

AGSA/05/2025: Request for proposal (RFP) for the provision and deployment of a data masking solution for a period of 60-months including configuration, maintenance and support.			
Version 1			
No.	Question	Category	Answer
1	The implementation of a data masking project depends on the size of the data, complexity of the systems and applications in the environment. Should the masking of the AGSA data prove to be complex and require more time, how will the implementation period be dealt with seeing that the expected implementation period is 6 months?	Technical	The AGSA took into account the implementation approach used for the current solution, the systems that need to be masked, and the overall scope of requirements, which collectively informed the six-month implementation timeline. Bidders are expected to submit proposals based on their own solutions and indicate realistic timelines accordingly. Once a service provider is appointed, the project plan will be re-baselined as the service provider would have a better understanding of the AGSA environment.
2	What is the cut-off date for submitting questions related to the bid, and how will follow-up questions be dealt with?	Administrative	The deadline for submitting questions was 26 September 2025 at 16h00. Various versions of the questions and responses will be published weekly to ensure transparency and address any follow-up queries. All questions raised during the briefing session were addressed, and no follow-up questions were received. Furthermore, new questions submitted on 25 and 26 September 2025 have been included in this document.
3	Can bidders have sight of applications or domains that will be in scope, this will assist in formulating the project plan?	Technical	The applications and domains that will be in scope have been included in Section 2, paragraph 2.4 of the RFP except Microsoft Teams and Windows 10 operating system and above.
4	What is the timeframe that the training is required to be conducted? Is there a prescribed timeline?	Technical	Bidders must outline their proposed training approach, including timelines, in their RFP responses. The AGSA is unable to prescribe specific timelines, as bidders are best positioned to determine appropriate timeframes based on the nature of their proposed solutions.
5	Does the AGSA require the training to be in person or can the training be conducted virtually?	Technical	The AGSA primarily conducts training virtually, and this preference can be used as a baseline for the bidders considering the number of staff members requiring training as per the RFP.
6	One of the slides mentioned support and maintenance for a period of 56-months, is this a typing error?	Administrative	Yes, the reference to a 56-month period was a typing error. The correct duration for support and maintenance is 54 months. This correction has been made in the published RFP document and Appendix C (i.e. Pricing Schedule). Bidders are required to download the updated versions.
7	The RFP document is silent on change management, can bidders include change management with training or should it be included as other costs?	Technical	Yes, bidders may include the cost of change management in their proposals if they consider it necessary for complex solutions. This cost should be categorised under "other costs."
8	Is there an attendance register for the briefing session?	Administrative	The list of bidders attending the briefing session will be reconciled with those who submitted requests for an invitation. Bidders are responsible for ensuring that their company information is accurately reflected.
9	For PeopleSoft, please provide how many production systems must be protected and what is the user count?	Technical	The AGSA has two (2) PeopleSoft production systems, namely HCM and Finance. The user count is approximately 4 300.
10	For each database or file systems, please provide: a) number of databases or database clusters for both MS SQL Server and Oracle b) number of data centers c) number of cloud account IDs	Technical	a) The AGSA has 24 PeopleSoft Oracle databases (12 on version 8.54 and 12 on version 8.60). The AGSA also has approximately 100 MS SQL server databases. b) The AGSA has 3 data centers, namely the virtual data centre (VDC), on-prem and MS Azure. c) The AGSA has approximately 4 300 user accounts and one (1) MS cloud tenant.
11	The assumption is that masking is required for the database servers listed in section 2: functional requirements specification, paragraph 2.4, which includes Microsoft SQL, Oracle 12C and the Oracle Database used by the PeopleSoft application. a) Please specify the number of source (PROD) databases? b) Please list them and include sizes, tables and columns to be masked.	Technical	a) The AGSA has four (4) Oracle databases sources and 50 Microsoft SQL database sources. b) The databases are PeopleSoft Finance and HCM, the size of the AGSA database is approximately 100 TB including Oracle 12C and Microsoft SQL. The complete list of the tables, columns and sizes will be provided to the successful bidder.
12	Which of the areas/ applications listed in question 11 are in scope?	Technical	The areas/ applications listed in question 11 will be in scope as outlined in Section 2, paragraph 2.4 of the RFP except Microsoft Teams and Windows 10 operating system and above.
13	Is masking required for any data related to applications mentioned in Section 2, paragraph 2.4 of the RFP, such as SharePoint/ OneDrive/ Teams etc. a) please specify the exact source type? b) If in scope, please clarify and specify size, file types etc.	Technical	Yes, the AGSA requires data masking for all the applications listed in Section 2, paragraph 2.4 of the RFP except Microsoft Teams and Windows 10 operating system and above. a) The source types are those listed in Section 2, paragraph 2.4 at a minimum, however the proposed solution should be scalable to allow for additional source types. Therefore, in-place masking is a requirement where applicable. b) The size of the AGSA database is approximately 100 TB. The complete list of the specific sizes and file types will be provided to the successful bidder.
14	AGSA has provided their current IT landscape, which includes with regards to what actually requires. Windows Server 2016 and above (YES) How many servers and what specific files need to be masked?	Technical	The AGSA has approximately 360 servers, sensitive data should be masked as per the AGSA information security classification levels, e.g. confidential, secret and publicly available. The AGSA information security classification schedule which details the classification levels will be shared with the successful bidder to conduct the initial data discovery scan.
15	Windows 10 Operating System and above (Can connect to mask files, but Windows 10 support from MS is ending in Oct 2025 - out of scope?) What files/documents need masking?	Technical	The AGSA does not require masking on Windows 10 operating system and above.

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16	Microsoft Office 365 – is this in scope? a) If in scope - our solution would require a 3rd party tool to be provided to extract data and mask it. b) Will this be sufficient for the response? c) We will also need clarity on the scope (what files are included and the size of these) for the project plan.	Technical	Yes, Microsoft Office 365 is in scope. a & b) The required 3rd party tool should be included in the bidders proposal and costing as this will not be provided by the AGSA. c) The AGSA has approximately 360 servers, sensitive data should be masked as per the AGSA information security classification levels, e.g. confidential, secret and publicly available. The AGSA information security classification schedule which details the classification levels will be shared with the successful bidder to conduct the initial data discovery scan.
17	Microsoft SQL Server 2016 – Enterprise Edition and above (YES) a) How many source (prod) databases? b) Please list them, sizes, tables and columns to be masked.	Technical	a) The AGSA has 50 Microsoft SQL database sources. b) The size of the AGSA database is approximately 100 TB including Microsoft SQL. The complete list of the tables, columns and sizes will be provided to the successful bidder.
18	Microsoft Teams – is this in scope? a) If in scope - our solution would require a 3rd party tool to be provided to extract data and mask it. b) Will this be sufficient for the response? c) We will also need clarity on the scope (what files are included and the size of these) for the project plan.	Technical	No, Microsoft Teams is not in scope.
19	Microsoft SharePoint Online – is this in scope? a) If in scope - our solution would require a 3rd party tool to be provided to extract data and mask it. b) Will this be sufficient for the response? c) We will also need clarity on the scope (what files are included and the size of these) for the project plan.	Technical	Yes, Microsoft SharePoint is in scope. a & b) The required 3rd party tool should be included in the bidders proposal and costing as this will not be provided by the AGSA. c) The AGSA has approximately 360 servers, sensitive data should be masked as per the AGSA information security classification levels, e.g. confidential, secret and publicly available. The AGSA information security classification schedule which details the classification levels will be shared with the successful bidder to conduct the initial data discovery scan.
20	Microsoft OneDrive – is this in scope? a) If in scope - our solution would require a 3rd party tool to be provided to extract data and mask it. b) Will this be sufficient for the response? c) We will also need clarity on the scope (what files are included and the size of these) for the project plan.	Technical	Yes, Microsoft Onedrive data is in scope. a & b) The required 3rd party tool should be included in the bidders proposal and costing as this will not be provided by the AGSA. c) The AGSA has approximately 360 servers, sensitive data should be masked as per the AGSA information security classification levels, e.g. confidential, secret and publicly available. The AGSA information security classification schedule which details the classification levels will be shared with the successful bidder to conduct the initial data discovery scan.
21	What are the details of the operating system(s), application server hardware and database server hardware? a) Type of OS b) OS Release (Application Server) c) OS Release (Database Server)	Technical	The details of the operating system(s), application server hardware and database server hardware are as follows: a) Type of OS: Windows Server 2012 and 2019 b) OS Release (Application Server): PeopleTools versions 8.54 and 8.60 c) OS Release (Database Server): Oracle 12c/ 19c
22	What is the current database version used for each of the application(s) and number of instances in use? a) Database b) Database Version c) Number of Instances	Technical	The current database version used for each of the application(s) and number of instances in use are as follows: a) Database: PeopleTools versions 8.54 and 8.60 b) Database version: Oracle 12c/ 19c c) Number of instances: 24
23	What is the size of the Production database?	Technical	The AGSA has four (4) Oracle databases sources and 50 Microsoft SQL database sources. The databases are PeopleSoft Finance and HCM, the size of the AGSA database is approximately 100 TB including Oracle 12C and Microsoft SQL. The complete list of the tables, columns and sizes will be provided to the successful bidder.
24	How many non-production instances do you have (Development, Test, QA, training, etc.)? a) Number of Dev Instances b) Number of Test Instances c) Number of QA Instances d) Number of Training Instances e) Number of Other Instances	Technical	The AGSA has the following non-production approximate instances: a) Number of Dev Instances: 20 b) Number of Test Instances: 20 c) Number of QA Instances: 20 d) Number of Training Instances: 20 e) Number of Other Instances: 60
25	How many applications are in scope for Test Data Management?	Technical	There are currently two (2) applications in scope for Test Data Management, namely PeopleSoft HCM and Finance. However the proposed solution should be scalable to allow for additional applications.
26	What are the underlying databases?	Technical	The underlying databases at the AGSA are Microsoft SQL server and Oracle database.
27	How many tables will be considered for data masking?	Technical	It is not possible to list the number of tables as these will be discovered during the masking process, hence a scalable data masking solution is required by the AGSA.

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28	On which platform and operating system will the proposed solution be implemented? a) Platform b) OS Type and Version	Technical	The proposed solution will be implemented on the following platform and operating system: a) Platform: On Cloud and Windows b) OS Type and Version: Server 2019 enterprise
29	Which tables and columns will be considered for masking?	Technical	Tables and columns containing sensitive data, as defined by POPIA, will be subject to data masking. Sensitive data should be masked as per the AGSA information security classification levels, e.g. confidential, secret and publicly available. The AGSA information security classification schedule which details the classification levels will be shared with the successful bidder to conduct the initial data discovery scan.
30	Do you already have a data inventory or data catalogue that identifies sensitive fields, or should data discovery be part of this project?	Technical	No, the AGSA does not have a data inventory or data catalogue that identifies sensitive fields, therefore, data discovery must form part of this project. Sensitive data should be masked as per the AGSA information security classification levels, e.g. confidential, secret and publicly available. The AGSA information security classification schedule which details the classification levels will be shared with the successful bidder to conduct the initial data discovery scan.
31	Apart from databases, do you also require files, documents, or reports to be masked?	Technical	Yes, the AGSA requires files, documents and reports to be masked as detailed in appendix A of the RFP document.
32	Should the proposed solution incorporate format-preserving encryption?	Technical	Yes, the proposed solution must incorporate format-preserving encryption as detailed in appendix A of the RFP document.
33	Do you require selective nulling (only certain rows or records) or full nulling for entire columns?	Technical	The AGSA requires selective nulling.
34	Do you have CLOB/BLOB fields in your databases that require masking?	Technical	Yes, the AGSA has CLOB/BLOB fields in the databases that require masking.
35	Should user roles (admin, developer, tester, DBA) be managed inside the proposed solution, or via external Active Directory/ IAM: external Active Directory	Technical	The AGSA requires user roles (admin, developer, tester, DBA) to be managed via external Active Directory.
36	Do you require column-level, row-level, or full database-level masking for your data?	Technical	Yes, the AGSA requires masking for sensitive data at column-level, row-level and full database level.