

**QUESTIONS AND ANSWERS: BID NUMBER: SASSA-18-22-ICT- HO**

NO	QUESTIONS: BIDDER	ANSWERS: SASSA
Asked by <b>Quinton Horn</b>		
1.	Can you please give us a list of all those applications that need to be monitored?	<p>Amongst others it will be:</p> <p><b>Microsoft applications</b> i.e.: MS Teams including SBC's, SharePoint, Exchange, Active Directory, DFS/One drive, SCCM, SQL, Hyper-V</p> <p><b>Custom developed applications</b> i.e.: Oracle EBS, SRD 350, Kofax solution, Content Management, Non repudiation biometric system,</p> <p><b>In house developed applications</b>, i.e.: Integrated Customer Care Application, Queue Management, Fraud Case management, Foster Care Grant</p> <p>Commvault back up application, Symantec End Point Protection, Genesys Call Centre application</p> <p>Also refer to the paragraph 1.6 of the TOR</p>
2.	Are the infrastructure and all the services and the virtual and your switching environment based in one physical location?	<p>SASSA has 450 offices located countrywide in all the provinces in South Africa. All of these offices has switches.</p> <p>There are also switches at the hosting centres, i.e. Primary and secondary hosting centres <b>situated in different locations</b></p>



Asked by <b>Sibusiso Gwentshu</b>		
1	May you please be so kind and email us a soft copy of the tender mentioned above. Your prompt response will be highly appreciated.	Tender can be downloaded on Etender portal <a href="http://www.etenders.gov.za">www.etenders.gov.za</a> or <a href="http://www.sassa.gov.za">www.sassa.gov.za</a>
Asked by <b>Michael Nyathi</b> of <b>Techex Digital</b>		
1	May you please provide us with an editable version of the section with the scope of requirements pg 8-pg 15	Attached – Named SASSA-12-22-ICT-HO Editable version Scope of Work



*paying the right social grant, to the right person,  
at the right time and place. NJALO!*

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