



**BID NUMBER: RFP009/23**

**REQUEST FOR PROPOSALS FOR APPOINTMENT OF SERVICE PROVIDER INFRASTRUCTURE, SECURITY AND NETWORK FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

### **QUESTION 1**

How do you define your managed services? GPF have detailed the type of resources expected in terms of their skills. Is it there any expectation that these resources will be dedicated to your environment on a full-time basis providing services to you?

#### **ANSWER 1**

It depends, so we do have our first line support and if our first line cannot meet the requirements of the business, then we tap into the contract. Which is our extension of IT with the managed service contract. You are not expected to be there each and every day. But when there's services that are required then it's then expected that you must step in and assist within the environment.

And also when they are projects, and we require resources then it is also a requirement that you step in and assist on those requirements.

### **Question 2**

Does GPF have the back-to-back maintenance contract say for hardware and the software contracts for all the software that you guys are providing within the environment?

#### **ANSWER 2**

GPF systems are on the cloud. We only have a few systems that we still running in House and we hoping to move those systems and into the cloud. So, it's not a big environment at all. But because there's limited resources internally, we feel it's important for us to have a managed contract external contract. we do have a support contract for all the services that we've listed.