

QUESTIONS & ANSWERS

1. In paragraph 5 in System Description you are requiring that web service should communicate with COM+ application. Is the COM/COM+ technology mandatory and can the bidder offer the same application in some later technology?

The bidder is free to offer any solution that the bidder considers to be the most adequate, only if it is compatible with the tenders' requests and conditions by all means.

2. What will be the base for the business analysis & design?

Business process based on the newly proposed law and regulations is explained in details in the System Description that is part of the tender documentation and is the only frame that has to be followed; the software application will not be started before the changes in the law are implemented and adopted.

3. How will the change of requirements after the business analysis & design stage be treated - as an upgrade or a change of scope? How will the additional expenses and possible delay due to that be treated?

Any changes that may be required after signing of the contract and before the software is implemented will be very minor and can not be considered as an upgrade.

4. It is requested that the DB organization must communicate with the current DB and present SW applications in the CSA. What is meant by communicate?

Communicate basically means exchange information and integrate where necessary.

5. About training - it is stated that the user guides and manuals have to be prepared both hard copy and on-line. Does it mean that the training will be conducted on-line or will be classroom-based for the 20+3 participants?

The training should be organized only for classroom, no on-line training should be considered.

6. Does IMPACT expect to use the licenses and the unrestricted right to use and to modify the source code only for the Civil Servants Agency in the territory of Republic of Macedonia?

IMPACT will use and pass on the software application without any restriction regarding the number of users or their identity, but only on the territory of the Republic of Macedonia.

7. Does the Civil Servants Agency expects to have the "Summary reports and analysis" implemented in the existing Crystal Analysis Enterprise Edition 8.5?

CSA has licensed, installed and functioning software package Crystal Analysis Enterprise Edition 8.5 which will be used as reporting and analysis module for the newly developed software.