

CLARIFICATION #1: Supply of (i) Lot 1- Remote Control Software and (ii) Lot 2 - Cloud Connector (MCA-N/PM/SH/039)

SN	Questions	Response of Millennium Challenge Account Nepal (MCA-Nepal)
1.	<p>I have a question regarding LOT1 and Remote control:</p> <p>-> Are you buying a cloud based solution or on-premises (self-hosted) remote control solution?</p> <p>-> Is it the same with Ticketing solution, right? So, both cloud based or on-premises?</p>	<ul style="list-style-type: none"> - We would like to host cloud-based solution/application integrating to our domains so that it will comply our branding requirement. - Yes, this will follow same operational mechanism via web-based system.
2.	<p>We have gone through the requirement details as provided in the RFQ document. After reviewing the document, we have few queries on IT Helpdesk Ticketing Solution. Request you to please help on the same.</p> <p>In case a call is required for understanding, please let us know</p> <ol style="list-style-type: none"> 1. What is the Current Flow of Help Desk Platform? For Example - Ticket Workflow 2. SLA configuration is required. 3. What all information needed in Customer Unified View 4. Any Third Party Integrations with Core Systems. If yes what needs to be achieved. 5. Will the team will be working from Single Location or Multi Location 6. If Multi Location - Will they be working in Same Time Zone or Multiple 7. Migration of Data required. 8. From the Document what we understand is License is 1 which is Platform License on which Helpdesk Team can create multiple Users, please confirm if our understanding is correct 	<p>We will not entertain any direct communication at this stage however will like to clarify your concerns in written as follows</p> <ol style="list-style-type: none"> 1. Ticketing service will allow users/clients to generate support tickets sending notification to support@mcanp.org tracking the activities in the backend log . IT Administrator/Support agent will respond to client and share the ticket among teams in case multiple effort is required. Please be sure that we are not a big company and like to keep service as simple and user friendly as possible. (We will have around 100 users with 2 support agents). 2. No. SLA Configuration is not required. Vendors are expected to provide necessary technical assistance while integrating the system to mcanp.org and provide basic training/manual to operate the system. 3. We have no specific requirement; however, user need to write basic information about the issue and get idea of response time and/or support queue. 4. Our entire systems runs in Window system and Google Cloud. It should be compatible with our environment 5. We run from the same geographical zone. 6. Please refer response #5 7. We are not sure about the type of data you are talking. We may require integrating with our AD database.

		8. Yes, you are right, it needs to run two support agents simultaneously.
3.	<p>In order for us to prepare the order form, could we please understand the following:</p> <ol style="list-style-type: none"> 1. How many users will there be for the software? 2. Was is the desired length of contact? 	<ol style="list-style-type: none"> 1. We need to accommodate two support agents connecting a maximum of 100 client computers/Users 2. The system and license will be valid for 5 years with possibility of extensions.
4.	<ol style="list-style-type: none"> 1. Number of Agents needed to work at the same time 2. Number of User ID needed 3. Any other specifications. 	<ol style="list-style-type: none"> 1. We require 2 agents to run simultaneously. 2. As we mentioned we will have a maximum of 100 client computers/Users to support 3. Please refer to RFQ (Annex-1)
5.	<p>We are participating as an OEM in the tender bid process for the “Supply of (i) Lot 1- Remote Control Software and (ii) Lot 2 - Cloud Connector” having Ref No: ‘MCA-N/PM/SH/039’.</p> <p>We have few clarifications with respect to the RFP compliance points for ‘IT Helpdesk Ticketing System’ which I have listed down below:</p> <ol style="list-style-type: none"> 1. What does single license mean for Helpdesk software ? Do you need only 1 technician / Agent license ? 2. Do you need on-premise deployment ? If yes, is there any redundancy required (High Availability in DC or replication from DC to DR etc. ?) 3. Is the instant messaging “Google Hangout” integration compulsory or optional since this clause is restricting the integration to a particular OEM (Google) ? 4. What do you mean by saying that “the system shall have domain mapping features” ? 5. What is the level of AMC Support required : 8x5 or 24x7 ? 6. The total AMC support period will be 5 years from the date of tool installation, right ? If not, kindly mention the duration of AMC support period. <p>Request you to kindly help us with the answers to these queries so that we can prepare the solution compliance and necessary documents required for this tender.</p>	<ol style="list-style-type: none"> 1. We need two agents to work simultaneously in the support function. 2. No. We require web-based application running from cloud. The vendor should manage the redundancy. 3. Our system runs in the google cloud platform (Google workspace). We preferred any google integration with this system. 4. Our branding does not allow third party domain to use. Helpdesk should run from https://support.mcanp.org 5. We are not including any extra AMC support cost in this contract. However, we need system deployment support and basic training for system operation. 6. We are mentioning about 5 years valid licensing for the system. If AMC is mandatory vendor need to propose separate cost for AMC which will not be included in current financial evaluation.