TENDER NAME: RFP No. 8 of 2026/27 Vulnerability Assessment & Penetration Test

DATE: _27/10/2026

ENQUIRY	**EHB RESPONSE**
1. Engagement Duration: Section 2, ITC 13.1 specifies 36 professional staff-months. Kindly confirm the intended contract duration and whether the engagement involves a once-off VAPT assessment or multiple assessment cycles.	Service providers will be retained for a period of 36 months subject to satisfactory performance and will be engaged once annually to conduct the tests.
2. Scope and Asset Quantities: Kindly provide the approximate number of in-scope assets, including external IP addresses, internal servers and endpoints, web applications, databases, and cloud environments, to assist with accurate planning and pricing.	The final inventory of in-scope assets shall be confirmed by EHB during the assignment's inception phase. The scope will cover the assets and environments identified in the tender's Statement of Requirements. Bidders should clearly state their pricing assumptions, proposed testing coverage, any exclusions, and the unit rates applicable to additional assets or testing activities. Any material variation to the agreed scope shall be managed in accordance with the contract.

3. Remediation and Retesting: Part 2: Section 3. Evaluation Methodology and Criteria, item (ii)(d) (Page 33), requires bidders to outline their remediation and retesting approach. Kindly confirm the expected number of retesting cycles and whether a specific remediation period or turnaround time is prescribed between the initial assessment and subsequent retesting.	The successful bidder shall provide an initial VAPT report detailing identified vulnerabilities, their severity, associated risks and recommended remediation measures. EHB proposes that the engagement include one formal retesting cycle following remediation by EHB or its designated service providers. Retesting shall verify whether the identified vulnerabilities have been adequately addressed and shall be documented in a retest report. The remediation period and retesting schedule shall be agreed between EHB and the successful bidder during the inception phase, taking into account the severity of the findings. Critical and high-risk vulnerabilities shall be prioritised for remediation.
4. Testing Accounts: Part 2: Section 6. Statement of Requirements specify three attacker profiles, including a compromised standard user and a privileged insider. Kindly confirm whether EHB will provide dedicated standard and privileged user accounts to facilitate the required testing scenarios.	EHB shall facilitate the provision of dedicated, controlled test accounts required for the agreed testing scenarios. These may include standard-user and privileged-user accounts, as applicable to the systems under assessment. All testing accounts shall be subject to appropriate access controls, monitoring and agreed rules of engagement. The use of privileged accounts shall be strictly controlled, and testing activities shall be conducted in a manner that minimises disruption to business operations. The creation,

	authorisation and use of such accounts shall be agreed during the inception phase.
5. Reference letters: The mandatory list (item 3.2) asks for three reference letters for work done within the last two years, while the technical scoring asks for references for comparable VAPT engagements. Will a bidder whose three letters cover broader ICT/security work (and not all VAPT) pass the mandatory stage and be scored on its VAPT references only under the experience criterion?	Compliance with the mandatory requirement for three reference letters will be assessed against the wording of the tender's mandatory requirements. Where the mandatory requirement does not expressly require all three letters to relate to VAPT, letters covering relevant ICT/security work may be considered for mandatory compliance, subject to the tender's terms. The technical experience criterion for comparable VAPT engagements will be scored separately against the stated evaluation criteria and the evidence submitted
6. Associated experts: May the experience of named key personnel, and of a sub-consultant or associate firm, be counted towards experience and references, provided their CVs and letters of availability are attached?	The experience of the bidding entity, named key personnel, and any sub-consultant or associate firm will be assessed in accordance with the tender's stated eligibility and evaluation criteria. Individual experts' experience should be supported by CVs and the required evidence. Sub-consultant or associate-firm experience should only be counted where the tender permits it and where the proposed role, commitment and availability are

	documented. This clarification does not waive any mandatory requirement applicable to the lead bidder.
7. Testing approach: Is remote testing acceptable for the external and cloud components, with on-site work in Mbabane for the internal and wireless tests? Will EHB give a test window and sign a rules-of-engagement document during the inception phase?	Remote testing may be used for external-facing and cloud components where technically appropriate and authorized by EHB. On-site testing in Mbabane may be required for internal systems and wireless networks, subject to the final scope and the bidder's proposed methodology. Before testing begins, EHB and the successful bidder shall agree and document the testing window, scope, authorized source IPs/accounts, rules of engagement, escalation contacts, safety restrictions and reporting arrangements. Testing must not commence until the required authorizations are in place.
8. Estimated total number of employees:	70.
9. Number of physical locations:	4.
10. Estimated number of users:	40 HQ, 10 in each of the other sites.