (BYOL) models? If so, are transit licenses deployed, and is there a requirement to measure compliance for these licenses?	<p>Yes, we have software deployed in a hybrid environment, including both cloud and on-premises solutions.</p> <p>The service should identify and manage all licenses, regardless of their purpose or timeframe. The reason is that if temporary licenses are allocated, they can easily become “permanent” if not effectively detected and tracked.</p> <p>Regarding the requirements, we have discussed the discovery tools, which can be either agent-based or</p>



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		<p>agentless. For agentless tools, scanning and discovering licenses will be necessary.</p> <p>It's also important to address the question about our HR system. One of the challenges with major OEMs like Oracle, IBM, and Microsoft is ensuring compliance with their licensing rules.</p> <p>We use Microsoft as our cloud provider, and our ERP solution is SAP, which is one of the largest in the industry. Compliance can be complex, but we adhere to the necessary regulations.</p>
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