

QUESTIONS AND ANSWERS

17 JUNE 2026

Reference: **NAMC T03 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. Are the documents marked "TO BE USED FOR FUNCTIONAL EVALUATION" on the administrative checklist mandatory returnables at Stage 1, such that their omission disqualifies a bid before Stage 2?</p> <p>It is unclear whether these functional-evaluation documents are pass/fail returnables at Stage 1 or are merely scored at Stage 2, because they appear in the administrative checklist yet are designated for functional scoring.</p>	<p>Documents marked "TO BE USED FOR FUNCTIONAL EVALUATION" are not mandatory but they will be used for evaluation on stage 2 of functionality.</p>
<p>2. Does "valid within the closing date" require the ISO 27001 certificate to be valid as at the closing date of 24 June 2026?</p> <p>The phrase "valid within the closing date" is undefined and could mean valid on the closing date, valid before the closing date, or valid for a period beyond it.</p>	<p>YES ICT Security Policy Compliance (ISO 27001) Certificate and it must be valid within the closing date of this bid.</p>
<p>3. What specific accreditation or certification is required for a bidder to "work on VM", and what documentary proof is accepted?</p> <p>The term "to work on VM" and the phrase "and</p>	<p>Bidders may submit evidence such as Microsoft Qualifications/Accreditations for a Microsoft Engineer or any other evidence that will indicate proof of accreditation, certification from</p>

<p>others" are undefined, leaving the required accreditation, issuing vendors, and acceptable evidence unspecified.</p>	<p>Microsoft to work on VMs</p>
<p>4. Which FortiGate firewall model is currently installed and to be supported — the 100F referenced in the software table, or the 100D shown on the network diagram?</p> <p>The software support table lists "Fortigate-100f 1 Year Unified Threat Protection", while the network diagram labels the firewall host as model "100D"</p> <p>The two source locations cite different firewall models, which materially affects the support, partnership proof, and any firmware or refresh approach.</p>	<p>NAMC currently using FortiGate Firewall Model 100F.</p>
<p>5. Which figure governs antivirus, mailbox and Microsoft licensing for pricing — 66 mailboxes, approximately 70 users, 80 licences, or 90 antivirus devices?</p> <p>The document states "approximately (70) users", "66" mailboxes, "Microsoft Enterprise licenses 80" and "ESET Protect Advance 80", and "Total number of desktop, laptops and servers: 90 that needs to be installed with AV".</p> <p>The user, mailbox, licence and device counts differ across sections, making it unclear which quantity should drive licensing and antivirus pricing.</p>	<p>NAMC currently renewed Microsoft Licenses with another Service Provider (Licenses commenced on the 12 June 2026). So therefore, Service Provider should not quote for Microsoft Licenses and not quote for antivirus licences. Service provider will only be required to provide support services.</p> <p>The official number of mailboxes for the NAMC environment is [184] Refer to 3.2 Infrastructure and Serve management for information.</p>
<p>6. Is the cost of the bulk email subscriber licence for 250,000 subscribers to be borne and priced by the service provider, and under which service tower?</p> <p>The tender requires the provider to "Provide a license for a bulk email system, preferably Everlytic or any other equivalent system ... 250 000 Subscribers".</p> <p>It is not stated whether the subscriber licence is a provider-borne cost to be included in the price, nor which Annexure A tower it should be priced under.</p>	<p>No. The service provider must not quote for Everlytics. The service provider will be required to provide support.</p>

<p>7. Given that pricing must be "fixed and all inclusive" but the schedule separates Year 1, Year 2 and Year 3, are annual price escalations permitted in Years 2 and 3?</p> <p>Section 5 states "Pricing will be fixed and all inclusive", while Annexure A provides separate Year 1 / Year 2 / Year 3 price columns. A single fixed price appears to conflict with year-by-year columns, leaving it unclear whether escalation across the three years is allowed.</p>	<p>Prices are fixed per year. Pricing will be fixed and all inclusive. Service providers may apply their increased year on year prices on the attached Annexure A. Annexure A indicates pricing for Year 1,2 and 3.</p> <p>For example: Year 1 pricing R1.00 Year 2 pricing R2.00 Year 3 pricing R3.00 Total: R6.00</p>
<p>8. How should the SharePoint service tower and the "ICT workshops, Physical and remote support" line be priced, given the mismatch between the scope and the pricing schedule?</p> <p>Annexure A lists tower "3.1.9 ICT workshops, Physical and remote support", whereas the scope of work at Section 3.1.9 is "SharePoint Administration and Technical Support". The pricing schedule label does not match the scope item of the same number, so it is unclear where SharePoint administration and ICT workshops should be priced.</p>	<p>Scope: 3.1.9 Pricing schedule: 3.1.9 ICT workshops, Physical and remote support is for the support for scope 3.1.9 SharePoint Administration and Technical Support.</p>
<p>9. Are renewals of the existing software subscriptions (for example FortiGate UTP, ESET and Veeam) to be procured and priced by the service provider, or does NAMC continue to procure all licences?</p> <p>The tender states "NAMC currently procures the licenses required for its environment" and requires the provider to support "all software licenses and platforms already procured", while the table lists time-bound items such as "Fortigate-100f 1 Year". It is unclear whether the provider must carry the cost of subscription renewals that expire during the contract, or only provide support for licences NAMC procures.</p>	<p>NAMC currently procures the licenses required for its environment. The service provider will be required to provide support.</p>
<p>10. How is the requirement for "only one electronic copy" reconciled with the instruction permitting multiple email batches when attachments exceed 35 MB?</p>	<p>Bidder is allowed to submit ONEproposal in multiple email batches when attachments of the same proposal exceeds 35 MB. A bidder is not allowed to submit multiple responses/proposal for</p>

<p>Section 12.2 states "Only one electronic copy of the proposal must be submitted via email", while the submission instructions permit sending "separate emails with the same subject line" as an email batch.</p> <p>A single electronic copy appears to conflict with multi-email batching, leaving uncertainty over how a multi-batch submission is treated and which email constitutes the official copy.</p>	<p>this bid.</p>
<p>11. Should bidders complete the SBD 6.1 form on the 80/20 preference point system for this tender, and is the 80/20 system confirmed?</p> <p>The Terms of Reference states the 80/20 system applies up to R50,000,000, while the supplied SBD 6.1 form presents both the 90/10 and 80/20 systems for the organ of state to select and does not indicate the chosen system.</p> <p>The preference system is fixed in the Terms of Reference but left unmarked on the claim form, so bidders cannot be certain which system to claim points under.</p>	<p>Yes. Bidders are required to complete SBD 6.1 . Please refer to STAGE 4: PRICE AND SPECIFIC GOALS that indicates that 80/20 system will be used.</p>
<p>12. What is the expected contract commencement date that the scored transition period runs from?</p> <p>Transition is scored ("Two weeks = 10 points") but the document does not state a contract start or service commencement date.</p> <p>Without a commencement date, bidders cannot anchor the transition plan that is being scored, making the two-week target indeterminate.</p>	<p>The start date will be determined after the conclusion of the procurement process. The transition period will be based on the bidders project plan.</p>
<p>13. How and when will the Stage 3 datacentre physical inspection be scheduled, and how much notice will bidders be given?</p> <p>The tender states "NAMC would want to conduct physical inspection" of the datacentre but provides no inspection date, notice period, or logistics.</p> <p>The timing and notice for the inspection are unspecified, which affects bidders' ability to arrange datacentre access and readiness.</p>	<p>Stage 3 physical inspection will be scheduled after the stage 2 evaluation. Bidders will be given period of at least 2 days to arrange for the physical inspections.</p>
<p>14. Is there a separate presentation stage, given that the evaluation overview lists "Presentation (Stage 3)" but Stage 3 is later described as the datacentre</p>	<p>STAGE 3: PHYSICAL INSPECTION indicates the focus areas for observation during inspection totalling to 30 points.</p>

<p>physical inspection?</p> <p>The evaluation overview lists the stages as "Presentation (Stage 3)", while the detailed Stage 3 is titled "PHYSICAL INSPECTION". The overview and the detailed stage describe Stage 3 differently, so it is unclear whether a bidder presentation is also required.</p>	<p>Bidders will be required to present their Datacenter environment monitoring tool as part of stage 3.</p>
<p>15. Must a bidder score the full 30 of 30 points at the datacentre inspection to proceed, meaning every one of the six focus areas must be met?</p> <p>The tender sets the inspection total at 30 points across six focus areas and states "Bidders must score total points, 30 points to qualify". Because the minimum threshold equals the maximum total, it is unclear whether the inspection is effectively all-or-nothing or whether any partial score can still qualify.</p>	<p>Yes, All six (6) focus areas must be met.</p>
<p>16. We note this is the 3rd time this tender is advertised this year, is there an expected time when the winning bidder would be expected to start.</p>	<p>The winning bidder will be informed after the procurement process has been finalised in line with the NAMC Policies and Procedures.</p>
<p>17. When is the current incumbents contract expiring, will a handover from the current incumbent be necessary?</p>	<p>There will be a handover session from the incumbent to the successful bidder.</p>

Sincerely,

Supply Chain Management Unit
National Agricultural Marketing Council