



Barcelona, the 2nd of February 2023

ANSWERS TO QUESTIONS

Simplified procedure: Post-production and Development BPM tool-Bizagi - 08 - PRO422LAD-2023

With reference to the above-mentioned Simplified procedure, please find below the answers to the questions posed by the interested companies:

REQUEST FOR CLARIFICATIONS Nr. 1 (dated Monday 30/01/2023 11:19)

Question 1: The RFP identify 30 minutes per day on maintenance and support, during 48 months. Is this a realistic need? Only 30 minutes per day? Could you explain more so we understand the scope calculation?

Answer: The regular service of post-production support requires a pack of 10 hours per month (Bizagi) to solve incidents and is based on the current needs, that number of hours was never exceeded. 30 minutes per day on maintenance and support, during 48 months is not required.

Question 2: The RPF identify 520 hours in improvements and 1000 hours on new developments on the project. Since this number of hours is for 48 months, we are talking on 250 hours per year and a kind of 6 weeks developments per year effort. The estimate and predicted processes to automate are they so small that can be done in 6 weeks? What happens if we use all package of hours and we need more for the automation to be developed?

Answer: The estimated number of hours indicated in the financial offer are not binding. The given scenario will be only used for the purposes of evaluation purposes and does not represent an actual obligation for the contracting authority to order.

Please note that this is a framework contract, and the consumption is upon request by means of administrative orders.

There isn't any package of hours besides component 1 - regular service, if exceeded the additional hour should be invoiced separately at the proposed rate for component 2 - Adjustments.

Question 3: In the RFP refers that we have to support the solution. It can be Bizagi and third parts involved like APIs or other technologies? Should we managed these components also? If yes, do you know which ? In some Bizagi migration projects, some of the developments and expressions must be rebuild. Can the improvements hours and new developments hours be spent on this?

Answer: Yes, to be decided during implementation if integration with other software is needed or not. Improvements hours and new developments should be spent on this, regular service is only for small incidents not for a migration project.



Question 4: These hours can be done all remote or must have a blended between present and remote hours.

Answer: Presence at the Contracting Authority offices is not requested; all tasks should be done in remote.