

No.	Reference	Question	Answer	Tender reference
1	General	The City indicates that there are approximately 20 custom .NET applications using IIS authentication. It is, however, not clear how to his will impact development and/or implementation efforts . For example, the applications could be using Windows Authentication (Kerberos/NTLM) against on-premises Active Directory, or they could be using forms-based authentication hosted on IIS. The distinction is significant and will have a major impact on the migration approach and effort required to enable SSO with Microsoft Entra ID.	These 20 applications are using forms-based authentication hosted on IIS.	Section 6.1.2.1, p.52
2	General	Is there an on-premises Active Directory in place?	Yes	
3	General	Is Microsoft Entra Connect already implemented and functioning correctly?	Yes	
4	General	Do the applications currently rely on Active Directory groups for authorization?	No	
5	General	Is source code available for all 20 applications?	Yes	
6	General	Are the application owners and developers available to support analysis, remediation, and testing activities?	Yes	
7	General	Are these internal-only applications, or do they also support external users?	The applications support external users as well.	
8	General	Also , on the completed Tender Document to be submitted to the City, must the fields that require a signature be signed in ink, or can they be signed electronically?	It must be signed in ink. A hard copy of the tender submission must be submitted. An electronic submission can accompany the hard copy.	Clause 2.2.12.2
9	General	If an ink signature is required, can the page with the ink signature be submitted as a scanned page or must the original be submitted?	Original signed submission required in line with tender submission requirements.	Clause 2.2.12, p.23–24
10	General	How many administrators will require training	Approximately 5 administrators will require training.	Section 6.8
11	IGA	Can the current JML workflows be shared?	This will be discussed at detailed design. The workflow is included in this tender notice.	Section 6.1.1.1; Section 6.9
12	IGA	How many JML actions are expected monthly?	Approximately 800 JML actions.	Section 6.9
13	IGA	Is there an existing entitlement catalogue?	CCT does not have an existing entitlement catalogue.	
14	SSO	In reference to SSO can the list of custom .Net applications be shared including auth method and hosting model?	Detailed list to be confirmed during implementation.	Section 6.1.2.1
15	Section 6 - security requirements	In reference to vulnerability and patch management, please state in which manner the WAF must be supported and what the scope of the pen test should cover - internal/external? Which sites, servers etc?	There is no requirement to provide pen-testing for the City. The requirement is to ensure that their environment is securely protected should the solution offered be a SaaS solution.	Refer to Tender Notice 3 Question 20 and clause 6.7.5 in C.5 Specifications.
16	PAM	Please provide the estimated number of target systems/ endpoints that are expected to be integrated / onboarded to the PAM tool ?	Refer to Question 7 of Tender Notice 2.	

17	PAM	Please provide the estimated number of privileged users who will require PAM access, categorized by: Server Administrators, Network/Security Administrators, Storage/Backup Administrators, SAP/Application Administrators, Database Administrators, Virtualization Administrators, and Management/Audit Users.	Refer to Questions 3 and 4 of Tender Notice 2.	
18	PAM	Please provide details of the target systems/endpoints for which privileged session monitoring and recording are required for audit and compliance purposes	Duplication of question 7.	Section 6
19	PAM	Please provide the estimated number of the following systems for which session recording is required: (a) Windows/Linux/Unix Servers, (b) Network & Security Devices, (c) SAP and Web-Based Applications, (d) Database Instances, (e) VMware ESXi/vCenter and Microsoft Hyper-V Environments.	a) Refer to Question 7 of Tender Notice 2. b) None c) Refer to Section 6.1.1 d) Included in the 600 Windows Server count (30 SQL Server) e) City uses Microsoft Hyper-V - Host Nodes included in the Windows Server Count	Section 6.9
20	PAM	Please provide the detailed inventory of in-scope applications, platforms and infrastructure components requiring PAM onboarding and indicate whether standard connector-based integration is expected or if custom integrations will be required.	It is expected that standard connector-based integration and there are 600 Windows-based and 130 Linux-based systems.	
21	PAM	Please identify the SAP applications and components that are in scope for PAM integration and onboarding as part of this implementation	Refer to Table 1 in section 6.9.2 of C.5 Specifications for a list of SAP Applications.	Section 6.1.1
22	PAM	Please provide the following infrastructure information required for PAM architecture design and sizing: (a) Number of Data Centres, (b) Data Centre Locations, (c) High Availability Requirements, (d) Disaster Recovery Requirements, (e) Whether the DR Site is a full mirror of the Primary Site, (f) Details of any in-scope systems hosted outside the Primary and DR environments.	a) The number of on-premise data centres is 2. The City has an instance Microsoft Azure. b) The data centre locations are Goodwood and Cape Town. c) System must be highly available - 99.9% availability. d) Refer to 6.3.7 of C.5 Specifications. e) No f) Microsoft 365 and SAP Cloud Modules (in future)	Section 6.9
23	PAM	Please provide the expected peak number of concurrent privileged sessions that may require monitoring and/or recording within the PAM environment.	Refer to question 29 of Tender Notice 3.	
24	PAM	Please confirm whether privileged third party vendor access (for the listed third party systems) is in scope for PAM onboarding?	No.	Section 6
25	IGA/SSO	Please confirm the total number of applications that will be in scope for the IGA, SSO and MFA respectively and provide the final application inventory (Segregation & count of applications according to different protocols supported, e.g., SAML, OIDC, OAuth, etc.)	Refer to references in next column.	Section 6.1.2.1 (SSO); Section 6.1.1.13 (IGA)
26	IGA	How many SAP applications are included within the scope of the IGA program?	Refer to Table 1 in section 6.9.2 of C.5 Specifications for a list of SAP Applications.	Section 6.9.2

27	IGA	How many database platforms/applications require integration with the IGA solution?	The Oracle and SQL databases are databases that the solution must be able to support in future. These form part of the third party integration list.	Section 6.2.2
28	IGA	Besides employees and contractors, are there any other identity types (e.g., partners, vendors, consultants, external users) that need to be governed by the IGA solution?	Yes – includes external users such as partners, vendors and residents.	Section 3; Section 6
29	IGA/PAM	Is an Identity Governance and Administration (IGA) or PAM solution currently deployed within the environment?	Yes, the CCT is currently using SAP IDM. Currently PIM is used for Azure and M365 Accounts only.	
30	IGA	If an IGA solution already exists, please provide details on its current state, including implemented use cases, integrated applications, and adoption levels.	IGA is used to onboard identities captured on the HR system and synchronises it to Active Directory. It is not extensively used for full JML actions.	
31	IGA	Has the City of Cape Town defined any enterprise, business or application roles that can be leveraged as part of the IGA implementation?	Refer to question 36 of Tender Notice 2.	
32	IGA	Are application-specific roles, SOD Rule rests, entitlement structures, or role models already defined for the applications in scope?	No.	Section 6.1.1.7
33	IGA/SSO	Please provide the total number of employees, contractors and other user populations that will be governed through the IGA/ SSO solution.	Approximately 42,000 users in scope.	Section 3
34	IGA	Are non-human identities (service accounts, shared accounts, privileged accounts, bots, APIs, etc.) included within scope? If yes, please provide the estimated volume.	Yes. Refer to Question 3 of Tender Notice 2.	Section 3; Section 6
35	IGA	What is the required frequency for access certification and access review campaigns (e.g., quarterly, semi-annually, annually)?	Bi-annual (twice a year) for Microsoft privileged accounts. Once a year for SAP accounts.	
36	CIAM	Are external identities (CIAM/B2C users) within the scope of this initiative?	Yes, the set-up and configuration for Microsoft Entra external ID is included in the scope. (CCT has already procured Entra ID.)	Section 6.1.2
37	IGA	If external identities are in scope, please provide the primary use cases and estimated user population (e.g., citizens, residents, businesses, service consumers, vendors, etc.).	Includes residents, businesses and partners; It is 1.3 million external identities as per Section 3 of C.5 Specifications.	Section 3, Section 6.1.2.1 point 2.
38	SSO	Is Microsoft Entra ID expected to be the strategic and target-state Single Sign-On (SSO) platform, or are alternative SSO solutions being considered?	Yes – Microsoft Entra ID is the strategic SSO platform.	Section 6.1.2.1
39	IGA	Given that Microsoft Entra ID P2 licenses are already available, should the IGA requirements be fulfilled using native Entra Governance capabilities, or is a dedicated IGA platform expected?	A dedicated IGA platform is expected.	Section 6.1
40	General	What is the expected support coverage (8x5 staffed and P1 & P2 on Call , 16x5 staffed and P1 & P2 on Call , 24x7 etc.) for support activities?	Refer to Question 43 of Tender Notice 2.	Section 6

41	User populations	The tender document states 42,000 users, of which 29,000 actively access electronic HR services and other corporate systems. As we license full and lite users, we would like to understand the following: We assume the 13,000 users who do not access electronic HR services etc will require lite user licensing, is this correct? (Lite users access 5 sources of less)	Refer to Question 1 of Tender Notice 2.	Section 3
42	User populations	Out of the 29,000 users who do access electronic HR services etc, how many would qualify for lite licensing? Lite users access 5 sources of less)	Refer to Question 1 of Tender Notice 2.	Section 3
43	User populations	Of the 29,000 users, how many are classed as contract workers?	Refer to Question 2 of Tender Notice 2.	Section 3
44	SAP Integration	While I see that SOD controls are part of the functional requirements, for all integrations, does the CoC require a fine grained SOD control across the SAP landscape, or does the CoC use a separate tool for this already such as SAP GRC? Should we position full SoD across all systems including SAP?	Refer to Question 6 of Tender Notice 2.	Section 6.1.3
45	Password Management	How many of the 42,000 users require password management, and;	Refer to Question 1 of Tender Notice 2. The City currently uses Microsoft Entra ID for SSO which provides password management. The tendered solution should integrate into Entra ID for password management self-service	Section 3, Section 6.1.2
46	Password Management	How many of those users above would be full users vs lite users (required for accurate licensing)	Refer to Question 1 of Tender Notice 2.	Section 3; Section 6.9
47	IGA	For ServiceNow, is the requirement to log tickets on ServiceNow For tracking and audit purposes even though the access is being auto provisioned/deprovisioned using ISC?	Refer to Question 12 of Tender Notice 3	
48	IGA	Are there any applications that require manual provisioning i.e. tickets for manual provisioning or deprovisioning to be logged on ServiceNow via ISC	Refer to Question 12 of Tender Notice 3	
49	IGA	What integration capabilities (web/rest service, database, SCIM, AD integrated etc) do the systems below have: - Emergency Policing Incident Control (EPIC System) - Channel Management Contact Centre application	These systems will support integration to Microsoft Entra ID. These system will also support open API Standards.	
50	IGA	Do you have an existing 3rd part HR system? Or is the expectation that the 3rd party identities be managed and stored from within ISC.	Refer to Question 1 of Tender Notice 3 No the City does not have a 3rd party HR system. Refer to 6.1.1.1 number 5.	
51	IGA	Regarding configuration of "SSO" for the Functional Requirements in 6.1.2.1, would the configuration scope include implementing changes on the source Applications, or be limited to configuration on MS Entra ID	Limited to MS Entra ID.	Section 6.1.2.1 of C.5 Specification
52	IGA	Will the COCT have the ability to integrate to data warehouse solutions, for the implementation of reporting/dashboard requirements (example Power BI)	The City is licenced for Power BI Pro.	Section 6.1.1.6 of C.5 Specification

53	IGA	Regarding functional requirement 6.1.1.10 - would the requirement include intercepting password changes, and synchronising password to "non-SSO" enabled applications, or would the Solution be the primary password-change interface for end-users?	The City currently uses Microsoft Entra ID for SSO which provides password management. The tendered solution should integrate into Entra ID for password management self-service.	Section 6.1.2.1 of C.5 Specification
54	PAM	Based on the clarification responses received, we understand that approximately 620 privileged administrators (400 on-premise and 220 cloud administrators) will require access to the PAM solution. Please confirm whether this understanding is correct.	Yes	Tender Notice 2 Question 4.
55	PAM	Some PAM vendors offer licensing based on concurrent usage rather than named users. Please provide an estimate of the maximum number of privileged users expected to be actively using the PAM solution simultaneously.	Approximately 400.	
56	PAM	We note that the tender documentation references approximately 10,000 assets. Please confirm whether this represents the expected scope of assets to be onboarded and managed by the PAM solution.	No, it does not represent the number of assets. It represents the capability that the system should support.	Section 6.3.5 of C.5 Specifications.
57	PAM	Please confirm whether Endpoint Privilege Management (EPM) is required for: · Windows Workstations · Windows Servers · Linux Servers · Unix Platforms · macOS Devices Please also provide the estimated number of devices for each platform.	Windows Servers (600), Linux Servers (130). This excludes workstation and MacOS devices. Intune EPM is not in scope for endpoints	
58	PAM	Please clarify what is meant by secondary accounts in this context. The specification states: "The solution has the ability to ensure that there will be no minimum amount of time between password resets for secondary accounts." Does this refer to linked accounts, dependent accounts, service accounts, or another account type?	This refers to administrator accounts. City uses a secondary account for administrators.	
59	PAM	The specification states: "The solution protects credentials within memory (in use)." Please clarify whether memory refers to: · System memory (RAM) while credentials are being processed or used; or · Stored credentials within databases, vaults, or persistent storage.	This is volatile memory (RAM).	Section 6.3.1 of C.5 Specifications.
60	PAM	The specification states: "The solution has the ability to integrate with private cloud and allow integrations with Microsoft Hyper-V or equivalent." Please provide additional detail regarding the expected use case for Hyper-V integration, including whether the requirement relates to: · Privileged account management; · Session management; · Password rotation; · Hyper-V administrative access; or · Other operational requirements.	This refers to managing privileged credentials or access to administer Hyper-V hosts or guest VMs.	Section 6.3.3 of C.5 Specifications.

61	Identity Proofing	Does the CCT have their own DHA connection? Will the CCT use their own DHA connection or do you prefer to use the vendor connection?	The City does not have a Department of Home Affairs connection, at this time.	Section 6.6.2 of C.5 Specifications.
62	Identity Proofing	Could you please specify which ID documents (SA ID card, SA Green ID book, SA Passport, SA Driving License, SA Work Visa, Foreign Cards etc) you are going to onboard in the Identity Proof process? Is there any document with no ICAO format?	Refer to 6.5.1 of C.5 Specifications.	Refer to 6.5.1 of C.5 Specifications.
63	Identity Proofing	Regarding the point 6.5.2 Identity Proofing Juristic entity attributes. Could you please describe the expected workflow with those documents/info? Will the user type the info in a form? Will the user upload the documents? Is expected to run API validations . We appreciate if you can detail the expected step by step	The user will type and upload documents as well as produce manual documents at a walk-in centre.	Refer to 6.5.2 of C.5 Specifications.
64	Identity Proofing	In the point 6.5.8 General the requirement mentions." The solution must support facial and/or biometric capture (including selfie-based capture) via web and/or mobile interfaces." Could you please define biometric capture? Please detail as you can do Facial , Fingerprints, Voice & Behavioural.	The solution must support facial and/or biometric capture (including selfie-based capture) via web and/or mobile interfaces. Optional components not covered in Specifications may be proposed under pricing schedules A7, B7 and C7	Refer to 6.5.8 of C.5 Specifications.
65	Identity Proofing	In the point 6.6.2 the requirement mentions "The identity proofing result and confidence score must be accessible via API for integration with downstream onboarding workflows. What does CCT mean by "downstream onboarding workflow " Could you please define downstream onboarding workflows.	This refers to on-boarding external Identities (residents, citizens, vendors) via Microsoft Entra External ID.	Refer to 6.6.2 of C.5 Specifications.
66	Identity Proofing	For the identity proofing service could you please detail the anticipated step by step process that the user is expected to follow in order to validate the identity.	This is currently manually performed and the process can be enhanced. A new process would be defined at detailed design stage.	
67	Identity Proofing	Could you please detail the expected workflow in the identity validation mentioning these validations • Consumer Credit Information and/or other financial data; • Social Security Administration information; • Known address information • Telecommunications Information; and • Billable utilities information. We will need to understand the end to end journey for the project planning and orchestration planning	This is not a workflow but rather stating that the solution can use other data sources to verify identities.	Section 6.5.6 of C.5 Specification
68	Identity Proofing	Could you please indicate if are we going to integrate the identity proofing solution in an existing CCT application or platform ? Or is it expected that the vendors build and launch a ready to use app for identity validation?	To be integrated for onboarding of External Identities.	
69	Identity Proofing	In case Cape Town city has an app(s) could you please indicate the framework?	City's Citizen App is developed on Flutter	
70	Identity Proofing	Is expected that the vendor stores the audit logs ? Or is it acceptable that the vendor provide the logs and the client stores it, in your SIEM log management system	Refer to 6.7.5 "Audit and Non-Repudiation" of C.5 Specifications.	

71	Identity Proofing	In the point 6.7.9 the requirement mentions "6.7.9 Customer data must be stored within the data residency region selected at onboarding. Cross-region data transfers must require explicit customer consent." Could you please communicate the preferred data residency region for the identity proofing solution	Refer to Question 40 of Tender Notice 3	
72	General	We kindly request an extension to ensure we can deliver the highest quality and attention to detail.	The tender closing date is extended by 1 week until 10 July 2026.	
73	General	Does NTCSA require passive OT asset discovery, OT asset inventory management and industrial protocol visibility as part of the proposed solution, or are these capabilities considered optional enhancements?	This tender scope is restricted to the IT environment. OT and IOT asset discovery and management is seen as optional or additional capabilities	
74	Identity proofing	Is the 1.3M external base to be identity-proofed (or proofed-on-first-login) at onboarding, or should it only be migrated as directory data, with proofing applied to new/transacting identities going forward?	No Identity Proofing of Existing external Identities required	
74	Identity proofing	If a bulk proof of the legacy base is in scope (6.5.3): what volume, cadence, and timeframe?	No Identity Proofing of Existing external Identities required	
75	Identity proofing	DHA integration (6.6.2): does CCT hold the DHA agreement/credentials we integrate against, or must the OEM provide the DHA connection?	Answered in no 61 above	
76	Identity proofing	Data residency: Is in-country (South Africa) hosting mandatory for biometric + government-ID data, or is EU acceptable?	Answered in Notice 3 no 40	
74	Identity proofing	6.5.7. - If our solution uses live data from the Department of Home Affairs (DHA) and industry leading biometric liveness detection and face matching, would we still need the risk mitigation methods like Address checks?	Please respond to tender requirements	
75	Identity proofing	How many of the 1.3 million external identities are non-South African?	No Identity Proofing of Existing external Identities required	
75	Identity proofing	Do we have to collect and verify address and phone number or only verify address and phone number	Respond to requirements of the tender	
76	IGA	Please provide us with a full list of applications and number of each listed applications which require integration with the IAM/IGA solution.	Refer to Section 6.1.1.13 in C.5 Specifications in the Tender document	
77	General	Please provide us with the number of AD domains and AD domain controllers in use.	2 Domains and 14 Domain Controllers	
75	General	Please provide us with a number of datacentres.	2 data centres (Refer to Question 22 above)	
76	Identity proofing	How many juristic entities does the City of Cape Town verify monthly? (6.5 Functional Requirements of Identity Proofing Solution)	Answered in no 63	
76	General	Is City of Cape Town looking to consume the Managed Service through a shared services model or resources dedicated to the account?	Please respond to tender requirements (Refer to 6.12 of C. 5 Specifications Managed Services)	
77	General	City of Cape Town requests for a rate card (per hour rate), is this to primarily use for the project/deployment or for dedicated resources on ongoing Managed Services ?	Refer to Sections 6.11 and 6.12 of C.5 Specifications	
77	General	With the Tender submission deadline extension to 10 July, will the opportunity to submit clarification questions be extended ?	See clause 2.2.8 in the Tender Document	