

Ref : : Supply of ITSM Saas Solution - BIG001-0802  
Clarification Document 2

Upload Date:

	Clarification
1	<p><b>Question:</b></p> <p>Is it possible to speak to anyone regarding this or do we only have to use this email.</p> <p><b>Answer:</b></p> <p>All requests for information and / or clarification should be sent through the procurement e-mail address.</p>
2	<p><b>Question:</b></p> <p>For purposes of a quality response to your tender why have you only provided a short window for the reply. Is it possible for any extension to the 21st April deadline as Easter falls right in the middle of the response window.</p> <p><b>Answer:</b></p> <p>We will currently be keeping the return date as the 21<sup>st</sup> April 2017.</p>
3	<p><b>Question:</b></p> <p>It states that you are expecting support to be 24x7x365. Is this in place for already with your current ITSM provider. We provide support as standard from Monday to Friday 08.00 - 18.00. Is the company prepared to pay extra for 24x7x365?</p> <p><b>Answer:</b></p> <p>The support model as outlined in the tender is our requirement, any costs related to 24x7 support should be outlined in the bidder's response.</p>
4	<p><b>Question:</b></p> <p>On page 14 of tender documents under the section "Software/Licence audit capabilities" it states that the product has the ability to run discovery tools on assets. Do you have your own discovery tool to do this as many of our customers do as our ITSM does not have this built in. Do you require a new ITSM tool with this included or would you allow us to offer a solution with a 3rd party discovery tool.</p> <p><b>Answer:</b></p>

	<p>Product should have discovery/audit capabilities which should form part of the full ITSM solution; if this element is provided by a 3<sup>rd</sup> party as part of the out of the box solution ITSM solution this will need to be included in your tender submission.</p>
<p><b>5</b></p>	<p><b>Question:</b></p> <p>Does a bidder have any room to negotiate the terms prior to BLF awarding the tender? If so, should we write our recommended amendments as a side letter to our tender submission?</p> <p><b>Answer:</b></p> <p>We would need to know what these requests for changes etc are during the clarification period so that we can inform all bidders of any changes which we agree too. Any changes requested by bidders are approved at the discretion of the Fund. Any changes or attempt to negotiate outside of this date will not be allowed. Please see 2.5 of the ITT</p>
<p><b>6</b></p>	<p><b>Question:</b></p> <p>Within 'BIG001-0802 SaaS ITT' please could you clarify further what is expected from the below question? E.g. would you like the vendor to outline HOW the solution meets each of the functionality within the requirements table?</p> <p>“Question 2 Please set out your proposal / method statement for meeting all of the requirements and must have set out in Section 2 Scope of Work including the “must have” table and deliverables.”</p> <p><b>Answer:</b></p> <p>As stated in 3 Requirements a method statement must be included detailing how you propose to meet the requirements of the service.</p>