

TENDER: LADDER006 - Clarifications Meeting Minutes – 28/09/21 – 11:00 AM

The Meeting started at 11:10 after waiting a few minutes for interested parties to arrive.

During the meeting it was explained that the intention of the meeting is to clarify any issues pertaining the tender published.

During the meeting there were two questions raised. Apart from these questions, the Malta Chamber of SMEs published further clarifications which have already been published and listed as Clarifications V3. The questions raised during the meeting can be found below:

1. Question: Should the CRM module and the Financial Modules be quoted as one in the financial offer or separately?

1. Answer: We look at the CRM Application as one whole system (including all modules and activities as listed under the section 4.2 of the Terms of Reference. Therefore, no value per module is required. The tender price should include the financial aspect and the CRM aspect of the system and included in the global price.

As per the Financial Bid Form, item A should include the total amount for “Developing SOFTWARE - Member Management System”(including all aspects except for any subscriptions), item B should include the rate for 200 hours in assistance, item C should include the Annual Subscriptions (if applicable) and item D should include 40 hours of training for 8 employees as per Terms of Reference.

2. Question: The Tender mentions compatibility with all devices. What devices are used?

2. Answer: The Malta Chamber of SMEs will be using the existing hardware available and therefore the CRM application should be compatible with this hardware. The SME Chamber makes use of use of both Windows and macOS Operating systems and also mobile operating

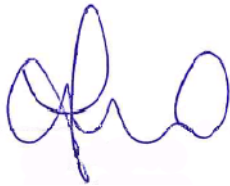


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systems particularly Android and IOS. Additionally, the SME Chamber stores data and backs up on a server using Windows Enterprise 2019 (mainly used for back-ups of the software). In terms of web browsers, the latest web browsers are used on all systems, thus software should be compatible with these.



Ms Abigail Mamo
Project Leader



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