

No	Question IN 2	Clarification	Is it a Change or a clarification on the Bidding document?
1	<i>This project includes integration of IFO and those services (out of 400 services) already published at government gateway. If some of the planned services are not published on GG, won't you be considered for this project? (Explanation: it is not possible to calculate the price for IFO implementation if e-services that have to be covered by IFO are not developed and published on GG).</i>	All required services shall be offered in the Integrated Front Office. The bidding document explains the current situation with regards to the required serviced and respective institutions. The Attachment 1: List of Public Services to be provided by IFO', column 'Target Automation Level updated in 2016' presents which services are ready in the Portal. All Services level 3-4 are ready to be used.	Clarification
2	<i>E-Albania: what is the scope for integration with e-Albania, what services e-Albania offers and is e-Albania already integrated with government gateway; will IFO become main one-stop-shop for these services?</i>	Pease refer for more detailed information to the attachments 1-7 in the Bidding Document which clearly describes the technical explanations how the Integration could be realized. IFO will become the System for all employees of ADISA one stop shops.	Clarification
3	<i>Is the ratio price/quality for the offer really 80% / 20%?</i>	Yes as per bidding documents the ratio is 80% - 20%	Clarification
4	<i>At ITB 6.1.a.ii, "The Bidder must demonstrate average annual turnover of at least a minimum figure of 2,000,000 Eur (two million) equivalent, calculated as total certified payments received for contracts in progress or completed, in the last three (3) years (2013, 2014, 2015)". This looks to be a bit old. Maybe they need Financial Capacity up to 2016, starting from 2014. What about balance sheet?</i>	The years 2013, 2014, 2015 are sufficient as set forth to bidding documents. Also provide the balance sheets for years 2013, 2014, 2015. Annual turnover is taken from balance sheets No further amendment of bidding docs in this regard	Clarification
5	<i>At ITB 6.1 (a).i.iv, "The bidding company must have a valid partnership for supply and service delivery with the hardware vendor company which brand is being offered". This valid partnership needs to be local or worldwide?</i>	The partnership must be with a vendor irrespective of the vendor nationality. The Company shall prove through official documents like contracts or authorizations letters, that it has the rights to supply hardware components as well as deliver services related to them in Albania.	Clarification

6	<i>For all the IT Staff members, which is the most proper way to validate the proven experience? Does a confirmation letter from our HR director can be satisfactory evidence?</i>	Experience as per CV and other documents. The Employer (ADISA) reserves the right to check any of the experiences with current or previous employers. In addition the respective certificates for IT staff should be provided as specified in the qualifications criteria.	Clarification
7	<i>Can you please confirm which will be the official currency of the tender as in different parts you refer to EUR, US and LEK.</i>	The preferential currency of the tender is EURO.	Clarification
8	<i>Is it possible to postpone the submission date?</i>	Considering the bidding process so far, it is not seen as necessary any postponement of the submission date.	Clarification
	Questions Infosoft		
9	<i>In ITB 12.1, it is specified: " Copies of original documents which confirm the legal status and qualification of the Bidder must be certified or notarized"</i>	In order to reduce the cost for bidders: On bid submission process only scanned copies of documents would be sufficient. Only the awarded company shall submit the relevant qualification documents certified and/or notarized accordingly.	Clarification
10	<i>Should we notarize the other documents, except those mentioned in this paragraph, or just copies of them are acceptable</i>	Just copies will be sufficient	Clarification
11	<i>In case the bidder is not registered in Albania, is it required to use apostille stamp according the Hague Convention?</i>	Only the awarded company to submit the relevant documents with apostille stamp.	Clarification
12	<i>With reference to ITB 6.1 (a) the following qualification requirement is mentioned twice "Two (2) specialist certified with professional level for service oriented architecture non vendor related". Please clarify if we should take both requirements in consideration, or just one of them since they are identical.</i>	Please consider this paragraph just one time.	Modification
13	<i>With reference to ITB 6.1 (a), the values of anual turnover and liquid assets are required in EURO currency. The instructions on Tender Forms refer to US Dollar Currency. Would it be acceptable to use EURO Currency for the Tender Forms as well?</i>	The preferential currency of the tender is EURO.	Clarification

14	<p><i>With reference to Section VI Technical Requirement, in the Site Table are specified the sites at which the system will be operated. (i) Could we have an information how this sites will be connected to ADISA Front office system?</i></p> <p><i>(ii) Can you provide more information about the existing physical network in the sites mentioned in the Site Table?</i></p> <p><i>(iii) Could you please clarify if IFO system will be accessed from web or through GovNet? Will this system be published on the internet as a dedicated portal for this service?</i></p> <p><i>(iv) If IFO system will be integrated to NAIS and will access e-albania, Government Gateway and DIS, then VPN connection with GovNet should be provided. For this purpose, it is necessary that every office should be connected either by VPN or by GovNet. Which option should be provided in our technical solution?</i></p>	<p>The paragraph below explains the existing physical network connections of ADISA sites. ADISA Headquarter has a fiber connection to NAIS and is part of GovNet network. All ADISA sites are connected to ADISA HQ through VPN connections. The proposed solution should provide Site to Site VPN between ADISA Head Office and all other ADISA Offices mentioned in Site Table, which will access NAIS using the ADISA Head Office.</p> <p>All necessary prerequisites shall be mentioned in the solution, the Company shall provide the optimal technical implementation and ADISA will be accountable to provide necessary equipment, communication lines and other Site prerequisites (out of the scope of this project).</p>	Clarification
15	<p><i>With regards to Telephony Call Center we kindly as for clarification for the following topics:</i></p> <p><i>(i) All operator are in the same location or in different locations? The call center system will be installed at NAIS datacenter or in a different location?</i></p> <p><i>(ii) Do you have any desk phones for the operator? And what type of phones do you have?</i></p> <p><i>(iii) What operating system is installed in the computers that are used by operators?</i></p> <p><i>(iv) How many telephony providers will be integrated with the call center? What type of connection will be used to integrate the providers (Analog,E1,SIP trunk etc)?</i></p> <p><i>(v) Is there any existing equipment to terminate the line from the providers?</i></p>	To be answered soon	

	<p>(vi) Do you have any existing telephony system? And do you plan to integrate the call center solution with this system and what type of system do you have in place (technical details of the existing system).</p> <p>(vii) Are you planning to record all the calls incoming or outgoing in the call center system? How many call should be recorded and what is the amount of time that you would like to keep these recordings?</p>		
16	<p>With reference to ITB 6.1(a), it is required the following “One (1) Project Manager with at least 7 years of proven experience in the relevant field, holding a valid certification of ITIL and PMP (PMP institute). The Project Manager shall be available in Albania during the whole project timeline (44 weeks).”</p>	<p>The Project Manager shall be available in Albania (44 weeks) out of total 72 weeks provision for Project Management tasks.</p>	<p>Clarification</p>
	<p>Which one prevails Invitation or bidding document if any discrepancy between them</p>	<p>Bidding documents prevails</p>	<p>Clarification</p>
	<p>Fastech</p>		
17	<p>As tender opening date is April 3rd 2017, and as usual standard APP procedures, for tenders opening after March 31st, requires necessarily annual turnover for previous year 2016, as fiscal year finish on March 31st, do you use same standards to have as latest 3 years including 2013-2015, or we have to use 2014-2016, as this will show better figures of participating company. (Including 2016 balance sheet)</p>	<p>The same as point 4 above</p> <p>The years 2013, 2014, 2015 are sufficient as set forth to bidding documents.</p> <p>Also provide the balance sheets for years 2013, 2014, 2015. Annual turnover is taken from balance sheets</p> <p>No further amendment of bidding docs in this regard.</p> <p>The PMU proceeds according the WB Guidelines, and the latest year is not mandatory.</p>	
18	<p>Knowing that the IFO System will be related to back offices systems used from different institutions, and crucial database information</p>	<p>The exchange of information and data between ADISA and other institutions should be and</p>	<p>Clarification</p>

	<p><i>received from those systems are necessary, in case of delays or encrypted data received from those entries, does this affect our contract, as we will not be responsible to communicate with those institutions? Will these data be in a readable format and std to be used in our system?</i></p>	<p>fulfilled conform the State Database law No. 10 325, date 23.9.2010. In addition, with support of NAIS, ADISA will guarantee that the respective and specific legal agreement or Memorandum of Understanding will be signed between ADISA and Institutions on the focus of the project, to support the specific needs of the data exchange according to the Back end systems and IFO system.</p>	
19	<p><i>Based on technical documentations of "Supply and Installation of Integrated Front Office (IFO) Service Delivery Platform" bid, we would like to express our claim on the technical specification for, the machine" Storage for database TR-013" REF. page 4 document "Servers Requests ", which is as follows: Firstly, your specification of Storage for database: "storage array shall have native virtualization support" is not considered as necessary by our technical team due to the fact that doesn't play any role in the functioning, performance and scalability for the running of database Secondly, this kind of specification is rarely used and it is a specification of only one vendor. It leads to the rising cost of the project at time when it is USELESS.</i></p> <p><i>Additional request to Storage specifications: The traditional definition of a "Tier I Storage" refers to the main storage of the whole systems, with the highest performance and highest reliability, and also the highest price per TB.</i></p> <p><i>Considering that the term "Tier 1 Storage" is no longer a typical industry standard could you clarify whether a storage system which satisfies or even surpasses the specifications required regardless of it carrying a different marketing name from Tier 1 storage will be accepted?</i></p>	<p>The required technical specifications are evaluated to be Mandatory. It has been foreseen that hardware capabilities, including item Storage for Database fulfills the requirements of the IFO system and also allow for extension in the future, without major investment in its features and technologies.</p>	Clarification
	Intracom telecom		
20	<p><i>Please clarify the period of the financial statements required to be attached to form 3.5.5 Financial Capabilities</i></p>	<p>The years 2013, 2014, 2015 are sufficient as set forth to bidding documents.</p>	Clarification

		Also provide the balance sheets for years 2013, 2014, 2015. Annual turnover is taken from balance sheets No further amendment of bidding docs in this regard	
21	<i>Please clarify if the bidder will be submitting the annual turnover for 2013-14-15.</i>	The years 2013, 2014, 2015 are sufficient as set forth to bidding documents. Also provide the balance sheets for years 2013, 2014, 2015. Annual turnover is taken from balance sheets No further amendment of bidding docs in this regard	Clarification
22	<i>If the bidder is offering an open source solution according to Bid Data Sheet ITB 28.5 (4), is it obligatory to fulfill the certificate request ITB 6.1 (a)?</i>	ITB 6.1 (a) presents the qualification requirement and is mandatory for all bidders. Such requirements are key for the qualifications on the next phases.	Clarification
23	<i>How will staff experience be proved, by CV presentation or relevant certifications?</i>	Experience as per CV and other documents. The Employer (ADISA) reserves the right to check any of the experiences with current or previous employers. In addition the respective certificates for IT staff should be provided as specified in the qualifications criteria.	Clarification
24	<i>Please can you clarify the relationship between the Bidder, ADISA and the institution which will provide the information? How is the bidder going to get the information from the last one, through ADISA or directly by the institution itself (example AKSHI)?</i>	The exchange of information and data between ADISA and other institutions should be and fulfilled conform the State Database law No. 10 325, date 23.9.2010. In addition, with support of NAIS, ADISA will guarantee that the respective and specific legal agreement or Memorandum of Understanding will be signed between ADISA and Institutions on the focus of the project, to support the specific needs of the data exchange according to the Back end systems and IFO system. ADISA will facilitate the exchange of information, up to the relevance to the current project	Clarification

25	<p><i>What is the status of the E-services in the e-Albania Portal? Are they up and running and shall we consider them as ready to go?</i></p>	<p>Please refer to the bidding document. Attachments 1-7 explain the current situation with regards to the required serviced, respective institutions and current relevant services at NAIS.</p> <p>The Attachment 1: List of Public Services to be provided by IFO’, column ‘Target Automation Level updated in 2016’ presents which services are ready in the Portal. All Services level 3-4 are ready to be used.</p>	Clarification
	<p>Horizon</p>		
26	<p><i>Section VI. Technical Requirements - 2.1.2 Hardware requirements for the overall IFO system modules & 2.1.3 Business Continuity and Recovery Requirements, Specifications ”TR-013 & TR-020 Storage for database” pages 254 & 260 of the document “ 02-02-2017 SDB Final “, which is as follows:</i></p> <p><i>“Storage System should support both synchronous and asynchronous replications between sites.”</i></p> <p><u>Claim Context</u></p> <p><i>The above specification is referring to an advance feature for synchronous site replication and we suggest putting this as an optional feature and not as mandatory ones. This specification clearly deprives Project beneficiary to benefit from a multiple variety of Storage solutions and a higher reduction of project hardware cost.</i></p> <p><i>We request to revise this specification</i></p>	<p>The required technical specifications are evaluated to be Mandatory. It has been foreseen that hardware capabilities, including item Storage for Database fulfills the requirements of the IFO system and also allow for extension in the future, without major investment in its features and technology.</p>	Clarification
27	<p><i>Section VI. Technical Requirements - 2.1.2 Hardware requirements for the overall IFO system modules, Specifications ” TR-017 Servers for Call Center” page 257 of the document “ 02-02-2017 SDB Final “, which is as follows:</i></p> <p><i>“Should be the same brand as the call center system to avoid the compatibility issues.</i></p>	<p>To be answered soon</p>	

	<p><i>The servers should be preinstalled with the call center software.”</i></p> <p><u>Claim Context</u></p> <p><i>The above specification has a clear and obvious technical objective which is the integration, inter-operability and compatibility of the existing hardware solution of call center with the new Servers that will be purchased under the BID of “Supply and Installation of Integrated Front Office (IFO) Service Delivery Platform”</i></p> <p><i>However although the technical objective of this specification is clear, this specification is incomplete and it lacks the reference to the details of the current Hardware / System Call Center Solution such as System Brand, System Description and technical parameters, which will enable bidders to analyze and choose the right and compatible hardware specifications of servers to be offered in this BID.</i></p> <p><i>We request the revision of this specification and the addition of information regarding the existing Call Center Server Brand as well as any information related to the Call Center Hardware Solution that will enable bidders to successfully meet this technical specification requirement / criteria</i></p>		
28	<p><i>IFB: ALB-8521/G/ICB/1.06/2016, SECTION II - Bid Data Sheet, ITB 6.1 (a), paragraph (iii), (-) Dashes 9&10 of page 42 document “ 02-02-2017 SDB Final “, which are as follows:</i></p> <p><i>“One (1) networking specialist holding a valid (CCNP) Routing, and Switching certification in order to support the project team in the integration process with the NAIS network infrastructure which is based on Cisco technologies.</i></p> <p><i>“One (1) networking specialist holding a valid (CCNP) Security certification in order to support the project team in the integration process with the NAIS network infrastructure</i></p>	<p>The required qualifications are evaluated to be very important and directly linked to the manipulations and configuration on the networking level of the ADISA network. The advanced level of professional qualified engineers in the areas of Data Network Routing & Switching is required to be part of the IFO team of developers to address whatever the needs and to finally provide a turnkey solution. Therefore your request is not accepted.</p>	Clarification

which is based on Cisco technologies.”

Claim Context

*The above Qualification Requirements are referring to an advanced level of professional qualified engineers in the areas of Data Network Routing & Switching and Data Network Security Domain. More precisely it refers to persons highly qualified in implementing and supporting / troubleshooting of the Cisco Vendor Data Network and Cisco Vendor Network Security Products & Technologies (CCNP stands for Cisco Certified Network Professional). Based on the “**SECTION VI. TECHNICAL REQUIREMENTS (INCLUDING IMPLEMENTATION SCHEDULE)**”, there are NO Technical requirements for such Systems or Equipment like as Routers, Switches or Firewalls that the Purchaser has requested from Bidders to quote for purchasing, installation / implement and support such and accordingly there are no relevant tasks in Scope of Work for implementing and supporting of such CISCO equipment. The only reference in the technical requirement and qualification requirements is that NAIS are the premises and environment where the Solution of IFO will reside and this facility is based on CISCO internetworking technologies and Security Appliances however the configuration and support of those pre-existing NAIS equipment is not a responsibility of the IFO Bidders.*

Therefore we kindly request those two Qualification Requirements to be removed as non-relevant to the particular scope of the IFO project, as the scope of Hardware is clearly focused on Servers and Storage for Primary and BCC site