

REF: REQUEST FOR PROPOSAL [RFP] No TNPA/2023/07/0006/37726/RFP

DESCRIPTION:

FOR THE PROVISION OF INTERNATIONAL ORGANISATION FOR STANDARDISATION (ISO) CERTIFICATION AUDITS TO TRANSNET NATIONAL PORTS AUTHORITY FOR A PERIOD OF THREE (3) YEARS

Category B: ISO 20000-1:2018, Information Technology Service Management

#	QUESTIONS	Answers
1.	Scope of The Service Management System	Provision of User Account Management services. Laptop, desktop, iPad and Tablet services. Network and Enterprise voice services for internal customers
2.	Environment of the Management System	High degree of legal and regulatory requirements affecting the client's SMS, e.g. intellectual property rights, privacy, food, drug, aerospace, nuclear
3.	Complexity of the Planned Audit	Standalone SMS Management-Systems
4.	First Certification or Temporally New Sites	First Certification
5.	Shift Organisation	Different activities done in one shift
6.	Processes of the Organisation	All business processes performed within the scope of the SMS
7.	Structure of the Organisation	Multi-Site in one country
8.	Reliance on other Parties	A normal level of reliance on other parties, such as suppliers.
9.	Number of Employees Supporting The Service Management System	One hundred and one (101)
10.	Number of Services in the Service Catalogue	Four (4)
11.	Number of Services Provided by Service Providers	Four (4)