

	BID CLARIFICATION	Form No: RW SCM 00041 F Revision: 03 Effective Date: 31 Jan 2023
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Bid Number RW10392896/25R
Clarification Number 01

Enquiries: Tshepo Morare
E-mail: [tmorare@randwater.co.za]
Date: 19 September 2025

BID NUMBER: RW10392896/25R []

BID DESCRIPTION: PROVISION OF HOSTED INFRASTRUCTURE as a SERVICE (IaaS), ON-PREMISES INFRASTRUCTURE (PRIVATE CLOUD) WITH SUPPORT AND MAINTENANCE, BACKUP as a SERVICE (BaaS) AND DISASTER RECOVERY as a SERVICE (DRaaS) AT RAND WATER FOR A DURATION OF FIVE (5) YEARS

The pages referenced are the pages of the **RW10392896/25R** bid document.

This clarification consists of 01 statements in the following pages.

SIGNATURES

Buyer Name : Sandisile Zulu Date : 19 September 2025 Sign :	Sourcing Manager : Tshepo Morare Date : 19 September 2025 Sign :
Supply Chain Manager : Emmanuel Nzilo Date : 19 September 2025 Sign :	

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A. QUESTIONS AND ANSWERS

Questions	Response															
Which workloads are mission-critical and must remain on-prem. Which workloads are non-critical and can be migrated to cloud. Which workloads will be retired or SaaS'd instead of moved. Whether remote site servers will truly be decommissioned (as the RFB suggests) or migrated. Could Rand Water clarify if there is a preferred architecture among public, hybrid, or on-premise (Cloud at Customer) models, or should all options be proposed in detail? Can you specify whether there are current plans to migrate SAP workloads to cloud, or is SAP expected to remain on-premises for the foreseeable future? What level of integration is expected between existing on-premises systems and the proposed cloud infrastructure (e.g., identity, monitoring, networking)? Could you specify the Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) required for critical systems, particularly SAP and Oracle Database environments?	<i>R10392896_25_Current Application System Workload spreadsheet</i> – refers to the workloads - RW Sites TAB are all the workloads that must be migrated/hosted in the private cloud environment - Rietvlei-HQ TAB are all the workloads that must be migrated/hosted in the public cloud environment  - Critical Workloads are clearly marked on the Rietvlei-HQ TAB <table border="1"><thead><tr><th>D</th><th>E</th><th>F</th></tr><tr><th>Machine Type</th><th>Notes</th><th>Current Operating System</th></tr></thead><tbody><tr><td>Virtual</td><td>Critical (HA)</td><td>Microsoft Windows Server 2019 Standard</td></tr><tr><td>Virtual</td><td>Critical (HA)</td><td>Microsoft Windows Server 2019 Datacenter</td></tr><tr><td>Virtual</td><td></td><td>Microsoft Windows Server 2019 Datacenter</td></tr></tbody></table> - No workloads will use SaaS. Rand Water has already invested into these licenses and will remain the owners of them and is therefore seeking IaaS and hosting services for them. - Current Rand Water Servers have reached EOL need to be decommissioned and the provisioning of new Hardware is part of the Scope. - The architecture of the public and private cloud must have the same architecture with a unified management portal to minimise the operation and support of multiple systems/platforms.	D	E	F	Machine Type	Notes	Current Operating System	Virtual	Critical (HA)	Microsoft Windows Server 2019 Standard	Virtual	Critical (HA)	Microsoft Windows Server 2019 Datacenter	Virtual		Microsoft Windows Server 2019 Datacenter
D	E	F														
Machine Type	Notes	Current Operating System														
Virtual	Critical (HA)	Microsoft Windows Server 2019 Standard														
Virtual	Critical (HA)	Microsoft Windows Server 2019 Datacenter														
Virtual		Microsoft Windows Server 2019 Datacenter														

Is there a strict requirement for all data (including backup and DR copies) to remain within South Africa, or can cloud regions outside the country be considered?

Apart from ISO 27001/27017/27018, are there additional security/regulatory standards Rand Water requires (such as POPIA, DPSA, etc.)?

Is full encryption at rest and in transit (e.g., Transparent Data Encryption for databases) mandatory for all workloads?

Does Rand Water require dedicated connectivity (e.g., MPLS, Oracle FastConnect) between the on-premises environment and the proposed cloud infrastructure?

Are there requirements or limitations for remote support, or for integration with third-party providers?

What SLA levels are expected for uptime, response time, and problem resolution for both infrastructure and managed services?

Will Rand Water require 24/7/365 managed support, or will business-hours service suffice?

What are the expected deliverables for skills transfer and training? Are there target certifications or minimum training hours for the 10 Rand Water engineers referenced?

- SAP Workloads must be migrated/hosted on the public cloud
- Provisioning, Monitoring, Identity and Access Management needs to be integrated across the Public and Private cloud and managed on the unified management portal
- RTO and PRO are clearly specified in the proposal. RW Sites TAB refers to the private cloud and Rietvlei-HQ TAB refers to the public cloud. SAP, Oracle and other DB workloads will be migrated/hosted on the public cloud. DR is required for all production Non-critical Workloads and HA is required for all critical workloads. This should result in 85VMs that require DR for the public cloud. 24 LIMS VMs have a unique RTO&RPO and the remaining 86 VMs have their own RTO&RPO for the private cloud.

DR and HA Policy for Public and Private Cloud

Cloud Type	DR Scope (Non-Critical)	DR Policy	HA Scope (Critical)	HA Requirement
Public Cloud	85 VMs	RTO: 30 Minutes, RPO: 30 Minutes or less	39 VMs	High Availability
Private Cloud	24 VMs (LIMS)	LIMS: RTO: 30 Minutes, RPO: ~0 seconds		
	86 VMs	Others: RTO: 30 Minutes, RPO: 30 minutes or less		

- All services and solutions related to Rand Water must be hosted within the borders of South Africa according to the POPIA
- Refer to Annexure A for required Certificates
- Data encryption at rest and in transit is always preferred. If there are any limitations, please clearly identify them in the risk register
- Refer to page 78 for network requirements. Provide a detailed network solution
- Refer to page 78 for *RW10392896_25R RFB Document (Final)* for support requirements. Your proposal must clearly detail the support solution with process, SLAs and any 3rd party vendors. Any limitations must be clearly identify in the risk register.
- Uptime should be 99.99% and Tier3 or more certification issued from the uptime institute for all public cloud Data Centres. Manages services response time – Critical: Mean time to respond is 30 Minutes, Mean time to repair

Is phased implementation allowed within the 3-month period, and can some services go live in stages?

Will Rand Water facilitate discovery workshops or provide system access for pre-migration assessment and planning?

Is Rand Water open to alternative or modular solutions if they deliver added value, even if they differ from the exact tender requirements?

To accurately scope migration and integration efforts, could Rand Water provide the following for each relevant system: Oracle Database version(s) and current size per instance; SAP/Oracle application versions (and modules in use); full application stack details (including OS type, integration points, and any third-party dependencies)?

For T1.3.2 Functionality Evaluation, Criterion A: Can we provide official public IaaS, BaaS, DRaaS customer references (e.g., <https://www.oracle.com/customers/university-health-network/>) in our OEM response, and would these be deemed acceptable?

For T1.3.2 Functionality Evaluation, Criterion B: Our customer case studies and references address performance. Would the references in Criterion A be deemed acceptable for Criterion B as well?

is 2 hours. Production: Mean time to respond is 1 hour. Mean time to repair is 4 hours.

- Refer to page 78 for Support requirement in *RW10392896_25R RFB Document (Final)*
- The training of the 10 Rand Water engineers is training and certification on the of the public and private cloud technologies issued by the OEM of the public and private cloud. The training deliverables must form part of the proposal with the certification being the target
- From Tender Award to Handover of the environment will be 6 months or less. Hardware delivery will mark the beginning of the Project implementation which must be concluded within a 3-month period.
- A discovery workshops with Rand Water will kick-off the project delivery before the migration
- Any alternative solution that is outside of the desired requirement must refer to the T2.2.3. ALTERNATIVE BID in *RW10392896_25R RFB Document (Final)*
- License details will be unpacked further in the discovery workshops post awarding. For purposes of this RFB, Rand Water will supply all the OS and Application licenses. Later optimization and upgrading of OS versions can be addresses at a later stage
- The reference must be signed and written on a client/customer letterhead. The refereced article link is not valid
- For Criterion B in T1.3.2 Functionality Evaluation, is an assessment of the project delivered in the references in the form of a Survey/assessment detailing the performance of Bidder/OEM on the previous work delivered in the reference letter, including a client rating where the overall outcome of the rating is 70% or above to be considered valid. Case studies are not valid client references or project performance ratings
- The references must be identifiable as they will be contacted for validation. Any reference that does not wish to be contacted will not be deemed valid
- For T1.3.2 Functionality Evaluation, Criterion D Submission details for the equipment resource capacity in terms of office space and requisite tools, resource

For T1.3.2 Functionality Evaluation, Criterion C: Due to Privacy and POPIA adherence, can we mask the Personal Identifiable Information in the respective CVs, and would that be deemed acceptable for scoring?

For T1.3.2 Functionality Evaluation, Criterion D: Please elaborate further on this area of evaluation (Criterion D – Equipment Resource Capacity).

There is no Annexure B document available for download. Please confirm if this should be supplied or if it will be issued subsequently.

"Is the bidders IaaS platform SAP certified". Could RandWater specify which versions of SAP the IaaS platform needs to be certified?

Tech Mahindra South Africa (Pty) Ltd would like to put in a humble request for your good office to kindly grant a 2–3-week extension on this bid (RW10392896/25R).

This opportunity falls right into the sweet spot for Tech Mahindra, and we would just like to request a little more time to ensure we provide the best and most competitive response

•Please provide us with the number of IP's (internal and external)?

•Please advise us on which deployment for a Security Information and Event Management suits Rand Water (SIEM hosted within private and public infrastructure or cloud-based)?

utilisation, vehicles and working tools or more; in relation to the scope of work.

- Annexure B is the *R10392896_25_Current Application System Workload spreadsheet*
- The IaaS Platform must be Certified for SAP HANA
- **No Extension will be granted**
- Each workload must have a dedicated internal IP. This environment is not a publically accessible environment
- Please propose your own SIEM solution hosted in the environment of your choosing. The security solution must protect the public and private cloud environment
- The target hybrid architecture has Production on both public and private clouds. All production non-critical workloads require DR regardless of whether or not they are on the public cloud or private cloud environment. The workloads on the RW Sites TAB are all OT systems/applications and must remain on prem. The split of which applications will be hosted/migrated where have been answered above

What is your target hybrid architecture? :

1. Production cloud on-premise, DR public cloud
2. Production cloud on-premise, DR cloud on-premise
3. Production public cloud, DR on-premise
4. Production public cloud, DR public cloud

BCX hereby formally requests a two-week extension, with the new submission date moved to 13 October. The primary reason for this request is that much of the required technical information has not yet been made available, which is hampering our ability to scope, design, and price the proposed solutions.

Cloud strategy

"•Does Rand Water have any preference for a particular OEM/Hyperscaler e.g. AWS, Microsoft to cater for the offsite workloads?"

"•Please confirm if the on-premise infrastructure will be hosted at Head Office? Or are there plans to host at a DC such as Teraco? "

Connectivity

Network/Connectivity: Provide a redundant (2) secure 5GE physical link (fibre) from Rand Water Private cloud to the Public cloud environment, with cross-connect

"•Please may we ask for confirmation of the actual physical addresses and GPS co-ordinates please?"

- The preferred hyperscaler OEM must be a registered Public Cloud provider with Data Centers in South Africa

IaaS

"•There are a large number of updated Windows 2008, 2012 and 2016 Operating Systems. Is the upgrading of the Windows Server excluded from the service scope?"

"•The assumption is that Windows AD is used for authentication, is the current Windows AD integrated with any Cloud Solutions such as Entra and or M365?"

BaaS and DRaaS

"•What backup tools are currently being used?"

"•To which Standards and Frameworks must the DRaaS documentation comply with i.e, ISO and ITIL?"

"•What backup storage are being used in the Private Cloud environment and are these backups being replicated offsite?"

"•Which Hypervisor are being used in the private cloud environment?"

"•Retention timelines are referenced (daily/weekly/monthly/yearly for up to 5 years) but no clarity on:

- o Front-end data to be protected.
- o Deduplication ratios assumed.
- o Compliance/regulatory archival requirements (e.g., POPIA, WORM)."

Database Support

"•What are the database technologies used?"

- The Hosting of the on-premise environment will be at Rand Water's HQ offices at 522 Impala Rd, Dikole Section, Johannesburg South, 2058, -26.287744, 28.035889.
- Address for Private cloud hosting is Rand Water Head Office, 522 Impala Rd, Dikole Section, Johannesburg South, 2058, -26.287744, 28.035889 with cross-connect to chosen Public Cloud environment
- Windows OS upgrading can be included as a optimization plan to be address at a future stage
- Current Windows AD is integrated with O365 Azure Cloud and must remain inplace.
- NetBackup/Veritas/Veeam is the current Backup software
- DRaaS and BaaS needs to comply with best practices but more importantly meet the Policies
- Currently the on-premise backup storage uses 3 × HPE-3PAR, 1 × HPE-MSA, and 1 × DELL Storage and is being replicated off-site to Addic tape Library
- Current virtualization software is Hyper-V
- Design a Backup solution that meets the backup policy and caters for 5% data growth. In your proposal detail the deduplication ratios and different protection features. Rand Water is looking for a new Backups to be managed as a Service. POPIA is specified as a requirement of the solution
- Data Sizes are provided in the *R10392896_25_Current Application System Workload spreadsheet*

"• What database versions are there?"

"•What are the data sizes"

"•Confirm the prod vs non-prod database counts"

"•If Oracle databases are used, please indicate whether Data Guard, RAC, Golden Gate (or any other replication) are used."

"•If SQL Server is used please indicate counts for:

SQL Instances - Prod :: Standalone / Always-On Primary / Mirror Primary / Always-On Secondary / Mirror Secondary / DR

SQL Instances - Non-Prod :: All Instances

SQL User Databases - Prod :: Standalone DB / Prod Always-On Primary / Mirror Primary / Log Shipping Primary

SQL User Databases - Prod :: Always-On Secondary / Mirror Secondary / Log Shipping Secondary / DR

SQL User Databases - Prod :: SharePoint DB

SQL User Databases - non-Prod :: Standalone DB / Always-On Primary / Mirror Primary / Log Shipping Primary

SQL User Databases - non-Prod :: Always-On Secondary / Mirror Secondary

SQL User Databases - non-Prod :: SharePoint DB "

- All Database licenses and versions will be provided by Rand Water but some versions include Microsoft SQL Server 2005 -2019, Oracle 19G/11G, SAP S/4 HANA
- Data Sizes are provided in the *R10392896_25_Current Application System Workload spreadsheet*
- Currently no data is replicated across sites. NetBackup/Veritas/Veeam is used for data backup only
- All database counts can be counted from *R10392896_25_Current Application System Workload spreadsheet*. All Databases are currently configured as standalone instances.

Storage Management

How many sites have SAN/NAS/DAS/HCI?

Critical to understand whether storage is centralised (SAN/NAS in HO DC) or distributed across sites"

Impacts migration complexity (e.g., remote site storage needs to be consolidated or migrated to GreenLake/Cloud)."

Do you have storage virtualization software (SVC, VPLEX, etc.)?

"If yes, simplifies migration and replication — can virtualize heterogeneous storage"

"If no, migration may require data copy/move at volume level → more complex, costly."

What storage hardware make & model (switches & arrays)?

Identifies EOSL/EOL risks."

Helps assess compatibility with HPE GreenLake stack (e.g., NVMe, Fibre Channel vs iSCSI)."

Impacts whether BCX can leverage existing gear under GreenLake or must forklift-replace."

Replication/High Availability?

If in place today: you need to decide whether to preserve, replace, or enhance under GreenLake/cloud."

- Rietvlei, analytical services and Central depo have NAS
- Storage is distributed
- Randwater wants to consolidate their sites to a completely new hybrid environment. The current infrastructure has reached EOL and will not be suitable to be reused in the new proposed solution. Additionally the current deployment is extremely complex to manage.
- backup Storage data needs to be retained on the appliances. Legacy data does not need to be migrated to the new hybrid cloud
- Rand Water uses Microsoft Hyper-V for virtualization
- Assume that this solution will require "forklift-replace"
- High Availability and data replication across sites has not been configured in the current Rand Water environment.

"If not: GreenLake DRaaS + cloud replication must be designed from scratch."

Is all storage under maintenance and owned by the client?

"Impacts whether BCX needs to assume support takeover during transition."

Impacts commercial model (write-off vs. reuse)."

Total storage infra size, tiers, partitions (Unix/AIX/Wintel/VMware)?

Absolutely critical for GreenLake baseline sizing and for Azure/AWS storage classes (Standard, Archive, Glacier, Blob tiers)."

Affects cost, performance SLAs, and DR replication bandwidth."

Architectural view (various locations)?

Gives visibility of where data currently resides, what needs to move, and which remote sites have local storage."

Needed to design the WAN replication and cloud backup topology."

Security Integration Requirements

The RFB mentions Microsoft Defender and SIEM integration. No clarity on:

Whether Rand Water already has a Defender license estate."

Integration with existing SOC/SIEM tools."

- Infrastructure was managed and is no longer in maintainence
- The new hybrid solution needs to cater to host the workloads and data (+5% annual Growth) specified in the *R10392896_25_Current Application System Workload spreadsheet*. Granular level detail about partitioning will be unpacked during the project kick-off and implementation
- All data should be stored in Standard Tier to meet RTO requirements
- See page 77 of *RW10392896_25R RFB Document* for Architecture of locations, and Storage locations. All data in *R10392896_25_Current Application System Workload spreadsheet* needs to be migrated to new Hybrid Platform
- Rand Water seeks a bidder to provide a new Backup solution for the public and private cloud where the new topology will need to be proposed by the bidder. Legacy Backup will be retained by Rand Water for compliance and regulation but will be decomissioned
- Rand Water has MS Defender Licenses
- Rand Water does not have SOC/SIEM tools currently

Compliance & Certification Obligations

ISO 27001, POPIA, CSA STAR, TL9000 are mentioned, but no detail on:

Which apply strictly to provider infra vs. client infra."

Which audits Rand Water will run vs. rely on provider certifications."

Service Desk

Existence & Ownership

Does Rand Water currently operate an internal Service Desk?"

If yes, is it a 24/7 operation, or business hours only?"

Scope & Responsibility

Will the Service Desk function be provided by Rand Water, or should BCX include it as part of the solution?"

If Rand Water provides a Service Desk, will it be the single point of contact (SPOC) for users, escalating incidents to BCX (tiered model)?"

BCX provides the Service Desk, should we scope it as:

Tier 1–3 full-service desk, or

Tier 2–3 technical support only, with Rand Water handling Tier 1?"

- Certification need to apply to Public Cloud infrastructure

- Rand Water does have an internal Service Desk that operates 24/7

- The bidder needs to provide a support process that has Service desk that integrates into Rand Water's Existing Service desk (Motadata) for a central point of contact for all user requests and incidents, with a ticketing system tool or platform used by the service desk to log, track, and manage those requests, effectively serving as a digital notepad for support issues. This needs to be available 24/7

Tools & Systems

Which ITSM platform is currently in use at Rand Water (e.g., ServiceNow, Remedy, Cherwell, BMC, etc.)?

Should BCX integrate into Rand Water's ITSM, or can we operate from our own Service Desk toolset?

Are there reporting/KPI requirements we must align to?"

Service Levels & Metrics

What are the expected SLAs/OLAs for incident response, escalation, and resolution?

Should we propose a 24/7 Service Desk for infrastructure incidents (given DR/backup criticality), or align to Rand Water's business hours?"

Commercial & Contractual

Is the Service Desk to be priced as a separate managed service, or embedded into the overall IaaS/GreenLake/Cloud offering?

Will Rand Water require dedicated FTEs, or is a shared BCX Service Desk acceptable?"

Data Migration

Current State & Inventory

Do you have an authoritative source of truth (CMDB/system inventory) for current servers, VMs, applications, and storage volumes?"

- The Bidder must provide and operate a new Service Desk that integrates into existing Motadata
- KPI requirements will be unpacked after award
- Rand Water requires weekly backup Reports on successful and unsuccessful jobs and remedies, quarterly DR Drill reports with optimization recommendations, Monthly Security reports for any and all incidents and remedies and optimization recommendations
- SLA around security will be unpacked during the assessment and implementation process for the project, but assume that the fastest/highest level of response needs to be achieved for Rand Water
- Service Desk to be priced in *Table 18* under Platform operations, Infrastructure and Environment Support of the *RW10392896_25 Annexure C2.2_Pricing schedule*
- A shared Service Desk acceptable as long as it meets Rand Water's Requirements over and above the dedicated Relationship Manager
- Randwater does not have Hyper-V Manager
- Critical data is identified, all data is confidential and operational.

Can you provide details of data classifications (critical, confidential, operational, archival)?"

Are there legacy platforms or OS versions (e.g., Windows 2003/2008, Solaris, AIX) that must be migrated, or will they be retired?"

Scope of Migration

Should the migration include applications + databases, or only infrastructure (VMs, storage, backups)?"

Do you expect a "lift-and-shift" approach, or are modernisation/refactoring efforts required (e.g., moving Oracle DB to cloud-native service)?"

Will Rand Water's internal IT team participate in the migration, or should BCX take full ownership?"

Data Volumes & Bandwidth

What is the total data footprint to be migrated (in TB), both structured (DB) and unstructured (files, backups)?"

Are there data transfer constraints (e.g., max bandwidth, blackout windows)?"

Should BCX assume the use of physical migration appliances (AWS Snowball, Azure Data Box) or network-based migration only?"

Downtime & Cutover

What are the acceptable downtime windows for each system during migration?"

- Legacy OS versions are clearly identified need to be migrated and a plan for updated needs to be considered as part of the scope
- Migration needs to include all workloads in *R10392896_25_Current Application System Workload spreadsheet*. Based on the migration to the Hybrid environment, Backup, DR, HA, network and Security needs to be provisioned for said environment
- Rand Water requires a lift and shift
- The Bidder is required to take ownership of the migration process and delivery
- 100MB/s, 200MB/s & 500MB/s for bandwidth. No blackouts
- Structured Data – 49TBs. Unstructured data is 194TBs
- Data Transfer constraints will be unpacked further in the project kick-off. Assume there are no constraints
- The bidder should propose the best migration tools and process they deem fit.
- There can be acceptable downtimes during the migration but the details needs to be stated in the proposal
- The bidder should propose the best migration approach they deem fit.

Do you require swing migration / phased migration (moving workloads in stages), or a big-bang cutover?"

Should BCX plan for parallel run periods (old + new environments both live for a time)?"

Data Integrity & Testing

Who is responsible for validating migrated data (checksums, reconciliations)?"

What level of UAT (User Acceptance Testing) is required post-migration?"

Should BCX provide a rollback plan if migration fails?"

Security & Compliance

Are there restrictions on data residency (e.g., all personal data must remain in SA under POPIA)?"

Should data be re-encrypted during migration, or can we preserve existing encryption?"

Are there regulatory requirements around data handling/logging during migration?"

Commercial/Contractual

Should migration be priced as a separate project (one-off cost) or bundled into the 5-year managed service fee?"

Will penalties apply if migration milestones are delayed, or only once steady-state service starts?"

Should BCX provide a fixed-price migration proposal, or can it be based on

- The Bidder is required to take ownership of the migration and Validation of the migration, Rand Water will play a supporting role as a stakeholder and system owners will be required to sign off on the migration
- The Bidder is required to take ownership of the entire migration process and based on their solution they need to propose the level of UAT required for the project
- The Bidder is required to take ownership of the entire migration process including rollbacks

- The Solution must be POPIA compliant

- Data needs to be re-encrypted during transmission/migration
- Data needs to be transferred in a secure manner and logged as Rand Water is a highly regulated SOE. Further details will be unpacked during the project kickoff

- Refer to *RW10392896_25 Annexure C2.2_Pricing schedule* Migration pricing

- Yes refer to T2.2.12. PENALTY TABLE in *RW10392896_25R RFB Document (Final)*

- Annexure B is *R10392896_25_Current Application System Workload spreadsheet* has been released and made available on e-tenders as of 28 August 2025

time & materials once Annexure B sizing is released?"

Please find below queries with regards to the above-mentioned RFP.

The bid requires ISO 27001, ISO 22301, and POPIA compliance under *Equipment Resource Capacity*.

- Please clarify: Do these ISO certifications need to be **held by the bidder (MSP)** directly, or is it acceptable to rely on certifications from the **Cloud Service Provider/OEM data centre** while the bidder demonstrates operational compliance?

The pricing schedule includes detailed hardware specs (servers, storage, network).

- Please confirm whether Rand Water expects the **bidder to supply and host this hardware at Rand Water premises**,
- or if **Rand Water will provide physical hosting facilities** and the bidder must only install and configure.
- Or Private Cloud means Bidder to host these services.

The numbers mentioned in the returnable documents and the numbers of the schedules in the tender document are

- ISOs and certs need to be held in the name of the Cloud Service Provider/OEM data centre where the bidder will service Rand Water
- The bidder must supply, install and configure the infrastructure for the private cloud and host it in the Rand Water Data center located at Rand Water Head Office, 522 Impala Rd, Dikole Section, Johannesburg South, 2058, -26.287744, 28.035889 with cross-connect to chosen Public Cloud environment to meet the hybrid cloud requirement
- *RW10392896_25R RFB Document (Final)*
Updated **FUNCTIONALITY EVALUATION**
RETURNABLE SCHEDULE REFERENCE

not aligning. Kindly advise which numbering we should use.

The column Returnable schedule refers to the schedule you have referred to in the Functionality Evaluation – the last two columns refer to the actual schedule and page number of the schedule – please can you confirm the correct schedule number for each schedule we should use to align with your evaluation.

Page 58 - All Data Centres for public cloud infrastructure must be hosted in a certified tier 3 data centre, and no data should leave **the borders of South Africa**.

Question: Would Rand Water consider either the current Rand Water Production Data Center site or 3rd party site? Is the Rand Water current data centre a certified tier 3 data centre?

Page 59 - Ownership and Sovereignty: Ensure Rand Water owns all hardware (Private cloud) and data. **All data and services must be hosted in South Africa**, complying with the POPIA Act.

Page 65

Does the bidders public cloud infrastructure include at least 2+ high availability data centres within South Africa?		2	Bidder to elaborate on the configuration they will implement to ensure the public cloud provides at least two high-availability, multi-Data Centres in South Africa for service redundancy.
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Question: Will Rand Water consider data centres across 2 different cloud providers in South Africa?

- A. Record of Previous Experience relevant to the current scope/ work (with contactable client ref.) - T2.2.7
- B. Overall Performance on Previous Work - T2.2.7
- C. Human Resource Capacity - T2.2.8
- D. Equipment Resource Capacity - T2.2.9
- E. Risk Introduced by Bid Qualifications (e.g. limitations, assumptions, limited liability etc.) - T2.2.4
- F. Project Risk Management - T2.2.11
- G. Detailed Project Programme - NA
- H. Method Statement - ANNEXURE A
- I. SHERQ - T2.2.10.

- Currently Rand Water's HQ Data Center and server rooms where private cloud will be hosted has no Uptime Tier cert.
- Yes. All Private cloud Hardware will be owned by Rand Water, Data and Services must comply with the POPIA Act.
- Rand Water will consider data centres across 2 different cloud providers in South Africa. As long as there is a private cloud hosted at the Rand Water HQ DC and all resources can be managed on a single unified platform across both clouds

Page 59 - Licenses: Rand Water will provide Microsoft/Linux OS licensing, under their existing Microsoft license agreements.

Question: Please can Rand Water provide a view of the Cloud licensing models with Microsoft.

1. Can you please stipulate per a VM on the shared spreadsheet which VMs required HA, DR for all private and public cloud environments?
2. Can you please stipulate per a VM on the shared spreadsheet the RPO's for each VM on all private and public cloud environments?
3. How long would you like your data to be retained for the short-term? (E.G., daily = 7 days)
4. How long would you like your data to be retained for the long-term? (E.G., weekly = 4 weeklies, months = 12 monthlies, years = 3 yearly's)
5. Do you require data immutability and if yes, please state the immutability period? (E.G., 7 days)
6. What governance, compliance, and regulatory laws / standards does Rand Water need to adhere to for security?
7. Does Rand Water have existing threat management and protection, detection, and DLP tools implemented? or can this be provided?
8. Does Rand Water have any monitoring tools and managed services for their environment?
9. When does Rand Water's Veritas subscription expire?
10. Does Rand Water have any preferred cloud vendors?
11. Does Rand Water have any Microsoft Credits that are currently being used for their Azure environment?

- Enterprise Licensing agreement with MS. The Workloads/services hosted on Azure Cloud are out of scope and do not apply to this project.
- *R10392896_25_Current Application System Workload spreadsheet* contains all the VM details and classification where *RW Sites TAB* are all the workloads that must be migrated/hosted in the private cloud environment And *Rietvlei-HQ TAB* are all the workloads that must be migrated/hosted in the public cloud environment. As per the critical workloads they all require HA and all production non-critical workloads require DR
- RTO and PRO are clearly specified in the proposal. In the *R10392896_25_Current Application System Workload spreadsheet* *RW Sites TAB* refers to the private cloud and *Rietvlei-HQ TAB* refers to the public cloud. This should result in 85 VMs that require DR for the public cloud. 24 LIMS VMs have a unique RTO&RPO and the remaining 86 VMs have their own RTO&RPO for the private cloud.
- Refer to the *RW10392896_25R RFB Document (Final)* for the Backup retention policy
- The bidder should detail the backup solutions layers of defense that protects backups (whether it be WORM, Immutability, etc.)
- Rand Water must adhere to the ISOs, certs and C1.2. CONTRACT DATA referenced in the *RW10392896_25R RFB Document (Final)*
- Rand Water does have existing threat management and protection, detection, and DLP tools. MS Defender for internal and outsourced firewall IPS and IDS services
- Rand Water does not have monitoring tools but does have Managed services
- Veritas Expires 30 September 2025 but will be renewed for backwards compatibility only.
- Rand Water does not have a preferred cloud vendor

BID CLARIFICATION

12. Do you have any external or SAN storage? If so please advise capacity and existing performance characteristics.
13. Does the Rand Water Private Cloud environment need to be hosted at Rand Water premises, or can we utilise our own private cloud environment?
14. Please provide us with the physical address and GPS coordinates of where you require the redundant 5GE Physical links (Fibre)?
15. Please provide us with the physical address and GPS coordinates of where you require the cross-connect? Or confirm if the cross-connect will be between the Rand Water Private and Public Cloud Environment?

We would appreciate your clarification on the following points:

Under the functionality evaluation, section **D) Equipment Resource Capacity** – Are we required to submit the relevant ISO certifications for both our **data centre** and our **company**, or would submission for one entity suffice?

Under section **I) SHERQ** – Should we submit the **Health and Safety Policy** for both the **data centre** and the **company**, or is it acceptable to provide it for only one?

- Rand Water does have Microsoft Credits that are currently being used for their Azure environment
- Currently the on-premise storage uses 3 × HPE-3PAR, 1 × HPE-MSA, and 1 × DELL Storage and is being replicated off-site to Addic tape Library
- The Hosting of the on-premise environment will be at Rand Water's HQ offices at 522 Impala Rd, Dikole Section, Johannesburg South, 2058, -26.287744, 28.035889.
- The Bidder can choose where to host their cross-connect to chosen Public Cloud environment and the Private Cloud Environment hosted at Rand Water's HQ offices at 522 Impala Rd, Dikole Section, Johannesburg South, 2058, -26.287744, 28.035889.

- ISO certifications needs to be in the name of the OEM Cloud provider

- SHERQ needs to be provided for the bidder

BID CLARIFICATION

We further note that there is a public holiday on Wednesday, 24 September, which reduces the effective preparation time available between receipt of your responses and the current closing date of 29 September. Without an extension, the timeframe does not allow adequate opportunity to fully address your requirements in the quality and detail they deserve.

Accordingly, we propose that the revised submission deadline be set to **10 October 2025**.