FMO Entrepreneurial Development Bank

ADDENDUM TO SUMMARY OF ADDITIONAL INFORMATION
Questions and Answers: ICT-system, Configuration Services and Technical and Functional Support for the Facilitation of NASIRA Reference number: 20190321ICT

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Subject	Question	Answer
Annex 3, No 1	To what extent do you expect the contractor to do the on-boarding on site? i. Do the consultants have to be on-site at the customer or is it possible to do most of or the complete on-boarding from an EU country? ii. Especially topics like the consistency check seem to be doable remotely, while others like the training of the FI should be done on site.	i. For the IT maturity assessment and to write the End-of-Onboarding report after the onboarding process an on-site visit is indispensable. ii. After boarding, remote support can indeed be provided for checking, for example, the consistency of the data as part of the helpdesk function.
Annex 3, No 1	i. Which languages have to be translated to English and what is the expected scope? ii. Does the contractor only have to translate the names of fields / keys in the technical solution or is it necessary to translate free texts attached to the monthly sent data updates?	i. Translation into English mainly concerns Arabic and French. ii. There may also be pre-defined text values in the data fields that need translation.
Annex 3, No 2	Should the functional support include active work in the system (e.g. manual splitting up the guarantee) or should the system process all data completely automatically so that the only functional support that is required is the answer to possible questions about the data?	The last-mentioned situation is certainly the preferred one. The system is expected to fully automatically process and calculate all data. The request for functional support only refers to the scope in Annex 3, No 2.
Annex 3, No 3	Should the mentioned FX rates be taken from FMOs systems or from another source?	FX data will be delivered by FMO through an interface at least once a day.
Annex 3, No 6	In the RfP an annex G is mentioned ("example report"). Could you please explain where the annex can be found?	Annex G is not available indeed. Reporting requirements are described as in No 6.
Annex 3, No 7	Is it expected that all data is stored in the cloud or is it possible to do the archiving in another location?	Data is preferably stored in the cloud. But for backup and archiving purposes, other secure solutions can also be used.
Annex 3, 1	Are the data fields all mandatory or do they include mandatory and optional fields?	At least 10 data fields are mandatory. According to current insights the data upload will consist of 20-30 mandatory fields and about 50-70 optional fields.