

# **Request for proposals for an Enterprise Resource Planning (ERP) software system – CLARIFICATIONS**

**1. Question:** Does the second-stage post-migration support last from **1st November 2025 – 30th June 2026**, and does it address issues that may arise after the 120-day first-level support period, including resolution of errors not detected during the initial phase and issues caused by external systems interacting with the ERP?

**Answer:**

Under paragraph 3.9 Post-Migration Support and Maintenance, OHR requests that the company offering ERP software provides a minimum of 1 year post migration support and maintenance period for the offered ERP. This period begins with a minimum period of 120 days of first level post-migration support after the go-live phase, during which the bidder will correct malfunctions and/or errors detected, as well as issues of end/key users connected to an incomplete or deficient knowledge of all system functions. Support must be provided immediately during working hours or at least within 24 hours on workdays. Support should also address issues caused by external systems interacting with ERP.

In its proposal, the bidder may, propose further, limited period after 120 days (for example 3 months, 5 months, etc.) up to a year and make an offer in which the elimination of errors within the first-level phase is charged at one rate per hour or not charged at all. After this first level period, the second level begins, in which the bidder must guarantee support (we assume that most of the errors have already been eliminated in the first period) and can offer the same or a

different level of support.

During this second phase, problems may occur due to errors that were not observed during the first-level period and for errors that arose on the basis of errors of external systems (eventual system outside ERP) or as a request of end/key user to change/improve some of the functionality or additional customization.

The bidder may propose different support service levels during period of one year, but a minimum requirement for 120 days first-level should be separately proposed.

**2. Question:** What is the start and end period for the **ongoing maintenance and support services**, and what does it cover?

**Answer:** 1 July 2025 to 30 June 2026

**3. Question:** What is the difference between **ongoing maintenance** and **second-stage post-migration support**?

**Answer:**

Ongoing maintenance includes all possible Admin maintenance during one year to have the system functional at all times. This may, for example, include adding additional non-working day/holidays.

Second-level support addresses issues of users and is requested in order to potentially differentiate support levels after the first-level phase of minimum 120 days. In principle, the bidder can offer the entire maintenance and support period as one phase, can offer one tariff for the first phase, and a different one for the second.