

GEPF ICT PANEL OF SERVICE PROVIDERS - BID 04/2026

QUESTIONS	RESPONSES
Logical vs Physical Security - Does "physical security" in Category D refer only to IT-related physical controls (server room locks, badge system integration) – or does it also include broader physical security (guarding, CCTV cameras, perimeter security)?	Yes, including Biometrics plus CCTV. Physical Guarding done by facilities contracted to BCX Building Management.
Cloud Security – Data Residency - RFP page 5 requires hosting "within the borders of South Africa". For SIEM logs / security metadata (alerts without PII), may we process temporarily outside SA for correlation? If not, must we provide a wholly on-prem or local cloud solution (e.g., AWS ZA)?	Local cloud for SA sovereignty and SA data residency.
Expected Volumes / Application Volume - For capacity planning, can GEPF indicate estimated annual volumes – e.g., approximate number of penetration tests (web apps, mobile apps, APIs, infrastructure), SOC monitoring hours, or endpoints to be covered?	To be provide when Request for Quotation / Work Package is advertised to the panel
Incident Response - Is incident response (IR) included under Category D? If yes, what is the required on-site response time for critical incidents (e.g., ransomware, breach)?	IR is required, 4 hours on-site response time
Security Tools - Will GEPF provide existing security tools (firewalls, SIEM, EDR) that we must operate – or are we required to supply our own tools as part of the managed service?	Yes, firewalls existent, SIEM service to provide capability & solution, EDR exist
Confirm which systems are currently in use i.e. ERP, financial management System, HR and Payroll, T&A	SAGE 300 ACC
Confirm the employee count within GEPF and how many are permanent and contractors if any	average 150
<p>Separate Proposal Submission (Page 7) The RFP states: <i>“The service provider must submit a separate proposal for each category (A to D) for which it seeks an appointment.”</i> Kindly confirm whether this requires:</p>	<p>Each proposal should stand alone, with its own structure, content, and submission, rather than combining multiple categories into one document.</p>

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<p>Four (4) completely separate proposal documents (one per category),</p> <p>Each proposal should stand alone, with its own structure, content, and submission, rather than combining multiple categories into one document.</p>	<p>Yes, a separate proposal must be prepared and submitted for each category.</p>
<p>The document does not clearly specify the CV requirements. Could you please provide clarity on:</p> <ol style="list-style-type: none"> 1. The list of roles/positions for which CVs must be submitted per category, and 2. The required qualifications and certifications for each role within each category. 	<ol style="list-style-type: none"> 1. Each proposal should stand alone and include: <ul style="list-style-type: none"> • The qualifications relevant to that category. • The roles/positions required for that category. • Short CVs of specialists aligned to that category. • This approach ensures that each category is evaluated independently and fairly. <p>Importantly, we confirm that this requirement does not limit bidders in any way. Bidders are free to submit proposals for one, several, or all categories, depending on their expertise and interest. Each proposal will be considered on its own merits.</p> 2. Qualifications & Certifications for each category: <ul style="list-style-type: none"> • Relevant qualifications: Academic degrees, diplomas, or professional training directly aligned with the category. • Certifications: Industry-recognized credentials that prove competence in the role. • Experience evidence: Short CVs showing prior work in the category, with emphasis on specialization. • Compliance: Any statutory or regulatory certifications required for that category.
<p>Do we need to expertise in ALL the Categories?</p>	<p>Bidders are not required to have expertise in all categories. Each bidder may choose to submit proposals for one, several, or all categories, depending on their areas of specialisation. For each category submitted, the bidder must demonstrate the required</p>

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	qualifications, certifications, and specialist expertise relevant to that specific category.
May we participate in the Categories that we expertise in by “ticking” next to the preferred Categories?	Yes. You may absolutely participate only in the categories you have expertise in, and “ticking” the preferred categories is the correct way to indicate this
We also noted that there is NO Pricing Schedule and NO Pricing offer need to be submitted?	No pricing submission is required at this stage, and that the evaluation will focus on capability and category-specific expertise
How many CVs are required per category that we are responding to?	There is no limit, Bidders are free to submit short CVs of expertise. Each proposal will be considered on its own merits.
Will the roles be based at GEPF's offices in Pretoria or Hybrid (Remote)	The roles under the ICT Panel will primarily be based at the Government Employees Pension Fund (GEPF) offices in Pretoria (Centurion). However, hybrid or remote working arrangements may be permitted on a case-by-case basis, depending on: The nature of the specific assignment, Operational and security requirements, and Approval by GEPF management. Please note that where onsite presence is required, such requirements will be clearly specified in the individual request for quotation (RFQ) or Request for Proposal, and service providers will be expected to comply accordingly.
Confirmation of experience - 8 years (Senior Consultants)	Yes, this is confirmed. For Senior Consultant roles proposed under the ICT Panel, bidders are required to demonstrate a minimum of eight (8) years of relevant experience in the applicable ICT specialist area. This requirement forms part of the functionality evaluation criteria under Relevant Skills and Experience (Competency) as stipulated in the Request for Proposal (RFP) and Terms of Reference
Must the CVs be only South African citizens or can they be foreign nationals as well	The Request for Proposal (RFP) does not restrict CVs to South African citizens only.

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<p>What ERP software is being utilised by GEPF other than Microsoft Suite</p>	<p>Other than the Microsoft Suite, the Government Employees Pension Fund (GEPF) utilises Sage 300 as its core Enterprise Resource Planning (ERP) platform.</p>
<p>I would like to query what ERP system does GEPF utilise. Is it SAP, Oracle, SAGE or Microsoft Dynamics, Microsoft Suite</p>	<p>The Government Employees Pension Fund (GEPF) does not utilise SAP, Oracle, or Microsoft Dynamics as its Enterprise Resource Planning (ERP) system. GEPF utilises Sage 300 as its core ERP platform, supported by additional integrated modules.</p>
<p>Company A is considering forming a joint venture with another eligible service provider who did not attend the briefing session. Could you please confirm whether it would be acceptable for Company A to submit a bid as part of a joint venture under these circumstances, provided that:</p> <ul style="list-style-type: none">• Company A is the lead bidding entity, and• The joint venture arrangement is clearly declared, and• All joint venture members fully comply with the bid's administrative and technical requirements.	<p>Yes, it is acceptable for Company A to submit a bid as part of a joint venture under the circumstances described.</p>