![fsdafrica logo]

RESPONSE TO BID CLARIFICATION QUERIES

IT Service Delivery Support: Questions for Clarification

No.	Question	Responses
1.	**Financial Management/ ERP Applications** • Which Financial/ ERP Applications are you currently using? • How many ERP users do you currently have? • Which modules are you currently licensed for (ERP) • Do you have any other applications (other than the financial and ERP) if yes, which ones?	-Quickbooks for financial management & Bespoke results management system -At least 60 on various systems providing ERP like service -Financial modules only – No HR, Projects, Supply chain options. -Yes – productivity by Microsoft 365, JIRA, Docusign etc
2.	**Web and Software Applications** • Would you want us to quote per project or on retainer?	-Retainer for initial 6 months, with possibility of renewal for another 6 based on SLA fulfilment and great service. Thereafter renewal will be yearly.
3.	**Infrastructure** • Is the environment virtualized? If yes, on what platform? • Are your servers on cloud or on premise? • If On Premise, do you have a secondary site?	-Yes. -Hybrid physical and virtual using VMware & HyperV -Hybrid i.e On-prem and Cloud. No secondary site.
4.	**Network Monitoring** • Do you have a tool for network monitoring or will it be done manually?	-Not yet- manual for some systems and automated alerts for others
5.	**Video & Audio Conferencing** • Which facilities/ tools do you use for the above? • What telephony system are you using?	-MS Team and Zoom -Panasonic VoIP Box, E1 Line
6.	**Offices Outside Nairobi** • Do you have a remote support tool for these offices?	-Using free tools- Anydesk and embedded in MS Teams.
7.	• How many users are in FSD Africa? • How many endpoints and computers are in FSD Africa? • How many servers are in the FSD infrastructure currently? • How many locations do you have? And a part from the Riverside Green Suites (Palm Suite) location, would we be required to support the other locations as well?	-Over 60 with projected increase in headcount over the course of the year -Over 60 and growing -2 self-managed servers -Palm Suite and Cypress suite. Theres expectation to support these two offices and any others we will expand into. You will be required to support other staff, networks, services involving our partners and other FSDs whether they are domiciled at Palm & Cypress Suites or not

	• How many onsite engineers will be required?	-3. Provide a quotation detailing per engineer cost, to allow for up or downscaling in case fewer engineers are required.
	• How many offsite/remote support engineers will be required?	-Due to COVID, we are working fully remote for now. The engineers should be available for the required hours -with great internet connection. When called upon to work from the office, the engineers should be flexible, and this should be provided for within the service contract.