

Q AND A

1. **Microsoft 365 Licensing and Enterprise Agreement**

You indicated that the incumbent currently manages the Microsoft 365 licences and that licensing is governed through an **Enterprise Agreement (EA)**. Please confirm whether the successful bidder will be required to:

- supply/procure Microsoft 365 licences and assume billing responsibility;
NO
- manage the existing EA/licensing relationship on the customer's behalf;
NO
- provide licence administration and optimisation only, while the customer retains the existing EA; or NO
- provide managed services only, with licensing remaining completely outside the bidder's scope. YES

Please also confirm whether the current E3 (4,457) and E5 (220) quantities represent the expected managed-service baseline. YES

2. **Azure Consumption and Billing**

You confirmed that Azure services are currently consumed under an EA, while responsibility for managing existing Azure subscriptions has been indicated as **N/A**. Please clarify whether Azure is **in scope or out of scope** for the managed service. If Azure is in scope, please confirm whether the successful bidder will be responsible for Azure subscription administration, governance, cost/consumption management, optimisation, security, monitoring, incident management, backup and disaster recovery. Azure OUT of Scope

3. **Microsoft Teams and Teams Voice**

The response indicates that **all users** are expected to be enabled for Microsoft Teams Voice. Please confirm whether this means all ,677 users (457 E3 + 220 E5), or another quantity. Also, please confirm if all E3 licensed users have Teams Phone standard licenses assigned. Additional Teams Phone standard licenses assigned

Additionally, you indicated number porting as **N/A** – Do you require the successful bidder to only manage your currently teams voice solution or the successful bidder is expected to provide and manage PSTN connectivity, number porting, SBC/Direct Routing or Operator Connect services, Teams Phone configuration, Auto Attendants, Call Queues and ongoing Teams Voice support. Reason: number porting will be required if the successful bidder is required provide Direct routing or operator connect services. Manage all of the above

4. **Backup and Disaster Recovery**

You confirmed that Azure Backup and Azure Site Recovery are currently deployed. Please confirm whether the successful bidder is expected to **take over the operational management** of these services. NA

If yes, please provide the approximate number of protected workloads/servers, current backup capacity, retention requirements, required RPO/RTO targets, existing recovery architecture and whether regular DR testing and reporting form part of the managed-service scope. +60 Servers - Follow industry best practices, CURRENTLY THIS IS INTERNALLY MANAGED

5. **Managed-Service Responsibility Matrix**

To avoid differing interpretations of the requirement, could you please confirm which Microsoft workloads the successful bidder will be expected to **operate and manage on an ongoing basis**, including:

- **Microsoft 365:** Exchange Online, SharePoint Online, OneDrive, Teams, Teams Voice, Entra ID, Intune, Defender and Microsoft Purview. N/A
- **Azure:** subscriptions, virtual machines, networking, security, monitoring, backup, disaster recovery and cost management. N/A

For each applicable service, please confirm whether the bidder's responsibility is **Full Managed Service, Administration/Support Only, Advisory Only, or Out of Scope**. Full Managed Service

It is also critical for us to get the sites coordinate to ensure that we do accurate feasibility and below

Please see attachment

WAN and SD-WAN questions

- May the SD-WAN operate in active/active mode, or is active/passive failover required? Active/Active
- Is local Internet breakout required at branches, or must all Internet traffic be backhauled through a central security location? Central Secure Location
- Please provide the required Internet breakout capacity at the head office, primary data centre, DR facility and branches. Please see TOR
- Please provide current application traffic patterns, peak utilisation and latency measurements for each site. TBD during onboarding
- Which Azure regions and Azure services require private connectivity or IPsec connectivity? N/A - IPsec Tunnel Exist
- Is private cloud connectivity such as ExpressRoute required, optional or out of scope? N/A
- Are AWS and Google Cloud connections currently required, or must the architecture only be capable of supporting them in future? N/A
- Does NHBRC require administrative or read-only access to the SD-WAN orchestrator? Read Only Access
- Is a specific SD-WAN OEM required or preferred? No preference

LAN, switching, and wireless questions

1. Please provide a complete current LAN asset register by site, including:
 - Switch make and model
 - Quantity
 - Port count and used ports
 - PoE requirements and consumption
 - Uplink type and speed
 - Stacking
 - Software version
 - Licence
 - Support and end-of-life status

Cisco Meraki MX 65

2. Does the figure of 35 refer only to distribution switches, or does it include core or access switches? All of the above
3. Please provide the distribution-switch quantity required per site. TOR PROVIDED
4. Are access switches included in scope? If so, please provide the required quantities and port densities per site. TOR PROVIDED
5. Are optics, transceivers, stacking cables, patch leads, racks, UPS units, and structured cabling included? AS PER THE TOR
6. Please provide the required quantities for: TBD during onboarding for the below
 - 1 Gbps user ports
 - Multi-gigabit ports
 - PoE+
 - PoE++
 - 10 Gbps uplinks
 - 25/40/100 Gbps uplinks
 - The number of LAN points required at each site.
 - The number of AP's at each site
 - If there as an opportunity to do a site visit to confirm the cabling requirement
 - If there are any floor plans for the sites to do Access Point placements
7. Please provide the existing wireless asset inventory by site, including controllers, access points, licences and support status. TBD during onboarding
8. Please provide wireless floor plans, current AP locations, user density and coverage requirements. TBD during onboarding
9. Is a predictive design sufficient at bid stage, or is a physical wireless survey required? TBD during onboarding
10. Must guest Wi-Fi provide Internet-only access, self-registration, sponsorship, captive portal and audit logging? YES
11. What authentication method is required for corporate and privileged wireless access? AD Intergration

12. Is Network Access Control required? If yes, identify the current product or expected functions. N/A
13. Must the bidder replace all LAN and Wi-Fi equipment, or may supported existing equipment be incorporated? Replace all
14. Who is responsible for LAN cabling remediation discovered during implementation? Managed Service

Please share sites coordinates - **To be provided post appointment**

- Is NHBRC open to an alternative hypervisor to Hyper-V? - **YES**
- Is NHBRC open a managed MS Azure IaaS solution for IaaS(Production and DR Site) - **For the scope, the IAAS solution must be located in South Africa.**
- Please advised of the existing WAN bandwidth at the current hosting facility(production and DR Site) - **Provided on the TOR**
- For the purposes of hosting the IaaS in RSA, within the service provider's DC, please advise if NHBRC has a preferred OEM for the Firewalls. **No preference**
- Kindly advise on the current Firewall infrastructure configuration (standalone or high availability) - **Managed service HA**
- Does NHBRC only have MS Windows as an operating system on the virtual machines or is there Linux operating systems, if there are Linux based virtual machines please clarify on the versions. **MS Windows**
- Please clarify if service providers are to provide for MS 365 backup as well. **N/A**

Microsoft 365 Licensing

Licensing Ownership and Billing

1. Is the successful bidder expected to:
 - o Manage existing Microsoft 365 licenses only? **Or N/A**
 - o Assume licensing ownership and billing responsibility through a CSP agreement?
2. What is the current licensing agreement model? **Covered in the TOR**
3. What Microsoft 365 licenses are currently deployed, and in what quantities?
E3 (457), E5 (220)

4. Is NHBRC considering a transfer of Microsoft 365 subscriptions from the incumbent provider to the successful bidder? **N/A**

Microsoft Azure Consumption and Billing

Azure Subscription Ownership

1. Does NHBRC currently consume Microsoft Azure services under:
 - o Pay-As-You-Go (PAYG)
 - o **Enterprise Agreement (EA)**
 - o CSP
 - o Microsoft Customer Agreement (MCA)
2. Is the successful bidder expected to manage existing Azure subscriptions **only**, or must the bidder also assume responsibility for Azure consumption billing? **N/A**

Microsoft Teams

1. How many users are expected to be enabled for Microsoft Teams Voice? **All users**
2. How many numbers must be ported? **N/A**
3. Are there toll-free numbers, premium-rate numbers, or special service numbers that must be retained? **YES**
4. Please confirm the current Microsoft 365 SKU and quantity - **E3 (457), E5 (220)**
5. Does NHBRC already own Microsoft Teams Phone licenses? - **YES**

Backup and Disaster Recovery

1. Are Azure Backup and Azure Site Recovery currently deployed? - **YES**
2. If not, Is the successful bidder expected to implement and manage Azure Backup and ASR? **N/A**
 - **PAM / MFA:** How many privileged and administrative user accounts require PAM and MFA protection? All users +-650 Users - Current MFA Microsoft

- **Endpoint Protection / EDR/XDR:** What is the approximate number of endpoints/devices to be protected, and what operating systems are currently in use? 700 Devices - Windows 11 and Windows Server 2012 to 2025
- **Web Application Firewall:** How many internet-facing web applications require WAF protection? 5 App Services
- **Web Application Throughput:** What throughput/bandwidth should be considered for the WAF solution? 500MB to 1 GB
- **Web Application Sessions:** What are the approximate concurrent peak and/or total session volumes for the internet-facing applications? 500MB
- **Load Balancing:** Is load balancing required for the protected web applications, and if so, for how many applications/services? Yes - 5 Applications
- **DDoS Protection:** What bandwidth or protection capacity should bidders use when sizing the DDoS solution? N/A
- **SOAR:** Is a dedicated Security Orchestration, Automation and Response (SOAR) capability required as part of the proposed solution, and if so, are there any specific sizing or integration requirements? Yes - Recommendation Allowed