

Asset Management Solution - Compulsory Briefing

No.	Question	Answer
1	What is the total number of assets involved (End Points, Servers , Mac devices)	Currently there are 24649 active assets which are a combination of Laptops, Servers, iPads and physical assets (Furniture assets).
2	Given that the SAM tool relies on a discovery tool, is DBSA interested in agentless discovery or agent-based discovery?	Agentless discovery is preferably as it is less complex, faster and easier to manage.
3	Is there are any discovery tool in place?	DBSA has no specialised discovery tools in place currently.
4	organization is currently dealing with? Could you provide a list of software publishers intended for onboarding?	DBSA currently uses Microsoft products and some other applications as well.
5	Would you be interested in acquiring Managed Services to support ongoing compliance and support requirements?	As part of this tender, the service provider is required to provide system / application Support - The support and maintenance of the system is required for a period of three years.
6	For Authentication are you using OKTA?	No DBSA does not use OKTA.
7	Please list down the tool used for Financial System (SAP, Oracle), Human Capital, Access Management System, Security system.	Please detail the reason this information is required? If it is for integration purposes, all DBSA systems support open API integration standards.
8	Which ITSM tool is being used.	Please detail the reason this information is required? Please provide a list of ITSM tools you can integrate with on your submission (Functional requirements/ITSM integration).
9	How many SAP users?	Please detail the reason this information is required?
10	Are you also interested in discovering cloud devices and applications? If so, please specify which cloud environments are used, such as Azure or AWS.	Yes we are interested in discovering cloud assets. We are currently using Azure however we do have other applications that are consumed as software as-a-service that are in private clouds.
11	Are there any requirements or expectations for the software to integrate or interface with existing platforms within DBSA? (O365, Adobe Creative cloud etc)	Functional Requirements on the tender document. Integration with O365 is key in ensuring reports are exported to Microsoft Excel when needed. There is no specific requirement to integrate with Adobe Creative at this stage, however it would be a beneficial if the tool has that capability in case it is required in future.
12	You mention a cloud based AM Tool, does it matter where the hosting is from?	Based on regulatory requirements, the tool should be hosted within the South African Jurisdiction.
13	What is a cloud environment, and is DBSA open to considering other proprietary services or environments?	If the tool is provided as a SaaS any cloud environment can be considered however it should be hosted within the South African jurisdiction. Otherwise if it provided as a cloud solution where DBSA will still need to manage the platform or the infrastructure, Azure cloud environment is preferred.
14	Extension request - I concur with Corne, the scope of the RFP is huge and we will not be able to give justice to the response in one week.	The extension request has been granted for an additional week, the submission should be on and no later than 30 August 2024.
15	Must the solution be able to store the contact life cycle and warranty?	The solution must be able to store Assets Warranty information. Contract life cycle is stored in another system, it should not be part of asset management system.
16	Extension request - the scope of the RFP is extensive and we will not be able to give justice to the response in one week. - request at a minimum a 2 week extension to the closing date please	The extension request has been granted for an additional week, the submission should be on and no later than 30 August 2024.
17	Are the agreements and entitlements currently saved on a system in SharePoint, or are they kept by the Commercial and procurement teams?	They are saved on multiple platforms. There is no single repository at the moment.
18	Would DBSA entertain multivendor response where a particular tool does a portion of the solution and the other covers the rest?	DBSA would not want to work with different tools to manage assets. However if a service provider is proposing a tool that is already integrated with another where it is not going to be DBSA's responsibility to manage (including license, cost and performance management) the second tool and the users will not feel that they are using two tools to execute their functions, the solution may be acceptable. DBSA should have one point of contact for the whole solution.
19	Specifically, we would like to know if the reference letters should pertain to instances where: Our system was utilized for asset verification, accounting, and the preparation of the final fixed asset register as part of a service we provided, or The client purchased a license for our system and independently utilized it for these purposes. Your guidance on this matter will ensure that we provide the most relevant and accurate references for our submission.	"The client purchased a license for our system and independently utilized it for these purposes."
20	Will subcontracting/ Joint venture be allowed?	Yes in line with the published RFP document conditions
21	Will the question's responses be shared on a central platform, or will individuals receive communication?	All individuals attended the compulsory briefing session will receive the communication.
	Please provide Quantity breakup of software and physical assets to be managed	Office equipment - 2834 Furniture and fittings – 13890 Motor vehicles – 19 Computers – 7174 Other – 283 Private assets – 17 Artwork – 432 Software licenses – 40887 Other licenses - 52
	Contract period of Year 1 start will be after implementation or implementation period is included in Year 1	The contract term is three years, however the support and maintenance agreement starts post the implementation of the solution.
	Data Migration - Does existing data to be migrated from an existing tool, if so please share details of the existing tools	Current data needs to be migrated, and can be done via csv export.
	Please share more details of the other tools being used in DBSA environment like ITSM platform, software distribution etc	Please detail the reason this information is required. If it is for integration purposes, all DBSA systems support open API integration standards.
	What is the timeframe DBSA is expecting for the implementation	One to two months.