



REQUEST FOR CLARIFICATIONS: TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF ENTERPRISE RESOURCE PLANNING APPLICATION - TENDER NO. NACC/T/004/2017/2018

1. On Paragraph 2.10 of the “**Appendix to instructions to tenderers**”, you have indicated that the **Total Price Per Module** should be inclusive of taxes, the price of the equipment/software, all charges, insurance, transportation, delivery, installation, testing, commissioning, maintenance and any other costs associated with the tender.  
Our licensing model is not module based as the licensing is done on the server license(s) & type of user. This being the case, we may not be able to give price per module as you have stated. NACC having listed it as a mandatory requirement, how do you advise we go about this?  
The requirement will not be changed. NACC will implement the project on a phased approach and each module is a deliverable on its own
2. On Section VI – Technical Specifications (Page 53 onwards), we would like to add an extra column as comment area to support our compliance response. Is this allowed? This is ok.
3. You have indicated that you have 170 members of staff. From information you have given in the tender document, all of your staff will be accessing the system. Is it possible for you to break down the number into the below user types?
  - a. **Full users** - users whose work requires use of the feature rich business applications functionality e.g sales people, customer service representatives, finance employees, managers etc. These are considered heavy users ( We have 15 finance staff, 4 procurement staff, 2 MIS staff and 4 HR staff) this will make a total number of 25 users
  - b. **Activity Users** – Transactional use of the system. If I understand this question well, it should be the same number of staff as above. 25 users
  - c. **Team Members** – Execute basic processes like the employee self-service. Employee self-service will be accessed by all 170 staff through the web portal (170)
4. For the EDMS, you have indicated that that we include relevant scanning hardware (See page 50 of the Tender document). Does this mean that we supply this hardware as well? If yes, do you any hardware specifications of the scanner? Quotation for hardware should be separate from the main ERP application. If there is need to have a different scanner other than the normal printer scanner, then it should be indicated. The NACC Intends to have enterprise heavy duty scanners which will allow it to eventually have all official documents in the EDMS portal
5. We request for an extension to the date of submission which is 12<sup>th</sup> September 2017 at 10am. If possible, kindly let us know of the new date. (Tender advertised for more than the 15 days required and therefore will not be extended)