AIRPORTS COMPANY SOUTH AFRICA

REQUEST FOR PROPOSAL FOR THE ACQUISITION OF INTEGRATED CLOUD EMAIL SECURITY SOLUTION, LICENSING AND SUPPORT FOR A PERIOD OF 36 MONTHS AT AIRPORTS COMPANY SOUTH AFRICA

Tender Number: : COR8200/2026/RFP

Questions and Answers

Bidders Questions	ACSA's response
1. What M365 SKU are Airports Company using and specifically what Email security solutions are implemented?	We are using Microsoft 365 Enterprise E5 and we are using Mimecast. (email gateway)
2. If Defender is implemented. ○ Is it Defender Plan 2? ○ Has it been setup sufficiently in their opinion? ○ Are they looking for another solution beyond Defender if it has been setup sufficiently?	Yes, Defender Plan P2 and sufficiently setup. Yes. This is a strategic choice, "defence-in-depth" strategy
3. Do Airports Company have Microsoft Purview licenses and has it been configured?	Yes, Microsoft Purview available and configured.
4. Do we require additional "API" security at the mailbox level so that this will be a dual layer approach (gateway and API)	No
5. Is Cloud Sandboxing required?	No
6. Is email continuity required?	No
7. Is email encryption required?	yes
8. Are other o365 services coverage be beneficial (onedrive, teams etc)	No
9. Since the bid will be submitted via email, kindly confirm the file size limits accepted on ACSA side.	30mb
10. What is the expected migration/implementation period for the required solution.	Two months
11. May I ask you to please confirm the number of users that we need to quote for?	4600
12. Please advise on what requirements are needed with this integration and what solutions are they? ○ SIEM integration	**N/A**

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- Identity provider integration
- Cloud access security broker (CASB) integration
- Ticketing system integration
- Endpoint protection platform (EPP)/endpoint detection and response (EDR) integration and other integration and deployment and support

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Microsoft Entra ID

N/A

N/A

N/A

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<td>13. An “An Integrated Cloud Email Security Solution” also refers to an API integrated solution, in previous tenders there was a requirement of no gateway solution (MX record stays with m365), in this tender will gateway solutions be accepted?</td>
<td>Gateway solution will be accepted</td>
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<td>14. The Scope of Work specifies approximately 4,600 users; however, email traffic volumes are required to accurately size and price the proposed solution.
Please provide:
• Average daily inbound email volume.
• Average daily outbound email volume.
• Average monthly email volume.
• Peak daily email volumes experienced over the last 12 months.
• Percentage of email traffic currently identified as spam, phishing or malicious content (if available).
This information is required to ensure accurate solution sizing, licensing and commercial pricing.”</td>
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<table>
<tr><th>Metric</th><th>Per User</th><th>Total (4,600 users)</th></tr>
<tr><td>Sent Emails</td><td>30 avg</td><td>138,000/day</td></tr>
<tr><td>Received Emails</td><td>90 avg</td><td>414,000/day</td></tr>
<tr><td>Total email messages</td><td>120 avg</td><td>552,00/day</td></tr>
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<tr><th>Metric</th><th>Typical Range</th></tr>
<tr><td>Spam Rate</td><td>70-90% of inbound mail</td></tr>
<tr><td>Phishing attempts</td><td>1-3 per user/months</td></tr>
<tr><td>Malware emails</td><td>0.1 – 0.3% of traffic</td></tr>
<tr><td>Blocked emails/day</td><td>300,000+</td></tr>
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<td>15. Can you please grant a 2-week extension for bid submission. The scope of work is broad and will require more time to prepare.
Please also confirm if an OEM like Mimecast is allowed to directly submit or will need to work through a solution provider. We shall await your favourable response.</td>
<td>Extension will not be granted. This is not a complex tender</td>
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<td>16. Will it be possible to make the recording of the Teams meeting available.</td>
<td>Nope but the minutes of the briefing session are available on e-tenders</td>
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<td>17. The tender page 5 says (6) months but then on PART 1 : invitation to bid it is stated 36 months</td>
<td>This is a 36 months contract, an updated SOW was uploaded on e-tenders.</td>
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18. For DMARC management - How many Domains does ACSA have and need to be protected?	One domain
19. I am writing with respect to the compulsory briefing session that took place on the 29th of May @ 10:00 for the subject stated RFP. Please accept our apologies for not attending the compulsory briefing session for the above-mentioned opportunity. We remain very interested in participating in this initiative and would like to enquire whether our company would still be considered eligible to submit a response despite our absence from the briefing session. We understand and respect the importance of the compulsory briefing process and would appreciate your guidance on whether any accommodation can be made in this instance. Thank you for your consideration. We look forward to your feedback.	This was a compulsory briefing session, All bidders that did not attend this briefing session will not be eligible to participate on this tender.