

REQUEST FOR PROPOSALS : ATNS/RFP14/06/2026/27/IT_CSAT_Sof_2025_310

Appointment of a Suitably Qualified and Experienced Service Provider to Supply, Implement and Provide Support, Maintenance, and Managed Services at ATNS for Cybersecurity Awareness Solution for a period of five (5) years

Number	Question/Clarity Date	Name of the Company	Paragraph No. Bid Document	Questions	Response
1	17 September 2026	Wolfpackrisk	email	We require clarity on the requirement for Multilingual Content Support. Which languages will need to be covered ?	English (United States)
2	23 September 2026	V and N Q Systems (Pty)	Page 17, 7.3.7 Compliance Reporting	Could you please clarify the scope of the compliance requirement? Specifically, is this referring to compliance with standards such as ISO 27001 and NIST, or is the focus on verifying that all staff have completed and are adhering to the training programme?	The compliance requirements is for ISO 27001 and NIST
3	23 September 2026	V and N Q Systems (Pty)	Section 6.5 (Audit Logging and Monitoring) on page 15:	Could you please provide more detail on the specific requirements or expectations for this area? We would like to ensure we fully understand what is needed.	The purpose is to log and monitor user enrollment, training completion, logging activities, training attempts, user who have not completed the training, alerts/escalation, administrative changes, phishing activity and training reports.
4	30 September 2026	BCX		Briefing session registration confirmation report	Kindly note that the briefing session attendance register is an internal document used to verify attendance at the compulsory briefing session. If you attended the compulsory briefing session via Microsoft Teams, there is no need for concern. All bidders whose attendance at the compulsory briefing session will be eligible to proceed to the next stage of the evaluation process, subject to meeting all other applicable bid requirements.
5	30 September 2026	BCX			Steps to Submit via the CSD E-Tender Portal 1. Log in to the CSD E-Tender Portal using your CSD credentials. 2. Click on the E-Submission tab. - Search for the RFQ by: - Entering the RFQ number, or 3. Searching using the RFQ description. 4. Once you locate the RFQ, click the "+" (plus) sign to view more details. 5. Scroll down until you find the E-Submission section. 6. Click Submit Response (or the applicable submission button). 7. Upload all the required documents as specified in the RFQ. 8. Click Submit to finalize your response. Bidders must combine all documents applicable to each parcel into a single PDF file and upload the PDF under the corresponding parcel/tab on the e-Submission system. Bidders are responsible for ensuring that all required documents are uploaded under the correct parcel/tab and that the submission is successfully completed before the bid closing date and time.
				Portal link for the submission of the bid	
6	07 October 2026	Gijima	Paragraph 2.2 Scope of Work Cyber security solution	Should the scope be confined to cyber security awareness services only or do you require additional complimentary services? For example, in the case of KnowBe4 - should PhishER be included. In a nutshell should all 4 KnowBe4 SKUs (below) be included in our pricing to you? -KnowBe4 Security Awareness Training Subscription Advanced -KnowBe4 PhishER Subscription -KnowBe4 Compliance plus subscription -Defend - AI Powered e mail security platform wiht behavioral based phishing detection in M365	The scope should include for all four KnowBe4 SKUs listed. We would like the scope to cover not only cyber security awareness services but also the complementary services that support our overall security awareness and phishing defense programme