

Bid Addendum

Attention	:	ALL PROSPECTIVE BIDDERS
From	:	SUPPLY CHAIN MANAGEMENT
Date	:	09 January 2025
Issue	:	Third (3 rd) Issue
Bid Number	:	RFQ 23141
Bid Title	:	THE APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE AND MANAGE IT SERVICE DESK FOR ONE (1) YEAR

1. ISSUE ADDENDA

Supply Chain Management policy states... *“When any additions, deletions or changes are made to any part of the original bid documentation, all potential vendors, which collected a bid document, must be notified of these changes. It should be noted that amendments must allow bidders enough time to adjust their offers before submitting the bid to ITHALA. Any additions, deletions or changes must be done in writing and records should be maintained in the relevant file; and Bidders must acknowledge receipt of the amendments”*

2. YOU ARE HEREBY ADVISED OF THE FOLLOWING QUESTIONS ASKED BEFORE THE CLOSING DATE

- IT Asset Management to track IT assets, manage IT inventory efficiently, track ownership and lifecycles, and reduce costs. **Asset Count: 450 Devices (Laptops / Desktop), 84 MFD's (Lexmark and Epson) , 200 Teller printers (Olivetti)**
- System monitoring to passively monitor logging and monitoring tools to ensure they are functioning and receive a notification if a system goes down (Could you please explain this in detail). **Interface into an Application Performance Monitoring (APM) tool to enable automatic logging of incidents identified by the APM.**
- Please could you provide the number of IT assets (end user devices, servers, network devices, etc) that would allow us to provide accurate pricing. **Asset Count: 450 Devices (Laptops / Desktop), 84 MFD's (Lexmark and Epson) , 200 Teller printers (Olivetti). Servers and network devices are out of scope**

NB: Cover quoting sometimes referred to as “shadow quoting” or “bid rigging” is an offense which represents both corruption and acquisition of fraud. It undermines the fair determination of a supplier, corruptly eliminating free and open competition. Therefore, it is not allowed.