



Reykjavik, 12 september.2022

**Tender no. 15581 – Atlassian Service Provider for the  
City of Reykjavík**

**Annex 2**

Please find below questions, answers, clarifications, or changes regarding the above-mentioned project.

**Question 1:**

- A) *In regard to the NDA, the document City of Reykjavik proposed to us for review is a unilateral declaration of confidentiality. What (company) would prefer instead is that we put in place a mutual non-disclosure agreement. I have attached our MNDA as example or to be used as official MNDA.*
- B) Question regarding Page 5: Qualification Information about Technical and Professional Capabilities: Do we have to fulfil all the requirements from this page (have all partnerships listed)?

**Answer 1:**

- A) The tender has provided a new MNDA which will replace former NDA.
- B) Regarding the Qualification Information about Technical and Professional Capabilities: The minimum requirements have been slightly reduced, **please note the answer to question 1 here above.**

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**Question 2:**

**Additional Inquiry: RFP questions**

Questions to submit to City of Reykjavik:

- 1) For the IT Department:
  - How many staff will be involved in servicing the overall demand?
  - How many end-users (customers)?
- 2) Other departments:
  - How many departments outside IT are planned to be integrated into the Jira Service system?
  - What is the total number of staff involved in servicing these demands?
  - What is the total number of end-users (customers)?
- 3) Regarding asset management and CMDB. Are there any pre-existing sources of truth? If so, please list.



- Please provide rough estimate on number of assets/objects in scope.
- 4) Outside of Incident Management, are there other planned Practices in scope?
- For example, Change Management or Service Request Management.
- 5) Regarding Jira Service connections to 3 party systems, are these internally owned systems?
- If external - Is there contractual obligations in place to enable the integration (for example, assistance in providing documentation for external APIs and assistance with setting up the integration points on the 3rd party systems?)

**Answer 2:**

- 1) For the IT Department:
- How many staff will be involved in servicing the overall demand?
    - **Answer:** The internal team on Reykjavik city side will be scaled after demand. There will be about 3-5 with an overview of all projects and then extra hands depending on the project.
  - How many end-users (customers)?
    - **Answer:** All the employees of Reykjavik city are end-users, about 11.500 employees.
- 2) Other departments:
- How many departments outside IT are planned to be integrated into the Jira Service system?

**Answer:** We wish to integrate most of the departments inside the city for example the financial department, the city hall, welfare, educational, department of Culture and Tourism etc.

- What is the total number of staff involved in servicing these demands?
    - **Answer:** Flexible after demand, see answer above.
  - What is the total number of end-users (customers)?
    - **Answer:** Our end users are all the employees of Reykjavik city about 11.500 end users.
- 3) Regarding asset management and CMDB. Are there any pre-existing sources of truth? If so, please list.
- Please provide rough estimate on number of assets/objects in scope
    - **Answer:** We are still to create a new asset schema in Insight. We have a pre-existing asset schema which we will use to base the new schema on in Insight. The number of net-connected assets (which are scanned by Discovery) is about 5000, but there will be more items in the asset management schema, such as screens, keyboards and more non internet connected items.
- 4) Outside of Incident Management, are there other planned Practices in scope.?
- For example, Change Management or Service Request Management.
    - **Answer:** We are using Service Request Management. We are starting to use Problem management and Change Management is 70% ready. We use ITIL processes.



- 5) Regarding Jira Service connections to 3 party systems, are these internally owned systems?
- If external - Is there contractual obligations in place to enable the integration (for example, assistance in providing documentation for external APIs and assistance with setting up the integration points on the 3rd party systems?)
    - **Answer:** Yes, the third-party systems are internally owned. Currently, there are no plans to expand the scope to cover external systems.

**Question 3:**

*1. We would like to understand better what do you mean in the question "The Tenderer must have experience in servicing and operating the Atlassian Systems for at least 2 years in the past 7 years, with satisfactory results.". Should we present:*

*a. Names of at least two governmental clients who have been serviced according service contract within last 7 years*

*AND*

*b. A statement from at least two clients, stating the client's assessment of the service and whether the service provider proved suited to the task of resolving issues that arose during the service period, within last 7 years?*

*As we understand it can be the same 2 customers but can be 2 different for each requirement, is that correct?*

*2. Please find our DPA redlines for your review and approval.*

**Answer 3:**

1. The tender would like the names of the two governmental clients the tenderer has worked with. The tender reserves the right to check its validity later.
2. The existing DPA will not be changed at this point.

**Please note that this Annex is now part of the documentation no. 15581.**