

NO	QUESTION	ANSWER
1.	Pricing schedule: The schedule asks for once-off and annual prices, but page 16 refers to a 'Visitor Management System.' Please confirm that this note is an error.	This is an error. The prices should be for Mimecast Billing: The billing for subscriptions shall be annual (i.e., once per year for the upcoming 12-month period). The service provider shall issue one invoice per year, and the MHSC will make payment within 30 days of receipt of the invoice.
2.	Price increases: The bid says prices must remain valid for 120 days but also says annual price changes may be allowed by mutual agreement. What price escalation, if any, should bidders include for contract years two and three, and what index or cap will apply?	- The 120 days is for validity during the evaluation stage. - You may put flat rates for the three years, or - Actual prices for the three years where annual prices may include annual increases, or - If escalations are exchange rate dependant, put three-year prices using the current exchange rate and state that the year two prices are subject to exchange rate on the date of invoicing for years 2 and 3.
3.	Training: What training format, duration, location, and expected outcomes are required for the four ICT staff?	It is the standard ICT support training and can be done online.
4.	Managed service expectations: What service hours, response, and resolution targets, reporting frequency, and escalation process are expected for tenancy administration and support?	- Service hours: Monday – Friday from 08h00 to 17h00 - Response: - o Priority 1 (Critical) - Response within 1 hour, resolution within 4 hours. - o Priority 2 (High) - Response within 2 hours, resolution within 8 hours. - o Priority 3 (Medium) - Response within 4 hours, resolution within 2 working days.

		○ Priority 4 (Low) - Response within 8 hours, resolution within 2 working days. - Reporting frequency: monthly - Escalations: Report to MHSC critical matters within 4 service hours and escalate to Mimecast
5.	Technical compliance evidence: For the mandatory Mimecast partner requirement, will a current partner certificate or a letter confirming active partner status be accepted, and are there any other mandatory technical documents?	Yes, and this is the only mandatory requirement. The letter must come from OSM.
6.	Contract terms: Can MHSC clarify the scope of the intellectual-property assignment and the perpetual licence to supplier background IP, particularly for pre-existing tools, templates, and materials?	The IP relating to this requirement is the MHSC data, the software remain the OSM IP.
7.	Tenancy management has no SLA. What response and resolution times, health-check and reporting frequency, and support hours are expected? Is remediation remote only?	- Priority 1 (Critical) - Response within 1 hour, resolution within 4 hours. - Priority 2 (High) - Response within 2 hours, resolution within 8 hours. - Priority 3 (Medium) - Response within 4 hours, resolution within 2 working days. - Priority 4 (Low) - Response within 8 hours, resolution within 2 working days. - Remediation is remotely.
8.	DMARC T4 sizing. T4 is for 11+ domains. How many domains does MHSC actually have?	1 domain

9.	Current subscription. Which modules are licensed today, and what is the exact expiry date? Engage Pro and Browser Isolation may be new, and the start date drives co-terming of the extra 10 licences.	Mega Plan perpetual
10.	Incumbent and transition. Is the current partner bidding? If not, is a tenancy handover or partner-of-record change expected, and who handles it?	Current partner may bid as per the OSM rules. The OSM handles the transition.
11.	Performance security. The GCC references an amount "specified in SCC", but no SCC amount is given. Is any required?	The GCC is a fixed document from National Treasury. Performance security will be dealt with during contracting with the successful bidder.
12.	Will electronic signatures suffice?	Yes
13.	Page 16 of attached tender document refers to a "Visitor Management System". We believe this to be a typing error?	Same as response No:1.
14.	Order and payment will be annually at the beginning of each new annual billing cycle. Please confirm.	The order will be given upfront on acceptance of award. Yes, the payment will be annually at the beginning of each annual billing cycle.