

RFP-2012-06: Development of Software for Unit Cost Estimation Model (UCEM)

ANSWERS TO QUESTIONS SUBMITTED BY POTENTIAL BIDDERS

Revision 1

Q1:

1. What are the UNAIDS's specifications for the future software in matters of development technology, database technology, development standards and organisational methodology? For example, a proposal based on Microsoft Technologies as SQLServer, IIS, .Net and a working methodology based on SCRUM(Agile) is it against UNAIDS standards ?

21. Is there a preference for specific technology platform for the development of this application? Open Source (based on J2EE, LAMP), Microsoft .NET

22. Please provide details on the client system configuration (including OS version)

30. What are the minimum system requirements for UCEM software (hardware and operating system).

32. On page 5 of the RFP, point 1.3.1, item 3 of Key requirements says "A developer's guide document (one electronic and one hard copy) which describes procedures and provides guidelines that would enable UNAIDS to set up the development environment. Has UNAIDS any preference on the development environment (mainly programming language)?

34. Paragraph 1.2.3: What is the minimal hardware configuration requirement? What is the targeted hardware configuration requirement?

35. Paragraph 1.2.3 What are the minimal OS requirements (ex Windows 2000, NT, 95, Linux .) ? What is the targeted OS configuration requirement?

36. Paragraph 1.2.3: More generally, if heterogeneity of hardware and OS is relevant, can you describe it as accurate as possible?

38. Paragraph 1.2.3: Is Java, as a multiplatform technology, a technical option which could satisfy what you suggest by "desktop applications targeting low- and middle-countries", regarding mainly deployability or heterogeneity of hardware and OS?

58. What DBMS server can be used?

60. Can we use freely distributable DBMS?

76. Please provide details of your existing IT infrastructures in terms of-

a. Existing IT Applications along with technology stack they are built on

b. Hardware - configuration of Servers, machines etc.

c. Please suggest your preference of technology for building UCEM application

83. Is there any preferred technology: java, .net?

84. Is there any specific framework the application should be developed with?

85. What is the file system of client workstation to be supported?

101. Do you have defined a specific database engine (ORACLE, SQL Server, Sybase, MySQL)?

102. Do you have a preferred development platform?

A1: This application is targeting the ordinary users in the countries not UNAIDS and not IT specialists. The minimum requirement for this application is MS Windows XP,

Service Pack 3. Everything else, like support for Linux, Mac OS X, iOS, Android, programming language, development platform, DB, etc. is up to the provider to propose. The most important request is simplicity for the end user, who has to install and use the application without support from IT side as much as it is possible.

Q2:

2. Paragraph 1.1 - pag. 4 of 25.: Question: Regarding this sentence: "The UCEM application should be desktop software with client-server capabilities. It should operate both on standalone machines as well as in networked environments. There will be no dedicated central database(s) and client software should not be written as a web client". Which features should be available on the client side when the server side is not reachable (as standalone machine)? If no centralized databases are available, which is the functions that are related to the server side? A sync job between all the stand-alone machines is required in a networked environment?

3. Paragraph 1.1 - pag. 4 of 25.: Q: The document requires the absence of dedicated database(s) but the Application should work in networked environments; if the Database is not on the local machine, only one client can access to the DB?

8. Paragraph 2.2 - pag. 7 (Multi user): The document indicates that: This feature will allow multiple users to use the application and store the data in a central repository on local site. Q: In the RFP-2012-06_Request_for_Proposal_UCEM_20120703.pdf document (Paragraph 1.1 - pag. 4 of 25) is required the absence of dedicated database(s) but the Application should work in networked environments. We have to consider the absence of a dedicated DB for all Countries/Sites but we have to consider the presence a dedicated DB at Country level or at Site Level?

12. Functional Specifications of UCEM section 3.11 - Multi User states that "This feature will allow multiple users to use the system at the same time.", whereas the RFP section 1.1 states "There will be no dedicated central database(s)", as well as the requirement for desktop software to be able to operate in networked environment. This appears contradictory as there will be a need for central database in networked environment where multiple / concurrent users can access the system. Please correct our understanding.

13. RFP section 1.1 mentions the requirement as "The UCEM application should be desktop software with client-server capabilities. It should operate both on stand-alone machines as well as in networked environments". Is there a requirement to support both modes which will require data to be available offline in the standalone system?

26. On page 4 of the RFP, paragraph 3, there's a description about the software architecture: "The UCEM application should be desktop software with client-server capabilities". Then it goes on to say that "There will be no dedicated central database(s)". Then, what does the "-server capabilities" account for if there will be no central database?

27. On page 4 of the RFP, same paragraph 3, it says "It should operate both on stand alone machines as well as in networked environments". Can you specify what UCEM features should be standalone and what features require a networked environment?

31. On page 4 of the RFP, same paragraph 3, it says "There will be no dedicated central database(s)". However on page 23 of the Annex 2, point 3.11 says about Multiuser support that "This feature will allow multiple users to use the system at the same time."

These two requirements seem unclear to us. If there's no central database, multiple users can't use the system at the same time, at least in classic client/server application. Could you clarify requirements related to stand alone operation, no central database and multiuser support please? Where will the database typically be located?

61. Can you explain how this server shall be made accessible from a user's computer?
62. Shall all users and the server be located in a local network?
63. If not, do users have Internet access?

A2: We do not need to have centrally installed and maintained DB server. We expect that every user will carry his laptop for collecting the data, therefore the user should not depend on network availability. But in some circumstances we expect to have a team of people working on the same project in the field. In that case users could create a small network and decide to promote the database on one user's laptop as the central database. In that case all other clients might be connected to the central database.

Q3:

4. Paragraph 2.7.4 - pag. 10 of 25.: The document requires to itemize the following costs:

- a) Design concepts, development, typesetting, amends and artwork costs
- b) Printing costs
- c) Delivery costs
- d) Travel and Per Diem costs
- e) Other costs, if any (indicating nature and breakdown).

Some of them seem not referred to a software development activity (typesetting, artwork, printing and delivery costs).

Q: Can you please confirm if the costs need to be detailed on these voices? If so, can you please provide some explanation on the meaning of the terms typesetting, artwork, printing and delivery costs with reference to the UCEM development?

A3: UNAIDS requires the offers to itemize all costs provided in the proposal, some of the items above might not be applicable in each case, while some other concepts may not be listed.

Q4:

5. Paragraph 2.7.4 - pag. 10 of 25.: The document requires to itemize the following costs: e) Other costs, if any (indicating nature and breakdown). Q: As Other costs are also intended the Software licenses?

59. Shall a DBMS license cost be included in the proposal?

A4: Every cost that will require from the end user to pay some fees must be listed in the proposal. The financial proposals will be evaluated considering all costs (development, deploying, licensing, etc...)

Q5:

6. Paragraph 2.2 - pag. 7 (Import of UCEM data):. The document indicates that: This module will allow users to import UCEM data entered in other facility. The

imported data does not affect the existing lookup table and all other data used in day to day activity. Q: How to manage the conflict of data (ex. Code already present in a lookup Table with different description)?

91. 3.10 - Do the new versions of classifications only be exported to sites with exported cost assessment data or should there be a replication mechanism that supports it specifically?

A5: Classifications (lookup tables) can change over the time. We consider that project with initially assigned version of classifications is permanent. However, the new classifications can be used for subsequent exercises. It is up to the provider to find and present the solution for management of the classifications and its application as well as export/import function.

Q6:

7. Paragraph 2.2 - pag. 7 (Source file link): The document indicates that: The files will be opened in their own container, meaning that there will be no viewer coded to see these files. For example, if the source link file is name.pdf, the corresponding viewer for the 'pdf' extension will be used when users try to view the file. Q: The corresponding viewer is the own container?

78. Paragraph 3.9 Source file link: Use of unknown applications can aggravate viewing of data by other users after export. The external source file is linked with costing assessment, where one costing assessment may be defined by one or many external source files. Since it is almost impossible to interfere with the file system of the machine where the application reside it is recommended to ask the user to check the file when a difference is noticed between the saved file and the new source file.

a. Please elaborate this requirement in detail

b. Does Ministry_of_Health.xls is common file across globe which is used as source of costing information containing the aggregation of data and used to construct costing assessment

c. How frequently the external file has to be updated

A6: Yes, the “corresponding viewer” is the “own container”. At least it is expected from users of this software to have installed some office suite, pdf viewer and bitmap viewer. We consider files with the following extensions as general: xls, doc, ppt, txt, csv, jpg, png, etc. We can assume that it will be usually about 100 files attached on the project.

Q7:

9. Paragraph 2.2 - pag. 7 (Backup/Restore data): Q: This feature must be in the Application or an external command (Ex. SQL scripts to be run by an administrator)?

A7: It will be desirable if it is part of the application, not as the external command.

Q8:

10. Paragraph 3.3 - pag. 12 (Registration of project costing assessment): Q: Could you confirm the correctness of the example related to the measurement units?

A8: Please follow this example. If we need to present 300,000 USD in the transition, in units it will be 300,000, in hundreds it will be 300 and in millions it will be 0.3.

Q9:

11. Paragraph 3.6 - pag. 15 (UCEM member's account management and user roles): Q: A function for the Password Change management must be provided or it will be always set by the Administrator?

A9: It is more useful if this feature is available to every user.

Q10:

14. How many users are expected to use this system and in how many locations / country offices?

28. On page 4 of the RFP, paragraph 1, it says "UCEM (.) will enable healthcare professional in countries.". Could you provide us more information on the user profile of UCEM application? (education, job position, etc.). How many people are expected to use UCEM application?

69. Annex 2. Functional Specification of UCEM, art. 3.11 Multiuser: How many users will use the system?

94. UCEM Modules, Administration and Basic Configuration. Question: How many users will use the application? Concurrency?

106. In how many countries will the system be installed?

A10: The trained users will use this application. There is no strict rule about the number of user in the field. But teams usually have between 3 and 10 members.

Q11:

15. Are there any additional user access levels and authorization other than admin, project leader, data entry and team member?

A11: No. But the roles are admin, project leader and data entry. Team member does not define any role.

Q12:

16. Functional Specifications, section 3.6 states that 'One cost assessment may have one or many team members.' Considering the fact that multiple users are allowed to access system at same time, are there any specific requirements to restrict access to specific assessment / record when members from same team or others try to edit same record.

A12: Manual and workbook for costing facilities describes the procedures that should be the source for required constraints.

Q13:

17. We assume that the system should support only the English language. Please confirm if there are any requirements to support other UN official languages.
39. Paragraph 1.2.3: The paragraph suggests "experience with multilingual software support". Does it mean that the software must be supported in another language than English? If yes, which ones?
40. Paragraph 1.2.3: Beyond multilingual support, must the software graphical user interface support another language than english ? If yes, which ones ?
104. Is the multilingual feature required? Or will the system will be done only in English?

A13: English is the only required language. Localization is not required by the functional specification but implemented support for localization is an advantage.

Q14:

18. What will be the involvement of ICT Department in this project?

A14: ITC department provides general advices and guidelines as well as verification of quality of deliverables and adherence to technical standards. It is expected the supplier will provide packages for ease of installation directly by end users.

Q15:

19. What is the expected timeline for the delivery of this system?
33. It's important to us to get a notion of time constraints. Does UNAIDS have an estimated release date of the UCEM application?
41. Paragraph 1.3.4: What is the project ideal timeline ? (start date?, delivery date ("third meeting") ?, deployment date?)
73. Delivery of alpha version of UCEM software: Question: As per business need what is the expected date, UNAIDS want to see the application operational
103. Do you have a delivery date for this application?

A15: Bidders should provide in their proposal a detailed timeline for implementation which will be evaluated as part of the approach in technical evaluation of the proposal. UNAIDS does not have a fixed deadline for deliverables. UNAIDS expects to award the contract 4 to 6 weeks after the closing date of the RFP..

Q16:

20. Is the UNAIDS open to the bidder proposing an onsite-offshore execution and delivery model?

A16: UNAIDS expects the supplier to execute the contract remotely to minimize costs.

Q17:

23. Are there any specific installation and setup requirements for the desktop software?
24. How does UNAIDS intend to distribute the software and future updates, and what is expected from the vendor in terms of support requirements?

29. On page 4 of the RFP, paragraph 3, it says: "The UCEM application should be desktop software". How will this software be distributed to users?

37. Paragraph 1.2.3: What are software deployment modalities and their associated processes commonly used by UNAIDS for desktop applications targeting low- and middle-countries?

107. Do you have deployment and update policies for this application? Will this be done automatically or manually?

A17: The installation application will be accessible from the UNAIDS ftp site. It is expected that the installation is very simple (one click installation).

Q18:

25. Are there any specific requirements for security?

64. Do you have any specific security requirements?

A18: No. Access to the application should be controlled by user credentials. Since the application will be used on local computer or in some situations in small networks, encrypted communication between client and server is not mandatory to be implemented. But the presence of encrypted traffic is mandatory (see respond **A39**)

Q19:

42. Paragraph 2.7.4: The Functional Specification of UCEM Tool makes reference to an optional module. Must we present one financial proposal with this optional module? Don't you prefer a base price with an optional second financial proposal containing this option?

82. Optional Module: In this case we will have community based scope of costing assessments, but the relations between the entities which defines classifications (output, input, etc.) and costing methodology will remain the same. The only difference will be in the scope of costing assessment. This means that instead of service centre, care centre, support centre, external centre, etc. we will use different scope of assessment such as community city centre, community municipality center, etc. Thus the application should have possibility to handle the facility and community based approach. We expect from developer to propose the solution which will allow the user to choose the approach before the execution of costing assessment. Question: Please elaborate this requirement in details. Should we propose a solution considering both the approaches? The cost of overall solution may increase. Instead can we propose additional efforts and cost required for the work if you chose to adopt 'implement community based approach' on top of the cost of 'facility approach'? What are chances of adopting community based approach instead of facility approach and likely time frame for moving to new approach.

A19: The cost for the optional module to be given as a separate item but it should be included in the total price. UNAIDS reserves the right to award the contract for the base modules only or for the base module and the optional module together.

Q20:

43. Paragraph 4.1.2: Could it be possible to specify or illustrate the concrete limit of Extend/Revise "scope or requirements" right of UNAIDS, at time of award?

A20: UNAIDS reserves the right to modify the scope of the project at the time of award and consequently ask for revised offers. Such changes could include additional features or catalogs as an example. Should the scope remain as proposed, the bidder should maintain the proposal as per the terms of the RFP.

Q21:

44. Paragraph 5.31.4: To comply with UNAIDS Policies, are there special recommendations, guides, or any document describing relevant procedure for the software development and exploitation? Specifically, but not exhaustively, on computer network security, graphic design norm, and data privacy policies?

A21: In section 5 in the document Request for Proposal 'Development of Software for Unit Cost Estimation Model (UCEM)' contains all necessary legal requirements. Since the software will work on local computer and occasionally on small networks, there is no special requirement for network security. For graphic designs please go to the link: <http://www.unaids.org/brandbuilder/en/>. Data privacy policy will be provided to awarded bidder and it is expected to display it to the end user during the software installation and during the team member registration.

Q22:

45. 2.1 & 2.2: The application complexity presents module 14 to 18, but their module descriptions are missing. May we have complementary descriptions about those 5 modules?

46. 2.1 & 2.2: More generally, It appears that the last modules from 14 to 18, are not addressed in the rest of the document. May we dispose of complementary information about those modules?

A22: Those items are tightly coupled with software technologies used by the provider and it is provider duty to present them.

Q23:

47. 3.3: Could we have a report representation sample of chain of services ? Could we get more information about the report in which all registered faculties are presented with relation between the registered facilities through parent child relation ?

52. 3.13: Is it possible to be more accurate about reporting functionality? Can you enumerate charts and provide for each, an indicative visual representation? What is the data source of each graph? What are the title and the dimension of each report?

81. Built-in reports - This feature generates the built-in reports based on data entered in the system. All of the built-in reports must be exported to Adobe PDF or Word and Microsoft Excel (xls or csv). The application must provide the following built-in reports based on data collected within one costing exercise: 1. 8 tables 2. 8 pie charts 3. 10 graphs Question: Please elaborate the contents of these reports in terms of data volume

and overall complexity (ex- One page report/Multi page reports). It will be one of the crucial elements for the estimation of efforts and cost.

A23: We are not in the position to provide you with the exact outlook of reports. But they are tables or only simple graphs. Complexity of data depends on database layout set by the provider.

Q24:

48. 3.10: May we have an exhaustive list of the Lookup Tables?

49. 3.10: May we have an exhaustive volumetry of Lookup Tables and the indicative update frequency?

51. 3.10: Could you describe the system source of Lookup Tables: interfaces, data format and versioning.

A24: There are codes with hierarchy schema in UCEM. Basic hierarchy coding is presented in Manual for costing HIV facilities and services. The other codes are the codes for countries, currencies, etc.

Q25:

50. 3.10: More generally, could we have indications on the volumetry of each entity as: user, facilities or communities, project, output, input, costs.

A25: We expect that one project will be approximately about 5MB. But the size of source file links is unpredictable. If they contain pictures then their size can be considerably larger.

Q26:

53. Optional Module: Is the community approach (in contrast with facility approach) compatible with the cost calculation and formulas presented in "Manual for costing HIV facilities"? Does it require development of new modules or screens?

A26: Yes, the calculation model is the same. It is up to provider to propose solution and define the forms.

Q27:

54. Data Recovery Aspect: Is there a need of data recovery from a "current exercise" before UCEM implantation? From past exercise?

55. Data Recovery Aspect: If there is a need of data recovery, from which "system" data would come: interface (web services, database connection, file system ...), format (xml, csv.)?

93. Any need of migrating existing data?

A27: There are no old data which should be imported into the newly created software.

Q28:

56. Can users manage one and the same project from different computers?

57. If yes, then a DBMS server shall be used to store all the information.

A28: Yes. At least, there are two scenarios when users work on the same project from different computers. First one is in presence of the central database where clients are connected. The second scenario is when computers are not connected to the same database but synchronization is performed through the export/import procedure.

Q29:

65. Annex 2. Functional Specification of UCEM, art. 3.6 UCEM member's account management and user role: The UCEM team is the group of people that conduct the costing assessment in a given facility or facilities within one service site. The members of the team may be the staff from facility, government body or external consultants. The registration of the team members can take place at any time before, during or after the cost assessment. Question: Will there be only one Team? Or should a capability be implemented to create Teams and include users in such Teams?

A29: Yes, there is a need to create a team of people working on the same project.

Q30:

66. The privileged team members need to be identified with defined roles and assigned to just one of the following user groups: administrator or project leader or data entry. Question: In this case is there any difference between definitions "role" and "user group"?

A30: No.

Q31:

67. Annex 2. Functional Specification of UCEM, art. 3.8 Import data: This module will allow project leader to import external costing assessment from other facility in the service chain. The user can choose a file to import from the source and the application will recreate the costing assessment as it was created in its main location. Question: 1) Did we understand correctly that these assessments can be imported to those assessments that already exist? 2) If yes, how should they be incorporated into the input-output chain?

A31: There is a service chain from which the output is expected to be generated. Team of people may work on the same project. One project contains data collected in one facility or, at most, it can contain data from all facilities in one country. Export/import procedure should enable their synchronization.

Q32:

68. Annex 2. Functional Specification of UCEM, art. 3.10 Lookup table's management: The list of classifications (look up tables) may be changed and updated periodically. Question: 1) If "the list of classifications (look up tables) may be changed and updated periodically", then how can the originally selected version be used in the project? 2) If this version is saved together with the project file, how export-import procedures can be synchronized?

77. Paragraph 3.7 Export of UCEM data - This module will allow high-level users, Administrator and Project Leader to export UCEM data to an external file and Paragraph 3.8 Import of UCEM data - This module will allow users to import UCEM data entered in other facility. Question: Please specify the type of data and volume to exported and import. If possible please share sample data structure

97. UCEM modules Export of UCEM data: Can we have the layout in order to export information? How many layouts or views will be exported? Which modules will use this functionality?

98. UCEM modules Import of UCEM data: Can we have the layout in order to import information? How many layouts or views will be imported? Which modules will use this functionality?

A32: Export/Import procedure should transfer project data as well as source files attached to the project. It is up to the provider to define and implement this procedure. We consider that project with initially assigned version of classifications is permanent. (see respond **A5**).

Q33:

70. Paragraph - 1.1 Objective of the RFP: As mentioned in this section - The UCEM application should be desktop software with client-server capabilities. It should operate both on standalone machines as well as in networked environments. There will be no dedicated central database(s) and client software should not be written as a web client. Question: Please explain the preference for Desktop over web based application ex- N/w connectivity issues. Web based application will have added benefits as compared to desktop application in terms common database, ease to upgrade and implement the enhancements/new functionalities, use at anywhere and everywhere etc.. We have built similar solution for cost estimation purpose for one of the biggest travel companies in Europe. The solution is based on web architecture and we can reuse our proprietary components for this application. It will significantly reduce the time to market with web architecture. However we are open for client server architecture. Please provide your inputs.

A33: There are two requirements which led us to the desktop solution. The first is the application should be executed on local computer without accessing the network. The second is simple installation, update and maintenance since it will be used by ordinary users, not the IT specialist. If you can manage these requirements, you are welcome with your solution.

Q34:

71. Paragraph - 1.1 Objective of the RFP: Question: As per our understanding the scope of this RFP is to build Unit cost estimation model which will be a Software Version of Costing Manual and Costing Workbook which are currently available as Paper version. Please confirm.

A34: Yes.

Q35:

72. Paragraph - 1.3.4 Performance monitoring. Question: Please suggest preferred location for 3 Meetings. If possible can it be conducted using web conference which will eventually reduce cost of project.

A35: We plan to organize three meetings where participants will be seating together, in one room. Skype or other kind of virtual meetings is expected to be used during the software development but it is not appropriate replacement for these three meetings. Locality and time of theses meetings will be confirmed with the successful bidder.

Q36:

74. Complete feedback received on alpha version of UCEM software tested in three countries: Question: Does our team have to be available in three countries for UAT? If so please suggest the country names so that we can add the travel cost in financial proposal. We can assist UNAIDS team remotely for UAT which will eliminate the travel cost and will reduce the overall cost of this project

75. Deployment of UCEM software in one country and handover of all deliverables defined: Question: Please suggest preferred location/country for Deployment.

A36: It is too early to know where the alpha version will be deployed. But the team should be available at that time. Physically or virtually.

Q37:

79. Section 3: Question: Are you anticipating 22 different screens for different Worksheets or can we club few worksheets for data inputs. Approximately how many screens will be required apart from the demo screens provided in the RFP document?

80. Section 3: Question: Will there be interlinking between different worksheets in the envisaged UCEM as shown in Figure 1. Schematic relationship between the various worksheets (WS) for costing HIV facilities shown in Workbook for the collection of cost information on HIV facilities and services. Please elaborate the requirement

A37: Workbook contains sheets with required data just to give a clear picture about UCEM procedures. It is up to the provider to optimize the forms.

Q38:

86. 3.6 - Are the member's accounts dedicated to each single site managed by specific administrators, or are they managed globally by UNAIDS administrators?

A38: Accounts are managed locally. UNAIDS does not have any control over the installed software in the countries.

Q39:

87. 3.7 - Any need of encrypting exported UCEM data?

A39: Yes (see respond **A18**).

Q40:

88. 3.7 - How are the data files transmitted (via email)?

A40: Via email, CD, USB memory stick, etc.

Q41:

89. 3.7, 3.8 - Any need of automating data export and import?

92. 3.11 - Any need of automating the business data replication of all local repositories to a central database for data warehousing purpose?

A41: No.

Q42:

90. 3.9 - Is there any document management system already in place at UNAIDS that can support documents stored centrally?

A42: No

Q43:

95. UCEM Modules, Registration of facilities involved in costing assessment (site, service centre, care centre, support centre, external centre, etc.). Question: How many facilities are involved in the assessment of costs?

A43: It can be one or several hundreds facilities.

Q44:

96. UCEM modules. Costing transactions, allocation and unit cost estimates: Will the system handle taxes rules? Will Taxes handling be set by currency / country? We are supposed to use a currency catalog as part of the solution. Do we need to convert all the information to a base currency in the application?

A44: Yes. The taxes should be registered. The currency is one of mandatory information defined in the project. All amounts are entered in currency defined on project level.

Q45:

99. Backup/Restore data: Do you have defined backup and restore policies (monthly, weekly, daily, unplanned)? Do you have an estimated database size for this application? Do you have an estimated database grow rate per month?

A45: There is no defined backup/restore policy. The size of one project is approximately 5MB without source file links.

Q46:

100. Built In reports:

a. Which is the layout of the reports (fields / groups / calculated fields, etc.)?

A: We are not able to provide you with exact layout of reports, but reports are mostly tables and simple graphs.

b. Do you have a specific reporting tool to be used in this application?

B: No.

c. Will these reports be generated dynamically?

C: This depends on the software tool used by providers.

d. Are you expecting to have graphics in the reports (please provide a sample)?

D: At this moment there are no available reports to be used as examples. But simple pies, bars and similar graphs are expected to be implemented.

e. How many reports need to be developed?

E: This is clearly defined in section 3.13 in Functional specification.

f. The information displayed in the reports. Will this be calculated or all the fields come from database?

F: It depends on DB layout made by the provider.

g. Do you have the output formats required? text, office, graphics, logos etc.

G: Section 2.2 in Functional specification, Built-in reports item defines this.

h. How often will the reports be generated (Scheduled)?

H: It depends on user's needs. The reports will be generated occasionally and periodically.

i. Will the built in functionality be granted to a specific user group or it can be granted by user?

I: The project leader and data entry roles are allowed to generate reports.

Q47:

105. Which type of security level will be performed (by Module, by window form/screen or by object)?

A47: This depends on software architecture applied by the provider. Basic list of permissions assigned to every role is listed in a table inside section 3.6 in Functional specification.