



REQUEST FOR PROPOSAL (RFP)

RFP No.: *RFP2016.01ICT-2*

for

Supply, Delivery, Installation, Integration, Implementation and Support

for

Global User Support Ticketing System

BID BULLETIN

Addendum No. 1

This Addendum No. 01 is issued to clarify inquiries received regarding the Request for Proposal for the **Supply, Delivery, Installation, Integration, Implementation and Support for Global User Support Ticketing System** issued to prospective Suppliers on 25 October 2016.

A. VENDOR QUERIES AND CLARIFICATIONS

TECHNICAL INQUIRIES

1. Based on the RFP, please confirm if we are to quote 130 CRM Users/Agents in which 30 agents will have Chat functionality?

Answer: Yes

2. For the Phone Integration requirement, how many trunk lines do we need to establish and support? Are these trunk lines Digital or Analog?

Answer: We will discuss this during the implementation. We will provide the requirement later.

3. Do you have other feature requirements relating to telephony aside from IVR?

Answer: No

4. With regards to the Training requirement, our implementation plan already includes product training for the client's key people (core team). Do you require a comprehensive type of training with course outlines apart from what we have in our implementation plan?

Answer: No. We are open to proposal, quote separately.

5. If you expect for a course outlined training, approximately how many attendees?

Answer: Preferably all ICT colleagues (130 users) but if not 2 minimum from each team – 30 users?

6. What is the total number of the endpoints (desktop/laptop) involved on this project?

Answer: We can't assume all the desktop/laptops will have support remotely. Maybe there will be a maximum of 2 remote desktop requirements daily.

7. How many technicians / engineer will initiate remote support?

Answer: Depends on the needs, maximum concurrent 10 sessions.

8. In the high level requirements, there is integration with 3rd party applications. Is this still applicable even though it was not included in the functional requirements?

Answer: Calling staff members data such as duty station and position title from AD and/or SAP is in scope. Web service to provide this information is already available thus the requirement would be to integrate web service to the solution.

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9. What are the different customer communication channel (e.g. Email, Phone call, Web, social) being considered for integration with ticketing system?

Answer: Apart from email and phone call, we would expect the solution provide web functionality to submit incident report.

10. Please specify all the departments (e.g. ICT, HR) being considered (along with respective # of users) under scope of implementation.

Answer: For this RFP the scope is only ICT

11. Which location would be considered as base for rolling out services & solution?

Answer: Manila, Panama and Geneva

12. Please specify what kind of information would be required from SAP system for integration with ticketing management system?

Answer: Calling staff members data such as duty station and position title from AD and/or SAP is in scope. Web service to provide this information is already available thus the requirement would be to integrate web service to the solution.

13. Please provide details on technology platform on which JIRA, MiMOSA, i-GATOR, RMI, UKTB, Telerad systems are based on.

Answer: MiMOSA, i-GATOR, RMI, UKTB, and Telerad are .NET based application with MS SQL as database platform. JIRA is off the shelf application (please refer to <https://www.atlassian.com/software/jira>)

14. Kindly clarify if there is an existing CTI(Customer Telephony Integration) implementation? If No, then which preferred solution is customer looking at? As such there is Scribe for business which comes with Office 365 or other CTI solutions like AVAYA or CISCO.

Answer: AVAYA would be the preferred CTI implementation

15. Is there any Chat application already in use or proposed ticketing management solution is expected to provide a chat platform?

Answer: We prefer the solution to provide chat platform.

16. Is there any web query portal already in use or proposed ticketing management solution is expected to provide web interface for end users ?

Answer: Not yet

17. Does IOM already have licenses procured for office 365 and share point?

Answer: Yes, IOM have Office 365 and SharePoint license

18. What is the timeline for migration of multiple domains to one central domain?

Answer: This is on-going and will be completed by 2017.

19. What is the timeline for migration to Office 365?

Answer: We don't have yet concrete plan to migrate to Office365 cloud solution.

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20. For integration of ticketing management system with custom application (e.g. MiMOSA, i-GATOR, RMI, UKTB, Telerad, etc.), it is presumed that development required in custom application will be managed by IOM team.

Answer: [Confirming that integration to IOM custom applications is out of the scope on this RFP](#)