



الصندوق الوطني للضمان الاجتماعي
المديرية العامة
رقم الصادر ..... ٤٣٦٣
تاريخ الصدور ..... ٢٠٢٥ آب ١٢
رقم الوارقة ..... ٥٤٩٢١
تاريخ الورود ..... ٢٠٢٥ آب ١١



إجابات وتوضيحات (رقم ٦) على بعض الاستيضاحات العائدة للمناقصة العمومية لتلزيم تشغيل وصيانة وتأهيل وكتابة برامج جديدة في الصندوق الوطني للضمان الاجتماعي (CNSS / 1646 / 2025) والتي ستجري بتاريخ 2025/08/19

## 1. Clarification on hardware scope and support details

No hardware or supply of spare parts is included within the scope of this RFP.

All details of the hardware will be provided during the handover phase.

Refer to Annex3 for hardware infrastructure.

## 2. Clarification on software applications – existing and new

The scope of the TOR part related to the software applications development is divided into 2 main parts:

- To completely re-write the existing application of the head office, developed under Access, under a totally new Microsoft environment .
- To upgrade the existing application in the branches, developed under Microsoft environment which reached its end of life, under the same above Microsoft environment and get a full integration between all modules and both applications, to have a centralized database.

Business requirements are to be analyzed and validated prior to starting any development.

As for the documentation, around 10 volumes of documentation about the current applications (data model, functional document,

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etc.) exist. They cannot be reproduced. If needed, they can be consulted on site at NSSF after sending an official request and signing an NDA.

### 3. Clarification on project phases and scope of support activities

There are different support activities. Refer to the following paragraphs:

#### Phase 02:

- Paragraph 6.1.6 NSSF warranty and support contracts management
- Paragraph 6.2 Software Application Maintenance
- Paragraph 6.3 Level 2 and Level 3 Support

#### Phase 03:

- Paragraph 7.8 Deployment and post-delivery support

#### **Phase 04: Handover from the company to the NSSF:**

Please refer to paragraph 8.

#### **Preliminary planning:**

It is given in paragraph 4.

### 4. Clarification on use of ready-made applications and source code ownership

Please note that the requirement NF-TECH-02 is now the following:

NF-TECH-02

Solution Design can be based on **specific development**.

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المدير العام

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