TO ALL PROSPECTIVE BIDDERS,

The attention of all Tenderers is called to the following clarifications (attached) as requested. These clarifications are hereby included in and made a part of the tender Documents, whether or not attached thereto. All requirements of the Original Specifications shall remain in force except as amended by these clarifications.

ERP TENDER DOCUMENT CLARIFICATIONS AS ENQUIRED BY BIDDERS

No.	Clarifications	ARA Response
1	ITT 36.4 - The invitation to tender is extended to **Special groups (Youth, Women and PWD)** - Does it mean that only Special Groups can participate in this tender?	The tender is NOT reserved/restricted for any Special groups but it is an open tender to all interested eligible bidders/tenderers.
2	Valid development and implementation authorization certificate (minimum of Gold or equivalent level) from the product developer/solution's copyright holder - Please let us know if we provide MAF from the developer, will it be accepted?	Manufacturer's Authorization Form (MAF) for development and implementation will be accepted.
3	Provide specifications of the required hardware environment -Hope we just need to provide only the specifications and not the pricing for the hardware, please confirm	The Agency has a serviceable Local Area Network (LAN) with various components; host devices (PC, laptops, tablets & smartphones), end devices (biometric readers), and intermediary devices (Firewall, Router, Switch, Wireless Access points). The LAN is connected to WAN via ISP. Any other hardware (servers or DBMS & ERP hosting platform etc) and software needed to implement the solution **must** be priced.
4	Supply, Installation, Implementation, Customization, Testing, Training and commissioning of a licensed ERP Software and related software utilities and add-ons. -Do you prefer any specific ERP systems like SAP, Microsoft, Oracle?	The Agency does not have a preferred ERP system.
5	Supply and installation of a licensed database management system -Do you prefer any specific DB like SQL, Oracle DB, MySQL?	The Agency does not have a preferred database management system
6	Solution License – Perpetual Concurrent - 10 -We see that you have requested for 10 users, please let us know the total number of employees as you have requested for Employee Self Service portal.	The total number of employees currently is 60 (sixty)

7	Integration with existing systems -Please share all the existing systems and required integration details	The Agency does not have any existing system. However, the solution should be able to synchronize with the Agency website and integrate with other systems in future.
8	Data Migration -Please share what kind of data to be migrated from which System?	Data migration from manual records Users' critical data on PCs and any other media to a centralized platform.
9	Please share the details of the current ERP or Accounting/Finance or MIS is being used	No ERP system currently in use
10	Tender Security What is the tender security amount?	Tender/Bid security is 2% of the bid price
11	Current approved authorization, registration, licenses and statutory requirements where applicable. -Please clarify what documents to be shared for the above mandatory requirement?	Authorization/Registration certificates from bodies such as ICT Authority and internationally recognized bodies relevant to proposed solution.
12	We kindly seek clarification on whether the solution will be a Cloud solution (Software as a Service) or Hosted on-premises?	Hosted on premise
13	Does Assets Recovery Agency intend to do workshops and Trainings onsite (HQ Office) or Offsite?	Workshops and Training will be done onsite (HQ Office)
14	At what stage will the suppliers and the Assets Recovery Agency negotiate on Payment terms?	Before signing of contract
15	Are bidders required to quote for license Renewal period? If yes what is the duration of Renewal period?	Perpetual (one-off) concurrent license
16	We kindly seek clarification on how long the warranty period should be and how long bidders should quote for SLA?	Warranty period is two years. SLA period is two years renewable