No.	Question	Answer
1	Does the four-month duration mentioned in the RFB from the start of the contract apply solely to the implementation and basic configuration of the SAM Tool, or does it also include the setup of custom integrations?	This applies to the implimentation of the base system only.
2	Do you have an existing SAM tool deployed in the environment? If yes, how is this tool licensed from the OEM - (E.g. Subscription, Perpetual license etc.)?	No, we do not have a system deployed. The previous system was subscription-based.
3	Are / Were there any challenges faced in the existing / previous SAM tool deployed?	The normal challenges as per all new deployments. Nothing to be noted here.
4	Are there any tool(s) utilized for managing mobile devices (e.g. Intune, JamF, etc.)?	No there are no current tools.
5	Over a period of five years, how many version upgrades are expected to be done? What is the current practice followed for upgrading the SAM tool version? Is it the N-1 or the latest version?	The number of Upgrades will depend on the releases from the OEM. SITA would not immediately upgrade to a new release as it is available but would strive to be no more that 2 versions behind the latest version.
6	Which inventory application is currently utilized to discover its server assets? (E.g. Flexera Agents, Bigfix etc.)?	We do not have a current system.
7	What does "SMC VPNs" refer to in the SAM solution implementation pointers? Are we expected to deploy agents and manage SITA's environments as well?	The SITA VPN's refer to the SITA VPN's that exist for different environments or services within SITA as delivered to government. Yes, you are required to deploy and Manage the SITA services as a client. The base 3500 licences will cover the SITA footprint across all SITA VPN's.
8	What are SITA's top 10 software OEMs based on spend (E.g. Microsoft, IBM, Oracle, VMware, Adobe, etc.). Typically, these would be prioritized and onboarded into the SAM tool?	This information is not available for this tender. It must be noted that all software deployed on the SITA network must be managed via this system. The value of spend against the technologies is irrelevant.
9	From the standpoint of SAM tool license, what is the projected year-on-year growth for the new licenses?	Please refer to the growth portion in the documentation. Growth projections are very clearly indicated the the pricing schedule.
10	Any SaaS products to be covered via the proposed SAM tool?	It is not possible to be specific at this point taking into account that we do not know what exists out there in the customer estates at the moment. This information becomes available as and when you include a department into this service. At minimum, Office 365 can be mentioned.
11	Is there a centralized repository of software purchase records and contracts/agreements of software purchases?	This must be built as part of the solution. Although there are existing repositories, they are incomplete and additional information will be required as part of the deployment or onboarding of departments
12	How is ILMT currently handled if IBM is included as a publisher to be onboarded?	IBM software will be managed through this system and not only via ILMT. IBM has changed their relationship with the ILMT technology stack and that is creating challenges in the deployment and management of the solution.
13	Who will be responsible for procurement of licenses/renewal/support needed for the SAM solution?	SITA will be responsible as part of this service to government.
14	Could you please provide the list of requirements for custom integrations of the tool?	At minimum the system must be able to integrate to: 1. ITSM BMC; 2. discovery tools like SCCM and any other discovery tools that might exist in department estates; 3. Oracle ERP.
15	How many custom integrations need to be created?	As per above, but as this system rolls out to departments there may be many more.
16	Will the custom integrations required to be covered in the initial year, or are there any anticipated future requirements? If so, how many can we expect per year?	The integrations mentioned already must be done in the first year: 1. ITSM BMC; 2. discovery tools like SCCM and any other discovery tools that might exist in department estates; 3. Oracle ERP. The number of future integrations will depend on the departments onboarded so it is not possible to make a projection at this time.
17	Could you please share more insight on the expectation towards - "delivering the SAM service to Government and providing advisory services for SAM as a discipline" mentioned in the shared RFB (Page 76). This will allow us to tailor our approach better.	SITA will be building this system with the intent to provide SAM as a service to government. From a SITA customer perspective, the system will be built and managed by SITA. SITA will be providing advisory services to Government and be seen as the owner of the SAM dicipline in government. As the appointed vendor and partner to SITA you will provide that advisory services via the SITA team as a SITA capability to our customers. Your services in this regard is recovered via the professional services component of the tender on a timesheet basis as indicated in the documentation.
18	What level of functional support is required over the course of the contract? Could you please elaborate on the specific tasks, such as license assignment, revocation, optimization, etc.?	There are two types of support required: Licence maintenace and support - This related to the system maintenace, bug fixes and upgrades as part of the licence maintenance or subscrition fees that is paid per year. Normal maintenance activities as specified by the OEM scope is included here. Professional services - This relates to the onboarding of new customers excluding SITA. SITA is part of the initial build of the system and license deployment configuration and integration to ITSM is part of that initial build. All new customers onboarding throughout the duration of the contract will be part of the support required from you but paid under the professional services component of the contract. It must be remembered that when this system is deployed, SITA will have no skills regarding the FAS requirements of the system. As the FAS skills are provided to the SITA team, this whole concept will change and SITA will start to perform more functions while you do less.
19	How many VM's installed, which DB is installed and on how many machines?	There are about 3500 devices within SITA but the scope across government is unknown at this point. We are building a capability that should be scalable as we take customers on and the total scope is unkown at this point.
20	Java environment – please share as much as possible.	Please ask specific questions in order for SITA to assist. Java is imbedded in many aplications and it is across government therefore you should look at the JAVA capability in your solution compared to the industry requirement for JAVA license management and cover the full scope.
21	How many users - (not licenses) are required? Our pricing model allows for 3 assets per user, and this will have an impact on the number of licenses utilized.	SITA has about 3500 emplyees. This is, however, to cover the whole of Government. If your licencing model is done per person, I cannot assist you on the interpretation of how you would apply that in the environment. Please ensure that you specify what happens if the 3 devices per person is exceeded.