

QUESTIONS AND ANSWERS

07 April 2026

Reference: **NAMC T02 2026**

Dear Prospective Bidder

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS

QUESTIONS	ANSWERS
<p>1. Request for Submission Extension</p> <p>Given the complexity and breadth of this RFP, as well as the impact of the current public holiday period which has reduced the effective working days available for both bidders and key stakeholders, we kindly request consideration for a submission extension of 1–2 weeks.</p> <p>This additional time will allow for:</p> <ul style="list-style-type: none"> • Proper alignment with specialist partners (including certified technology partners required by the bid), • Thorough technical validation and solution design, • Submission of a high-quality, fully compliant, and value-driven proposal that meets NAMC’s expectations. 	<p>The closing date will not be extended</p>
<p>2. Service Delivery Model & Onsite Requirements</p> <p>Can NAMC confirm whether onsite support is required, and if so, the expected frequency</p>	<p>Onsite support will be required as and when the need arises.</p>

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<p>(scheduled vs ad-hoc)?</p> <ul style="list-style-type: none"> · Is a dedicated onsite resource required, or will a remote-first managed service model with onsite support as needed be acceptable? · Are there any after-hours or 24x7 support requirements? 	<p>Remote-first managed service model with onsite support as needed</p> <p>After-hours or 24x7 support will be only in urgent or emergency situations</p>
<p>3. Current ICT Environment & Architecture</p> <ul style="list-style-type: none"> · Kindly provide detailed network and infrastructure diagrams (Annexure B & C referenced). · What hypervisor platform is currently in use? · Are there any planned infrastructure upgrades during the contract period? 	<p>Refer to annexure "B" and "C"</p> <p>Refer to annexure "B"</p> <p>Infrastructure upgrades will be done should the need arise. NAMC will be responsible for the procurement of infrastructure and the service provider will be responsible for support.</p>

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<p>4. Microsoft Environment</p> <ul style="list-style-type: none"> · What Microsoft 365 licensing model is currently deployed? · Is there any requirement for licensing optimisation or procurement? · Are Microsoft security tools such as Defender, Intune, or Purview currently in use? · Are there any Azure / Entra ID services deployed or planned? 	<p>E3</p> <p>No.</p> <p>No.</p> <p>No.</p>
<p>5. Backup & Disaster Recovery</p> <ul style="list-style-type: none"> · Can you confirm the current Veeam architecture and backup storage location? · Is a DR platform already in place, or is the service provider expected to provision this? · Should DR hosting and infrastructure costs be included in the bid? Is so we will required the details of the server workloads. (how many VMs, CPU, Mem and Storage & OS per VM) 	<p>Refer to annexure "B" , server NAS-1</p> <p>Service Provider is expected to provision.</p> <p>Yes. Refer to annexure "B" and "C"</p>

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<p>6. Service Desk & SLA Expectations</p> <ul style="list-style-type: none"> • Can NAMC provide defined SLA response and resolution targets (P1–P3)? • What is the current average monthly ticket volume? 	<p>To be concluded upon with the appointed service provider.</p> <p>Everage of 70 tickets per month.</p>
<p>7. Networking & Connectivity</p> <ul style="list-style-type: none"> • Who is responsible for WAN/Internet providers? • Are there existing SD-WAN or monitoring tools in place? • How much internet bandwidth is currently in place. 	<p>Enabling Solutions.</p> <p>No but expect the Service Provider to provide the monitoring tools.</p> <p>200MB</p>
<p>8. Website & Digital Services</p> <ul style="list-style-type: none"> • Can you confirm the current hosting arrangement for the website? • Should hosting be included in this bid? • For the bulk email platform, should licensing be included? 	<p>Hosted by the current support service provider</p> <p>Yes</p> <p>No</p>

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<p>9. Reporting & Governance</p> <ul style="list-style-type: none"> • Are there preferred reporting formats or governance structures (e.g. monthly service reviews)? • Is a Service Delivery Manager role expected as part of the engagement? • Commercial & Transition - Is there an incumbent service provider, and will knowledge transfer be facilitated? 	<p>No, Service Provider can provide weekly, monthly and quarterly reports.</p> <p>YES.</p> <p>YES.</p>
<p>10. Security & Compliance</p> <ul style="list-style-type: none"> • Can NAMC share the current ICT Security Policy and any recent audit findings? • What level of security monitoring is expected (standard vs advanced/SOC-like)? <p>Are there additional compliance frameworks beyond POPIA?</p>	<p>No, Policy and recent Audit finding will be shared with the winning bidder</p> <p>Standard.</p> <p>No</p>
<p>11 Disaster Recovery (DR) Service Scope</p> <p>Kindly clarify whether NAMC requires the appointed service provider to:</p> <ul style="list-style-type: none"> • Provide and operate the Disaster Recovery (DR) service, including all underlying infrastructure and platforms, or 	<p>Yes</p>

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<ul style="list-style-type: none"> • Manage and oversee an existing or third-party DR service provider on behalf of NAMC <p>Additionally, please confirm:</p> <ul style="list-style-type: none"> • The required data synchronization frequency • The expected data volumes and workloads to be supported within the DR solution 	<p>No</p> <p>Refer to 3.1.4 Backup and Disaster Recovery</p> <p>Refer to 3.1.2 Infrastructure and Server Management</p>
<p>12 Backup and Recovery Responsibilities</p> <p>The specification outlines activities such as verification of backup jobs, testing of restore procedures, and ensuring backup integrity.</p> <p>Please clarify whether the bidder is expected to:</p> <ul style="list-style-type: none"> • Provide and implement the backup solution/platform, or • Manage, configure, and validate an existing backup environment provided by NAMC 	<p>No</p> <p>Yes</p>
<p>13 Firewall Provisioning and Management</p> <p>The tender references firewall-related services; however, the ownership model is unclear.</p> <p>Kindly confirm whether the bidder is required to:</p> <ul style="list-style-type: none"> • Supply and implement firewall infrastructure (physical or virtual), or • Manage and maintain an existing firewall solution within the NAMC environment 	<p>No</p> <p>Yes</p>

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<p>14. Security Tooling and Platforms</p> <p>For services such as phishing simulations, user awareness training, vulnerability management, and privileged access management (PAM):</p> <p>Please clarify whether:</p> <ul style="list-style-type: none"> • NAMC will provide existing tools and platforms for these services, or • The bidder is expected to procure, license, and implement the required tools 	<p>Currently managed through Microsoft 365 rules Service provider is expected to provide phishing simulations, user awareness training, vulnerability management, and privileged access management (PAM).</p>
<p>15. Connectivity Requirements</p> <p>The tender indicates that connectivity must be provided, but further detail is required.</p> <p>Kindly confirm:</p> <ul style="list-style-type: none"> • The required bandwidth specifications • Whether redundant connectivity (e.g., dual A/B links) is required • Whether the bidder is responsible for: <ul style="list-style-type: none"> ○ End-to-end provisioning of connectivity (including last-mile links), or ○ Management of connectivity services provisioned by NAMC 	<p>Connectivity required only for 3.1.4 Backup and Disaster Recovery</p>

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<p>16. Overall Service Delivery Model</p> <p>Across the various components outlined in the tender (including DR, backup, firewall, and security services), kindly clarify:</p> <ul style="list-style-type: none"> • Whether the expectation is for the bidder to provide and own the underlying infrastructure and platforms, or • To primarily manage, support, and optimise NAMC's existing ICT environment and services 	<p>Service provider will be required to primarily manage, support, and optimise NAMC's existing ICT environment and services</p>

Sincerely,

Supply Chain Management Unit
National Agricultural Marketing Council