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RFP NUMBER: AGSA/05/2024

Request for Proposal (RFP) for the appointment of a service provider for provision of the information technology (IT) asset management discovery tool that will assist with the management of the configuration items (CI) in the Configuration Management Database (CMDB), as well as support and maintenance for a period of sixty-three (63) months

Questions and Answers

No.	Question	Type	Answer
1	At the briefing it was stated that the number of devices was estimated to be 800, but in the bid document, it states the number is 8000. Please confirm the correct quantity for the bid proposal?	Technical	The correct quantity is 8000 devices to be discovered as per the RFP, the RFP states that "the anticipated management scope involves 8 000 devices, with a potential growth of approximately 5% during the contract period. "
2	Do the devices listed in question 1 above include network switches etc.? In the bid document, it makes reference to network devices, bidders would like to confirm what type of network devices does the AGSA intend capturing as CI's. Ideally, bidders should only license the AGSA's discovery on laptops, desktops, servers and virtual machines.	Technical	Yes, the devices listed in question 1 above include network devices as the proposed discovery tool is expected to also discover switches, iPads and routers as per technical requirements detailed in appendix A, BRQ006 & BRQ009 of the RFP.
3	Problem resolution required is 4-hours mean time to repair (MTTR) for the Discovery Tool. a. Is this exclusively on the discovery tool or on ITSM as well? b. As this needs to be secured via the OEM, does this include workarounds being provided by the vendor?	Technical	a. The discovery tool and ITSM both require the 4-hours mean time to repair. b. Yes, this include workarounds being provided by the vendor.
4	In the pricing schedule, the AGSA lists a 24x7x 4 to 8 hours MTTR, does the AGSA require this to be 4 or 8 hours or between 4 and 8 hours?	Technical	The AGSA requires mean time to repair to be 4 hours to 8 hours .
5	The support required for the 5-year period. a. Does the AGSA require in addition to normal defect management, a provision for minor enhancements and improvements over the 5-year period? b. Does the primary ITSM support requirement fall within this requirement, or does the AGSA view this as separate?	Technical	a. Yes, the AGSA requires a provision for minor enhancements and improvements over the 5-year period which will be in addition to normal defect management. b. The primary ITSM support requirement also falls within this requirement.
6	The 10 users anticipated to use the asset management tool, are the current users of the ITSM system or will these be new users that have not used the system before?	Technical	The 10 users are a combination of users that currently use the ITSM system and users that have no knowledge/ understanding of the tool.
7	The AGSA references a Treasury Note on Cost Containment and the version found online does not specify specific rates for various services. Is this available and can it be shared with bidders to confirm how they comply against that provision?	Commercial	The rates referred to in the instruction note pertains to the hourly rates for consultants as published on the Department of Public Serices and Administraion website.

8	<p>The AGSA references that the tool must have the ability to integrate with the ERP and GL:</p> <p>a. Does the AGSA merely require confirmation that this is possible, or should bidders quote for the integration as part of the implementation?</p> <p>b. The concern being the time to deploy this as the AGSA only set 3 months to get the entire project done and there is significant uncertainty of the integration target system and data exchange etc.</p> <p>c. If the AGSA requires the integration to take place, please confirm the target systems, versions and the proposed workflow and data exchange envisioned for this integration as per the BRS.</p>	Technical	<p>a. Bidders should quote integration with the ERP and GL as part of implementation of the proposed solution. The AGSA is in the process of procuring an integration platform solution and until the deployment of the integration platform solution, all integrations will need to be point-to-point at a database level.</p> <p>b. Due to certain dependency with this project, the implementation period is expected to be three (3) months from the AGSA side. Therefore, the bidders are required to submit a project management approach which must detail the more realistic activities and timelines to implement the solution as part of the RFP - specifically to deal with the evaluation criteria "Evaluation of the project management approach..".</p> <p>c. The target systems are listed in the technical requirements as detailed in appendix A BRQ006 & BRQ009 of the RFP. The versions where applicable are as follows: Ivanti ITSM version 2005-2023; Microsoft (MS) M365; VMWare vSphere Client version 7.0.3.01100, MS Configuration Manager 2309; and PeopleSoft 9.2 & PeopleTools 8.60 for ERP.</p> <p>A workshop with the successful bidder will also be held to determine the optimal configuration settings for the IT asset management discovery tool. For now the AGSA anticipates the integrations to be uni-directional, from the source systems to the asset management system.</p>
9	Will current industry standard (JSON, REST etc) APIs be made available for PeopleSoft and General Ledger or if not, what is the expected method of integration?	Technical	The AGSA is in the process of procuring an integration platform solution that can present API's in a REST standard. Until the deployment of the integration platform solution, all integrations will need to be point-to-point at a database level.
10	Are these integrations expected to be both uni-directional and bi-directional?	Technical	For now the AGSA anticipates the integrations to be uni-directional, from the source systems to the asset management system.
11	Which system carries the General Ledger?	Technical	The General Ledger is currently in PeopleSoft.
12	Which system hosts the Fixed Asset Register?	Technical	The fixed asset register is currently in PeopleSoft.
13	What is the ITSM tool that the AGSA is currently using and the 10 employees skills level that must be trained?	Technical	The AGSA is currently using the Ivanti ITSM tool version 2005-2023 which was implemented in March 2023. The 10 users are a combination of users that currently use the ITSM system and users that have no knowledge/ understanding of the tool.
14	In terms of the asset management tool, it is noted that there are ten people that needs training. Does it mean that there are ten users or will there be more users for the IT asset management tool?	Technical	Yes, the IT asset management tool will be used by a maximum of 10 users which includes both Finance user and ICT configuration management team. Therefore, training is required for a maximum of 10 users.
15	In terms of the ITSM discovery tool, please confirm if the AGSA is looking for both hardware and software discovery?	Technical	The proposed discovery tool is expected to discover both software and hardware configuration items.
16	There was a portion where once-off installation is mentioned, please confirm if the expectation is that the assets that will be discovered will be on-premise or if it is both cloud and on-premise environments?	Technical	The expectation is that the proposed tool must be able to discover both the cloud and on-premise environments.
17	In terms of the integration capabilities, please confirm if there will be other integration that will exchange data with other IT management tools within the organisation?	Technical	The tool must be able to integrate with the systems that are listed in the AGSA technical requirements as detailed in appendix A, BRQ006 & BRQ009 of the RFP.
18	It was our understanding that this tender would be open to the incumbent vendor Ivanti. Is this a closed tender to the eligible ITSM and partners in the Ivanti space?	Technical	The bidder who respond to the RFP must be a reseller of the proposed IT asset management tool and a valid confirmation from the original equipment manufacturer (OEM) or evidence that the bidder is the OEM of the proposed solution must be provided.
19	Will the bidders be allowed to interact or have questions for the team with regards to the fixed asset register and which system are you currently utilising for assets?	Technical	Yes, the bidders are allowed to seek clarity around the fixed assets register functional requirements as part of the post-briefing questions and the asset register is currently in the PeopleSoft system. A detailed workshop will only be held with the awarded or successful bidder as detailed in appendix A, BRQ019 of the RFP.