

QUESTIONS AND ANSWERS	
BID NUMBER	FAIS2025/26 - T002
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP, HOST, SUPPORT, AND MAINTAIN INTRANET FOR A PERIOD OF THREE (3) YEARS

The following questions were received by the FAIS Ombud for the abovementioned bid and are responded to hereto as follows:

NO	QUESTION	RESPONSE
1.	1.1 May you please provide the current number of users currently expected to use the intranet (number of employees) and probable projection of users growth over 3years. This will help us quote licenses for SharePoint.	Currently, FAIS Ombud has 75 Microsoft E3 Office Licenses, but only 71 have been utilized
2.	2.1 Could you please confirm if the tender mentioned above is for the development, hosting, support, and maintenance of an Intranet for a period of three (3) years for the Office of the Ombud for Financial Services Providers (FAIS Ombud) Website?	The FAIS Ombud already has an active Hosted website; the only service required is the intranet.
3.	3.1 Does FAIS have a current intranet or is this blue sky? If there is an existing intranet, what is it built on?	FAIS Ombud does not have any existing Intranet
	3.2 Is FAIS licensed for M365, or will Mint need to roll out the tenant from Azure AD up?	FAIS Ombud has E3 Microsoft Licenses
	3.3 Is FAIS running SAP, as it relates to requirements like org chart and people profiles?	FAIS Ombud does not run SAP
	3.4 In terms of the integration to the helpdesk portal integration, does this exist already or is Mint expected to build it? How does their current IT help desk run?	FAIS Ombud has a ZOHO service desk, and we only add a link to the service desk on the intranet and website link
	3.5 There is mention of additional integrations besides Sage, what are the other expected integrations?	Currently, it's only Sage

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	3.6 There is an ask to stream videos from other sites - Which ones, just so the integration can be confirmed?	The video will be uploaded from the back end by the Admin
	3.7 Auto archive of data, images, documents etc. Is this referring to Records Management or is FAIS looking to 'unpublish' content in certain timeframes?	FAIS Ombud is looking for Both, Record Management for Audit purpose and to 'unpublish' in certain timeframes.
	3.8 Even if not mentioned in the TOR, is there an expectation for the vendor to migrate content into the new intranet platform, and if so, from where and what volume of content?	No, the vendor will only upload the policies from the shared network drive and the date is +- 2 GB