

1. The full contract period, is this three years?
 - o ***The minimum intended period of the contract is 3 years, a period of 5 years may be envisaged; a detailed schedule will be announced in the Requirements document;***
2. Can we have an idea about the SLA % regarding the software/hardware/network/handhelds?
 - o ***Will be specified in the Requirements document;***
3. If a handheld has a malfunction, what time delay is allowed to replace this handheld?
 - o ***Will be specified in the Requirements document; commonly applied delays may be expected;***
4. What browser types must be supported?
 - o ***Will be specified in the Requirements document;***
5. What kind of Identity management is needed (example authentication/ feasible tion of cardholder)?
 - o ***Will be specified in the Requirements document;***
6. Training/manuals what languages are needed?
 - o ***Basically English; details will be specified in the Requirements document;***
7. Is a phased implementation (country by country) feasible?
 - o ***Will be specified in the Requirements document; The delivery is only accomplished after the system has been successfully implemented in all of the countries concerned;***

8. For this tender we would like to partner with 3 companies. As we don't know the exact details of this project yet, we would like to postpone the decision concerning prime and subcontractors. Is it enough to make one candidacy with all the financial information of the different parties and decide the roles when we make an official offer? Or is it necessary to make three tender answers, one per party to be legally in order.

- o ***The Rules of procedure do not foresee in a candidature of consortia; if one candidacy is made, this party should be the tenderer and the future contracting party; if for three parallel candidacies is being opted, the outcome of the selection will determine which one(s) will be the party/parties invited to tender;***

9. The wireless communication protocols in the different countries. Is this the same or can every country has its own network protocol?

- o ***see the Requirements document; the necessary protocols follow the tenderer's choice of the type of wireless communication.***

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