

No.	Question
1	Where are the branch offices located in South Africa?
2	Where are the international offices located? Please indicate the City
3	Do you require 24x7 monitoring, helpdesk, desktop and server support?
4	What type of support do you require for the international users - is it just desktop support or does it include any application support?
5	What is the expectation, lets say a physical server goes down during the night, afterhours. Can you describe what should happen in a case like this
6	<i>In the bid document, there is a section 4.4 that reads..."SA Tourism's in-house ICT staff will lead service delivery across the ICT sections with onsite Systems Administrators"</i> What does this mean? SAT system administrators will perform service delivery management functions and reporting or SAT system administrators will provide 1st line support for the three ICT areas?
7	<i>In the bid document, there is a section 4.4 that reads.. "The preferred bidder should demonstrate how these SA Tourism resources will be supported for systems support services;"</i> Please provide us with the functions these SAT resources perform on a daily basis

- 8 What systems are you referring to in "systems support services" - is this all systems?
- 9 What are the average incident volumes per month for local offices and international offices
- 10 What are most frequent incident categories logged (Desktop, Server, etc, etc)
- 11 Does SAT have any tools to monitor network, server, application uptime/availability?
- 12 Please supply the names of the tools that SAT has to monitor the various ICT areas like network, servers etc
- 13 Would service providers be able to use these tools to monitor ICT components proactively or do we need to provide such tooling components
- 14 **If bidders need to provide such tools then we need to know the following:**
- 14a Number of Router (Include Brand and Model)
- 14b Number of Switches (Include Brand, Model and Port Count)
- 14c Number of Firewalls (Include Brand and Model)
- 14d Number of Physical Servers with Windows/Linux/AIX Operating Systems (No Virtualization)
- 14e Number of Virtual Hosts (Include Hypervisor and if in a cluster configuration)
- Number of Virtual Machines
- 14f Number of cloud based VMs
- 14g Indicate any cloud based resources (firewalls, virtual networks)

14h Number of Websites you require us to monitor

15 What tool are you using to monitor the HPE Simplivity Stack?

16 From the list of applications in the bid document, which applications need to be monitored by us?

17 In terms of Application monitoring - do we need to monitor any backend systems associated with the applications mentioned in Question 11?

18 Can you give us details of the IT infrastructure you will provide for the on-site resources mentioned in 5.8

In section 5.7 - "Details on the technical implementation of the connectivity and security capabilities that will allow secure connections over https to the ICT network solutions;"

19 Please provide a detailed explanation of what is meant by the statement above

In Section 5.7 - "First-level support and maintenance will be required for all ICT solutions following modules:"

20 Which modules are being referred to in this statement?

21 How many SAT ICT staff will need to access the Exelligent Service desk as an Engineer?

22 How many SAT ICT staff will need to access the Exelligent Service Desk to be able to view reports/stats etc?

23 Are there any change management and problem management tools available at SAT? Will we need to provide that in our Service Desk?

24 If it is a requirement to provide monitoring tools, how many SAT ICT staff will need access to these tools?

Answers from SAT

Only one head office location, situated in Sandton

Angola, Australia, Brazil, China, France, Germany, India, Japan, Netherlands, Nigeria, UK, USA

As stipulated in the document, 7:30 - 17:00 and standby 17:00 to 22:00

It's desktop support, for example assisting with software and licences and so forth via remote assistance tools. Physical support is catered for with in country service providers as needed

Investigation will be done to see if we can remotely sort out the problem, if not, depending on the particular server, it can be resolved the next day first thing. Our environment runs virtual servers for the most part and should be able to recover from issues such as these remotely, but in the event that it's one of the physical nodes then we would need to head on over to the office and resolve that. I will engage with the service provider on those matters as I or a SAT team member will probably attend to these

The winning bidders team will work closely with the SAT staff and we will take lead on these matters, we also provide 1st level support where needed.

We will work closely with the appointed bidder to ensure the systems are always available and ready for the user to access.

Questions for further clarification

What is the location of the US office, we need the city.

To be the first line of support for users located across the globe we need to be operating 24x7 to accommodate the different timezones, this could be achieved by resources based at our NOC, or do you want desktop support to end at 10pm SA Time for all users?

So we don't need anyone on standby for this eventuality? Is that correct?

all systems yes, we tried to incorporate as much as possible in the list, so from 4.7 onwards it should be clear the list of application, and we talk about hardware support, network support, software support and so on. Effectively we will work closely with the winning bidder to ensure that systems are supported, available and running optimally for our end users.

In total, it's around 500 to 600 per month

most of the calls will account to our applications, not as much on the hardware for example Desktops and Servers.

Yes

Idera Uptime infrastructure monitor

Yes, they will be granted access to the system to monitor this on a continual basis, and reporting can also be done from the system

Due to security reasons we will not be providing this information here.

Due to security reasons we will not be providing this information here.

Due to security reasons we will not be providing this information here.

Less than 10

3

50+

around 10
virtual networks are created for those systems, but making use of built in firewall functionality for those

about 5

The native tools for vmware and simplivity, rapiddr

We will touch on all those applications, for some we simply do 1st line support, for example oracle, making sure the basics are covered and when there still are issues we hand that over to the oracle support team, this is similar to all the applications.

No

in 5.7 we make mention of the office space, furniture and so forth, it infrastructure would be the notebooks that the support team will be using.

If for whatever reason as part of your submission you make use of tools to deliver the solution, we need to make sure those tools are secure.

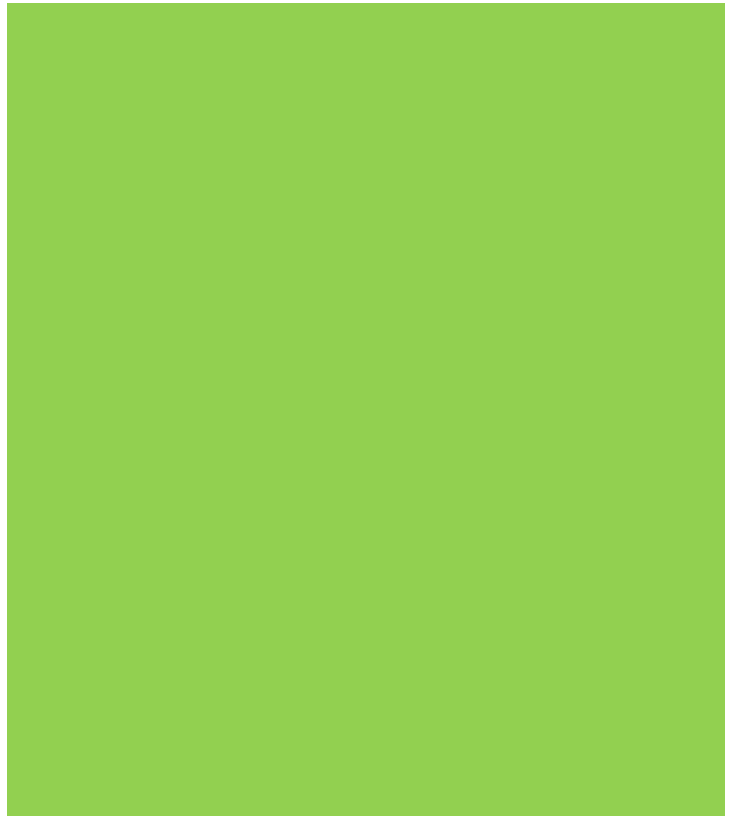
This may have been an error, The line needed to full stop after solutions. in line with a previous statement, the support team will work closely with us to provide first line support, even for systems such as Oracle, and if there is still something wrong, that gets handed over to the particular 2nd level support team.

SA Tourism has since implemented their own service desk solution. The winning bidder's team will be granted access to that and it will be the main ITSM solution used to provide service to the users.

See previous reply

see previous reply

For the most part, we will make use of existing tools, if however as part of a value add you come with some tools that will be used, then we need at least one or two of our members to have access.



Answer

NYC

The support after hours part of the support can be done remotely. Currently the engineer that is on standby support leaves the office earlier to be available for the standby slot working from home, we certainly do not expect them to be working from our office until those hours.

The standard standby time will apply, unless there is an emergency and then it will be treated as such and arrangements will be made. This has not happened for quite some time, and the way our setup is done we also do not foresee this happening. But we can never assume that it can never happen.

