

Bidders Questions

What service management technology is currently in place to collect and report on the audit evidence?

Are any other standards already in place?

Can we submit a proposal for some of the ISO components only?

When are you planning to obtain ISO certification?

Should the costing of the certification be included as part of our proposal?

what is the relevance of ITIL 4 certification? Does ISO 20000 not sufficiently cover the IT service management requirements of MTC?

What, if any, are the shortcomings of ISO 20000 in relation to ITIL 4?

Kindly provide the specific process references as per ITIL 4.

Should a bidder only have resources certified to ISO 20000 Lead Implementer or Auditor Level, how will this affect the bidder?

Should a bidder only have resources certified to ISO 27001 Lead Implementer or Auditor Level, how will this affect the bidder?

Please elaborate what does MTC hope to gain from certification, as well as proposed timelines (for each of the objectives and pursued certifications) and available resources

Does MTC have trained and/or certified staff in any of the ISO standards, ITIL 4 as well as SOC 1 audits. If yes, please kindly share the number of staff and level certification as well as the year these were obtained.

MTC Answer
BMC Remedy Service Management
ISO 9001:2008
The RFP has stipulated the following: “MTC may award contracts to multiple Consultant firms to deliver the service requirements.” Thus if your organization has expertise in some of the standards then, the afore mentioned clause does allow for defragmented bids.
Once the framework has been deployed and we ready to be audited towards attaining the certification.
Yes, however it’s not necessary because that’s not relevant for now
In your submission you may contrast the two and recommend one over the other since seemingly both are about ITSM.
Refer to the answer given on question 6.
ITIL 2019 is out and thus it shall be appreciated should your bid encompass that.
Certified resources as Lead Implementer/Auditor are a requirement since these are lacking in MTC hence, reliance shall be on the implementer, i.e. the successful bidder.
Refer to the answer given on question 10 .
Besides operational efficiency through adherence to corporate governance and compliance to the international standards and regulations, these would enable MTC also to do business on the global scope.
Yes:- -ITIL Foundation 2019 – 10 staff out of which 6 attained certifications. -ISO 22301 – 2 staff with Lead Implementer certification: Nov. 2017