

**ICT DESKTOP SUPPORT SERVICES TENDER
CONHILL/02/FAC/2018**

QUESTIONS	RESPONSES
(1) Will it be a requirement to have resources onsite all the time, and if so, how many?	1 x resource on site, half a day, Monday to Friday
(2) A lot of services described in the tender can be done remotely. Will our company be allowed to provide such services remotely from our Head Office?	We cannot prescribe nor dictate how bidders should respond to the functional requirements of this bid. We are looking at soliciting the best solutions that will include any innovation, creativity, etc that must meet the stipulated service levels.
(3) In our current business model, our company doesn't operate with a Service Desk. We have a 24/7 call desk which manages our client's needs and route the relevant calls to either field technicians or to our 2 nd and 3 rd level support teams. Will this model be sufficient	The service must allow for adherence to the functionality required as per tender document. Additionally, the response times shall align to the stipulated service levels.

Regards

Solly Malatsi
Supply Chain Management
011 381 3124