

BID NUMBER: RFP/09/01/26

THE REQUEST FOR PROPOSALS FOR APPOINTMENT OF SERVICE PROVIDER TO PROVIDE INFRASTRUCTURE, SECURITY AND NETWORK FOR A PERIOD OF THIRTY-SIX (36) MONTHS.

GPF QUESTION AND ANSWER RESPONSE

QUESTION	ANSWER
Scope of managed platforms: Section 2 (Background) lists several cloud-based systems in use beyond the core infrastructure/security stack, namely the Loan Application system, Loan Management system, KPI (Key Performance Indicator) system, Sage HR, a Project Management tool, and MS SharePoint. Please confirm whether the appointed service provider is required to provide functional/application-level support for these systems, or whether the scope is limited to network, infrastructure and access-layer support, with application-level support remaining with the respective third-party vendors or GPF's internal teams.	Network, infrastructure and access-layer support, with application-level support remaining with the respective third-party vendors.
Current support arrangements: Please confirm who currently supports and/or hosts each of the systems listed above (in-house team, third-party vendor, or the outgoing managed service provider), to assist bidders in scoping the transition and ongoing support model accurately.	Loan Application system – 3rd party Loan Management system – 3rd party KPI (Key Performance Indicator) system – 3rd party Sage HR – 3rd party Project Management tool – 3rd party and MS SharePoint – 3rd party
Site scope: Please confirm that the scope of services is limited to GPF's Sandton office as described in the Background section, with no additional office locations or remote sites requiring on-site support.	Confirmed
Pricing schedule format: Annexure E1 requests a consolidated yearly and total three-year cost for the ICT	Only the single consolidated fee

managed service fee. Please confirm whether bidders may submit an itemised breakdown by service area (e.g. infrastructure support, cybersecurity, service desk, cloud services, project management, business analysis) in addition to the consolidated total, or whether only the single consolidated fee will be considered.	
Transition timeline: Given that the current managed services contract is noted as having expired at the end of June 2026, please advise on the current interim support arrangement and the expected transition timeline for the newly appointed service provider following contract award.	The current contract expires in January 2027