



Our Ref: TMFA 005/2015

TITLE: **Tender for the Provision of SharePoint Consultancy, Enhancements, Maintenance and Support Services for the Ministry for Foreign Affairs' Intranet.**

Clarification 1: Maintenance and Support Agreement

With reference to the maintenance and support agreement, it is to be noted that in the Financial Bid, the economic operator are to provide their best offer which will include the effort required for the service provider to carry out the Maintenance and Support as provided for in the Terms of Reference (Sections 4.1.1.8 and 4.1.1.9). As part of this effort, the service provider is also to take into consideration an amount of hours not less than the forecasted 100 hours annually to carry out bug fixes and minor enhancements. For the sake of clarity these envisaged 100 annual hours are over and above the effort required to carry out maintenance and support.

The hours mentioned above are strictly to be used on the following tasks:

1. Any bug fixes and incident resolutions.
2. Any minor enhancements not exceeding 25 hours per quarter.

It is also to be noted that should the 100 hours or parts thereof, not be consumed within the first year or the second year of the contract, the unutilised hours may be added to the following year's balance upon agreement between the Contracting Authority and the selected service provider.

Friday, 27th November, 2015