

QUESTIONS REALTING TO SUPPLY, DELIVERY, CONFIGURE AND MIGRATE SERVERS AT LEDA AT LEBOWAKGOMO OFFICE

Bid number	#	Questions	Answers
LEDA/ICT/2025/26-3	1	Can we kindly request extension due to the complexity nature and our internal OLA's and as there is a public holiday coming up just before submission, key staff may be "Out of office".	Please note that an extension will be granted relating your query, and we further advise that you check e-tender portal relating changes before close of business today, 12 June 2026.
	2	Will LEDA allow for alternative options in line with current specifications apples for apples or better or is the solution OEM specific on Hardware?	Preferably as per the specification
	3	Scope of domains and services - How many domains must be hosted and managed under this contract? - Please provide a list of all domains, subdomains, and related online services in scope. - Are there any future domains or services expected to be added during the contract term?	All LEDA hosting environment systems, domains, websites, and related services are fully hosted on-premises within our internal infrastructure. This includes both virtualized workloads and physical servers. No components are currently hosted in public cloud or third-party environments.
	4	Current environment - What infrastructure are the domains and websites currently running on? - Is the current hosting environment on-premises, private cloud, public cloud, or with a third-party hosting provider? - Who is the current hosting and DNS provider? - Are there any existing architecture diagrams or infrastructure inventories available?	All domains fall under a single primary domain structure. DNS is internally managed, and LEDA retains full ownership and administrative control of all domain registrations.
	5	Website and application technology - What type of websites or services are in scope, for example WordPress, static websites, custom web applications, portals, or email-related services? - What technologies are the websites/applications built on? - Are any of the sites dependent on specific software versions, plugins, middleware, databases, or operating systems? - Are there any unsupported, legacy, or end-of-life components currently in use?	LEDA hosts a variety of platforms, including content management system (CMS)-based websites, custom-developed applications, and internal portals. Some of these systems are dependent on specific software versions, frameworks, and middleware components.
	6	Hosting requirements - What are the required hosting specifications for each domain or service? - Are dedicated, shared, virtual, or container-based hosting models required? - What are the expected storage, compute, bandwidth, and performance requirements? - Are there seasonal or event-driven traffic spikes that must be accommodated?	The current hosting environment comprise a combination of dedicated and virtualized infrastructure. Performance, storage, and compute requirements differ across systems based on their respective functions and workloads. While there are no significant seasonal fluctuations in traffic, business-critical systems require consistent performance, reliability, and high availability to support ongoing operations and service delivery.
	7	Availability and performance - What uptime target is required for hosted services? - Are there defined service levels for availability, incident response, and resolution times? - What performance standards or page load requirements must be met? - Are there any services classified as business-critical that require higher availability?	LEDA maintains internal service level targets for system availability, incident response, and issue resolution. These service levels are designed to support the reliable operation of its digital services and business processes. Certain systems are designated as business-critical and, as such, require enhanced availability, expedited incident response, and

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			prioritised recovery procedures to minimise operational disruption and ensure continuity of service.
	8	Backups and disaster recovery • What data must be backed up, for example website files, databases, DNS records, configurations, and logs? • What backup frequency is required? • How long must backups be retained? • What recovery time objective and recovery point objective are required? • Is offsite or immutable backup storage required? DNS and domain administration • Will the Service Provider have full responsibility for DNS management? • Who currently owns and controls the domain registrations? • Are registrar accounts and administrative contacts already documented? • Are there any DNS security requirements such as DNSSEC?	All data—including website files, databases, DNS records, and configurations—are backed up on premises. Backup frequency, retention periods, and RTO/RPO requirements are defined in LEDA's internal DR framework. Immutable or off site backup options may be considered depending on the proposed solution
	9	Security requirements • What specific security controls are required for the hosting environment? • Are web application firewalls, DDoS protection, SSL certificate management, vulnerability scanning, and endpoint protection required? • Are there any mandatory security standards, policies, or audit requirements that must be complied with? • Who is responsible for patching and hardening the servers, platforms, and applications?	Security controls include patching, hardening, SSL certificate management, vulnerability scanning, and endpoint protection. Additional controls such as WAF, DDoS protection, and DNSSEC may be evaluated based on the proposed architecture.
	10	Compliance and data protection • What categories of personal or sensitive information are processed or stored by the hosted services? • Are there any data residency requirements? • Besides POPIA, are there any other legal, regulatory, or municipal governance requirements that apply? • Are audit logs, access records, and compliance reporting required?	LEDA systems process personal and organisational data in line with POPIA and other applicable governance requirements. Audit logs, access records, and compliance reporting are part of our operational processes
	11	Migration and transition • Is the Service Provider expected to migrate existing websites/services from a current environment? • If yes, what is the current setup and what migration constraints exist? • Are there planned downtime windows for cutover? • Is a transition-in and transition-out plan required? Third-party dependencies • Are any websites or services dependent on external vendors, payment gateways, municipal systems, APIs, or identity providers? • Are there any existing software licenses, support contracts, or hosting agreements that must be taken over or interfaced with? Responsibilities and exclusions	The service provider will be expected to assess the current environment and propose a structured transition plan. Downtime windows can be coordinated where necessary.

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		- Is the Service Provider responsible only for infrastructure hosting, or also for application support, code changes, plugin updates, and content management? - Who is responsible for website development, testing, and approval of application changes? - What items are explicitly out of scope? Existing DR plan and current state - Please provide the current Disaster Recovery Plan and all related supporting documents. - When was the current DR Plan last reviewed and approved? - Has the existing DR Plan been tested before? If yes, when was the last test conducted and what were the outcomes? - Are there any known gaps, audit findings, or non-compliance issues with the current DR Plan? Scope of DR coverage - Which systems, applications, platforms, databases, and services are covered by the current DR Plan? - Are all municipal IT services in scope, or only selected critical systems? - Please identify the business-critical systems that require priority recovery. - Are third-party hosted services, SaaS platforms, and cloud workloads included in scope? Infrastructure and hosting environment - What infrastructure does the current environment run on, for example on-premises, virtualized environment, private cloud, public cloud, or hybrid? - What backup and replication technologies are currently in place? - Is the DR environment already established, or will the bidder be expected to design and implement components of it? - Is there an existing off-site DR site or cloud-based DR platform? Recovery requirements - What are the required Recovery Time Objectives (RTOs) for each critical system? - What are the required Recovery Point Objectives (RPOs) for each critical system? - Are there different recovery priorities or tiers for different services? - What is the acceptable maximum downtime for each major service?	
	12	Backup and replication - What data must be backed up and replicated? - What are the required backup frequencies for different systems?	All data—including website files, databases, DNS records, and configurations—is backed up on premises. Backup frequency, retention periods, and RTO/RPO requirements are

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		- What retention periods are required for backups? - Is immutable backup, air-gapped backup, or ransomware protection required? - o Should backup storage be off-site, cloud-based, or both?	defined in LEDA's internal DR framework. Immutable or off-site backup options may be considered depending on the proposed solution.
	13	Testing and simulation - What type of annual DR testing is required, tabletop simulation, partial failover, or full failover? - Must testing be conducted per system, per site, or for the full municipal environment? - Are there restrictions on downtime during testing? - What reporting format is required for DR test outcomes and remediation actions?	LEDA maintains an internal DR Plan covering critical systems, backup strategies, and recovery procedures. Details such as last review date, test outcomes, and known gaps can be shared during the formal clarification stage.
	14	Support and maintenance responsibilities - Is the bidder expected only to review and maintain or also to operate the DR solution day to day? - Will the bidder be responsible for monitoring backup jobs, replication status, and recovery readiness? - Is incident response support required in the event of an actual disaster? - What support hours are required, business hours or 24x7?	The bidder's responsibilities will depend on the final solution design. Infrastructure hosting, application support, code changes, and content management may be in or out of scope depending on the proposal. LEDA will retain oversight of governance and approval processes.
	15	Exclusions and assumptions - Are hardware replacement, software licensing, cloud costs, and DR infrastructure costs included in scope? - Are application-level recovery procedures and vendor coordination included? - What responsibilities remain with the Municipality versus the successful bidder?	LEDA will review this internally and communicate an official response through Supply Chain Management.
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	17	May you kindly advise if LEDA is strictly looking for a Dell solution or if we may propose any other Brand / OEM with the same or better specifications? Secondly, regarding Support / Warranty, may you please confirm if you need a Next Business Day Response or Fix? Lastly, may you kindly share LEDA's contract number with Broadcom (VMWare)?	Preferably as per the specification. Support / Warranty: LEDA requires a Next Business Day response. VMware (Broadcom) Contract Number: The LEDA contract number will be shared with the appointed bidder.
	18	Regarding point #3, Broadcom always need the contract number of the End User (LEDA) for them to issue the quote for new licenses, if the customer already exists in their database. This contract number is required by Axiz, VMWare Distributor in South Africa	LICENSE INFORMATION License Sockets Instances Status Type Edition Package Support ID Licensed to Valid Subscription Enterprise Plus Backup 02741017 Limpopo Economic Developmen... Install Remove Update Now Report...

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	19	I wanted to highlight that the main reason for requesting an extension is that the turnaround times from the OEM have been delayed. This has impacted our ability to gather all necessary information and documentation for the bid. Additionally, with Monday and Tuesday next week being non-working days for them, we will not be able to progress with the outstanding items during that period. Given these circumstances, the original twenty-one-day advertising period has proven to be insufficient for us to compile a comprehensive and competitive proposal. Extending the submission timeline will ensure that we are able to meet all requirements and participate fairly and transparently in the bidding process.	Please note that an extension will be granted relating your query, and we further advise that you check e-tender portal relating changes before close of business today, 12 June 2026.
	20	We would like to express our interest in responding to the above bid. It is to be noted that Microsoft does no longer classify or profile partners by metal (Silver or Gold). Having gone through the scope of work, we are confident that the partnership status would not be playing a significant role as there isn't any requirement for Microsoft skills once the hardware has been deployed up to OS level. Please confirm if we can proceed with putting the bid together and ignore the Microsoft partnership clause. Current Partner Classifications • Solutions Partner: The baseline tier, replacing Silver and Gold. Partners earn badges based on demonstrated capabilities and customer success across six solution areas (such as Data & AI, Infrastructure, Security, and Modern Work). partner.microsoft.com <8>	Please note that Microsoft has retired the old gold and silver partnership competencies. These were officially replaced by the Microsoft AI Cloud Partner Program, which now uses: ▪ Solutions Partner Designations (e.g., Modern Work, Security, Infrastructure, Data & AI, Business Applications) ▪ Partner Success Core Benefits and Partner Success Expanded Benefits packages ▪ These new designations focus on cloud capability, skilling, and customer success, rather than the previous metal based (Gold/Silver) classification
	21	Kindly share with us RVtool, so we scope the migration of 14 VMs accordingly. OR Share with us the sizes of all 14 VMs	We have 14 VM-machines with different spec that will be shared with the appointed bidder.