

SCOPE OF WORK FOR THE SUPPLY OF AZURE CLOUD SERVER HOSTING FOR A PERIOD OF SIXTY MONTHS

Revision: 1

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NAME	TITLE	Empl. no	SIGNATURE	DATE
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COMPILED - RECOMMENDATION

Raymond Naidoo	ICT Operations Manager (RBY)	500704		5 March 2026
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APPROVAL TO PROCEED

Antonio Nogueira	ICT Operations Manager (PHB)		(10800)	5 March 2026
Dharmesh Sirpal	Specialist ICT Compliance	501103		5 March 2026
Sthe Mzobe	Acting Group ICT Manager	25773		5 March 2026



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1. Confidentiality

The contractor shall not disclose any such information or specification, whether explicit or implied, to any third party without the express written permission of a duly authorized representative of FOSKOR. Any contractor electing not to respond to this Request for Proposal (RFP) shall ensure that the original correspondence and / or electronic media are returned to FOSKOR.

1.1. Conditions and Undertaking

The terms set out here are for recording the basis of the principles and topics upon which the parties will be required to reach agreement in concluding on the proposed agreement. It shall not be binding until they are incorporated into a comprehensive formal and final contract agreement signed by both parties.

Contractors are required to submit full technical and support documentation of their proposed course of action where necessary. The contractor must accept Foskor's minimum standard in terms of quality and specification. The costs incurred in preparing the RFP are for the account of the contractor. Foskor (Pty) Ltd will not accept liability for the costs arising out of the delay in the Tender process.

The contractor must guarantee the validity of the response to this tender enquiry. Any arithmetical errors in pricing are the contractor's responsibility. The preferred contractor will sign a contract, after which the terms and conditions of the contract will govern them. If the contractor defaults, the Client, Foskor (Pty) Ltd, will have recourse in terms of the conditions as stipulated in the contract.

2. Background to Scope of Work

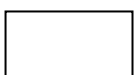
Foskor has transitioned to Microsoft Azure Cloud hosting to modernize its IT infrastructure, improve operational resilience, and support digital transformation initiatives.

Currently, servers are hosted across two different environments:

- The initial JDE servers are hosted on the NTT Azure Tenant, with NTT as the Managed Service Provider (MSP).
- The second set of servers are hosted on the Foskor Azure Tenant, with First Technology as the MSP.

These partnerships proactive billing account management in South African currency.

This model has proven successful in maintaining system stability and enabling continuous improvement of Foskor's cloud architecture. Given the positive outcomes and strategic value of managed Azure hosting, Foskor intends to invite proposals for an all-inclusive Azure Managed Service Partner for a five (5) year contract period



2.1 Scope of Work

This Scope of Work defines the responsibilities, deliverables, service levels, pricing structure, and evaluation criteria for the appointed Service Partner providing Azure Cloud Infrastructure-as-a-Service (IaaS) to Foskop.

The objective is to ensure a secure, reliable, and scalable Azure hosting solution that aligns with Foskop's operational, compliance, and strategic goals.

Key Deliverables

a) Migration and Consolidation

- Perform a **lift-and-shift migration** of all servers hosted on the Dimension Data/NTT Tenant to the Foskop Tenant.
- Ensure **minimal downtime, complete data integrity, and zero configuration errors** during migration.

b) Disaster Recovery (DR) Strategy (As per identified server – table below)

- Establish and document a **DR process for the applicable server application**.
- Collectively assist to conduct **scheduled biannual DR tests** with the Foskop DR team.

c) Service Level Management

- Establish a formal **Service Level Agreement (SLA)** outlining deliverables, performance metrics, and reporting frequency.
- Provide **monthly SLA reports** detailing service availability, outages, incidents, and SLA compliance.

d) Performance & Review Meetings

- Conduct **monthly performance review meetings** and submit meeting minutes and action plans.

e) Pricing & Billing

- Propose a **comprehensive pricing and billing model in South African Rands** for the 5-year contract period, including any volume discounts, escalation clauses, and payment terms.
- The pricing and billing must be flexible based on the server scalability (removing or addition of servers and/or resources.).

2.2. Exclusions – Activities performed by Foskop Team

The following activities and responsibilities are **excluded** from the Managed Service Partner's Scope of Work. These functions will be performed internally by **Foskop's IT Department**.

a) Application-Level Management

- Administration, configuration, and support of business applications hosted within Azure (e.g., JDE, ERP modules, databases, middleware, and application-level integrations).
- Application patching, upgrades, and version management.



b) User Access Management

- Creation, modification, and termination of user accounts within business systems.
- Management of role-based access controls (RBAC) at the application level and within internal identity governance policies.

c) Security Policy Definition

- Establishment and approval of Foskor's corporate cybersecurity policies, standards, and compliance frameworks.
- Oversight of audit findings, security incident response ownership, and sign-off on remediation plans.

d) On-Premises Infrastructure Management

- Maintenance and support of on-premises hardware, networking, firewalls, and connectivity to Azure (e.g., VPNs, ExpressRoute).
- Management of any hybrid environment components not explicitly hosted in Azure.

e) Licensing and Subscription Governance

- Procurement and ownership of Microsoft Azure subscriptions and enterprise licensing agreements.
- Oversight of license compliance and renewal cycles.

f) Change Management & Governance Oversight

- Approval of major changes to production environments through Foskor's internal Change Management.
- Review and validation of MSP change proposals prior to implementation.

g) Data Governance and Retention Policy Enforcement

- Definition and enforcement of data retention and disposal policies in alignment with Foskor's Information Management Policy and POPIA compliance requirements.

h) Vendor Relationship and Contract Management

- Management of all third-party vendor contracts, escalations, and strategic relationships.
- Coordination between the MSP and other Foskor service providers (e.g., networking, cybersecurity, or ERP vendors).

i) Reporting and Business Analytics

- Development and management of internal dashboards, analytics models, and business intelligence (BI) solutions using Azure data.

j) Backup and Data Retention

- Configure automated backups with defined retention policies.
- Manage backup integrity and perform periodic restoration tests.

k) Server Provisioning



- Configure and provision **new Azure Cloud servers** as requested by Foskop, aligned with established architecture and security standards.

l) Security & Compliance

- Conduct regular **security and compliance audits** and provide supporting documentation.
- Ensure alignment with Foskop's **governance, risk, and compliance (GRC)** framework.

m) 24/7 Support Service

- Provide **round-the-clock (24/7)** monitoring, incident response, and technical support.

Note:

While the above areas are excluded from the MSP's core responsibilities, the Service Partner is **expected to collaborate** with Foskop's IT team and other vendors to ensure **seamless integration, communication, and operational continuity** across all Azure hosted systems.

2.3. Objectives for the Microsoft Azure Managed Service Provider

The MSP must align with the following strategic objectives:

Objective	Description
Business Continuity & Reliability	<ul style="list-style-type: none"> • Ensure uninterrupted access to critical business systems and data through high availability, DR readiness, and continuity planning.
Cost Efficiency & Optimization	<ul style="list-style-type: none"> • Provide cost governance, optimization via reserved instances, licensing advisory, and consumption-based billing transparency.
Security & Compliance	<ul style="list-style-type: none"> • Deliver enterprise-grade security with continuous monitoring, compliance certifications, and adherence to regulatory and internal standards.
Scalability & Innovation	<ul style="list-style-type: none"> • Enable rapid scaling and leverage Azure technologies (AI, analytics, automation) to support digital transformation.
Expert Partner Support	<ul style="list-style-type: none"> • Provide proactive advisory services, expert-level technical support, and ongoing optimization of the Azure environment.



2.4. Proposal Submission Requirements

Vendors must submit a comprehensive proposal that includes the following components:

a) Company Profile

- Overview, history, ownership structure, and certifications (e.g., Microsoft Partner, ISO, SOC).

b) Technical Proposal

- Detailed description of proposed Azure architecture, migration approach, and compliance alignment.

c) Pricing Proposal

- Transparent pricing model with cost breakdowns (server computing resources, virtual servers, backup, storage).
- Twenty (20) bucket hours per year to be included for support as and when required by Foskor team

d) Client References

- Client references of similar scope and complexity.

e) Implementation Timeline

- Project plan with key milestones, dependencies, and estimated durations.

f) Value-Added Services

- Description of additional capabilities such as automation, AI-based cost optimization, or sustainability initiatives.

3. Document Control and Quality Management

Contractor are to adhere to Foskor's quality management system and specifications incorporated in this RFP Document.

4. Technical evaluation requirements

Proposals will be adjudicated on a mix of the following criteria (in no particular order):

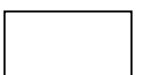
- Supplier experience in design, management and optimization of Azure cloud solutions
- Track record and or reference letters
- Supplier Microsoft partner competency
- Staff technical competency and related Azure certifications

Note: The Contractor is to note that if they decide on sub-contracting works, no contractual obligation is held between the third company and Foskor (Pty) Ltd. Foskor's contractual obligation is limited to the Contractor, and the Contractor is answerable to Foskor in the event of default by the Sub-contractor.

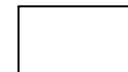


5. Bill of Quantities

The following needs to be migrated from Azure Dimension Data (NTT) Tenant to Azure Foskor Tenant



OS	Size	Memory	Disks	Disk Usage	Disaster Recovery Required	Uom	Rate/M
Windows	Standard_E4-2s_v6	32GB	1	127GB	Y	Per Month	
Windows	Standard_E4-2s_v6	32GB	4	187GB	Y		
Windows	Standard_D4s_v3	16GB	1	127GB	Y		
Windows	Standard_F4s_v2	8GB	2	177GB	Y		
Windows	Standard_E4s_v3	32GB	4	3.147TB	Y		
Windows	Standard_D8s_v3	32GB	5	2.937TB	Y		
Windows	Standard_E4s_v3	32GB	4	727GB	Y		
Windows	Standard_D8s_v3	32GB	3	327GB	Y		
Windows	Standard_E8-4ds_v5	64GB	3	677GB	Y		
Windows	Standard_E4bds_v5	32GB	2	277GB	Y		
Windows	Standard_F4s_v2	8GB	1	127GB	Y		
Windows	Standard_F4s_v2	8GB	1	140GB	N		
Windows	Standard_F4s_v2	8GB	1	127GB	Y		
Windows	Standard_F4s_v2	8GB	1	127GB	N		
Windows	Standard_F4s_v2	8GB	1	127GB	N		
Windows	Standard_F4s_v2	8GB	1	127GB	N		
Windows	Standard_F4s_v2	8GB	1	127GB	N		
Windows	Standard_F4s_v2	8GB	1	150GB	N		
Windows	Standard_F4s_v2	8GB	1	127GB	N		
Windows	Standard_D2ads_v5	8GB	1	120GB	Y		
Windows	Standard_D4s_v3	16GB	1	250GB	Y		



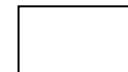
Windows	Standard_D4s_v3	16GB	2	177GB	Y		
Windows	Standard_D4s_v3	16GB	2	177GB	Y		
Windows	Standard_D4s_v3	16GB	2	177GB	Y		
Windows	Standard_D4s_v3	16GB	2	177GB	Y		
Windows	Standard_D4s_v3	16GB	2	277GB	Y		
Linux	Standard_F4s_v2	8GB	1	256GB	Y		
Linux	Standard_D2_v2	7GB	2	32GB	N		
Linux	Standard_B1s	1GB	1	2GB	N		



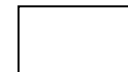
3.2 The following needs to be maintained on Azure Foskor Tenant



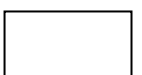
OS	Size	Memory	Disks	Disk Usage	DR Required	UoM Per/Month	Rate/M
Windows	Standard_D2s_v3	8GB	1	127GB	N		
Windows	Standard_D2s_v5	8GB	1	127GB	N		
Windows	Standard_D2s_v5	8GB	1	127GB	N		
Windows	Standard_E4ds_v5	32GB	2	512GB	Y		
Windows	Standard_DS3_v2	14GB	1	127GB	Y		
Windows	Standard_E4ds_v5	32GB	2	512GB	Y		
Windows	Standard_D2s_v3	8GB	1	256GB	Y		
Windows	Standard_D4s_v5	16GB	5	600GB	Y		
Windows	Standard_E4ds_v5	32GB	5	867GB	Y		
Windows	Standard_D2s_v5	8GB	1	127GB	Y		
Windows	Standard_D2ds_v5	8GB	1	127GB	Y		
Windows	Standard_D2s_v5	8GB	1	127GB	Y		
Windows	Standard_F4s_v2	32GB	1	127GB	Y		
Windows	Standard_D2ds_v5	8GB	1	127GB	Y		
Windows	Standard_D4s_v3	16GB	1	200GB	Y		
Windows	Standard_D4ls_v5	8GB	1	127GBY	N		
Windows	Standard_D2ds_v5	8GB	1	90GB	N		
Windows	Standard_D4ls_v5	8GB	2	240GB	Y		
Windows	Standard_D8as_v5	32GB	1	200GB	N		
Windows	Standard_F16s_v2	32GB	6	507GB	N		
Windows	Standard_D4ls_v5	8GB	1	100GB	N		
Windows	Standard_D2s_v5	8GB	1	127GB	N		



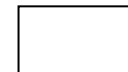
OS	Size	Memory	Disks	Space	DR Required
Linux	F4s_v2	8GB	1	256GB	Y
Linux	D2_v2	7GB	2	32GB	N
Linux	B1s	1GB	1	2GB	N



3.3 The following are new servers to be added Azure Foskor Tenant



OS	CPU	Memory	Disks	Disk Usage	DR Required	UoM Per Month	Rate/M
Windows	2	8GB	1	127GB	N		
Windows	4	16GB	2	330GB	Y		
Windows	2	8GB	2	150GB	N		
Windows	4	8GB	1	120GB	Y		
Windows	2	8GB	1	90GB	N		
Windows	4	32GB	3	3TB	Y		
Windows	2	8GB	1	100GB	Y		
Windows	2	16GB	1	127GB	Y		
Windows	4	8GB	1	100GB	Y		
Windows	2	16GB	1	127GB	Y		
Windows	2	8GB	1	127GB	Y		
Windows	2	4GB	1	100GB	Y		
Windows	4	16GB	1	100GB	N		
Windows	4	8GB	1	100GB	Y		
Windows	2	8GB	1	100GB	Y		
Windows	8	16GB	1	100GB	Y		
Windows	4	16GB	1	100GB	Y		
Windows	6	12GB	5	1,5TB	Y		
Windows	8	16GB	1	100GB	N		
Windows	4	12GB	1	100GB	N		



END OF SCOPE

