Clarifications for Development and Deployment of the Cancer Register Information System of Serbia, Ref. No. RS-SSHP-8338YF-CS-CQ-20-3.1.3.2

Dated September 9, 2020

Question No. 1:

We have noticed the difference between terms on the website https://www.zdravlje.gov.rs/tekst/349715/roi-reference-no-rs-sshp-8338yf-cs-cq-20-3132-.php and the Terms of Reference (ToR). The conditions on website are more restrictive than in the ToR on page 56, Point 8.1 and 8.2. Please clarify.

Clarification No. 1

In case of any difference in shortlisting criteria stated in published Request for Expressions of Interest (REOI) compared to ToR, conditions given in REOI shall prevail.

Question No. 2:

Maintenance 5 years after project completion. Is it required that the bidder includes maintenance within the offered price for 5 years after the completion of the project, or it will be the subject of new contracts for which the bidder undertakes to respond with the bid? Terms of Reference (ToR) page 43, Point 6.8.

> 'Duration of obligatory technical support
> The Contractor is required to provide technical support upon completion of the project for a period of at least 5 years.'
> 'Duration of obligatory maintenance
> The Contractor is required to provide software solution maintenance upon completion of the project for a period of at least 5 years.'

This is contrary to the Point 8.7

> 'Maintenance and end user support will be regulated by separate support and maintenance contract (service contract). Contractor shall give a proposal for maintenance and end user support. Beneficiary can decide to accept the proposal, request changes and amendments or reject it at its full discretion.'

The contract shall cover construction and deployment of the Information system for Cancer Register of Serbia as requested in the terms of reference, and the contract shall be considered finished with handover of the system as specified in 6.12 The System Handover. However, it is expected that the Bidder shall commit to maintenance of code base and overall software solution for five-year period regardless if a service contract is signed or not.

Question No. 3:

Are licenses included? Oracle licenses, Database, and Oracle BI are required licenses.

Clarification No. 3:

Bidder should offer complete software solution, which means that all licenses needed for software solution to operate should be included in the offer.

Question No. 4:

Is the system already virtualized with a specific version of the hypervisor software or a virtualization solution should be offered?

Clarification No. 4:

Bidder should offer a virtualization solution.