AGSA/01/2026: RFP for the provision of a Secure Email Gateway (SEG) and Email Archiving Solution for a period of 60 months including configuration, support and maintenance.

No.	Question	Type	Answer
1	The anticipated contract commencement date is 1 April 2027. Should bidders factor future costs such as foreign exchange fluctuations into their pricing?	Commercial	Yes, bidders must take into account future cost factors, including foreign exchange fluctuations, CPI increases, escalation adjustments and other cost drivers that may impact service delivery over the contract period. Pricing should be based on the anticipated commencement date.
2	Is AGSA looking for a specific product or vendor (e.g. Mimecast), or can alternative solutions be proposed?	Commercial	AGSA confirmed that while the current solution is Mimecast, there is no prescribed brand preference. Any solution that complies with the technical requirements of the RFP may be proposed and will be evaluated on its merits.
3	The RFP indicates approximately 4,800 mailboxes with 10% annual growth. How should pricing be structured over the five-year contract period?	Commercial	Bidders should use the 4 800 mailbox as a base and incorporate the expected annual growth of 10% into their pricing model for future years. The information was provided to assist bidders in calculating realistic licensing and support costs for the entire contract period.
4	Should yearly pricing reflect growth in mailbox numbers over the contract period?	Commercial	Yes, the AGSA confirmed that costs for future years should take into account the expected annual increase in mailbox numbers. The baseline remains 4 800 users with pricing adjusted for the anticipated growth.
5	Is the current archive hosted in Mimecast?	Commercial	Yes, the AGSA confirmed that the existing email archive is currently hosted in Mimecast.
6	The current archived email estate is approximately 80TB with an estimated growth of 10–20% per annum. Should bidders use 10%, 15% or 20% for pricing purposes?	Commercial	AGSA acknowledged that the range may materially affect pricing. Therefore, following consultation, bidders are requested to align their pricing assumptions with the anticipated annual email mailbox growth rate of 10% to ensure consistency and comparability of pricing submissions.
7	Will AGSA clarify whether archive growth and mailbox growth should be linked for pricing purposes?	Commercial	AGSA indicated that there is a relationship between mailbox growth and archive growth. Therefore, following consultation, bidders are requested to align their pricing assumptions with the anticipated annual email mailbox growth rate of 10% to ensure consistency and comparability of pricing submissions.
8	Must the training requirement include formal OEM certification for AGSA staff?	Technical	No, the AGSA is not prescriptive regarding certification. Bidders should propose suitable training and knowledge-transfer programmes that will enable AGSA technical staff to support and administer the solution. The nature and extent of training offered should be described in the proposal.
9	When can licence charges commence if implementation is completed before the maximum six-month implementation period?	Commercial	AGSA indicated that licence fees will only become payable once the solution is deployed and operational in the production environment. Configuration, planning and implementation activities form part of implementation costs, while licence fees commence after production deployment.
10	The six-month implementation period appears lengthy. If implementation is completed sooner, can licence billing commence earlier?	Technical	AGSA clarified that six months represents the maximum envisaged implementation period. Bidders should submit their own project plans and implementation timelines. If a solution can be implemented sooner, this should be reflected in the bidder's project proposal.
11	If AGSA migrates from Mimecast to a new platform, will AGSA remain responsible for costs associated with maintaining the existing Mimecast environment until migration is completed?	Commercial	Yes, the AGSA acknowledged that parallel running and migration costs associated with the incumbent solution may need to be retained during migration and that these costs remain AGSA's responsibility. Such costs are not expected to be absorbed by the successful bidder.