



Environmental Investment Fund
of **Namibia** | ensuring sustainability

BIDDERS QUESTIONS WITH REPLIES/CLARIFICATIONS BY EIF

ADDENDUM 1:

PROCUREMENT REFERENCE: NCS/ONB/EIF-02/2024

DESCRIPTION: PROVISION OF OUTSOURCING OF IT SUPPORT AND CONSULTING SERVICES TO THE ENVIRONMENTAL INVESTMENT FUND OF NAMIBIA FOR A PERIOD OF 36 MONTHS

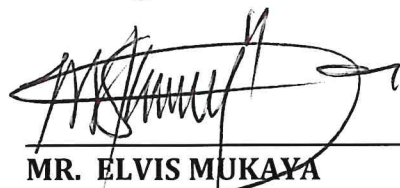
DATE: 02 JULY 2024

Question no.	Questions/Clarifications from Bidders	Answers/Clarification by EIF
1.	1.1 What is the total number of users in the EIF network? 1.2 Do you have branches/ offices in different locations separate from the headquarters in Windhoek at 8933 Heinitzburg Heights, c/o Heinitzburg & Dr. Theo Bengurirab Streets, Klein Windhoek?	<ul style="list-style-type: none">• 70 Users • No branches, one main Office, however some users are field based.

2.	What is the server environment like, what server operating system currently is running? Is it virtualized - if yes, which virtual environment software? How many virtual machines?	<ul style="list-style-type: none"> • Two active physical hosts • 11 Virtual servers • Hyper-V environment • Windows server 2019 standard
3.	Which vendor firewall is in place	<ul style="list-style-type: none"> • FortiGate 60E
4.	Who is your Internet Service Provider?	<ul style="list-style-type: none"> • AfricaOnline • Telecom Namibia (Not active now)
5.	You mentioned that you have Exchange server, which version is it? Do you make use of mail filtering system eg: Forti Mails?	<ul style="list-style-type: none"> • Exchange Server 2019 • Kaspersky for exchange
6.	What Operating system are the users running? Linux, Windows or IOS? If Linux, which version?	<ul style="list-style-type: none"> • Windows 11 Pro and IOS
7.	What are the 3rd party applications running (for example: Sage, Pastel, CAD etc.)?	<ul style="list-style-type: none"> • Sage X3 • Sage 300 people • AccZone
8.	Which Antivirus solution is currently in place?	<ul style="list-style-type: none"> • Kaspersky • CCleaner
9.	Do you have multifunctional printers on rental or are they owned? If rental, who is your service provider?	<ul style="list-style-type: none"> • The machines are on a rental basis with Independent Business Systems (IBS).
10.	For the remote backup, is this already in place or plan for future implementation? What backup infrastructure is currently in place? Which software and devices?	<ul style="list-style-type: none"> • Remote Backup with Veeam • Backup all 11 virtual machines

11.	Don't you also require certified personnel instead of qualified degree holders only?	<ul style="list-style-type: none"> • Certified personal should be an added advantage
12.	Should a signed contract (Section 6. Sample Contract for Consulting Services - Small Assignment – Lump sum - page 61 of the bid document) be submitted together with the financial proposal or should this be sent later on if selected?	<ul style="list-style-type: none"> • It can be submitted at a later stage.
13.	<p>We refer to attached tender document.</p> <p>The document make reference to the followings Annexes that we could not locate in the document</p> <p>Annex- A (Terms of Reference and Scope of Services) Annex-B (Consultant's Personnel) Annex-C (Consultant's Reporting Obligations)</p>	<ul style="list-style-type: none"> • Terms of reference is attached under Section III • Annexure B and C, kindly ignore those.

Kind Regards



MR. ELVIS MUKAYA
EIF PROCUREMENT COMMITTEE CHAIRPERSON

02.07.2024
DATE

