

## QUESTION AND ANSWERS

### CYBER SECURITY AND MONITORING SERVICES

NO	QUESTION	ANSWER
1	Will the SOC reference letters work for this tender? hence on the tender document you said Cyber Risk Operations Center (CROC) reference kindly give clarity on this	SOC reference letters will not be accepted for this tender, as the service must be delivered directly by the vendor's MDR team.
2	As outlined in the RFP, SACAA is currently operating within a Trend Micro-based environment. Could you please provide a detailed overview of this environment, including all deployed Trend Micro products, technologies, and their respective volumes or licensing metrics?	This information will be provided during the contracting stage.
3	SACAA has indicated that it utilizes Trend Micro-based SIEM and SOAR capabilities. Could you kindly clarify and confirm whether this refers specifically to Agentic SIEM and SOAR solutions?	Yes, SACAA confirms that it utilizes agentic SIEM and SOAR solutions.
4	SACAA has requested additional credits, including retention credits for six months of data storage and ingestion credits for increased log volumes. Could you please provide definitive figures for the required credits, or alternatively, specify the expected data ingestion rates and retention volumes?	The expected data ingestion is approximately 20 GB per day, with a proposed data retention period of six months. This will be procured using <b>Trend Micro Vision One</b> credits.
5	In the pricing schedule, SACAA has specified a requirement for 12 units of Cybersecurity Managed Services with 24x7x365 monitoring. Could you please clarify what the "12 units" represent, as this quantity is currently ambiguous?	This is for 12 months, not units. Please give the monthly cost and multiply by 12 for Year 1, Year 2, and Year 3.

