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Questions and Answers

BID NUMBER: CCMA/2022/09 - ICT

DESCRIPTION: PROVISIONING, SUPPORT AND MAINTENANCE OF A SERVICE DESK SYSTEM
ON A SOFTWARE AS A SERVICE MODEL(SaaS) FOR A PERIOD 36 MONTHS
VERSION 2.0

1. **Question:**

Can you explain to me that really confused. I don't know how to go about that SBD 7.2.

Answer:

SBD 7.2 represents a contract form that binds the parties should their bid be successful. Both forms
must be signed in the original so that the service provider and the purchaser would be in
possession of originally signed contracts for their respective records

Go through the whole information on the form and complete the applicable, If not applicable, you'll
just scratch off the unnecessary then sign the form at the bottom.

2. **Question:**

Now that the data should reside within the geography of South Africa,

is there a chance can we know:

- What's your current service desk system in place is?
- Do we have the privilege to know the vendor?

Answer:

The details of the current vendor or current system are not important and does not have a part to
play in the success of this process.

Comment for another supplier:

It's Cherwell service management.
That's the system that they're using. So, the providers are Africa, they won't diverge.

Answer:

We wouldn't want our current system to affect the delivery of the new system. It's unfortunate that it is in the current document, but it does not matter.

What is important is the new system that is going to be provisioned to meet the requirements, as highlighted under the scope of work.

3. **Question:**

Considering that you cannot attach documents or cannot attach some formats,

Do you have any other pain points that you can share with us in this session on sharing service management that makes you to go out and look for another software. Are you at liberty to divulge that information to us?

Answer:

The reason why we are going out to look for a new solution is because our current the contract is coming to an end not the shortcomings of our current system, so it's a process as per procedure that the CCMA look for a new solution to meet its service desk needs.

4. **Question:**

Yeah. So, meaning that you can still resort to Cherwell.

Answer:

If Cherwell meets our requirements, yes we can still resort to it, we can still get any other solution that meet the evaluation criteria.

As per the specification if the proposal/solution meets the required functional evaluation minimum threshold then it will proceed to next stage which is evaluation on pricing and BBBEE.

5. **Question:**

Do you change system every three years?

Answer:

It does depend on the contract period based on the requirements it can be one, two or three years, in this case it is three years as per the specification document.

6. Question:

Do you want us to piggyback on your data center or you want us to install the solution?
Our own data center?

Answer?

It is a SaaS solution as per its characteristics the CCMA will be interested in using the system nothing more nothing less. The solution has to be hosted within the borders of South Africa

7. Question

We can use that data center as and piggyback on data center and install our software which is a which is as a software service model. It is that possible or

do you want us to put you within the borders of South Africa in AWS or as you of our own choice?

Is there a possibility that we can say we not quoting you for hosting, we will host it in your data center?
The question is you do you guys already have a data center?

Answer

Refer to 7 above.

8. Question

You've mentioned that this bid is for three years, right? And it was also mentioned that it can end even after one year.

Does this mean that you know it's going to be on a renewal year basis or is it going to be upfront payment for the three years until the system is or the contract comes to an end?

Answer

As per the specification the contract period is 36 months.

9. Question

Configuration management, so when you say asset or are you talking about asset management?

Which has a direct side effect to the cost, because if you're talking about asset management, I don't think the numbers have been mentioned.

Answer

Service Asset and Configuration Management (SACM) as per the ITIL framework the purpose is to ensure that the assets required to deliver services are controlled and that accurate and reliable information about those assets is available when it is required. As per the specification the solution need to be ITIL(lates version) compliant. Please refer to the ITIL framework.

10. Question

You mentioned that your first level and second level users or 25 in number, so that's the only users that you want them on the portal, is it correct?

Answer

The 25 technicians, include management, engineers (2nd level support) and support engineers. They are also users hence they are part of the 1046 users. Logically they will also need to know how the end users access their portal etc.
Calls are logged by end users, the 25 technicians log and attend to the calls, according to the level of support required.

11. Question

What about your management personnel, if you want to take a report will they form part of the 25 or how does it work?

Answer

The management are part of the 25 technicians.

12. Question

Is the expectation as part of the implementation to migrate current data from the current platform to the new platform?

Answer

No, it is not a requirement as per the specification document, you are designing and deploying a new solution.

13. Question

So, in your current system, you've potentially got all sorts of data thus change data, problem data, all this data sets

Can with the new system, start off cleanly, implying that we start off on the zero or that data potentially that solution, or request all that current data that's in the current system.

Comment:

It needs to be migrated to the new platform and that's the data.

Answer

It's a new solution, new deployment.

14. Question

Whether data migration is not included or included, it will attract some cost and already you've got knowledge management in your system that you have. Are you going to throw away that knowledge management data and want to start afresh?

Do you have a knowledge management database?

Answer

As per the specification the is no mention of ingesting data from the current system, please stick to the scope of work.

15. Question

What kind of proof is that you want us to attach - your IT accredited.

Is it from the accreditors or from the OEM? Can you elaborate on that?

Answer

Proof can be from the accreditors or a certificate from the OEM which is traceable to an accredited body that certified the solution. The CCMA reserves the right to contact the accreditation or certification body mentioned.

16. Question

The system will be used by both internal and external stakeholders. You've got 920 staff members bargaining Councillor users, 126 total, 1046.

Do you want those people to access the system by self-service or you want them to have full access of the system?

Self-service as like they'll be logging calls only.

Will the 1046 be logging calls or they'll have full access of the system?

In costing 1046 people the staff members and the bargaining councillor's users. Those guys, you just want them to log costs. They won't be maybe resolving issues. They'll be allocated calls to resolve.

The only people that will be resolving issues is that 25 technicians who will have full access.

administration that 25 technicians, that's the one people that are going to be having full access.

Answer

We have 25 Technicians who are part of the 1046 users who should be able to log calls from their laptop, their mobile phones. However the 25 technicians some receive the calls ,attend to the calls, reassign the calls to relevant personnel who should be in a position to manage the calls.

17. Question

Do you have a chat board already existing external of the current HSM solution?

Answer

Currently the CCMA does not have a chatbot in place however the solution should be able to integrate whit a chatbot when it is implemented.

18. Question

The solution should be ready to cater for the following components as and when required. So currently you don't want us to respin correspond to those requirements.

Answer

Currently we don't want but should we need that incident manager is it event management then you should be able to switch it on. We will develop it all if it is in place.

19. Question

Chat feature- when you're saying chat, are the people chatting from your Microsoft Teams or they're chatting from your portal or they're using mobile phones to chat. Can you elaborate on the chat feature?

Answer

The person who logged the call and the person attending to the call should be able to engage via a Chat feature within the system.

20. Question

Some of us providers we charge for training right. And I understand that it's going to be service desk manager and service desk personnel training that we usually offer the end user training.

How extensive is that? Are we training the rest of the 1000 people that you've mentioned or

we need an actual number to say this would be the end users that needs to be changed on the system and how to use the functions of the system, maybe the 25, which includes managers and personal.

Are you going to be able, or should we take the minus the 25 from the 1000 because you said the 25 people are also included in the 1000 whatever number that you mentioned?

Answer

I understand that there are some costs involved and the model of the training obviously will be looking at something that is cost effective, the training can be online.

As you are aware that there are some external users, which will be difficult to bring them in now, one room, so it's most probably that the training would be online-I'm not giving you an idea of how you're going to do your training, but I'm just giving an example, the 25 include the service desk managers and service desk personnel and the end user include that 1046.

21. Question

I know it's important for service desk and service personnel that are going to be actually using the system. I'm just addressing the end users and addressing the cost savings, if it's pre-recorded trainings that they can access online and they can follow those modules. But if the solution is pre-recorded.

Is that acceptable or do you want a trainer to actually be present to train all the end users?

Answer

Whilst we cannot dictate the solution for you, what is important at the end of the day is cost effective practical solution, we have 25 CCMA offices nationwide, we have bargaining councils that are inside and outside the country. It does make sense that the training be done online.

22. Question

Since CCMA is a public entity, so you've got public annual financial statements, can we have access to that? Maybe It will be able to tell us the service providers that how much can you be able to afford for the service desk system.
Answer

CCMA a website