

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.

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.

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.

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.