



RFP04/05/26-27

Bidders Questions and Answers

Postbank
Your Bank

Procurement of an ITSM tool and Case Management solution.

Consolidated Bidder Questions and Answers

Bidder Questions	Postbank Answers
1. • What modules of Service Now is Postbank looking to deploy in the environment e.g. ITSM, ITOM, CSM etc. • Is Postbank open to have Service Now licenses provided by the supplier. • What is the existing ITSM tool used by Postbank and what would the data size be for migration. • How many end users are there? • How many IT support teams are there and what is the size of the team? • What is the current average monthly ticket volume for incidents, service requests, changes and problems? • How many applications and infrastructure & Cloud assets are in-scope. • How many integrations are there with current ITSM tool? • What is the expected growth in no of end users and assets in next 3 yrs.	• We are looking for an ITSM tool (Service Now, Remedy, Helix etc.), you have to decide the system you are bidding with and pitch its services and advantages • The modules must be ITSM, Case Management, ITAM, ITSM, Self Help, Email ingestion to log tickets via email • Reporting(MTTR, age analysis etc.) You must pitch the relevant reports your system has that can be of value to our ITSM environment (Service desk, Incident management, service requests, change enablement, ITAM, Problem management, It must have AI capability and also able to support Omni channels(WhatsApp, Email etc)) • Licensing issue: If licensing is part of your solution, then you will put it in the quotation and you will stipulate in your response on the reasoning for your licensing model • End users issue: We have around 2000 end users • IT Support Teams: 100 IT users which will be using this system to manage Incidents and related services and about 5 main resolver groups and we also need HR to use case management module to manage HR enquiries • We currently have a monthly average of about 3000 incident, 500 service request, 100 changes and 30 Problems • We have an average of 10 applications and they are all on cloud • We intergraded ITAM to the current ITSM tool, however the plan is to introduce more integration to allow the system to automatically log incident when there are application issues, security issues, Identity and access management (IAM), Automate ITAM and CMDB. APIs. Intergration with Teams as we use O365 • Growth is expected to be 2500 to 3000 end users in the next three years
2. • Concurrent sessions and IT staff users The tender specifies support for a minimum of 2,000 sessions. Could you please confirm whether all 2,000 users are expected to be connected concurrently, or whether usage will be distributed across different shifts?	• Not 2000 sessions but 2000 end users and 100 concurrent sessions • 80 ITSM users at a time to service 2000 end users • WE have almost 60 operations call center, 15 HR system users (these two teams will use the case management module), then

We would also appreciate clarification on: • The maximum number of IT staff expected to access the application simultaneously; and • The total number of IT staff users who will require access to the application. • Total number of end users Could you please confirm the total number of end users that the solution is expected to support? • Voice functionality Could you please confirm how many call centre agents and IT agents are expected to utilise the Voice functionality? • Our understanding is that this functionality is intended primarily for agents who interact directly with end users. Please confirm whether this interpretation is correct. being considered. • Could you please confirm whether a SaaS deployment would be acceptable as an alternative? • If SaaS is acceptable, we would also appreciate clarification on the evaluation and acceptance criteria that would apply to a SaaS-based solution, including whether there are any specific security, data residency, compliance, hosting, or architectural requirements that bidders would need to meet.	we have 10 service desk and 10 desktop support teams, then about 40 individuals for escalation or resolver teams • 2000 end users • Voice functionality users are around 100 • Yes your interpretation is correct • We would like to have ownership of the system with perpetual licenses for 5 years, however you can align your response with your offering
3. Please advise and confirm whether we can deliver the SOC service from an offshore location (India) . We have dedicated facilities serving customers globally from many regions. The facilities have all the required compliance certifications, and we can even facilitate a visit to the SOC center in India for a due diligence if required by Postbank	• For due diligence it is okay but when we go live, the data must be in RSA or within our cloud
4. Does our lack of on-Prem deployment preclude us from responding? Or can we respond with the Cloud Solution to have the opportunity to prove our capabilities and platform security and strength?	• Cloud solution is okay since our on prem is actually hosted on our cloud. This means we will have to discuss putting the app in our cloud versus putting it in your environment but it has to be within South Africa
5. Could you please confirm whether specialist subcontractors or implementation partners can participate in this procurement, and if so, through which route?	• Your participating partners should under your underpinning contract and not directly involved with us

6. What ITSM/call logging solution is currently being used?	• .Helix •
7. Does Postbank already have a WhatsApp Business API provider?	• Not yet but we need it going forward
8. Are there any preferred ITSM solutions or technologies being considered	• Postbank can't answer that as it will be against PFMA, hence we didn't specify the name of the service. We need the market to tell s what they can offer
9. What is the estimated volume of historical data to be migrated?	• Around 15 000 tickets including the historic data so we can have it for compliance and reference by Audit
10. Does Postbank prefer On-Premise, AWS, or both deployment options?	• When we said on Prem, we meant our environment and AWS is one of our environments
11. Which telephony/CTI platform is currently in use?	• We are using HBT plus from Telkom
12. Which Core Banking System will require integration?	• For proprietary reasons we cant answer that, but yes there is a banking front end and there might be supporting systems to integrate. Lets say 5 banking systems
13. What is the current monthly ticket and case volume?	• 4000 tickets per month
14. Are the 50 licenses named users or concurrent users?	• combination

15. How many active agents and administrators will use the system?	• Around 30
16. Kindly confirm if the required solution is an on-premises or cloud hosted APN? And how many sims will be required on the APN?	• As metioned above we have a cloud environment. On prem just meant that we should be able to deploy in our cloud environment