



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. 2

This Addendum No. 02 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. Currently, does AD and SAP have the same basic user data such as location, user designation, position? Does SAP get its basic user information from AD and vice versa? Are they in sync?

Answer: At the moment the basic information is not in sync. There's separate project on going for this. We are prepared to provide web service to retrieve basic information from SAP.

2. It was mentioned that IOM users can make calls to open Tickets for ICT. Apart from the ticketing solution to integrate it to the CTI, is it a separate project which is currently on going? or do you require the vendor to bundle it with the solution?

Answer: We require bundle with the solution only, no hardware requirement.

3. Apart from Manila Base office, there is Panama and Geneva. Would you require an onsite implementation services for the 2 location? Or can be done remotely?

Answer: We would prefer to be done remotely

4. RFP should include Integration with SAP and Share point?

Answer: Integration with SAP and SharePoint is out of the scope, provided that Knowledge Base are built-in in the solution, which is accessible by customers (end users) and by agents.

5. Can JIRA be just a URL field on the web Form ticket which ICT engineers can update manually by copying and pasting the URL of JIRA ticket?

Answer: Preferably JIRA integration to the solution

Manila Administrative Centre