



# BID CLARIFICATION

Form No: RW SCM 00041 F

Revision: 03

Effective Date: 31 Jan 2023

RW10405769/26

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17/02/2026

**RW10405769/26 PROVISION OF DIGITAL TECHNOLOGY (IT/OT)  
CYBERSECURITY/SCURITY OPERATIONAL CENTRE AS A SERVICE AT RAND WATER  
FOR A DURATION OF 5 YEARS**

The pages referenced are the pages of the RW 10405769/26 bid document.

This clarification consists of 25 statements.

## SIGNATURES

**Buyer Name :**

**Supply Chain Manager Name :**

**Sign :**

**Sign :**



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- A. RW10405769/26 PROVISION OF DIGITAL TECHNOLOGY (IT/OT) CYBERSECURITY/SCURITY OPERATIONAL CENTRE AS A SERVICE AT RAND WATER FOR A DURATION OF 5 YEARS**

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Questions	Answers
<p><b>1. Please provide a breakdown of the 5000 IT &amp; OT devices mentioned in C3.2 by operating system and operating system (or vendor and model version for devices such as firewalls, etc) and whether they form part of the IT or OT networks.</b></p>	<p>The 5000 represents IT &amp; OT devices, IT being the highest. A detailed list of operating systems and versions will not be disclosed at this stage. It is expected that log sources should be compatible with any vendor</p>
<p><b>2. Please name all Industrial Control systems in your networks which are in the scope of work.</b></p>	<p>Any specific system names and versions will not be disclosed at this stage. Bidders are advised to plan for coverage of the types of Industrial Control Systems that are commonly used in the OT space.</p>
<p><b>3. Please provide details on the cloud services currently in use that need to be covered from a patching and vulnerability management and/or Cloud Access Security services.</b></p>	<p>Any specific cloud services will not be disclosed at this stage; bidders are advised to propose solutions that are adaptable to major cloud environments.</p>
<p><b>4. C3.2. a makes reference to Rand Water's current security investments. Please provide details on the current security tools and/or services in place and indicate if they are to remain as part of the solution.</b></p>	<p>Specific security investments and configurations will not be disclosed at this stage. All solutions should align with recognized security industry best practices and standards.</p>



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<p><b>5. Kindly advise on the current endpoint protection solution in use within your environment.</b></p>	<p><b>The endpoint protection solution currently in use within the Rand Water environment is Microsoft Defender for Endpoint. The proposed SOC/SIEM solution should be compatible with industry's best practices and standards, where endpoint protection solutions are concerned.</b></p>
<p><b>6. Please confirm that, as part of the solution you require, you are looking for a full Security Operations Centre (SOC) service. This means that we would:</b></p>	<p><b>Collect log data from your information security systems – Yes</b></p> <p><b>Store the data within South Africa – Yes</b></p> <p><b>Correlate the data – Yes</b></p> <p><b>Analyse it for security incidents – Yes</b></p> <p><b>Raise the incidents – Yes</b></p> <p><b>Respond to incidents using your security tools-Service provider to respond to incidents using their security tools</b></p>



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<b>7. What log retention do you require? We typically recommend 90 days</b>	<b>Log retention to be 12 months</b>
<b>8. How many sites do you have with IT/OT infrastructure?</b>	<b>Main sites but OT devices might exist across the infrastructure</b>
<b>9. Do the sites break out to the Internet via a central site, or each one directly?</b>	<b>Each site has own break out to the internet</b>
<b>10. What security tools do you currently have in place.</b>	<b>Firewalls - Yes, Service provider improvement required</b>
<b>11. Active Directory? (how many Domain Controllers)</b>	<b>Yes, Service provider improvement required</b>
<b>12. Which endpoint protection</b>	<b>Microsoft Defender, Service provider improvement required</b>
<b>13. Do you have Endpoint Protection and Response (EDR)</b>	<b>Yes, Service provider improvement required</b>
<b>14. Do you have a Privilege Account Management (PAM) tool</b>	<b>No, Service provider improvement required</b>
<b>15. Have you implemented a Zero Trust solution? Which one?</b>	<b>No, Service provider improvement required</b>
<b>16. Do you have a Mobile Device Management (MDM) tool?</b>	<b>No, Service provider improvement required</b>
<b>17. Do you have a Data Leakage Prevention (DLP) tool implemented</b>	<b>No, Service provider improvement required</b>
<b>18. Do you have a patch management solution in place</b>	<b>Yes, Service provider improvement required</b>
<b>19. Do you have a Security Awareness Training solution?</b>	<b>No, Service provider improvement required</b>



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<b>20. Do you have a mail filtering solution in place?</b>	<b>Yes, Service provider improvement required</b>
<b>21. Do you have a vulnerability scanning tool in place?</b>	<b>Yes, Service provider improvement required</b>
<b>22. How many external IP addresses do you have for Penetration testing?</b>	<b>Unable to disclose at this stage</b>
<b>23. Can we assume penetration testing should occur twice per annum during the contract?</b>	<b>Once a year</b>
<b>24. How many people require security awareness training?</b>	<b>All employees</b>

**25.From C.3.2:**

**a. Cybersecurity Detection and Response capability, which integrates the Rand Water’s current security investments and providing a single source of truth, with reporting covering governance – management and operations.**

**- Please list the security investments that requires integration of the Cybersecurity detection and response capability.**

**A: PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES**

**- Do you require us to ingest logs from your security investments, or manage and operate them?**

**A: PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES**

**b. Offer maintenance and support of a Zero Trust architecture covering Rand Water’s hybrid environment.**

**Question: Please name the Zero Trust toolset in use. Is there any product or product license required?**



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**A: Any specific cloud services will not be disclosed at this stage; bidders are advised to propose solutions that are adaptable to major cloud environments**

**c. Offer maintenance and support of a Hybrid Identity and Access Management that enables the following capabilities:**

**Question: Please name the Hybrid Identity and Access Management toolset in use. Is there any product or product license required?**

**A: Any specific cloud services will not be disclosed at this stage; bidders are advised to propose solutions that are adaptable to major cloud environments**

**d. Enterprise Endpoint Monitoring and Response**

**Question: Do you have a toolset in place for MDM or are you requesting one to be supplied and delivered as part of this bid?**



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**f. Cloud Access Security Services**

**Question: Do you have a toolset in place for cloud security or are you requesting one to be supplied and delivered as part of this bid?**

**A: Any specific cloud services will not be disclosed at this stage; bidders are advised to propose solutions that are adaptable to major cloud environments**

**g. Digital Technology (IT and OT) Compliance, maintenance, and support, addressing the automation of the implemented controls, such as data governance - privacy - identity and access - etc:**

**Questions:**

**- Please list the implemented controls (including technology**

**e.g. What DLP tool is in use) in-scope for automation?**

**A: In line with PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES proposed**

**- Do you have the automation platform or should we supply it?**

**A: In line with PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES proposed**

**- Do you have an insider risk management tool or should we supply it?**

**A: In line with PROVISION OF DIGITAL TECHNOLOGY (IT & OT) CYBERSECURITY/SECURITY OPERATIONAL CENTRE (SOC) SERVICES proposed**



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