

Item	Lot #	RPF Reference	Question	SOF Connect
1	Lot 5 Cargo	Annex A - Lot 5 Cargo - CHR070	Average number of clients/users . Is it necessary to register them from another system? Will its data be obtained through a Soft Connect ERP interface?	200. Yes. Yes, from the future ERP when it is available fro SOF Connect.
2	All	RFP page 26	Please confirm that SOFT CONNET ICT services will provide services related to the security of the environment at the network level, providing firewall / IDS / network monitoring services. Can confirm if that services are provided by ICT's network?	Partially provided – does not have full network monitoring services.
3	All	RFP page 26	Please confirm that SOFT CONNET ICT network will provide network load balancing services for applications (SLB/Server Load Balancing services) if its needed by tenderer solution.	Sof Connect Network does not provide load balancing at this moment.
4	Lot5	CHR110	Do the goods with Road Fedeer Service carry out customs control at the airport?	Yes
5	Lot 1F Billing	ABR170	Is it defined how the credit card collection process will be carried out? Will remittance files or payment gateways be used? Is the bank that will manage the payments defined?	Currently we use physical POS terminal associate with SOF Connect bank account. Also a good variant for future will be virtual POS terminal connected to BG bank service provider.
6	Lot5	CHR040	Does the terminal receive information on the content of the ULD's in the import process?	Yes
7	All	RFP page 10	Regarding the ICT services, is a security monitoring and event service available for the integration of deployed assets?	Sof Connect does not have SIEM implemented yet