

24 August 2025

International Public Tender No. 110-2024
For procurement, adjustment, testing, installation, instructing on, deployment
and maintenance of LIMS (Laboratory Information Management System) at
governmental medical centers

Clarifications

OS and DB licensing

1. The responsibility for maintaining licenses for operating systems and database systems:
 - a. **On-Premises Deployments:** The Division is responsible for procuring and maintaining the relevant licenses as well as their associated support agreements.
 - b. **Cloud Deployments:** Licenses are included within the cloud provider's pricing under the Pay-As-You-Go (PAYG) model. The Bring-Your-Own-License (BYOL) model is not applied.

System administration and DBA services

2. The supplier will be responsible for performing the initial analysis of any reported system errors. In cases where errors are determined to be application-related and not connected to the Division's infrastructure, the supplier will resolve these issues using its own subject matter experts.
3. Conversely, if errors are identified as being related to the Division's infrastructure—such as Group Policies (GPOs), Endpoint Detection and Response (EDR) solutions, or similar components—the responsibility for resolution will lie with the Division's System and Database Administrators.

Regards,

Division of Governmental Medical Centers