

## RFQ/ODI/72/2019 - Clarification note 1

### Hosting and maintenance of Suite CRM contact management system

**Q1: Did the changes that were made due implementation of the SuiteCRM solution in the organization were included in the offer inquiry?**

A1: Yes. As stated in the Terms of Reference, ODIHR's use of SuiteCRM focuses on two modules: Organizations and Contacts, which respectively apply to institutions and individuals.

**Q2: How much time (man hours) it took to implement SuiteCRM?**

A2: Approximately two weeks.

**Q3: How many hours per month were used for the service?**

A3: We do not know how much time the provider used for the system.

**Q4: How many users does the system have?**

A4: 25

**Q5: Is the maintenance service to include only the removal of errors, or also consultations and development support?**

A5: Removal of errors, making updates to the software.

**Q6: Are there any development plans for the system or are they to be maintained without any planned modifications?**

A6: Plans are for the maintenance of the system as it stands right now.

**Q7: We often take over the maintenance of the system from other implementers, we use Time and Materials method - that is, we invoice the time spent on the work of our team. Do you have recommendations in this area?**

A7: Our expectations are that the bidder will include the minimal amount of hours of monthly maintenance work, based on their own experience for projects of this type.

**Q8: A request to submit a definition of critical and non-critical errors from your point of view.**

A8: *Critical issues are the ones that:*

- Render the SuiteCRM unusable and have no workaround.
- Cause loss/corruption of stored data. (Lost user input, e.g. a failed form submission, is not the same thing as data loss and in most cases is major).
- Expose security vulnerabilities.

- Cause race conditions, database deadlocks etc. for which even code with 100% automated test coverage may be affected.

• *Non-critical issues are the ones that:*

- Issues that have significant repercussions, but do not render the whole system unusable (or have a known workaround).

- Issues that have isolated impact and may have workarounds.