**RFP No. 3656/18/10/2024**

**QUESTIONS AND ANSWERS**

## THE SUPPLY, HOSTING AND SUPPORT OF AN ENTERPRISE SERVICE MANAGEMENT SOLUTION TO THE CSIR

| No. | Questions | Clarification/Responses |
|---|---|---|
| 1. | The RFP mentions 120 agents that will be using the platform, and based on the briefing session this number is across all departments, IT, HR, etc.<br><br>It was also said not all agents would be permanently logged into the platform.<br><br>To provide a cost-effective licensing option, please can you supply the following information.  This will allow for the use of both named and concurrent license options, thereby providing CSIR the most cost-effective approach to licensing.<br><br>I.    Number of dedicated agents that will be using the platform for the majority of their day<br>II.    Number of agents that will be using the platform on an adhoc basis.<br>III.    The expected number of concurrent logins on the platform during peak periods. | I.    **Eighty (80)** dedicated agents will use the platform for the majority of their day.<br>II.    **Sixty (60)** agents will use the platform on an ad hoc basis.<br>III.    **Eighty (80)** concurrent users are normally logged on the platform during peak periods. |

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| 2. | What submission method should be used? | All proposals are to be submitted electronically to tender@csir.co.za<br>All proposal submissions are to be clearly subject referenced with the RFP number and RFP Description. Proposals must consist of two parts, each of which must be sent in two separate emails with the following subject:<br><br>PART 1: Technical Proposal (Please indicated the RFP Number on each File/folder)<br>PART 2: Pricing Proposal, Specific Goals claim documentation: RFP No.: |
| 3. | Which third party systems will the tool be expected to integrate with? | The tool will be expected to integrate with the below reflected third party systems.<br><br>• Microsoft Azure<br>• SolarWinds<br>• Microsoft Endpoint Manager (Intune)<br>• Microsoft Outlook, Teams<br>• Telephone System (Alcatel-Lucent Rainbow) |
| 4. | What are CSIR's expectations regarding data migration assessment? | The current tool, Heat Classic, is only used for incident and change management. These processes are often audited and required to provided evidence for changes logged, approved, test plans, implemented and closed. The expectation is to still have access to at least data (one financial year data), archived and accessible as and when required. The new system will not leverage or use any data from the current system. |

**END**