CONSOLIDATED CLARIFICATION QUESTIONS AND RESPONSES FOR THE PROVISION OF PUBLIC CLOUD COMPUTING SERVICES TCC/2022/12/0001/18787/RFP	

NO.	CLARIFICATION QUESTION	CLARIFICATION RESPONSE
1	With reference to the "Annexure C Pricing Schedule" document: VM Conifguration Lines 11, 12 &13 has blocks which are greyed out under the VM configuration section. Will you provide information on what the values are for these greyed-out blocks?	The intention of line 11,12 and 13 is to provide pricing at a single unit level, e.g., 1 vcore, 1 gig RAM etc. No further details will be provided.
2	With reference to the "Annexure C Pricing Schedule" document: Please confirm for VM configuration are we allowed to do like for like match with the specified resources, under VM configuration section, and the AWS instance types?	Yes, this will be allowed.
	VM Configuration - Operating System (OS) is not specified (e.g. Windows/Linux). Please confirm on the OS type per line item in this section.	Operating systems will be provided in the list of VM's to be migrated (Annexure D) on addendum to the RFP.
3	With reference to the "Annexure D List of VM's to be migrated" document: Reference is made to 90 workloads to be migrated however, the list provided only included 29 workloads. Please provide visibility of the remaining 71 workloads and its configuration.	Updated list of VM's will be provided as an addendum to the RFP.
4	Please provide more detail about each workload: Workload type (e.g. application/database etc.)	Updated list of VM's will be provided as an addendum to the RFP.
5	Please provide number of staff to be trained as users, super users and as system administrators	50 people, all to be trained as users on the system.
6	a)What type of training support is needed. Is it for technical training or maybe just some knowledge share or limited training to a few system administrators? b)What is meant with the support? Should the Service Provider (SP) train their staff to support? c)Please provide a breakdown of the staff location/number of staff to be trained in the different regions. d)Will the training for the 50 staff need to be done onsite or can this be delivered as online training?	a) Training support is for technical purposes. b) Technical support should Transnet staff need assistance with the creation of services on the CSP's cloud platform. c) Training can be provided from a centralised location – Johannesburg. d) Yes, online training is also an acceptable manner to deliver technical training.
7	What is the current public cloud that Transnet is using? What is the reason for trying to migrate from this public cloud to another one.	Transnet is using Azure as a service. Transnet as a stated owned entity are required to go out on open tender when contract periods are about to expire for services that Transnet is using.
8	There are 29 VMs hosting 90 workloads and all are mentioned as production workloads. Are they all in-house developed applications or package applications. SAP is one package application what about Non-SAP applications whether they are inhouse developed or package application. What about non-production environments. Are they also on Cloud but not in the current scope of migration right now or they are on-premise?	Transnet is using Cloud at the moment and if we transition to another service provider then we need to re-host or re-platform the services that are currenrtly in use. The migration section deals specifically with the re-platform of the services that are there. Transnet will then continue consuming and grow the platform.These are all infrastructure as a service. So this is virtual computing and all our local applications that we have to re-platform on the new portal. Going forward, the services will grow. So there is re-platforming (what Transnet is callig migration) and then an operational aspect and in the operational aspect, Transnet will grow this footprint. Bidders must note that we are currently using Cloud so when Transnet have a list of machines, we need to look at how do we re-platform or re-host these machines but over the next three years, Transnet will continue to move applications onto the Cloud platform. The 90 machines are not the machines that we will use for the next three years. The list of 90 workloads is just the re-platforming of Transnet's current environment and beyond that we need to deal with migrations to Cloud.
9	Who is the current Public Cloud SP (Service Provider)?	Microsoft.
10	What agreement is current in Use for Azure ? options below: CSP for Azure with a Partner, As part of the current EA or SCE Agreement direct with Microsoft, a Direct Azure MSA agreement with Microsoft	Direct MSA with Microsoft.
11	The CSP referred to in the RFP - is this a CSP Agreement	This is an agreement for the provision of public cloud services.
12	The Current ROE is R17.27, the ROE will change on Monthly billing based on usage, will Transnet consider a ROE Fluctuation scenario to accomodate partners with this risk, be including a variance clause to the agreement based on a static Dollar cost, and a sliding scale on the ROE	Bidders are required to keep their prices quoted firm and fixed in US dollar terms for the contract duration. The future prevailing exchange rate will be applied at the time of invoicing, where applicable. The RFP has been updated in this regard.
13	In terms of reference letters, please can you confirm that we can submit a combination of partner and CSP (Hyperscaler) customer reference	The criteria focus specifically on reference letters from CSP's and not letters from both CSP's and Partners.
14	Regarding the migration of current workloads from Azure, please confirm if the pricing provided can be indicative pending an assessment?	The pricing provided for the migration of workloads must be based on the list provided outlining the number of current workloads and its configuration (Annexure D). A technical assessment will be undertaken with the successful service provider before any transition to CSP cloud platform can commence
15	Will all cloud resource pricing be based on production workloads?	Yes, all workloads in this tender are regarded as production workloads
16	Will we need to provide project management for the migration phase?	No, Transnet will provide a project manager and a technical team to assist with the migration.
17	With regards to the breakdown of the different workloads to be migrated which has been provided, can you indicate the quantities per workload?	Quantities will be provided as part of an addendum to the RFP.
18	Please confirm that no workloads from on-premise will need to be migrated at this point in time and falls out of the scope of this RFP?	Migration of on-premise workloads will form part of the execution of work as per the scope of work of the RFP, however, does not form part of the once-off migration of the 90 workloads.
19	Does the 'CSP'(Cloud service Provider) refer to Public Cloud OEM or Respondent or both in this tender?	The tender focuses specifically on service providers that can provide public cloud computing services. The CSP is regarded as the respondent with the capabilities in place to provide a public cloud computing platform.
20	Please clarify line 11 and 12 of price schedule, cloud providers do not quote based on vCPU only or memory only, and some hyperscalers do not support either, only both. This is because a VM size in the cloud is based on vCPU, RAM and Disk combined.	The focus of line 11,12 and 13 is to look at unit costs for comparative purposes. The remaining part of the pricing sheet focuses on the combinations of VM, RAM and storage.
21	Regarding the 28GB memory requirement description of price schedule, line 20. If this specific VM size is not available, can we provide pricing on the closet equivalent size and indicate the VM size priced in the comments section?	Yes, bidders can provide pricing on the closest equivalent size and indicate the VM size price in the comments section.
22	Regarding the 437.5GB memory requirement description of price schedule, line 25. If this specific VM size is not available, can we provide pricing on the closet equivalent size and indicate the VM size priced in the comments section?	Yes, bidders can provide pricing on the closest equivalent size and indicate the VM size price in the comments section.
23	What is the monthly and annual Azure consumption cost of the current workloads if you are able to disclose (This will ensure cost optimization consideration as part of the assessment & migration).	Transnet will not be able to disclose current costs due to service provider confidentiality agreements in place.
24	The pricing schedule tab "Tech support Training Migration", refers to 2000 hours for technical support for cloud configurations, we understand that Transnet IT works standard business hours, so support should align to that type of SLA?	Transnet operations run 24/7/365 so there will be instances where calls are placed outside of business hours. Most of the technical support will be required during business hours.
25	Palo Alto Firewalls is on-prem currently as we understand, which firewall services are used in Azure, or is Palo Alto covering the entire Hybrid Cloud environment?	Palo Alto covers both on premise and cloud.
26	Which Azure Region/s is the current 90 workloads currently deployed at?	Combination of South Africa and Europe.
27	Does Transnet currently use Azure AD, or AD on prem, and is SSO currently a requirement?	AD has been deployed across on prem and cloud and yes SSO is a requirement

28	We assume Transnet IT and System team will handle the Application Integration and this is not in scope for this RFP?	Correct.
29	Transnet uses VPN connection from on-prem to Cloud, has an express route/direct connect been considered and why was this not implemented for Azure?	This is part of a future requirement.
30	Does VPN fulfil the bandwidth requirement for data transfer between on premise and Cloud?	VPN connectivity is a separate and VPN fulfils its requirement. So connectivity is not included in this transaction.
31	Commercial – The RFP refers to a SLA requirements penalty clause which is applied quarterly as a discount at 1.5%, how can this be handled as the RFP does not specify SLA's, Response Times, Incident Priority, uptime required (e.g. 99,99%, etc), RTO & RPO. What is the SLA penalty clause being referred to (refer to 5.6, page 25)?	An SLA will be discussed with the awarded bidder as part of the contract. The service levels as per paragraph 5, page 25 are expected to be part of the SLA. Paragraph 5, F, is a statement that Transnet will not incur any penalties should Transnet cancel the contract due to the service providers non-compliance with the service levels as per paragraph 5, a-e.
32	Regarding the tender requirements which indicate that the pricing would need to be kept firm and fixed. Please can you confirm that this is in reference to the US dollar price that the cloud providers charge for consumption and not the rand value. The rand value would be affected by rate of exchange at the time of billing.	Correct. The pricing is required to be fixed and firm in terms of US dollars. The rand value would be affected by the rate of exchange at the time of invoicing. The RFP notes to pricing and Annexure C have been updated to clarify this.
33	In terms of the reference letters and in the case of a reference letter that is not signed by the customer, can we provide a contactable person at the customers organization to validate the work done? Will this be acceptable?	Signed reference letters are required as per the technical criteria provided.
34	Page 13 of the RFP doesn't provide more details around IaaS. What services are available now in Transnet? Which service need to migrate to the cloud?	Virtual computing services are the core requirement in this RFP as is described in the technical requirements and the supporting pricing schedule. This includes services for IaaS and PaaS workloads.
35	Page 13 of the RFP doesn't provide more detail around PaaS. What specific PaaS services are to be provided? Such as CCE, database, IOT, etc	Same as above.
36	Page 14 of the RFP doesn't clarify "Integration between On Premise & Cloud. Does it specifically refer to cloud management platform? Unified management of on-premise and public cloud resources? What are the specific systems offline? Such as vmware, private cloud, pure hardware etc.?	Bullet 3.1 of Annexure B describes the technical requirements for integration between on-premise and cloud.
37	Page 16 of the RFP "Workload Migration" doesn't provide more details. Which applications will be migrated? What is the corresponding database?	Annexure A of technical requirements provides further details on migration. Annexure D provides a list of VM's to be migrated.
38	Page 22 of the RFP doesn't clarify or provide more details. What are the quotation evaluation criteria?	Refer to Annexure C for the pricing schedule (as stated in Section 4, page 22 of the RFP.
39	The operating system of each virtual machine is it Windows or Linux?	Yes, combination of Windows and Linux machines
40	Some items pricing (the requirement is based on hourly) is lower than two decimal places. Is it possible for the hourly quotation to be made with 8 decimal places?	Yes, the pricing schedule has been updated to allow for 10 decimal points. Transnet will round off to 2 decimal points on final pricing scores for price evaluation.
41	Due to the December brake and/or year-end shutdown for most companies, there was some valuable time that was lost which has adversely impacted the number of days available to respond thoroughly to this bid, and so we would like to hereby request for a two-week extension from the current tender deadline, to 13/02/2023; so that we may have a little more time to prepare a more solid bid proposal and response.	The RFP closing date and time has been extended to 13 February 2023 at 17h00 as per Addendum published on the NT e-portal and Transnet website. Further extended date: 24 February 2023 at 17h00.
42	As a follow-on question from the briefing session regarding the fixed Dollar/USD rate of exchange (ROE = R17.27 per USD 1) used in the pricing for this tender: - Please remember to respond to bidders with your formal clarification around this very important and contentious point raised in the briefing, as past experiences for many have resulted in too great a risk for higher priced bids that contain an element of transactions where foreign goods and/or service acquisitions like for the international cloud hosting, Microsoft active directory services, etc. are all priced in USD; and therefore subject to extremely volatile exchange rate fluctuations.	The quoted prices are required to be fixed and firm in terms of US dollars. The future prevailing rate of exchange to be applied at the time of invoicing (where applicable). The RFP notes to pricing and Annexure C guidance notes have been updated to clarify this and will be published as an addendum to the RFP on the NT e-portal and Transnet website.
43	Is DR required? Can DR be out of the country?	DR is not a separate item in the RFP but forms part of the execution of work on thes part of day to day operations. All services where POPIA is applicable must be consumed in countries that recognises this legislation.
44	Are these VMs standalone or have HA?	High Availability as a specific line item is not specified in the RFP
45	Do we price cloud IaaS as per VM list in Annexure D?	Yes, per line item of the pricing schedule
46	Can you please explain the meaning of "bring your own license is enabled" in Annexure D?	Transnet will bring its own licenses to the cloud environment.
47	Can you please confirm if the migration scope include applications and databases? Only VMs with their OS will be migrated by CSP?	Transnet IT will be responsible for the spinning up of its applications including databases on the CSP's platform.
48	What technology are deployed on each VM?	An updated list of VM's will be provided to service providers.
49	Do you have the detail on the Ingress and Egress volumes of data and must that be part of the price	Pricing schedule focuses on costs per gigabyte Ingress and Egress.
50	What VM technology is being used	Updated list of VM's will be provided.
51	Would Transnet accept international references	Yes.
52	From tender briefing we understand that PaaS services are not part of current RFP scope, though CSP should support PaaS services. Please confirm our understanding	PaaS services are part of RFP scope as per the technical requirements. No PaaS workloads in the current list of VM's to be migrated.
53	From tender briefing we understand that currently VPN is being used to connect on-premise and public cloud environments and Express Route/Interconnect/Direct Connect like dedicated connection is not required as part of this RFP scope. Please confirm	No.
54	It requires to fill two columns: column E "RSA hrly Rate [ZAR] Inclusive of VAT" and column "Int hrly rate [ZAR] Inclusive of VAT". What if any CSP is not having Data Center (public cloud Region) in SA so there will not be values available for "RSA hrly Rate [ZAR] Inclusive of VAT". Please suggest what value we should put in column E in such cases.	Please see comments in pricing schedule (Where there is no difference between RSA hrly rates and International rates then both rate columns must be completed with the applicable rate). In this example both columns (SA and International) will be completed with the single rate that is available which is the International Rate.
55	It says "List of VM's making up the 90 workloads to be migrated" but the list of VMs provided is only 29. Please elaborate how each workload maps to individual VM.	Updated list of VM's will be provided with VM quantity's.
56	This sheet provides information like vCPU, RAM, Storage, etc. Can you also please provide OS and App Type (COTS, in-house) against each VM?	Updated list of VM's will be provided with VM quantity's.
57	This sheet also mentions "6. Bring your own license model is enabled.". Can you please elaborate for each VM (like OS, DB, etc.) what type of BYOL being used currently?	Licence types not applicable to complete the pricing schedule. Transnet will provision its own licenses.
58	This sheet mentions "10. Some production environments use Microsoft services such as MS Powerautomate platform.". Can you please elaborate what all Microsoft services are currently being used by production environments?	Microsoft Power Platform.
59	Also are these Microsoft services like MS Powerautomate platform in the scope of current RFP? If yes then we need volumetrics for each services.	No.

60	Please provide details about SAP environment like SAP version being used.	Current VM's in cloud supporting the following SAP systems: SAP Business Warehouse on HANA SAP Solution Manager SAP GRC
61	From tender briefing we understand that Azure is the current public cloud hosting all these workloads. What is the current Azure Region hosting all these workloads?	South Africa and Western Europe.
62	Please provide details about all the databases (DB) being used as part of 90 workloads. Information like DB type, version, OS, data size, etc. will help	Updated list of VM's will be provided. Transnet will take responsibility for databases configurations for the 90 VM's.
63	From tender briefing we also understand that all DBs are IaaS based hosted on VMs, and there is no DB from Azure PaaS based managed DB. Please confirm if our understanding is correct.	Correct.
64	Can we also get the ticket dumps related to these 90 workloads just to understand the overall stability factors of workloads?	Not required to price the services and will not be provided at this time.
65	From tender briefing we understand that these workloads are not having Disaster Recovery (DR) configured, please confirm.	No.
66	Please your backup and recovery strategy for these workloads including app and databases.	Every workload has its own back-up and recovery requirements and is not a requirement to price for the migration services.
67	Pricing: Please clarify if Transnet will accommodate annual CPI increases for technical support for cloud configuration and technical training?	No provision made for CPI increases for technical support. This will be managed on a time and material basis (as and when basis)
68	Pricing Point 14 Annexure C Pricing schedule: with respect to public cloud services, can Transnet give an indication as to how the OEM increases of which we have no control be dealt with?	Responsibility of the service provider. Transnet may not have a relationship with the OEM in question and cannot advise in this regard.
69	Pricing Point 14 in Annexure C- Pricing Schedule: with respect to public cloud services, can Transnet give an indication as to how the monthly invoice ROE fluctuation should be dealt with?	The currency rate of exchange as per the RFP must be applied for the purposes of tendering. The future prevailing exchange rate at the time of invoicing may be applied.
70	Please clarify the Transnet expectations as to "Fixed Pricing", with particular reference to the Exchange Rate discussion during the Briefing Session. Quoting on a fixed, Transnet stipulated, exchange USD:ZAR exchange rate will not be a problem.	The quoted price is required to be firm and fixed in terms of US dollars.The future prevailing rate of exchange to be applied at time of invoicing. (where applicable). The RFP notes to pricing and guidance notes in Annexure C have been updated to clarify this.
71	**Annexure C "Pricing Schedule" and Annexure D "List of VMs"**: In order to effectively price a virtual machine instance, in such a way that cross-vendor comparisons can be made, we need the following information: • Current Instance Type (for example A-series, Bs-series, D-series) • # virtual CPU Cores • Amount of Memory (RAM) • Amount of Storage attached, per storage type (e.g. 100GB SSD, 1TB Object Store Instantaneous Access, 5TB Object Store Archival tier). (for example Standard HDD, Standard SSD or Premium SSD with corresponding sizes like 256 GB or 512 GB etc) • Operating system (for example Windows 2016 R2 x64 or Ubuntu Linux x64 14.04 etc) Ideally the list of VMs and the Pricing Schedule should align, at least for the specific instance pricing in the first section. If we don't all price to meet a particular specification as closely as possible, then there will be assumptions made (e.g. storage class, as the tables are currently presented) whilch will make if impossible for a meaningful comparison between vendors to be made.	Updated list of VM's will be provided as part of an addendum to the RFP.
72	**SAP Workloads:** Does the Cloud Infrastructure have to be SAP Certified?	Yes.
73	**VM Uptime SLAs:** What is the minimum acceptable Uptime SLA for the VMs – both for single instances and those who deployed as HA instances? Do all instances run in the same availability zone?	SLA's will be discussed during final contracting stage.
74	What is Transnet currently license agreement with Microsoft, Is there already a Azure tenant in place if so how many services are currently been hosted.	Yes there is a current Azure tenant in place. The list of VM's provided forms the bulk of Transnet's use of cloud in Azure.
75	**Integration between on-premises and cloud environments:** What connectivity for the hybrid environment on prem to cloud is in place.	VPN Connectivity.
76	**Workload Migrations:** Final number of Vm's to be migrated	Updated list of VM's will be provided.
77	If the bidder is proposing the use of Public Cloud infrastructure from established providers, such as Azure or AWS, can the bidder use credentials from those providers as proof of capability? e.g. can the bidder use confirmation from Azure or AWS that they have Tier 3 datacentres, as proof of the bidders capability in this regard?	Yes. Bidders can use the credentials from the OEMs of the Public Cloud infrastructure as proof of capability where the technical evaluation criteria relate specifically to the Public Cloud platforms. Please note, however, that for criteria such as the following e.g "CSP must have at least 8 years of experience in providing public cloud hosting services. CSP to provide written proof that it has offered public cloud services for a period of at least 8 years.", Transnet will require references from the bidder where the bidder has experience in offering public cloud computing services. Transnet will be assessing the references of the bidders where they have provisioned cloud services over a period of 8 years.
78	The bidders proposed pricing rate card needs to be fixed and firm over the duration of the contract period. In many cases, components of the bidders proposed price are based on USD, converted at the stipulated exchange rate. How will significant exchange rate fluctuations be accommodated in the fixed pricing? e.g USD price can be firm but Rand cost may change at time of billing due to exchange rate fluctuation?	Correct. The price quoted is required to be fixed and firm in dollar terms for the duration of the contract. The future prevailing rate of exchange may be applied at the time of billing (where applicable) The RFP notes to pricing and Annexure C guidance notes have been updated to provide clarity in this regard. The update will be part of the addendum that will be published on the NT e-portal and Transnet Website.
79	The bidders proposed pricing needs to be valid for 180 days. How will significant changes in exchange rates during that time be accommodated?	Changes in exchange rates will only be accommodated at the time of billing with the awarded bidder. The prices quoted by bidders are required to be kept at currency rate at the date of advertising of the tender, as stipulated in the RFP, for the validity period.
80	How was the ROE of 17.27 established?	As per the RFP, Section 4, Page 22, paragraph L, the currency's rate is as published by the South African Reserve Bank on the date of the advertisement of the bid.
81	Can you confirm the current disk size and disk type per server instance of all 90 workloads	List of VMs to be updated with disk size and disk type as part of the addedum to the RFP.
82	When will the Demonstration be done. Not sure whether the demonstration must be done before the submission or during and how?	Respondents that have met or exceeded the minimum threshold for Step Three: Technical Criteria – Desktop be required to present a live demonstration of their Cloud Computing Platform. Respondents do not need to provide any documents for Step Four: Technical Demonstration, when they submit the RFP by the closing date. Transnet will advise the Bidder if they have proceeded to Step Four: Technical Demonstration and will give the Bidder sufficient notice for the demonstration *(Please refer to Evaluation Methodology, page 19 of the RFP document.)*
83	Is Transnet currently on an Enterprise agreement or MCA agreement?	Transnet currently has an Enterprise agreement related to licenses and then a separate Cloud agreement.

84	In terms of support hours versus platform service. Who will manage the Infrastructure platform itself this specifically talks to patch management, monitoring, alerting or security around landing zones?	Transnet will be managing the application. Service provider to provide the infrastructure services. The management if the infrastructure is the responsibility for the service provider.
85	The current Azure contract Transnet has with Microsoft, is it on an EA or is it CSP related?	The agreement is a CSP subscription.
86	Are the current firewalls that Transnet has deployed licensed and does Transnet need any new Palo Alto firewalls inside the Cloud instance?	Yes they are licensed. Licensing will not be part of this agreement so bidders do not need to cater for that. Service providers will have to demonstrate that they can use Transnet licenses and deploy them across their platforms.
87	Are the VMs that are currently running in the Cloud, are they not already federated to Transnets AD?	They are and service providers will have to prove that they can do that as well.
88	Transnet is not looking at PaaS at this point? Just looking at a like for like, whatever is in Cloud, Transnet wants to move to another Cloud or just make whatever hyperscaler proposed can handle the workloads	The list of workloads to be migrated are all IaaS workloads. There are no PaaS workloads on the list. In the tender Transnet asks for PaaS capababilities as well. PaaS is a future requirement.
89	Where did 3 month timeline come from?	The 3 months is just an estimate. It could be done sooner. There is post contract, assessment and training that needs to take place. Transnets footprint is not a sizable workload. There are a few production workloads but its sizeable.
90	List of VMs already in Azure?	Yes, the the list of VMs is the current Azure environment at the moment.
91	Are service providers responsible for migrating and providing the infrastructure as a service and Transnet will do the migration of those VMs the service provider created or are the service providers also responsible for migrating the entire workload to the newly created workloads?	SP will be responsible for providing the infrastructure and Transnet will platform its applications on the infrastructure. Transnets technical people will spin up the application once the SP has provisioned the infrastructure.
92	Are SPs expected to spin up something similar to what Transnet has today and Transnet will be doing a backup and restore and a copy on that side or is Transnet expecting a three month migration which migrates from A to B?	Transnet will require SP to provide the machine specifications and provide the machines taking the SAP envvironment into account. Then the Transnet SAP team will provision the environment on SP platform. So Transnet will work with SP. Trasnnet does not know SP platform so in the 3 months the SP will need to guide Transnet but Transnet will put applications on SP platform. Hand in hand with that is the training aspect where Transnet engineers get trained. Post the 3 months, Transnet expects to create our own VMs and be self sufficient. Transnet needs a platform where we can dynamically switch on and switch off infrastructure. The 3 months is a hand-holding period. On support and maintenance, only where Transnet is constraint will Transnet call on the hours for these.
93	Are security considerations included in the RFP?	Transnet has its own security protocol and systems. It follows the same model as bring your own licence so Transet will bring security tools and security elements we have to the platform. In this RFP thos component are not included and don't form part of this RFP.
94	Security Management - Is everything done from the Transnet Active Directory on premises and synced through to the Cloud or does Transnet have seperate identity management suites that are Cloud only or AD only and around your security is that also based on your AD and the groups and memberships synced through to Cloud?	There is full integration between on premise and Cloud, so Transnet has a federated model. AD is across both platforms. Transnet does not use a seperate AD tool for Cloud.
95	All Transnet changes are made on AD only? Theres nothing else that SPs need to consider in terms of identity management and the security around that?	Correct.
96	Does Transnet want pricing from a datacentre abroad for the International pricing and if so, would it be POPIA compliant and which country would you like pricing from?	Transnet is not looking for an international data centre or a local data centre. If SPs have data centres locally and internationally and the rates differ, then bidders must please share both the local rate and International rate. If the data centres in South Africa and a data centre Internationally and the prices are the same, then both columns must be completed with the applicable rate. The pricing sheet does not make specifications in terms of where the data centre must be. There are SP that can provision the same workload in country and out of country and we want to see if there is a price difference between the workload in country and the workload out of country. If all the SP data centres are in country then specify that all data centres are in country and theres no difference between the local rate and international rate because of this. If the pricing is the same then put that price in both columns and state that the prices are the same.
97	With regards to the pricing element for the load balancer, does the load balancer need to be an application load balancer or a network load balancer and does it need to be public or private?	Pricing required for network load balancer. Load balancer to be public.
98	What is the minimum amount or the target of the training e.g. in Azure, a person can do certificates that are representing a certain level of skill so is Transnet looking for these people to be trained enough to complete a certain level of certificate. Does Transnet have an idea of number of days they should be trained and whether they are trained on this specific training or wider technology training?	Ideally looking for a certificate in order to be self sufficient. Certificate in Infrastructure Hosting. Post the 90 days handholding, Transnet engineers need to self provision, so Transnet's focus is on certfication.
99	Can SP propose the new response on Azure itself? Is there any obligation to use some other public provider or can SP's go with Azure as well.	On the RFP, the technical requirements and the pricing schedule is to be technology agnostic. Transnet has not specified any platform or technology . There is no preference on the platform or technology.
100	If Azure, will training requirements still apply because Transnet is already on Azure?	Cannot price on assumptions, if technology is not specified. Transnet is requiring SP to price on training regardless of the technology.
101	On the data transfer rate in and out, that is usually a per MB, per GB, per TB type of rate. Transnet has specified an hourly rate for that. Is that correct?	The idea is a rate card. Transnets lowest unit is 1 gigabyte so that is the hourly rate for that one gigabyte.
102	Can service providers be provided with a Euro based rate as well as some SPs do price in Euros?	There are many companies with many different pricing models. The pricing needs to be brought down to a consistent model. If we need to compare like for like, we need consistency. It will be a change to compare different currencies. W have to generate a generic pricing model and SPs have to do the footwork on their side in order to respond as per the RFP. This is a technoloy agnostic tender and therefore we need a price agnostic sheet and consistency hence we have a dollar based currency and conversion at the moment.
103	On Networking, no time factor on egress. Its per gigabyte of data transmitted. How does one measure an hourly rate for something that is not measured hourly at all.	Transnet is looking for the unit price per gigabyte.
104	On the technical support, is it 2000 hrs for the entire 3 years or every year?	The principle is self provisioning. Once trained and engineers use the platform, then this bucket is a safty net bucket. 2000 hrs over three years as a safety net bucket. Only when Transnet engineers cannot deal with a challenge will Transnet approach this bucket.
105	Is 2000 hours for consulting or is there any hands on requirements in terms of the 2000 hrs on technical support.	As stated in the RFP, it is for technical support and not consulting.
106	Does the team work through a managed service provider to assist in Cloud operations or does Transnet work directly with Azure?	Current contract is directly with Microsoft. Transnet does self provisioning. Only in exceptional circumstances that Transnet calls on the services of Microsoft.

107	Will Transnet consider dealing with a managed service provider if there is added value in that?	Transnet has not specified any particular model. We are looking for a service provider that can provide us with public cloud services.
108	Around management groups and the way of structuring the environment, has Transnet got that design in place or is Transnet looking for a SP to asisst with that for the provisioning of these Cloud services?	On the migration, SP's are required to just quote on the provisioning of the infrastructure. Operationalising it will require Transnet to work closely with the SP to deal with tagging, policies and procedures etc.
109	the VM list now includes Dev, however, the pricing is only required for Prod. Do you also require that we provide pricing for the Dev VM's?	The list of VM's provided is only for migration purposes and does not impact the VM configurations provided for pricing which is for Production.
110	We have reviewed the addendums that were added and we need further detail on the what version details of the operating systems on both Linux and windows are? E.g with Linux (is it Suse, OpenSUSE, Debian, Ubuntu, CentOS, Arch, Fedora, RHEL?).	Transnet has provided information on what the applicable operating systems are which is sufficient for the migration activities. Transnet has also stated that it will use its own licences to provision these platforms.