



BID CLARIFICATION

Form No: RW SCM 00041 F

Revision: 03

Effective Date: 31 Jan 2023

RW10405769/26

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B Ramohla
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19/02/2026

**RW10405769/26 PROVISION OF DIGITAL TECHNOLOGY (IT/OT)
CYBERSECURITY/SCURITY OPERATIONAL CENTRE AS A SERVICE AT RAND WATER
FOR A DURATION OF 5 YEARS**

The pages referenced are the pages of the **RW 10405769/26** bid document.

This clarification consists of 14 statements.

SIGNATURES

Buyer Name :

Supply Chain Manager Name :

Sign :

Sign :



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A. RW10405769/26 PROVISION OF DIGITAL TECHNOLOGY (IT/OT) CYBERSECURITY/SCURITY OPERATIONAL CENTRE AS A SERVICE AT RAND WATER FOR A DURATION OF 5 YEARS

General Questions	
Number of company Users	+3500 users
Number of guest users (suppliers/clients/partners/contractors)	Guest users included on the total number of users(+3500 users)
Number of physical servers to be protected	Unable to disclose at this stage
Number of VM's to be protected	Unable to disclose at this stage
Number of Network Devices – (Firewalls, Routers, Switches, etc.) <i>Breakdown if possible</i>	Unable to disclose at this stage
Number of Endpoints	Unable to disclose at this stage
Cloud Environment (0365, AWS, etc.) <i>Breakdown if possible</i>	Any specific cloud services will not be disclosed at this stage
Is 24 x 7 Support required?	Yes
Is 24x7 SOC Services required?	Yes
Is the deployment on premise or in the Partner Cloud?	In line with PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES proposed
Is training required (On-site or Off-site)?	Yes, both
Is on-site installation/implementation required?	In line with PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES proposed
Is High-Availability required?	Yes



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