إجابات وتوضيحات على بعض الاستيضاحات العائدة للمناقصة العمومية لتلزيم تشغيل
وصيانة وتأهيل وكتابة برامج جديدة في الصندوق الوطني للضمان الإجتماعي والتي
ستجري بتاريخ 2025/8/5

1) **What is the current database license (if any) being used by CNSS?**

As specified in Annex 02 of the Technical Requirements, the Database used is Microsoft SQL Server 2012. Database licenses are managed by the NSSF.

2) **If no license exists, is there a preferred database technology (e.g., PostgreSQL, MySQL, Oracle)?**

We prefer to keep Microsoft SQL Server as database.

3) **Our platform can be installed on Linux. Is that acceptable to CNSS?**

The platform to be used is Microsoft Platform based on Microsoft Technologies which are and will be installed on Windows Servers.

4) **Could you please confirm the expected number of total users who will access the system? How many of these users are expected to be concurrent users?**

No need for any license for the project which is specific development based on Microsoft Platform. The number of users is unlimited. All present and future users in the head-quarter and in branches will use the system.

All licenses of databases and operating systems are managed by the NSSF.

5) **Are there any existing systems or platforms that require integration with the proposed solution via APIs? If yes, could you please share the names of those systems and the preferred integration protocols (e.g., REST, SOAP)?**

Please review the following about APIs requirements:

- Paragraph 9.2 – API Management Platform Requirements

- Paragraph 10.1 – Security Requirements

- Paragraph 10.4 – Technology Requirements

6) **What are the existing hardware types and software versions of your Attendance and Access Systems (e.g., Biometric, AI Camera Systems)? If applicable, please specify the attendance machine brand.**

Attendance and access systems are not in the scope of the project.

7) **What are the national and government portals that we need to integrate with? Are they API ready? If yes, could you please share their API documentation?**

Currently, there are no national or government portals that we need to integrate with. However, any future integrations will be assessed for API readiness, and we will prioritize connecting with platforms that provide secure and well-documented APIs to ensure seamless interoperability.

8) **Do you have any payment gateways that need to be integrated into the platform? If yes, what are they, and can you provide their API documentation?**

Payment gateway is not in the scope of the project.

9) **can you specify the expected features and functionalities of the mobile application? Is there any specific design or branding requirement for the mobile app or self-service page?**

No mobile applications in the scope of the project.

10) **Please confirm whether all existing data is available in electronic format. If not, is there a requirement for digitizing physical documents? What is the estimated volume of data to be migrated? How many documents are expected to be scanned and uploaded into the system?**

All data are in electronic format; the new application will be able to upload documents from beneficiaries. Uploaded documents should be securely stored. No need for digitizing physical documents.

11) **Will the necessary hardware infrastructure (servers, storage, etc.) be provided by CNSS? Or should the proposal include hardware procurement and sizing?**

Refer to Annex 03 List of existing infrastructure components. The bidder must identify the current and futures needs for infrastructure components. The NSSF will purchase needed infrastructure extensions.

12) **Are proposals expected to be submitted in Arabic, English, or both languages?**

Technical proposals can be submitted in English.

13) **What is the expected date for contract award and project kick-off following the financial offer opening on August 21, 2025?**

As soon as all PPA procedures are completed.

14) **Will CNSS provide the hosting environment for development, testing, and production, or should the bidder include this in their scope?**

Development environment should be provided by the bidder.

Testing and production environments will be provided by the NSSF.

15) **Will documentation of the existing legacy systems and data structures be provided?**

As specified in the technical requirements:
- Annex01 - List of existing Headquarter applications: NO documentation for this application.
- Annex02 - List of existing branches applications: The documentations are available.

16) **Is it required to run the new and old systems in parallel during the transition? If yes, for how long?**

The NSSF business should never stop.

Parallel run will also be required before switching from the old to the new system.

Period of parallel run to be agreed during the project implementation.

المدير العام

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