

QUESTIONS AND ANSWERS FOR DATA SECURITY PLATFORM

Q1: Unstructured Data Platforms in Scope

Please advise which unstructured data platforms are required as per the requirement:

- Windows File Shares/NAS
- Microsoft 365: OneDrive, SharePoint, and Exchange Online
- UNIX/Linux

Answer:

- UNIX/Linux SMB Shares
- OneDrive
- SharePoint
- Windows File Share
- AWS S3 buckets

Q2: Additionally, please provide the number of users in Active Directory/Entra ID or the user count you are licensed for on your Microsoft Licensing.

Answer:

We are licensed for 3500 users (E3)

Q3: Structured Data On-Prem

Please confirm the types of databases residing on-prem (e.g., DB2, Oracle, etc.), and the total number of databases.

Answer:

- Databases - SAP ECC on Oracle DB and MS SQL Server
- 3 SQL Instances
- Total number of databases – 9

Q4: Structured Data in the Cloud

Please provide the total number of databases/workloads in the cloud and specify the types of databases (e.g., DB2, SQL, etc.).

For data residing in AWS, please confirm the AWS services in use (e.g., EC2, S3, RDS

Answer: 9 MS SQL Instances on EC2

Databases – Oracle RDS, IBM Informix and MS SQL Server

Total number of databases -

- 9 MS SQL Instances on EC2
- 4 Informix environments: one database per environment on EC2
- 9 Oracle EC2 instances
- 8 RDS MySQL

Legislative Compliance and Internal Policies:

Q5. While the Request for Proposal (RFP) specifies compliance with POPIA, GDPR, and HIPAA. Can RAF confirm all applicable legislative acts relevant to RAF's operations, beyond those explicitly mentioned in the RFP, that the DSP needs to align with?

Answer:

In addition to POPIA, GDPR and HIPAA

Cyber Crime Act No. 19 of 2020, Electronic Communications and Transaction Act No. 25 of 2002, National Archives and Records Service of South Africa Act No. 43 of 1996, Regulation of Interception of Communications and Provision of Communication-related Information Act, Protection of Personal

Information Act No. 4 of 2013, National Cloud Policy, Minimum Information Security Standards (MISS), 1996, Promotion of Access to Information Act, Act No. 2 of 2000 (PAIA), PMFA

Q6. Does RAF have existing, defined data classification policies, sensitive data definitions, or data dictionaries that the Bidder needs to adhere to, or will the development and formalisation of these be a collaborative effort during Phase 1 of the Information Governance Framework?

Answer:

RAF does have a framework; however, an assessment must be done for improvements if necessary.

Q7. The tender's mandatory requirements state that reference letters "should comprehensively cover requirements" and not just one capability. To ensure full compliance, could RAF clarify its interpretation of "comprehensively cover" regarding reference letters? Specifically, if a single reference project does not encompass all the mandatory DSP capabilities, but the Bidder has experience across multiple projects that cumulatively cover all requirements, how should this be presented and evaluated?

Answer:

The bidder is allowed to present reference letters for the different projects completed which will accumulatively account for comprehensive coverage of the RFB requirements.

Q8. Due to the complexity of the required solution, we would like to formally request a short extension to the bid closing deadline.

Answer: An extension has been granted.

Q9. If the vendor [OEM] is assisting with the deployment from a professional services perspective, will RAF accept certifications and customer references from the vendor as well?

Answer: Yes, resources from the OEM can be included. RAF will expect those resources or equivalent from the OEM during implementation.

SaaS Licensing Model and Ownership

Q10. The tender states that the proposed solution must be offered as a Software-as-a-Service (SaaS) licensing model, with RAF intending to 'own the SaaS subscription'. Since the SaaS model is fundamentally subscription-based, granting usage rights rather than perpetual software ownership, could RAF please clarify what 'owning the SaaS subscription' specifically entails from your perspective?

Answer: We mean RAF will pay the subscription. The service provider/reseller will not pay the subscription on our behalf. Meaning that RAF will have an account with the OEM, pay an annual SaaS subscription license through the successful bidder and be eligible to directly log support calls with the OEM(s) of the proposed solution(s).

Q11. Does this primarily refer to the legal right to control and utilise the subscribed services for the contracted five-year period, or are there specific ownership aspects RAF envisions beyond the typical SaaS subscription terms, especially concerning the underlying software assets?"

Answer: Normal/typical SaaS subscription. See above answer.

Detailed Data Repository Information:

Q12. RAF has stated that an estimated 100 data repositories, including MS SQL, Oracle, Informix, AWS, Azure, M365, and SharePoint, will be covered by the DSP. Can RAF provide a more granular and specific list of these estimated 100 data repositories, including their precise types (e.g., database versions), estimated data volumes, and detailed types of sensitive data they contain, to refine the scope and implementation effort for data discovery and classification?

Answer:

- Database types – Refer to questions above
- Estimated data volumes – +-2.5 Terabytes (structured data)
- Detailed types of sensitive data they contain - IdNumber, DateOfBirth, AccountNumber, Passport Number

Database							
Technology	No of DB Servers	DB Deployed Environment	DB Version	DB Deployed Environment	Storage Type	Data Usage - Prod DB Only	
Oracle DB	9	AWS Cloud	19c - 19.3.0.0.0	EC2 Server (laas)	EC2 Local	178 GB	
RDS - MySQL	8	AWS Cloud	5.7.44	RDS - MySQL	RDS - Data	51 GB	
Informix	4	AWS Cloud	V14.10	EC2	EC2 attach	800 GB	
MS SQL Serve	8	AWS Cloud	2019	EC2			
						Estimated data volume cloud = 4.5TB	
						Estimated data volume on-prem = 5.5TB	

Q13. Our proposed implementation plan includes the comprehensive onboarding of all RAF's unstructured data repositories (such as OneDrive, File Shares, and AWS S3 buckets) in Year 1. To enable us to accurately size the solution, allocate necessary resources, and plan effectively for the data discovery and classification phases, could RAF please provide an **estimated total volume (in Terabytes)** of the unstructured data currently held across all your environments, both on-premises and multi-cloud?

Answer:

- SharePoint usage: 27.05 TB
- An additional 10 TB can be considered for other unstructured data sources

On-Premises to Cloud Migration Strategy:

Q14. RAF confirmed the need to protect on-premises databases before their migration to the cloud. Does RAF have a detailed migration strategy and specific timelines for transitioning these on-premises workloads to the cloud. This information is crucial for planning the phased implementation of the DSP.

Answer: There is a cloud migration strategy. However, some components of the cloud migration are dependent on Procurement processes. 60% of RAF's infrastructure is running from the cloud with the SAP component outstanding.

Key Management Solution Preferences:

Q15. RAF indicated that proposing a third-party key management solution for encryption keys is an optional item. Does RAF have any specific preferences for particular third-party Key Management Systems (KMS) or is there an existing KMS infrastructure they wish to leverage for managing encryption keys.

Answer: No preferred KMS. When fulfilling requirements for Data encryption the service provider must also provide the capability to manage encryption keys. RAF currently leverages cloud-native KMS solutions in Azure and AWS cloud environments.

Support Hours and Service Level Expectations:

Q16. What are the precise monthly support hours that RAF will require?

Answer:

As defined in the RFB plus inherent OEM maintenance and support (linked to subscription support plans. RAF should be able to directly open support tickets with the OEM(s) in addition to the monthly support hours from the bidder.

Q17. Can RAF clarify how "usage basis" will be defined and tracked for billing beyond the allocated hours, and what the expected Service Level Agreements (SLAs) are for incident response and the desired service coverage window (e.g., standard business hours, 24/7).

Answer: It means that RAF will use the available hours per month for support. Billing will be for the hours that were spent. If there is no usage in a month there will be no billing. If the usage was less than the full hours allocation per month, the service provider will bill for the hours used in supporting RAF.

An SLA will be defined for support indicating Mean Time to respond for different issues on the system. E.g if there is an issue affecting critical business capability the service provider will have to be available over night. RAF uses a standardised outcomes-based service performance framework that will be discussed/shared with the successful bidder as part of the contracting/onboarding process.

Commitment to Resources:

Q18. Will RAF ensure the availability of business users for data analysis and classification (e.g., 2 hours per day)?

Answer: Yes. Project streams and resources will be available

Deployment Model Specifics and Future Vision:

Q19. The RFP specifies a hybrid cloud deployment with the main deployment in RAF's AWS environment, integrating with other clouds like Azure and Google. RAF also seeks adaptability to "emerging trends like generative Artificial Intelligence (AI) techniques". Can RAF confirm exact preferred deployment model and long-term IT strategy to ensure the proposed hybrid approach fully aligns with their vision and any regulatory constraints?

Answer:

Preferred deployment model is first SaaS. Should a solution not be a SaaS, it should be hosted in AWS environment and in such situations, RAF will not manage any devices/solution components apart from front-end interfaces that would normally be exposed to SaaS tenant customers, and all management will be for the service provider. RAF will use the services without maintaining the technology.

Q20. The tender outlines a preference for a cloud-based Data Security Platform provided as SaaS or deployed within RAF's AWS cloud environment. Should our current proposed SaaS model, with RAF owning the subscription, not fully align with RAF's underlying strategic intent for long-term operational control and management, would RAF be open to considering alternative deployment or management models? For example, would a comprehensive Managed Security Services Provider (MSSP) arrangement where the platform is entirely operated and managed by a third party or other hybrid models beyond direct RAF AWS deployment, be within the scope of future considerations to ensure optimal data security with efficient operational oversight?

Answer: The service provider can host the services anywhere as long it complies with the South African Regulations such as National Cloud Policy, POPIA ect,

Scalability and Growth Projections:

Q21. RAF requires the platform to allow for scalability and growth. Does RAF have specific metrics or projections for anticipated growth over the five-year contract period, such as expected increases in data volume, number of users, or new applications that will need coverage, to ensure the proposed solution can adequately scale to future needs?

Answer:

RAF currently has 3500 licensed users in Microsoft Entra-ID. Bidders can factor in a 20% overall increase over 5 years.

Q22. Internal Decision-Making and Change Appetite:

The project scoping and sizing methodology incorporates assumptions about RAF's "decision making turnaround contingency" and "impact or change appetite". What is RAF's typical internal decision-making processes for project approvals and changes?

Answer: RAF has project governance and for each project there's a steering committee for approvals and decision making.

Q23. Additional Integration Requirements:

Are there any other critical RAF systems, applications, or identity providers that the Data Security Platform will need to integrate with beyond those already specified, to ensure comprehensive coverage?

Answer:

OMADA Identity, Active Directory, Microsoft Entra ID, SAP, all data storages defined for on Prem and in the cloud

Q24. Data Ownership and Accountability:

Our approach involves identifying data owners and depends on "acceptance of data ownership". RAF also requires support for "Data Ownership and Stewardship management". What is RAF's existing framework or plans for establishing and enforcing data ownership and accountability within the organization as part of the DSP implementation?

Answer: Functional owners will be available to assist.

Technical Requirements and Operational Expectations:

Q26. Our solution will integrate with RAF's existing SIEM (Sentinel) and user authentication mechanisms (Active Directory, Privileged Access Management, Entra ID). Can RAF confirm the specific Privileged Access Management (PAM) solution(s) currently in use, and detail any specific requirements for its integration?

Answer:

Beyond Trust

Q27. Does RAF have an existing inventory or prioritised list of these structured and unstructured data repositories, or will the discovery and prioritisation of these repositories be part of the initial implementation phase?

Answer:

Data discovery and classification are a requirement within the RFB

Q28. RAF requires the DSP to align with its Records Management Policy for data retention (2 years online, 5 years archiving). Has RAF a fully defined and legally vetted Records Management Policy and Retention Schedule for all data types, or will the Bidder be expected to assist in the development or refinement of these policies during the Information Governance Framework phase?

Answer:

RAF already has the required Record Management Policy, Record Management Standard Operating Procedures and RAF File plan with retention guidelines/requirements that are in line with legislation.

Q29. Unstructured Data Discovery & Classification (DDC) - What is the estimated total volume (in TB) of unstructured data across all repositories (SharePoint, OneDrive, etc.)?

Answer:

- SharePoint is 27.05 TB
- An additional, estimated 10 TB for other unstructured data repositories

Q30 File Activity Monitoring (FAM) - What is the estimated total volume (in TB) of file data to be monitored (across file servers, NAS, or cloud storage)?

Answer: 50.93 TB

RFP Reference	Question	Answer
p21 The proposed solution must have a central data repository with capabilities that allow for full visibility of RAF's data usage by maintaining data inventory.	Please elaborate on Central Data repository capabilities?	The solution must have capability to indicate where all our data is and stored so that it can be monitored, classified, how it's being used, and who is using it. Not an Enterprise Data Repository but an inventory of what the Data Security Platform is managing
p21The proposed solution must allow for an organisational and departmental view of data classifications and risks and associated data maps and flows.	Organisational and departmental views please elaborate on these?	1.organisational means RAF 2. Departmental means various departments in RAF. 3. Basically, the system should be able to classified data in the whole RAF systems and all various department data and risks and associated data maps and flows.
p22 iv. Provide strong key management for token and key distribution.	Could you please provide more details on Key Management and distribution requirement	The Data Encryption solution must provide capability to handle cryptographic keys throughout their lifecycle.
p24 The proposed solution should be able to automation the manual workflow of PAIA and POPIA Requests, and should automate ID verification, data retrieval and deletion, and data redaction.	Could you please provide more details on workflow request of PAIA & POPIA	1. The public will send a request to access information, either via email or web. 2. system should verify document compliance and the generate a reference number, and assigned job card to the RAF Officer, 3. the job card allow multiple allocation, send automated mails and reminders and send target date. send out emails once the job has been completed

p24 The proposed solution should support the intake of Data Subject Requests through both email and a secure customer portal, with all requests being routed to a centrally managed console for processing.	Please clarify Data subject request requirement	1. Data Subject (PAIA and POPIA) Requests, the public are allowed to request information to be deleted, corrected or destroyed. 2. These requests should be managed centrally.
p27 4.1.11. The service provider must include in their proposal once-off costing for 120 hours for the following activities: a) Business requirements gathering b) Solution Design c) Integration Workshops	How did you calculate the 120 Hours across activities?	RAF estimated that each activity will take 40 hours: Business requirements gathering – 40 hours Solution design – 40 hours Integration workshops – 40 hours
p27 4.1.13. Additionally, bidders must include pricing for monthly support hours (30 hours per month, payable on a usage basis). This is over and above any OEM maintenance and support, associated with software/subscription licenses.	How did you calculate the 30 Hours support per month. Is this remote or on premise.	The 30 hours of monthly support was determined based on our internal assessment of the anticipated support needs post-implementation. This includes expected troubleshooting, user support, minor enhancements, and general technical assistance (generally covered by OEM SaaS/Subscription support plans). This is countering the fact that support will come standard from the OEM. The support hours are to be used on a pay-as-you-use basis, offering us flexibility without a fixed monthly retainer. The support is hybrid. If there's a need for onpremise then the service provider should be accessible.

p35 5.2.2.Solution Proposal	Are there a solution template or format available or requirement to use	No template, every company can provide the proposal based on their understanding of the requirements and how they will enable RAF to meet its objective. It must be noted also that RAF expects a detailed proposal from bidders on the proposed solution(s)
Can the customer reference be from different customer?		Yes, a company can submit several customer references to showcase their experience and track record of the requirements within the RFB
If the Vendor help with the deployment, will you accept certifications and customer references from the vendor as well?		Yes. It must be clearly articulated, and RAF will expect those resources or equivalent from the OEM during implementation
What's your definition of SaaS if you would like to own the license, because SaaS always comes in a subscription model?		We mean RAF will pay the subscription. The service provider/reseller will not pay the subscription on our behalf. Meaning that RAF will have an account with the OEM.
If SaaS is not available, would you allow a MSSP model?		Yes
Please provide the total amount of data in TB of your unstructured data?		+ - 50 TB