



## **CLARIFICATION QUESTIONS AND ANSWERS**

<b>TENDER DESCRIPTION</b>	<b>FOR THE PROVISION OF A SOFTWARE ASSET MANAGEMENT MANAGED SERVICES FOR A PERIOD OF THREE (3) YEARS</b>
<b>RFP NUMBER</b>	<b>TCC/2024/02/0001/58265/RFP</b>

### **BATCH 2 - CLARIFICATION QUESTIONS AND TRANSNET RESPONSES**

<b>No:</b>	<b>CLARIFICATION QUESTIONS</b>	<b>TRANSNET RESPONSE</b>
1.	For the 50000 devices to be managed can we please get the number breakdown: * End user Devices (Desktop, Laptop) * Server (physical, virtual) * Containers * Data Centre locations	The information will be shared with the successful bidder.
2.	To capture the inventory of a stand-alone (non-network connected) device, or devices in private LAN/WAN environment, it's existence and location must be known. Would Transnet be able to supply the list of devices, and would Transnet also be able to provide.	Yes.  NB: Detailed information will be shared with the successful bidder.
3.	Would Transnet also be able to provide a device count of the devices?	Yes.  NB: Detailed information will be shared with the successful bidder.
4.	SAP: How many SAP users in current SAP agreement? How many engines across the 7 standalone systems	The information will be shared with the successful bidder.
5.	Does Transnet have Data Governance policies and processes that covers ITAM/SAM data as well. If so, could you list data policies and processes that will impact SAMMS	The information will be shared with the successful bidder.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
6.	Where the SAMMS Service must obtain access to SaaS or On Prem applications, and that access requires a payable license, will Transnet cover the cost?	Bidders are expected to adhere to the RFP and Scope provided.
7.	What is the current state, health and accuracy of the ILMT deployment?	The current state is accurate and healthy.
8.	"Distinguishing Transnet devices using Transnet software licenses against non-Transnet devices using Transnet licenses" – Are there rules or naming conventions in place to enable electronic or rule-based distinction between private and Transnet owned device.	Yes, the service offered must be able to distinguish software on a Transnet device and a private device.
9.	Cloud Providers being used by Transnet? * AWS/ Azure/Google * Estimated number of compute instances (VMs, containers, serverless functions)	The information will be shared with the successful bidder.
10.	How many SAP users?	Please refer to response No. 4
11.	Every purchased software license must have a product owner within Transnet domain" - Is it currently known, if so, is there established process, if not, should a new process be developed? How is product ownership determined and is it embedded in policies	Yes, Transnet has policies in place.
12.	Costs associated with the acquisition of software license to be captured by Product Owner" - This information should be obtained from the Software Vendor Contract and/or Purchase Order - if not, where and how is product owner recorded, which system is used	Yes, Transnet has a system in place and the information will be shared with the successful bidder.
13.	"License management will include Operating System, and Commercially Off the Shelf (COTS) software." - would this imply that in-house developed,	Yes, all software types must be included in the scope.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	freeware/shareware and Open-Source software is excluded from scope?	
14.	List of the Operating Systems in scope for discovery and inventory, e.g. Windows 10, 11, MacOS, Unix, Linux, AIX, etc.	Yes, all Operating System types must be included in the scope.
15.	"Monitor, control and manage installation, deployment, and usage" – Does Transnet have existing processes and tools to manage packaging, request and deployment of software, if so, specify, otherwise, confirm the inclusion in the SAMMS scope	Yes, Transnet has policies in place.
16.	How is the CMDB configured across the OD's in Transnet, singular central ITSM and CMDB or federated/different systems?	The information will be shared with the successful bidder.
17.	Which system is currently being used for (software) vendor contract management and procurement, and will the SAMMS service have access to the data?	The information will be shared with the successful bidder.
18.	Only Product owner's or Business owners are to be allowed to change software license statuses" – is Transnet Please referring to operational or governance statuses of Software Licenses?	The information will be shared with the successful bidder.
19.	Do you have current SAM teams in the organization, if so, which roles, and is there a central team?	Yes, the information will be shared with the successful bidder.
20.	Distinguishing Transnet devices using Transnet software licenses against non-Transnet devices using Transnet licenses":	Yes, the service offered must be able to distinguish software on a Transnet device and a private device.
21.	Does Transnet currently have a governance process to introduce and approve new software into the estate, and if so, please elaborate on processes and systems used	The information will be shared with the successful bidder.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
22.	Does Transnet have HAM (Hardware Asset Management) in place, if so, on which system, and what level of maturity, i.e. lifecycle integrations and processes	Yes, but not centralized.
23.	What ITSM system/solution is in use? Elaborate on CMDB, Incident, Change, Problem, Request Management.	MS D365 is the ITSM solution and more information will be shared with the successful bidder.
24.	Which HR system is being used by Transnet, and will the SAMMS solution be able to integrate with it?	The information will be shared with the successful bidder.
25.	A notification to be sent or an alert made to Group ICT and Architecture stakeholders every time new software is registered" - Registered where and by who, and is this data accessible via integration? Is there an existing process, or is a new process expected?	This is a requirement; bidders are expected to adhere to the RFP and Scope provided.
26.	Does Transnet have Reporting and MI resources, or should it be included in the proposal? E.g. data warehouse (SQL & Db resources), and Power BI resources	Yes, Transnet has the resources.  NB: Detailed information will be shared with the successful bidder.
27.	What EA (Enterprise Architecture) tool is being used by Transnet?	Mega Hopex.
28.	If delivered as a service what SAM training and internal Transnet responsibility is expected from the service, and should the training be ongoing for the duration of the service contract?	This is a requirement; bidders are expected to adhere to the RFP and Scope provided.
29.	What is the health, state and accuracy of the Transnet CMDB, and is it maintained from Configuration Management and Hardware Asset Management perspective, as dependency for SAM	The current state is accurate and healthy.
30.	How many users, can be HR or Active Directory count?	The information will be shared with the successful bidder.



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31.	I would like to enquire whether an extension for the above-mentioned tender might be considered, given that the upcoming public holidays have significantly compressed the available timeline.	The closing date of the RFP has been extended from 22 April 2025 to 09 May 2025 at 12:00.
32.	How many Servers are in Transnet, both physical and virtual for on-prem Datacentre and Cloud Hosted? How many end user devices, both Desktop and Laptop devices?	The information will be shared with the successful bidder.
33.	How many SAP users	The information will be shared with the successful bidder.
34.	We would like to enquire if a 2-week extension can be considered for this tender.  With all the holidays over the next week many OEM are not able to provide the detailed information within the limited time.	The closing date of the RFP has been extended from 22 April 2025 to 09 May 2025 at 12:00.
35.	Can the deadline of the submission of the RFP number: TCC/2024/02/0001/58265/RFP be extended to Friday, 09 May 2025	The closing date of the RFP has been extended from 22 April 2025 to 09 May 2025 at 12:00.
36.	What is the size of the group of people that will require training. a. 30 staff members for training	The information will be shared with the successful bidder.
37.	The noted 50000 devices - does this include servers? a. Put question in writing	Yes
38.	Scope includes 300 applications or 300 software publishers? a. Put question in writing	This is a requirement; bidders are expected to adhere to the RFP and Scope provided and further information will be shared with the successful bidder.
39.	What ITSM tools are Transnet Using? a. Microsoft ITSM?	MS D365



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	b. D365 for ITSM	
40.	Which HR systems and procurement systems are Transnet Using a. SAP ERP, SAP other modules as well	The information will be shared with the successful bidder.
41.	Do you use Service Now platform, if yes, which modules? a. No	No.
42.	Cloud estate, BYOL, Azure? a. MS cloud provider	Yes, we have software deployed in a hybrid environment, including both cloud and on-premises solutions.
43.	Please confirm if the requirement is around two aspects, SAM tool and SAM managed services? a. Managed service utilizing the service provider SAM tool	The requirement is for SAM Managed Service.
44.	May we ask for the details in the presentation, particularly the submission details a. Yes, uploaded to the tender	The briefing session presentation has been uploaded on Transnet e-tender and National Treasury e-tender portal.
45.	Under scope inclusions: what must be synchronized between databases or systems such as SQL, Oracle, Hana, DB2, SAAS, etc.? a. Put question in writing	Successful bidder to provide recommendations after assessing the environment.
46.	Do you have people taking on the roles required to execute Software Asset Management and if so, what are the roles? a. Put question in writing	Please refer to response No. 19
47.	Which modules are in use from D365? a. Full services module not yet included. Only incident management	Please refer to Batch 1 feedback.
48.	Does each OD currently have a SAM Manager? Operational department	Please refer to response No. 19



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	a. Each OD has someone for licenses	
49.	Is there a Shared Services function for SAM that will manage the governance for SAM across the OD's? a. Group for centralization of processes, policies, software licensing	Yes
50.	What system are you using for your CMDB, change and incident management? a.D365?	Please refer to response No. 29
51.	You mentioned the requirement is for a SAM service, not necessarily a tool. However, the desktop and demo annexures have a lot of requirements regarding integration with ITSM tools and procurement systems, can you clarify the integration requirements, if tool is not required? a. Put question in writing	Please refer to Batch 1 feedback.
52.	Will Transnet accept international customer case studies? a. Put question in writing	Please refer to Batch 1 feedback.
53.	What are all the Operating Systems where Software Asset monitoring should take place? A. Not understanding the question?? b. Put question in writing	Please refer to Batch 1 feedback.
54.	Is there a current updated CMDB? a. Yes, not in SAM space??	Yes
55.	Meeting recording? a. Publish on the e-tender and National Treasury portal	The briefing session presentation was published on the Transnet e-tender portal and the National Treasury e-tender portal.
56.	Is SCCM or Intune in the environment?	Yes, both of them are in the environment.



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57.	Is FinOps part of the scope?	Bidders are expected to adhere to the RFP and Scope provided.
58.	BYOD Devices - are they in scope? If not, what is the actual in scope device count?	This is a requirement, bidders are expected to adhere to the RFP and Scope provided and further information will be shared with the successful bidder.
59.	Mobile devices – are they also part of the device count? If not, what is the actual in scope count?	This is a requirement, bidders are expected to adhere to the RFP and Scope provided and further information will be shared with the successful bidder.
60.	Could you please emphasize any particular integration points or data synchronization requirements that are of high priority for Transnet? a. Legacy tools - b. ERP	The information will be shared with the successful bidder.
61.	Are there any aspects of this scope that you foresee as particularly challenging or requiring specific attention? a. Legacy tools	The information will be shared with the successful bidder.
62.	What are the technical requirements and processes involved in integrating a SAM solution with Transnet's existing IT infrastructure? a. Put in writing. Addressed in scope	The information will be shared with the successful bidder.
63.	Could you elaborate on the key business drivers and specific pain points Transnet is hoping to address with this SAM implementation? a. Put in writing. Addressed in scope	Please refer to Batch 1 feedback.
64.	Over and underutilization, audit defence, overall management	This is a requirement, bidders are expected to adhere to the RFP and



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		Scope provided and further information will be shared with the successful bidder.
65.	With the upcoming easter holidays in between the submission dates we humbly request for assistance with the submission extension	The closing date of the RFP has been extended from 22 April 2025 to 09 May 2025 at 12:00.
66.	Regarding the training program, what is the estimated size of the group of people within Transnet who will require this training?	Please refer to Batch 1
67.	Considering the figure of 50,000 devices mentioned, could you please clarify whether this number includes servers within Transnet's infrastructure?	Please refer to response No. 1
68.	When referring to the scope of the project, does it encompass 300 individual applications, or does it relate to 300 distinct software publishers whose products are used within Transnet?	Please refer to Batch 1 feedback.
69.	What ITSM tools are currently being utilized within Transnet? Specifically, are you using Microsoft ITSM or D365 for ITSM, or any other tools?	Please refer to response No. 29
70.	Could you please specify which HR systems and procurement systems are currently in use across Transnet? For example, are you using SAP ERP, and if so, are there any other SAP modules relevant to this project?	Please refer to Batch 1 feedback.
71.	Regarding Transnet's cloud strategy, could you provide more detail on your cloud estate? Specifically, are you utilizing a Bring Your Own License (BYOL) model, and what is your involvement with Azure or other cloud providers?	Please refer to Batch 1 feedback. And more details will be shared with the successful bidder
72.	To ensure clarity on the requirements, could you please confirm if the core requirement revolves around two	Please refer to Batch 1 feedback.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
	distinct aspects: the implementation of a Software Asset Management (SAM) tool and the provision of ongoing SAM managed services?	
73.	Within the scope inclusions, could you please elaborate on the specific data that must be synchronized between various databases or systems such as SQL, Oracle, Hana, DB2, SAAS, etc.? What is the purpose and frequency of this synchronization?	Bidders are expected to adhere to the RFP and Scope provided and further information will be shared with the successful bidder.
74.	Does Transnet currently have personnel assigned to specific roles responsible for executing Software Asset Management processes? If so, could you please outline the titles and responsibilities of these roles?	Please refer to response No. 19
75.	You mentioned the use of D365. Could you please specify which modules of Dynamics 365 are currently being actively used within Transnet? You previously mentioned that the full services module is not yet included, and only incident management is used.	Please refer to Batch 1 feedback.
76.	Within Transnet's organizational structure, does each Operational Department (OD) currently have an individual designated as a SAM Manager or responsible for software licenses at the OD level?	Yes
77.	Is there a centralized Shared Services function within Transnet that is responsible for managing the overall governance of Software Asset Management policies and processes across all Operational Departments?	Please refer to response No. 56
78.	What specific system is currently being used within Transnet for managing your Configuration Management Database (CMDB), change management processes, and incident management workflows? You previously indicated D365.	Please refer to response No. 29



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79.	Considering the previous statement that the requirement is for a SAM service rather than solely a tool, and noting the detailed integration requirements with ITSM tools and procurement systems outlined in the desktop and demo annexures, could you please provide further clarification on the specific integration requirements that are critical for this service?	The information will be shared with the successful bidder.
80.	Will Transnet consider and accept customer case studies from international clients as part of a proposal?	Please refer to Batch 1 feedback.
81	To ensure comprehensive monitoring, could you please specify all the Operating Systems across Transnet's environment where Software Asset monitoring should be implemented?	The information will be shared with the successful bidder.
82.	Is there a currently maintained and up-to-date Configuration Management Database (CMDB) in place within Transnet? Could you elaborate on the scope and accessibility of this CMDB in relation to SAM?	Yes. The information will be shared with the successful bidder.
83.	Following up on integration requirements, could you please emphasize any integration points or specific data synchronization requirements that Transnet considers to be of high priority for the successful implementation of a SAM solution? You mentioned "Legacy tools" and "ERP". Could you provide more detail on the specific integration needs with these systems?	Please refer to Batch 1 feedback.  NB: Detailed information will be shared with the successful bidder.
84.	From Transnet's perspective, are there any specific aspects of this project scope that you anticipate being particularly challenging or requiring specific attention and expertise from potential bidders?	Please refer to Batch 1 feedback.
85.	Could you please detail the technical requirements and processes that would be involved in integrating a new	The information will be shared with the successful bidder.



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	SAM solution with Transnet's existing IT infrastructure, including specific systems, protocols, and security considerations?	
86.	To better understand Transnet's objectives, could you elaborate on the key business drivers and specific pain points that Transnet is hoping to address through the implementation of this Software Asset Management solution?	Please refer to Batch 1 feedback.
87.	As mentioned in the previous communication, we would like to request an extension on the deadline for the submission of the RFP. The RFP has requirements that require extensive feedback/ response, hence this request. This includes the technical requirements as well as risks related matters	The closing date of the RFP has been extended from 22 April 2025 to 09 May 2025 at 12:00.
	<b>Microsoft (Kindly share the below information)</b>	
88.	What are the enrolled agreements with Microsoft?	The information will be shared with the successful bidder.
89.	Are there any servers on AWS/Azure/others using OS Licensing benefit?	The information will be shared with the successful bidder.
90.	How many perpetual and subscription licenses are currently available?	The information will be shared with the successful bidder.
91.	Are all users within the organization on M365?	The information will be shared with the successful bidder.
	<b>SAP (Kindly share the below information)</b>	
92.	Which SAP contract model is currently implemented? (ECC, S/4 HANA, Rise with SAP, ERP Cloud, etc.) and how many contracts have been signed?	The information will be shared with the successful bidder.
	How many systems and named users are currently accessing SAP ERP?	The information will be shared with the successful bidder.



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93.	Does client use any of SAP's applications/engines? If yes, please list down	The information will be shared with the successful bidder.
94.	Is SAP BusinessObjects application used?	The information will be shared with the successful bidder.
95.	Are there third-party non-SAP applications interfacing with SAP?	The information will be shared with the successful bidder.
96.	Is there any potential migration/upgradation to alternative SAP licensing model (S/4HANA, Rise with SAP)	The information will be shared with the successful bidder.
	<b>IBM (Kindly share the below information)</b>	
97	No. of servers with IBM software installed	The information will be shared with the successful bidder.
98	No. of servers reporting on ILMT	The information will be shared with the successful bidder.
99	Kindly confirm the current version of ILMT	The information will be shared with the successful bidder.
100.	Please summarize issues with current ILMT deployment	The information will be shared with the successful bidder.
101.	Have you enrolled to IBM Authorized SAM Provider (IASP) / IBM Client Value Acceleration (CVA) services	The information will be shared with the successful bidder.
	<b>Oracle (Kindly share the below information)</b>	The information will be shared with the successful bidder.
102.	Please list all the Oracle software / applications used at your organization.	The information will be shared with the successful bidder.
103.	Has customization been done in any Oracle application? In case yes, kindly share the approach for tracking.	The information will be shared with the successful bidder.
104.	Would any Oracle product be available as part of separate solution/contract? (like Java, Embedded Database).	The information will be shared with the successful bidder.
105.	Kindly specify all the Oracle Enterprise Agreements available? (like OMA, ULA, PULA, CSA)	The information will be shared with the successful bidder.



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106.	Which cloud technologies are you currently using at Transnet (Azure, Google Cloud, etc.)	The information will be shared with the successful bidder.
107.	Kindly confirm if we can extract the software installations and hardware information from SCCM / intune	The information will be shared with the successful bidder.
108.	Kindly confirm if we can extract the software installations and hardware information from SCCM / intune	The information will be shared with the successful bidder.
109.	Do you currently have a license management tool in place?	No
110.	"Kindly provide a bifurcation of assets – Endpoints: Windows Servers: Non-Windows Servers: "	The information will be shared with the successful bidder.
111.	"How many Devices / Servers are not part of domain? (e.g. DMZ, Workgroups, etc.) :	The information will be shared with the successful bidder.
112.	Bifurcation of assets in workgroup (not covered centrally from the network):"	The information will be shared with the successful bidder.
113.	How many Active directory / domains are present?	The information will be shared with the successful bidder.
114.	How many Bring Your Own Device (BYOD) are used within Transnet environment?	The information will be shared with the successful bidder.
115.	Which virtualization technologies are used in Transnet? (e.g.: VMware, Hyper-v, Nutanix, etc.)	The information will be shared with the successful bidder.
116.	Are the systems in OT environment accessible centrally through network?	The information will be shared with the successful bidder.
117.	Are the licenses shipped along with the assets in the OT environment?	The information will be shared with the successful bidder.
118.	"Is the custom reporting expected from KPMG or would be managed by Transnet IT / employees?	The successful bidder will provide custom reporting.
119.	Kindly clarify the requirement in detail for custom Power BI reporting. "	Discussion to take place with the successful bidder.



No:	CLARIFICATION QUESTIONS	TRANSNET RESPONSE
120.	Kindly clarify the requirement. This is ideally a part of scope of IT Security / IT Asset security.	Bidders are expected to adhere to the RFP and Scope provided and further information will be shared with the successful bidder.
121.	Scanning would be done for software deployment including USB / external hard-drives / CD-ROMs, etc. that are connected to the systems. We are not expected to discover these assets. Kindly confirm.	They are excluded as per the SOW.
122.	We will provide you the effective license position report along with recommendation report to highlight the optimization measures to reduce unauthorized software. The management decision for removal of software along with removal of software and would be performed by Transnet IT. Kindly confirm.	Transnet to decide.
123.	We will support Transnet to create the SAM policy documentation along with the processes required for a successful IT Asset Management across lifecycles. However, we believe that the re-enforcement of the policies and processes should be driven by Transnet IT stakeholders post approvals. Kindly confirm.	Yes
124.	Do you have a whitelist of software? Kindly confirm.	Yes
125.	We propose a defined frequency for scanning of software.	Transnet to decide.
126.	Can we move this to a lower priority? Kindly confirm.	Transnet to decide.
127.	Transnet has the requisite deployment of Power-BI with sufficient licenses for this requirement. Kindly confirm.	Yes
128.	Transnet IT would be responsible to develop the custom dashboards required for Transnet's internal consumption. Kindly confirm.	This should form part of the service provider reporting.
129.	Our SAM capability has built-in dashboard capability. Kindly confirm if custom dashboards need to be created.	This should form part of the service provider reporting.



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130.	What specific criteria and unique identifiers or tags do you use to distinguish between Transnet devices and non-Transnet devices?	There is a standard naming convention in place.
131.	How many participants are expected to attend session?	Not applicable
132.	Will the training be conducted in-person or virtually?	To be discussed with the successful bidder.
133.	Who are the specific individuals or roles targeted for this training?	Please refer to Batch 1 feedback.
134.	Could you please provide details on the expected duration of the training sessions	The successful bidder will provide the details to Transnet on the duration of the training.
135.	Kindly confirm the discovery sources for endpoints coverage?	The information will be shared with the successful bidder.
136.	We understand that Transnet has SCCM/Intune in place. What is the coverage of endpoints?	The information will be shared with the successful bidder.
137.	Kindly confirm the integrations expected other than called out in ANNEXURE F. For instance, integration with ITSM tool.	The information will be shared with the successful bidder.
138.	Kindly confirm if Transnet plans to move to ServiceNow for their ITSM requirements in the next 2 to 3 years	No.
139.	Kindly confirm if we can provide you optional costs for delivering SAMMS through ServiceNow SAM Pro and Flexera separately	No.
140.	Kindly confirm the pPlease referred technology (e.g., ServiceNow SAM Pro, Flexera, Snow, etc.	No.
141.	Please confirm the total number of software publishers in scope.  The RFP mentions five publishers—Microsoft, Adobe, IBM, Oracle, and SAP—and also Please refers to approximately 300 applications. Could you clarify whether	To be discussed with the successful bidder.



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	these 300 applications are spread across the five mentioned publishers, or if they represent a broader and unique set of software publishers?	
142.	<p>The RFP includes the following question: "Is the solution capable of effectively identifying threats that are highly sophisticated or hidden?"</p> <p>Could you please clarify the types of threats this Please refers to, and how they relate to Software Asset Management?</p> <p>Our assumption is that this could relate to identifying counterfeit, cracked, or pirated software, or software that is end-of-life or end-of-support. Kindly confirm if this interpretation is correct.</p>	To be discussed with the successful bidder.
143.	<p>Another question reads: "Does the solution provide a platform for easier investigation with graphical view and timeline of the attack?"</p> <p>We would appreciate further details on what kinds of attacks are being Please referred to in this context</p>	To be discussed with the successful bidder.
144.	<p>The "Technical Evaluation – Desktop" worksheet includes questions related to IT operations—for example, whether the solution can generate alerts when a user attempts to install software, or whether it can prevent unauthorized installations.</p> <p>Could you please clarify if it is acceptable for such capabilities to be addressed through processes designed as a part of the Managed Services engagement rather than being handled directly by the SAM tool itself?</p>	This is a managed service.
145.	Regarding the question: "Is the administration of the solution flexible enough to allow tuning of the software	As stated in the evaluation criteria.



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	<p>asset management configuration for optimal performance?"</p> <p>We would like to better understand what is meant by "optimal performance" in this context. Could you share what specific metrics or criteria will be used to evaluate the flexibility and performance of the solution's configuration?</p>	