

**Confidential**

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**Registered credit provider: Reg. Number NCRCP18**

**Date:** 02 October 2026

**Attention:** Prospective bidders

**From:** Supply Chain Management

**Bid Number:** Response Retainer

**Bid Title:** Request for Quotation (RFQ) Request for Incident Response Retainer

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**1. QUESTIONS AND ANSWERS FROM THE BIDDERS**

|      |                 |                                                                                    |
|------|-----------------|------------------------------------------------------------------------------------|
| 1.1. | <b>Question</b> | <b>Response SLAs and mobilisation</b>                                              |
|      |                 | <b>What are the required response SLAs and expected onsite mobilisation times?</b> |

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**Directors:** Directors: Mr M Skwatsha (Chairperson), Ms KV Rantao (Deputy Chair), Ms S Dlungwane, Ms S Ford, Prof J Kirsten, Mr B Maseko, Ms PH Maseko, Ms TF Matlala, Mr MA Moloto, Ms E Pillay, Ms KH Mukhari (Chief Financial Officer), Mr J Mphambo (Acting Chief Executive Officer)

Ms R Swanepoel (Acting Company Secretary)

|          | Answer            | <p>We would require that, for critical / high incidents, the IDFR team mobilises within 2 - 4 hours. The SLAs can be proposed by the vendor, however our SOC SLAs are as below. Onsite team should be in place by latest next day during critical/high incidents. SOC team will alert the team on incidents and Land Bank and DFIR teams will need to mobilise</p> <table><tr><th>Severity</th><th>SOC Response Time</th><th>Escalation Time</th></tr><tr><td>Critical</td><td>&lt; 1 hour</td><td>2 hours</td></tr><tr><td>High</td><td>&lt; 2 hours</td><td>4 hours</td></tr><tr><td>Medium</td><td>&lt; 4 hours</td><td>6 hours</td></tr><tr><td>Low</td><td>&lt; 8 hours</td><td>Next business day</td></tr></table> | Severity | SOC Response Time | Escalation Time | Critical | < 1 hour | 2 hours | High | < 2 hours | 4 hours | Medium | < 4 hours | 6 hours | Low | < 8 hours | Next business day |
|----------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------|-----------------|----------|----------|---------|------|-----------|---------|--------|-----------|---------|-----|-----------|-------------------|
| Severity | SOC Response Time | Escalation Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |
| Critical | < 1 hour          | 2 hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |
| High     | < 2 hours         | 4 hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |
| Medium   | < 4 hours         | 6 hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |
| Low      | < 8 hours         | Next business day                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |
| 1.2.     | Question          | <p><b>Environment size and scope</b></p> <p><b>What is the approximate size of the environment, including the number of endpoints, servers, and cloud workloads?</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |
|          | Answer            | <p>The current environment includes, but is not limited to:</p> <ul style="list-style-type: none"><li>• On-premises Active Directory integrated with Microsoft Entra ID;</li><li>• Approximately 600 Windows end-user laptops;</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |          |                   |                 |          |          |         |      |           |         |        |           |         |     |           |                   |

|      |          |                                                                                                                                                                                                                                                                                       |
|------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |          | <ul style="list-style-type: none"><li>• Approximately 100 mostly Windows with some Linux servers;</li><li>• 3 Firewalls and 1 web application firewall;</li><li>• Routers, switches and other network infrastructure;</li><li>• Microsoft 365 and Azure cloud services; and</li></ul> |
| 1.3. | Question | <b>Vulnerability Assessments and Penetration Testing</b><br><b>What is the expected frequency and scope of vulnerability assessments (VA) and penetration testing (PT)? For example, are VAs expected monthly and PTs quarterly?</b>                                                  |
|      | Answer   | Land Bank does monthly vulnerability assessments, however we would require the bidder to do an annual quick 3-5 day external pentest and VA to understand security posture. If we need to engage on additional tests we will then discuss additional costs with vendor.               |
| 1.4. | Question | <b>Existing security and forensic tools</b><br><b>Will Land Bank provide access to its existing security platforms and forensic tools? If so, could you please provide details of the tools currently deployed and confirm which have active licences?</b>                            |

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|------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | Answer   | <p>we have various security platforms implemented, alerting will be managed through the SOC and incident management and threat intelligence will need to be provide by the IDFR bidder. No new technologies will be bought as part of this engagement – we rely on the vendor to ensure they have ability to do threat intelligence and darkweb monitoring activities.</p> <p>For example, would the bidder be expected to provision Extended Threat Intelligence, while Land Bank provides existing Cyber Threat Intelligence, SIEM, EDR, and other security platforms, or would these need to be procured as part of the engagement?</p> <ul style="list-style-type: none"> <li>• Various security platforms and technologies that include / fall under the following categories: <ul style="list-style-type: none"> <li>○ SIEM</li> <li>○ Endpoint detection and response</li> <li>○ Firewalls</li> <li>○ VPN</li> <li>○ PAM</li> <li>○ IAM</li> <li>○ Data leak prevention</li> <li>○ Data security and analytics</li> <li>○ Email security</li> </ul> </li> </ul> |
| 1.5. | Question | <p><b>SIEM platform</b></p> <p><b>Does Land Bank currently have a SIEM solution in place? If not, would the successful bidder be</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|      |          |                                                                                                                                                                                                                                                                                     |
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|      |          | <b>expected to procure, deploy, and manage a SIEM solution as part of the engagement?</b>                                                                                                                                                                                           |
|      | Answer   | Land Bank has a SIEM solution. The bidder will work through the SOC services who will trigger the incidents and mobilise the Land Bank and DFIR teams. The DFIR bidder should not need access to the platforms but will be provided if needed.                                      |
| 1.6. | Question | <b>Pricing Schedule – 160 hours/year</b><br><b>The Pricing Schedule specifies 160 hours per year. Could you please clarify whether the bidder is limited to this number of hours, or whether additional hours may be provided and charged separately based on the requirements?</b> |
|      | Answer   | Initial bucket of hours are for incidence response and other activities listed. However bidder can provide cost of purchasing additional bucket of hours should we run out                                                                                                          |
| 1.7. | Question | <b>Work Package breakdown and pricing</b><br><b>Would it be acceptable for the bidder to provide a detailed breakdown of the proposed Work Packages, including the scope, deliverables, activities, and associated costs for each Work Package</b>                                  |
|      | Answer   | Any roles that do not require an Executive Search assignment.                                                                                                                                                                                                                       |
| 1.8  | Question | <b>I just wanted to find out if it's a company that sponsor finances, let's say for people who want to buy houses or that, will that qualify as part of the type of companies that you're looking for?</b>                                                                          |
|      | Answer   | That would be acceptable. Thank you.                                                                                                                                                                                                                                                |