

Stream	No.	Clarification Question	In reference to requirement	Answer
IGA	1	What is the expected future authoritative source for contractors?	General - 4,5,12,13	Unknown. It is currently manually managed.
	2	Is there any current authoritative source for contractors?	General - 4,5,12,13	Active Directory.
	3	How many contractors are expected to be onboarded?	General - 4,5,12,13	Refer to Tender Notice 2 Question 2.
	4	What expiration date is being referred to Identity termination, account expiration, password expiration?	Workflow - 7	HR termination date, resignation date, contract end date, etc.
	5	Could we get a copy of City of Cape Town access policies?	SoD - 1	The CCT does not have a SoD Policy.
	6	With regards to adherence to " laws, regulations from the government, and even internal policies that the organization and their systems must follow" Could you provide more detail on the specific policies, especially internal policies?	Legal or Regulatory Requirements - 1	All relevant SCM policies and regulations, such as Municipal Supply Chain Management Regulations, 2005 (SCM Regulations), MFMA, MSA (Municipal Systems Act), POPIA (2013).
	7	Could we get a copy of City of Cape Town password policies?	Self-Service Password Reset- 2	No. This is confidential.
	8	Please clarify? To what does substitutions refer to?	Substitutions - 1	A substitution is when duties are delegated to another staff member.
	9	Are there restrictions on cloud providers (Azure, AWS, etc.)?	General question	No.
	10	Is the expectation that password management will be fulfilled via IGA or via Microsoft Entra ID?	General question	Microsoft Entra ID. Refer to section 6.1.2 of C.5 Specifications.
	11	What is the expected behaviour for systems that don't support auto provisioning?	General question	The City is unaware of any systems that will not support auto provisioning identities in the implementation phase of this project.
	12	Should every provisioning/deprovisioning action generate a ticket, or only manual provisioning actions?	Ticketing function	Yes, all provisioning/deprovisioning actions must generate a ticket. Refer to section 6.1.1.2 of C.5 Specifications.
	13	Are there existing workflows in ServiceNow that must be reused or integrated?	Ticketing function	No.

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	14	How should conflicts between multiple authoritative sources be resolved? (i.e. identity existing in both HR and Contractor source)	General question	The City's HR source will be the authoritative source.
	15	For employee <--> contractor conversions, should the system maintain a single persistent identity or create a new one?	General question	It will maintain a single persistent identity.
General	16	What Entra license (i.e. E1,E2 etc) has been procured?	General question	Entra P2 (E5).
	17	Does performance/capacity planning guide apply to SaaS solutions?	General question	Yes.
	18	Does the requirement for BYOK or HSM-backed keys apply to SaaS solutions?	General question	Yes.
	19	To which framework is being referred with regards to complying with "applicable National Cybersecurity Framework"	General question	National Cybersecurity Policy Framework (NCPF) for South Africa
	20	Does the requirement "must support Web Application Firewall" apply to SaaS applications?	General question	No.
PAM	21	Are the 400 administrator accounts unique named accounts, or do they include shared/generic admin IDs?	General	They are unique.
	22	Are these accounts spread across: AD / Entra ID Unix/Linux Databases Network devices Cloud platforms (Azure, AWS)?		Yes.
	23	Do the 450 service accounts include: Application-to-application accounts? Scheduled task / batch accounts? API/service principals?		Yes, all included in the in 450.
	24	Growth assumptions		2.50%

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Stream		What is the expected annual growth rate for: Admin accounts? Service accounts?		
	25	Are there any planned digital transformation or cloud initiatives that may significantly increase privileged identities?		All known initiatives have been listed in C.5 Specifications.
	26	Does the City currently have an existing Hardware Security Module (HSM) in place, or is the expectation that the PAM solution should include or provision an HSM capability	2)The solution supports the use of HSM to store master keys for password encryption.	The solution should include the provision of an HSM. Refer to section 6.4.4 of C.5 Specificatiuons.
	27	Does the City currently utilise load balancers, and should the PAM solution integrate with existing load balancing infrastructure or provide its own built-in load balancing and high availability capabilities?	4)The solution is equipped with load balancing and hot-hot peer to peer replication at the solution suite level.	The City does utilise on-premise load balancers, which can be used for on-premise infrastructure. Otherwise, the PAM solution must provide it's own load balancers.
	28	Can the City confirm whether “applications” in this requirement refers to endpoint/user-installed applications requiring privilege elevation, or to applications within the PAM platform itself?	2)The solution supports the seamless elevation of individual applications. 3)The solution supports the seamless elevation of application groups. 4)The solution supports advanced users, who may need to elevate applications on demand. 5)The solution uses a modified security token, local credentials, or domain credentials for application elevation.	These are server-based applications.

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			6)The solution provides granular application control (by publisher, file path, or hash).	
			7)The solution provides the ability to deny applications from executing and provide user feedback.	
	29	Is the requirement of supporting 1,000+ concurrent privileged sessions reflective of current usage, peak demand, or a projected future state?	8)The solution is able to support a minimum of 1,000 concurrent active users of privileged session management at any given time for both normal and failover concurrency scenarios.	This refers to a projected future state.
	30	Can the City provide detailed use cases for session sharing, including the need for view-only access versus shared control, and the scenarios in which multiple users would participate in the same privileged session?	13)The solution is capable of sharing a session with multiple users. Note: Other users may be restricted to only view access with a single user having control over actions. 14)The solution is capable of sharing control of active sessions with multiple users.	This is expected to be defined during implementation and detailed design.
	31	Please provide details on internet connectivity, including bandwidth, latency, and reliability, particularly in relation to supporting a SaaS-based PAM deployment?	SaaS requirements	10 GB internet connectivity. Detailed network information will be provided to the successful tenderer during detailed design stage.

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	32	Please provide current password policy and complexity requirements that the PAM solution must enforce or align with?	Password requirements	This is confidential and will be provided during detailed design. Refer to section 6.1.1.10. of C.5 Specifications.
	33	Can the City clarify whether the specified timing requirements (≤ 3 seconds for action display and ≤ 5 seconds for session initiation) are strict SLA requirements under all conditions, including peak load and failover scenarios?	11)The solution ensures that there is no more than a 3 second delay in displaying an action. Privileged session initiation (PAM) must complete within 5 seconds from request approval to active session	This is the requirements for normal operations.
	34	Where are users located? I.e Working from office, remote users? Response times can vary dependent on the users' location and quality of internet connection?	Bandwidth requirements	The SLA is applicable from City offices.
Identity Proofing	35	Please request the client to outline the bulk request process in greater detail.	Bulk request process	This is expected to be provided during detailed design
	36	With regard to DHA, biometric information cannot be stored. Please define what verification data need to stored.	Storing verification data from external sources	Refer to Section 6.5.5, 6.5.1 and 6.5.2 of C.5 Specifications excluding biometrics.
	37	Due to the lack of residency history and traditional employment history, the client will need to define the applicable business rules.	Residency and employment history	Will be done in detailed design phase. Refer to section 6.5.6 of C.5 Specifications.
	38	Please confirm whether the requirement is limited to facial recognition only.	Facial recognition	Refer to 6.5.8 of C.5 Specifications.
	39	Please confirm whether the solution is intended only for South African residents or other African countries	South African residents	Refer to 6.5.1 of C.5 Specifications.

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	40	If it's a cloud solution, and the customer must be able to select their preferred data residency region; please confirm whether this also applies to other African countries.	Data residency	Solution must be hosted in countries that support POPIA or GDPR.
	41	The solution must provide customer-accessible administrative portals and API. Further clarification is required on what is meant by API self-service.	Administrative portals and API self-service	The solution must expose an API that the City can use.
	42	Please confirm whether the solution must support 50,000 identities per month or per day.	Identity volume	The solution must support 50,000 identities in total. Please refer to Section 6.7.4 of C.5 Specifications.