



**TENDER CLOSING DATE EXTENSION/
CLARIFICATION DATE EXTENSION**

Form No: Foskor PROC 024

Revision No: 01

Effective Date: August 2024

Tender Number : FOSRBY-RFP-50-25/26 - Azure Cloud Server Hosting

Tender Description : Azure Cloud Server Hosting for a period of sixty (60) months

ADDENDUM: NO. 1

NOTICE TO ALL BIDDERS

Kindly note the following change to the RFP document.

Tender Closing Date extension

Kindly note that the closing date has been amended and extended as follows:

Original Closing date: 14 April 2026

Extended Closing date and time: **05 May 2026 at 12:00**

Clarification Deadline Date extension

Kindly note that the Clarifications deadline date has been amended and extended as follows:

Original Clarification deadline date: 07 April 2026

Extended Clarification deadline date and time: **28 April at 12:00**

Kindly note that no further closing extensions will be granted on this tender.

Clarification Questions and Answers

- In which Azure region(s) are Foskor's current workloads hosted (primary and, if applicable, secondary)? **SA North for production and SA West for disaster recovery.**
- Given Foskor's obligations under POPIA and, where applicable, GDPR, does Foskor require that all DR replication targets, failover environments, and biannual DR test executions remain within the borders of the Republic of South Africa? Specifically, please confirm whether the use of Azure South Africa West (Cape Town) as a DR target region is acceptable, or whether any cross-border arrangement would require prior approval. **Only SA North and SA West as per current setup**
- What categories of activity are envisaged under this support allocation (e.g., ad hoc infrastructure changes, technical advisory, out-of-band troubleshooting, project-related assistance)? **Yes, all of the above and advice on host resource/cost optimization as well as assistance with disaster recovery testing.**
- Is there a preference for how unused hours are treated at year-end, i.e., rollover to the following year, forfeiture, or conversion to credit? **Rollover at year-end**

- **Migration Scope & Dependencies**
 - Confirm the **Azure region(s)** currently used in the NTT (Dimension Data) tenant and the **required target region(s)** in the Foskor tenant. – **SA North for production and SA West for disaster recovery.**
 - Confirm ownership and readiness of **connectivity and identity dependencies** during migration (AD, DNS, VPN/ExpressRoute), noting that on-premises and hybrid connectivity appears excluded from MSP scope – **Express route already in place**
 - Are there defined **business-approved maintenance or downtime windows**, blackout periods, or critical systems requiring special scheduling? – **ICT Change process must be followed and no changes during month end (01 to 10).**
-
- **Disaster Recovery (DR)**
 - For servers marked “**DR Required = Yes**”, are there defined **RPO and RTO targets** per application or workload? **No**
 - Is the preferred DR approach **Azure Site Recovery (replication-based), backup/restore**, or should both options be proposed? **Both options**
 - Should DR be implemented in a **paired Azure region**, same region (availability zones), or as part of a Foskor-defined DR architecture? **SA North and SA West as per current setup**
-
- **Backup and Data Retention (Clarification Needed)**
 - The SOW lists **Backup & Data Retention** under exclusions; however, the associated activities (backup configuration, retention, restore testing) typically align to MSP operational responsibilities.
 - Please confirm whether **backup configuration, retention management, and periodic restore testing** are:
 - In scope for the MSP – **No – will be done by Foskor**
 - Out of scope (retained fully by Foskor), or
 - Required as an optional / separately priced service
-
- **Service Levels and Support**
 - Are there **availability targets** (e.g. 99.5%, 99.9%, 99.95%) Foskor expects to be included in the SLA? – **99.9%**
 - Are **severity definitions and response/resolution targets** prescribed, or should these be proposed by the Service Partner? **Proposed by Service Partner**
 - Is there a preferred **ITSM platform or integration requirement** (e.g. ServiceNow, Jira, etc.) for incident and request management? **Foskor will use their current ManageEngine SD Plus**
-
- **Security & Compliance Expectations**
 - When referencing “regular security and compliance audits,” please clarify:
 - Expected **frequency - Annual**
 - Required **frameworks** (internal Foskor GRC, ISO alignment, etc.) **ISO 27001, SOC 1/2/3, POPIA, and NIST 800-53**
 - Required **evidence or reporting artefacts – Compliance reports**
 - Are there defined **log retention or security monitoring requirements** that must be factored into the solution? **No**
-
- **Commercial & Billing Assumptions**
 - Please confirm whether **price escalation** is expected to be CPI-linked, fixed percentage, or proposed by the bidder. **Proposed by the bidder**

- Confirmation that **Azure consumption and managed services** are to be billed **monthly in ZAR**, in arrears. **Yes**
- Is Foskor open to **Reserved Instance / Savings Plan optimisation**, subject to approval, as part of the cost optimisation objective? **Mix of both**
- May you please confirm that we are not quoting for the Azure hosting subscription as Foster has its own subscription? **Yes, you are not quoting for subscription, we already have an azure cloud subscription through our Microsoft enterprise agreement.**
- **There are existing virtual servers on this subscription as per the sow.**
- We are merely covering, the:
- Migration of services from NTT. – Migration of servers – **Migration of virtual servers from NTT tenant to the Foskor tenant/subscription.**
- Maintenance of the specified services. – **Only the consumption billing must be managed and sent to Foskor for payment.**
- Adding new services – **Additional virtual servers will be added during the term of the contract**
- And the 20 hours support hour per year? – **This will be for as and when required for assistance such as troubleshooting issues related to virtual server hosting, server backup, disaster recovery testing, and right sizing of resources on server hosts.**



Name: Lurhile Mngomezulu
Designation: Acting GM Procurement
Foskor (Pty) Ltd
Date: 1 April 2026