

**BID NUMBER: NAMC- T06/2022**

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE INFORMATION AND COMMUNICATION TECHNOLOGY SERVICES TO THE NATIONAL AGRICULTURAL MARKETING COUNCIL (NAMC) FOR A PERIOD OF THREE (3) YEARS**

**QUESTIONS AND ANSWERS**

<b>NO.</b>	<b>Question</b>	<b>Answer</b>
1	What software and applications need to be supported? Name, version, number of users.	MS Server, SQL, Office 365, Adobe, Fortigate, Teamviewer, Anydesk, VIP and ESS, YSoft and ESET
2	Are there any self-developed applications that need support down to programming level	No
3	What e-mail services are used by NAMC?	Office 365
4	What is deployed on the workstations - Outlook?	Outlook
5	How many e-mail users?	60 + users not more than 80
6	How many devices of each type?	2 Desktops and the rest of users notebooks
7	Make and models?	Lenovo ThinkPad and ThinkBook
8	Warranty status?	Partially warranty status
9	Locations?	Office and remote users (users working from home)
	<b>Support of peripherals e.g. Printers, Photocopiers</b>	
10	Quantity?	3
11	Makes and models?	Bizhub

12	Warranty status?	Warranty with the printer service provider
13	Locations?	Office
14	Manage consumables such as toner, cartridges, paper, etc?	Printer service provider handles consumables
15	What platform is used for the helpdesk?	Freshdesk
16	Where is the helpdesk hosted?	With the current IT service provider
17	Where do the staff sit?	Remote and office based
18	How many agents?	3
19	Operational hours?	Subjected to the SLA agreement
20	Will NAMC consider an off-premises solution provided by the Service Provider?	Yes
21	On what equipment is preventative maintenance expected to be performed? List of assets, make, model, warranty status, etc	Firewall and WSUS server
22	Who pays for repairs out of warranty – client or service provider?	Client through SCM
23	Does NAMC have a toolset deployed to measure performance metrics?	No
24	If not, must the Service Provider make provision to supply and deploy such a tool? What preferences does NAMC have in terms of monitoring and management tools?	Yes and service provider must provide a solution towards the monitoring and management tools

<p>25</p>	<p>Server Hardware support.          Details required on installed base:          Make, model, configuration, location, warranty status, etc. of each server –</p> <p>DNS, DHCP and WINS network infrastructure maintenance.</p> <p>Could you please provide a diagram of the network configuration?</p>	
<p>26</p>	<p>Does NAMC have a toolset deployed to monitor data lines?</p>	<p>No</p>
<p>27</p>	<p>If not, must the Service Provider make provision to supply and deploy such a tool?          What preferences does NAMC have in terms of network monitoring and management tools?</p> <ul style="list-style-type: none"> <li>○ How many lines need to be monitored?</li> </ul>	<p>Service provider will provide for such tool</p>

	○ Could you please provide a diagram of the network configuration?	
28	Server room locations?	Office
29	Equipment per server room?	Servers, Network switches and UPS
30	Type of equipment, make, model, warranty status?	Please refer to the diagram above
31	Who pays for repair of out of warranty equipment?	Client pays through SCM
	<b>Please provide details about the scope of the website:</b>	
32	Where is it currently hosted?	IT Window
33	Who currently maintains the site?	The current IT service provider
34	What updates are typically done on the website and with what frequency?	Plug-in up to date, WordPress up to date, Security scans, Update pages if requested by the NAMC
35	What tool was used to develop the site?	WordPress
36	What backup infrastructure is available?	Backup Tape and NAS
37	Backup software?	Veeam
38	Backup servers?	1
39	Replication?	Please refer to the diagram above
40	Offsite storage of backup media?	Backup tapes
41	What tools are currently used to backup mails?	No backup
42	How many mailboxes?	60+ mailboxes
43	Average mailbox sizes?	20 to 50 GB
44	Website hosting with unlimited bandwidth. Is the requirement to transfer the website hosting from the current hosting platform to the new Service Provider's environment?	Yes
45	Under this point there is a specification for an Everlytics package. Does NAMC already own	Service provider must procure

	the system and licenses or must the Service Provider procure and deploy?	
46	<p>Designs systems, policies and processes for effective implementation of the knowledge management function at the NAMC.</p> <ul style="list-style-type: none"> <li>○ Will these initiatives be managed as projects, i.e. not part of the operational scope of the support?</li> </ul>	This is mentioned as one of the requirements, therefore it will assist as part of the project deliverables for this to be costed and how the service provider would want to have it costed is entirely up to them.
47	What collaborative tools are currently deployed and how is it used for knowledge management?	We have Sharepoint licenses but it is not being implemented
48	Please supply a list of all ICT equipment and brands that would be supported, including the quantities so we can accurately cost for the service	<p>Servers</p> <p>2 x Netgear 48 port GB/POE switch  4 x netgear WNDA P360 Aps  Netgear ready NAS 214  Intel Xeon E3-1220 V6 windows server 2016  4 x (hyper V servers) windows servers 2012-R2  Intel Xeon E5-24200 windows server 2016  Intel Xeion E-2224 windows server 2019  Intel i5-4590 windows server 2016</p> <p>+ Busy with procurement of UPS</p> <p>Laptops</p> <p>Lenovo thinkpad E15 i5 1135 G7 = 25  Lenovo Thinkpad 15-IIL = 9  Lenovo Thinkpad T16 = 2  Lenovo Thinkpad X250 = 5  Lenovo thinkpad X260 = 1  Lenovo thinkpad X280 = 1</p>

		<p>Lenovo thinkpad X390=1  HP 3168 NSW=1  Thinkpad E470 =1  Lenovo E540 =1  Lenovo E590=2  Lenovo E51-80=1  Dell Latitude 5510 = 2  Lenovo X13 yoga = 1</p> <p>Photocopiers/printers  2 x Konika Minolta bizhub C650i  1 x konika Minolta bizhub 458e</p>
49	Please supply a list of all software that is used by the organisation, that we will be required to provide support on.	<p>The bidder will be responsible for support of NAMC website.</p> <ul style="list-style-type: none"> <li>-Provide office 365 licencing.</li> <li>- Fortigate</li> <li>- Ysoft (Konika Minolta)</li> <li>- Eset</li> <li>- Adobe</li> </ul>
50	Does NAMC have their own helpdesk and system or would we be required to provide the resources as well as the system?	NAMC does not have its own helpdesk system. The bidder will be required to have helpdesk services available.
51	Contact Help Desk Facility – this is also related to Q3, would you require this to be onsite or remote (if we are providing the solution)?	Both onsite and remote will be required. But when users log a ticket, they must get assistance in person or remotely for users working from home. The service provider must have their own ticketing system and they will operate it in a way that it will support all users in the office and those working from home.
52	Are all the ICT equipment still under warranty?	Not all ICT equipment are under warranty
53	How will replacement of failed hardware be handled?	You provide the details of the failed hardware that need replacement and have our Supply Chain do the procurement processes.

	Do we provide a quote for repair and then once approved we repair?	
54	Does NAMC have a Monitoring Solution?	No
55	Where are the backups stored	Backup tapes and NAS Device
56	Would we be required to provide storage capability?	No We have onsite backup storage with metro file, but you will be required to do online daily or weekly backups. We also have a NAS device where our backup is stored.
57	What is the retention periods for the storage (Daily, weekly, Monthly)?	Daily
58	What is the current Content Management Solution as listed in Item 3.4?  Where is it currently hosted?	WordPress
59	Who currently maintains the site?	Current service provider
60	What updates are typically done on the website and with what frequency?	Plug-in up to date WordPress up to date Security scans Update pages if requested by the NAMC
61	Does NAMC already have a subscription to Everlytics or are we required to provide this?	Service provider must procure