



18 JUNE 2026

NOTICE TO TENDERERS – NO 2.

TENDER NUMBER : 252S/2025/26

BOX NUMBER: Box Number 207

ADVERTISED CLOSING DATE: 2 July 2026 @ 10h00am

DESCRIPTION: SUPPLY, INSTALLATION, MAINTENANCE AND SUPPORT OF IDENTITY LIFECYCLE MANAGEMENT SOLUTION FOR THE CITY OF CAPE TOWN

CONTRACT PERIOD: 10 YEARS FROM THE COMMENCEMENT DATE OF THE CONTRACT (SUBJECT TO MFMA SECTION 33)

Tenderers should take note of the following:

Tenderers are to return a signed copy of this notice with the submission of their Tender. **Failure to return a signed copy of the Notice may result in the Tender being declared non-responsive.**

NOTICE 2 TO TENDERERS:

Notice 2 has been made available on the City of Cape Town Tender Portal and the National Treasury eTender Publication Portal.

QUESTIONS OF CLARITY:

Please see the responses to the questions of clarity to date below:

No	Question	Answer
	Generic	
1	Please confirm the total number of internal users to be considered for IGA licensing. Should the licensing assumption be based on 29,000 active users?	Refer to Section 3 of C.5 Specifications. 29 000 active users
2	Please provide the expected number of contractors, third-party users, vendors, and other non-employee identities that will need to be managed through the IGA solution.	This figure is not a static figure, use approximately 400.

No	Question	Answer
3	Please confirm whether generic accounts, system accounts, service accounts, bots, and AI agents should be included in the IGA licensing scope. If so, please provide the estimated count for each category.	City has approximately: 450 system or service accounts. 700 Generic Accounts 2700 Shared mailboxes CCT currently has 0 AI Agents deployed in the environment, but the system must have the capability of managing AI Agents. We anticipate that there will be Copilot and SAP agents implemented in future.
4	Please provide the estimated number of privileged or administrative users that will need to be managed through the PAM solution.	Refer to section 6.4.1 of C.5 Specifications Approximately 400 On-premise Administrators Approximately 220 Cloud administrators
5	Please confirm the number of applications expected to be integrated with the IGA solution during the initial implementation phase. If possible, please also provide the application names and types.	Refer to technical requirements of the IGA solution in section 6.1.1.13 of C.5 Specifications.
6	Please confirm whether SAP applications are in scope for access governance and Segregation of Duties (SoD) analysis. If yes, please specify the relevant SAP modules and the estimated number of SAP users.	Refer to section 6.1.3 of C.5 Specifications. Out of scope for authorisation.
7	Please confirm the total number of assets expected to be integrated with the PAM solution during the initial implementation phase. If possible, please provide the estimated count by asset type.	Windows Servers: 600 Linux Servers: 130

8	Please clarify whether the ability to resell software licenses is a mandatory requirement for this tender? In addition, please confirm whether bidders are required to provide software license resale as part of the solution, or whether the City will also consider proposals where licensing is procured directly from the OEM/vendor and the bidder provides implementation and managed services only.	Refer to clause 2.1.5.1 of T.2 Conditions of Tender.
9	Is the City expecting CVs to be submitted in a specific format as part of the tender response?	Refer to section 6.11 of the C.5 Specifications. There is no requirement to supply CV's .
10	Do the resource qualifications need to be SAQA-verified?	Refer to section 6.11 of the C.5 Specifications.
11	If a bidder is not able to resell licenses directly but can provide full implementation and managed services, would such a bid be considered compliant and eligible for evaluation, or would it be disqualified?	Refer to clause 2.3.7.2 and 2.1.5.1 of T.2 Conditions of Tender.
12	Please also confirm whether nominated OEM partners or reseller arrangements are required to be disclosed at bid stage?	Refer clause 2.2.1.1.4 of the Tender's Obligations of T.2 Conditions of Tender.
13	Training: Do the 400 administrators include the all the business users nominated as Train the Trainers (TTT)	These are only administrators for CCT on-premise server environment. Refer to section 6.4.1 of C.5 Specifications.
14	Training: Do you have an e-learning authoring tool and licences available?	No. Refer to clause 6.8.6 of C.5 Specifications.
15	Change Management: Is there a Change agent network available to conduct Change Management activities?	Refer to section 6.13 of C.5 Specifications.
16	Current ITSM Tool: What is the current ITSM ticketing tool being used?	SAP CRM to be replaced by ServiceNow. Refer to section 6.1.1.2 and 6.9.2 of C.5 Specifications.
17	ITSM Integration: If ServiceNow is not ready, does COCT expect integration to the current ITSM tool.	No, ServiceNow will be ready.
18	ServiceNow Implementation: On Page 60 it is stated that ServiceNow for ITSM will be implemented. Will the ServiceNow ITSM Platform be ready before the ILM Project Kick-off?	Yes
19	ServiceNow Module: What ServiceNow ITSM modules would City Of Cape Town like us to integrate with.	IT Service Management
20	ServiceNow AI Functionalities: Which ServiceNow AI Functionalities Is City of Cape Town planning to deploy?	None

21	AI Tools: Which of the following AI Tools / LLM's have been approved for use within the City of Cape Town? Anthropic Claude, Microsoft Copilot	Microsoft CoPilot
22	AI Agents: On page 57, the City advises that they use AI agents - What AI Technologies are used?	Copilot Studio, Generative AI, Agentic AI, SAP and ServiceNow agents
IGA / SSO / PAM / IDP		
23	Considering the New Deployment of IGA, SSO, PAM and IDP, What Incident and Service Request Volumes should we consider for the Managed Services.	Refer to Table B.6 of C.4 Price Schedule. An hourly rate for Managed Services Type 1, 2 and 3 resources need to be priced.
24	INCIDENT AND SR: Please kindly advise on the current estimated incident and Service Request related to IGA	Not currently available. Refer to section 6.12 of C.5 Specifications.
25	INCIDENT AND SR: Please kindly advise on the current estimated incident and Service Request related to SSO	Not currently available. Refer to section 6.12 of C.5 Specifications.
26	INCIDENT AND SR: Please kindly advise on the current estimated incident and Service Request related to PAM	Not currently available. Refer to section 6.12 of C.5 Specifications.
27	INCIDENT AND SR: Please kindly advise on the current estimated incident and Service Request related to Identity Proofing	Not currently available. Refer to section 6.12 of C.5 Specifications.
28	INCIDENT AND SERVICE REQUEST: Are there any peak times during the year where the number of requests is clearly higher than the average and also on the other side are there any low effort times over the year? If yes, can you please provide us with a volumetrics per month? Can you please also provide information on peaks during the week and day (peak hours) – this should help to understand team distribution for night and weekend shifts?	The environment is dynamic and we are unable to determine the peak periods at this time. Peaks and lows are determined by business processes.
29	MDI: Does the city have licenses for Microsoft Defender for Identity (MDI) and is it deployed in the environment.	Yes
30	MDI - Has the City already deployed MDI?	Yes
31	EntraID: Does City of Cape Town expect vendor to also take over the management of the Microsoft Entra ID and Active Directory, or the City will retain the management of the EntraID.	The City will manage Active Directory and Entra ID.
32	EntraID: Will the City retain the management of the Microsoft Cyber Security Licenses including MDI, EntraID?	Yes.

33	Section 8.a: Functionality (page 15 of briefing document/evaluation criteria: the tenderer is expected to respond to the "types of ILM solutions implemented. Generally, ILM refers to IGA. Does the City's meaning bundle all three solutions (IGA, PAM and identity proofing) or is the reference to different types of IGA solutions only or includes different types of PAM solutions as well as identity verification solutions?	Refer to 2.2.1.1.8.3 of the Eligibility Criteria in 2.2 Tenderer's Obligations. For this tender the "Types of ILM Solutions" refer to IGA Solutions, PAM Solutions and Identity Proofing solutions.
34	AI Agents: what is the approximate number of AI agents has the city deployed?	CCT currently has 0 AI Agents deployed in the environment, but the system must have the capability of managing AI Agents. We anticipate that there will be Copilot and SAP agents implemented in future.
35	In terms of other solutions that can be deployed for greater value add, should we include MDI (Microsoft Defender for Identity) for identity threat detection as optional?	MDI has already been deployed in the City.
36	RBAC Complexity : Please share more details on role-based provisioning and access control. E.g. no. of entitlements or role and applications details?	Refer to clause 6.1.1.11. of C.5 Specifications. Currently role assignment is not in place. The solution must have the ability to implement RBAC when the CCT is ready.
37	SoD : Please share more details on SoD. E.g. no. of approval and policy details?	Refer to clause 6.1.1.7. of C.5 Specifications. The system SoD should support at least two levels of approval. Further details to be fleshed out in the detailed design stage. This should be configurable within the system.
38	Reporting : Does CCT have a current report format? Or does CCT require any particular format/content in compliance reporting?	Report format should be configurable.
39	Re-certification : In re-certification, is CCT looking for manager or application owner certification ? Is it for entitlement or application level ?	Both. Refer to section 6.2.1. of C.5 Specifications.
40	Email Notification : Are there any customizations in email notification and number of notifications in scope?	Refer to section 6.1.1.3. of C.5 Specifications.
41	Language : We are assuming only English language. Please confirm.	Yes.

42	Third Party Systems: All listed third party systems in the table on Page 90 will be handled through the Ad-hoc Professional Services. Questions: Can the City confirm if Ad-hoc means Change Request with additional cost for the Integration of this 25 3rd Party Applications when required?	Yes. Refer to section 6.9.4. of C.5 Specifications.
Maintenance and support (RUN)		
43	"The vendor must provide 24x7x365 support for P1/P2 Production incidents via phone and an online ticketing portal". Please provide the coverage required for supporting below solutions Ex. 24 x 7, 24 x 5, 16 x 5, 8 x 5, On call for P1 and P2 on weekends. IGA AM (Entra ID and External ID) PAM solutions Application Integrations/Onboarding and Enhancement Activities	Refer to section 6.7.10 of C.5 Specifications. Support to be 24 hours a day, 7 days a week.

SCM/D/PS/13

On behalf of the Director SCM

ACKNOWLEDGEMENT OF RECEIPT FOR AND ON BEHALF OF THE TENDERER IN RESPECT OF TENDER NO 252S/2025/26

At on this Day of2026.

Signature:

Name of Signatory:
(In ink and capitals)

Tenderer:
(Name of firm in ink and capitals)