

## **Clarification Questions and Responses for a Non-Compulsory briefing session.**

**Tender Description:** The appointment of a service provider for provision, support, maintenance and management of Hosted Infrastructure as-a-service (IaaS) for the National Development Agency (NDA) over a period of 36 months.

**Bid Number:** NDA06/CS05/25

Briefing Session Date: 20 January 2026.

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### **Microsoft 365, Azure Subscriptions and Defender Security Suite**

**Q: What Microsoft 365 SKU is currently in use?**

A: NDA is licensed on **Microsoft 365 E5**

**Q: Is NDA on E5 or E3 with security or mobility add Ons?**

A: NDA is on **Microsoft 365 E5**

**Q: Which Defender components are active?**

A: Defender for Office 365, defender for Identity

**Q: Is MFA enforced for all users?**

A: Yes.

**Q: Are Conditional Access policies configured?**

A: Yes, However the appointed bidder will review.

**Q: Are Safe Attachments and Safe Links configured?**

A: Yes through Mimecast and the Dmarc .

**Q: Is it viable to migrate to Microsoft Defender instead of third party security products?**

A: Yes. However depending if the requirements at NDA are met with cost effectiveness.

**Q: Is NDA leveraging Microsoft Secure Score or Compliance Score?**

A: Not yet.

**Q: What is the current score on the Microsoft 365 tenant?**

A: The current Microsoft Secure Score is **51.97% (619.98 out of 1193 points)**.

**Q: Is NDA using CSPM in Azure or Defender for Cloud?**

A: Not yet.

**Q: What is the current posture score in CSPM or Defender for Cloud?**

A: None.

**Q: Are CSI or NIST controls enforced in Azure?**

A: No

**Q: What type of Azure Landing Zone is in place?**

A: Platform Landing Zones

**Q: How long has the Azure Landing Zone been operational?**

A: Less than two years.

**Q: Which Cloud Adoption Framework (CAF) design principles were applied?**

A: N/A

**Q: Does the landing zone include governance, tagging, cost management and security baselines?**

A: N/A

**Q: How many Azure subscriptions exist and are they under a single Enterprise Agreement?**

A: 95 Azure subscriptions.

**Q: Who deployed the Azure Landing Zone?**

A: N/A

**Q: How many subscriptions are in the landing zone?**

A: N/A

**Q: Are hybrid services such as Azure Arc running?**

A: No.

**Q: How many Entra Sync servers are deployed?**

A: One production.

**Q: Has NDA used Microsoft RAMP modelling?**

A: No.

**Q: Has the environment been assessed through Microsoft RAP assessments?**

A: No.

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### **Edge Perimeter Network Security**

**Q: What is the current state of the edge perimeter security architecture?**

A: NDA uses a Fortinet based edge security architecture to protect on premises connectivity.

**Q: Are segmentation policies, IDS IPS and DDoS protection active?**

A: Network segmentation and IPS are enabled. There is no dedicated cloud based DDoS service beyond ISP and firewall capabilities.

**Q: Which Fortinet firewall models are deployed?**

A: FortiGate 401F.

**Q: Are the firewalls running FortiOS with advanced threat protection?**

A: Yes.

**Q: How does NDA break out to Azure from on premises?**

A: Connectivity to Azure is provided via IPSec tunnels.

**Q: Are managed services required for the Fortinet edge devices?**

A: No

**Q: What level of support is required?**

A: Based on TOR

**Q: Are there specific security baselines expected for edge and Azure connectivity?**

A: Yes. Baselines aligned to the NDA ICT Security Strategy and ISO 27001 principles are expected, as per the TORs

**Q: Who manages edge security currently?**

A: The primary perimeter firewall is managed by the current MPLS Service Provider.

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### **Workloads to be Migrated**

**Q: Which workloads are planned for migration?**

A: Planned workloads include VMware virtual machines (Less than 12 Servers), SQL databases,

**Q: Have workloads been assessed for cloud readiness and compatibility?**

A: No.

**Q: Has dependency mapping been completed?**

A: No

**Q: Are there workloads that require refactoring or cannot be migrated?**

A: Yes.

**Q: What provisions should be made if workloads are not ready to migrate?**

A: Solution should be guided by the appointed bidder

**Collaboration and Advanced Platform Support**

**Q: What collaboration platforms will be supported?**

A: As per the TORs

**Q: Is advanced Power Platform support required?**

A: As per the TORs

**Q: Will NDA require governance, environment strategy and ALM support?**

A: Yes, at the Project Management Level

**Q: Does NDA require support for Microsoft Fabric and Power BI?**

A: As per the TORs

**Q: Will advanced analytics and dashboarding be part of scope?**

A: As per the TORs

**Q: Who currently supports NDA infrastructure?**

A: NDA ICT Team

**Q: What is the scope of their responsibilities?**

A: ICT Operational support, security management, Desktop Support, Network Monitoring ect.

**Q: Will knowledge transfer be required?**

A: Yes, as per terms of reference.

**Q: What is the ICT team skill level?**

A: Adequate Skills level

**Q: Are there certified Azure or Microsoft 365 administrators?**

A: Yes

**Q: Are specific governance frameworks required?**

A: ITIL, Cobit 19, related project frameworks etc.

**Q: How is change control and incident management handled?**

A: ITIL & Cobit 19 aligned change and incident management processes are in place.

**Q: Will NDA retain Veeam or move to Azure Backup?**

A: Veeam is currently in use. Azure Backup will be evaluated post migration.

**Q: What are the RPO and RTO requirements?**

A: Minimise downtime and data loss (RTO ≤ 2 hours; RPO ≤ 15 minutes for critical systems).

**Q: Does NDA require cost optimisation policies?**

A: Yes.

**Q: Will NDA provide budget thresholds for Azure consumption?**

A: No

**Q: Can two pricing schedules be submitted?**

A: NO

**Q: Does NDA have a unified support agreement?**

A: No.

## Other Questions

### 1. Virtual Machine Inventory

The current environment indicates approximately forty-nine (49) virtual machines.

- Please provide a detailed **VM inventory** for all virtual machines to be migrated, including for each VM:
  - Operating system
  - vCPU allocation
  - Memory (RAM)
  - Disk size and number of disks

### Answer:

The current on-premises environment consists of **approximately twelve (12) virtual machines** hosted on **VMware**.

- A detailed virtual machine inventory covering the following attributes is **currently being consolidated** and will be provided as a **separate document** once verification is complete

### 2. On-Premises Connectivity

- Please detail the current network connectivity at the NDA premises, including:
  - Internet connectivity (ISP and bandwidth) – Vox

### Answer:

#### Network Devices

NDA uses **Fortinet devices across the network stack**, including **Fortinet firewalls, switches, and wireless access points**.

#### Internet Connectivity

NDA currently operates on **MPLS connectivity**, with **Vox as the Internet Service Provider (ISP)**.

Bandwidth varies per site. The **Head Office operates on a 100 Mbps symmetrical (100/100 Mbps) link**, while provincial offices have lower bandwidth allocations from LTE Connection.

Existing tunnels or VPN connections –

### Answer:

The environment operates in a **hub-and-spoke architecture**, with branch offices connecting to the Head Office via IPsec Tunnels (MPLS network)

SD-WAN implementation (vendor/type, e.g. Meraki or equivalent) –

Answer: There is **no SD-WAN solution currently implemented** in the NDA environment.

SD-WAN forms part of a **separate active procurement process** under the current tender.

### 3. Managed Services at Operating System Level

- Please confirm whether the NDA requires managed services at the operating system (OS) level for virtual machines, including patching, monitoring, and OS health management.
- If required, please clarify whether OS-level management should be provided as part of the IaaS platform service or treated as a separate managed service component.

Answer: NDA requires a **co-managed operating system (OS) managed services model** for virtual machines deployed on the IaaS platform.

The **service provider and NDA will share the to avoid 100% dependency from the Service Provider**

### 4. Existing Azure Workloads

- Please confirm whether the NDA is currently running **any workloads in Microsoft Azure**.
- If so, please provide a high-level overview of the **types of workloads, services in use**, and the **extent of the existing Azure footprint**.

. In addition to the VMware workload breakdown  
OS/App/DB/CPU/RAM/Storage sizes per VM.

. Please confirm what workloads ,NDA is running in Azure, if any?

**Answer:**

NDA has not fully migrated the Apps to Microsoft Azure Platform however we have 95 Azure subscriptions

### **Important Notice to Bidder/ s**

Bidder/s must ensure that these clarifications are read in conjunction with the main tender document.