

PreBidQueries_RFP# ST02.2022

RFP: CONSULTANCY SERVICES FOR IMPLEMENTATION OF A CASE MANAGEMENT SYSTEM (CMS) FOR JUSTICE SYSTEM for Sao Tome and Principe

1. Duration of the warranty and / or maintenance services expected:

In page 65, it is stated '3 year warranty + 3 months maintenance' BUT in page 69, it mentions 'a post-implementation technical and functional support period of two years is expected'

The exact duration of this contract is 12 months, with a extension of 3 months for garantee. The 3 years of technical support should be presented as optional with a separated value.

2. Support by phone call: in page 65 it reads 'personnel available to the Supreme Court by telephone, via a domestic or toll-free line staffed during business hours of The Bahamas'

The reference to the Bahamas is a mistake. Where it says Bahamas it should read São Tome and Principe.

3. Bahamas is mentioned again in page 71 as the place indicated for the installation

The reference to the Bahamas is a mistake. Where it says Bahamas it should read São Tome and Principe

As an additional note, we would like to know if it would be possible to obtain an extension of the deadline for the submission of tenders in order to prepare our best offer.

Not allowed.