

٢٠٢٣/١٢/١٥ بِيرُوت فِي

**المَوْضُوع:** طلب عروض أسعار صيانة نظام Active directory and Domain controller – رقم التسجيل SD00396-2023  
**الْمَرْجَع:** أسئلة – الأجوبة التوضيحية

بالإشارة إلى الموضوع والمرجع المبينين أعلاه،

بناءً على الأسئلة الواردة من الشركات، يود مصرف لبنان توضيح التالي والمبينة في اللون الأحمر

- All the required support services should be performed on site at BDL HQ or they can be performed remotely from our offices?

**The support should be on site unless a force majeure prevents it.**

- In the "Final-TOR" document page 22, it's mentioned that the support should include the domain controllers at BDL branches; how will the support be performed, is it on site at the remote branches or performed from BDL HQ?

**The access to the branches could be done remotely from the HQ.**

- For proactive monitoring, usually we use an RMM tool that we deploy on the servers. Is it possible to install our RMM tool on BDL servers?

**Exclusive Inter-BDL (local) monitoring.**

- Can you provide us with the list of servers that need to be covered, because on page 22 the number of domain controllers at BDL branches is not specified. It's essential for us to identify all the servers that need to be within the scope of support services.

**One domain controller and 35 servers.**

شاكرين تعاونكم.