

No.	Question	Answer
1	<p>According to the Bidding Document and the qualification requirements for "Three (3) specialists certified for Microsoft BizTalk from Microsoft which is the core component of the Government Gateway" we are presenting our request to remove this criteria due to the below facts :</p> <p>According to Microsoft official website: https://www.microsoft.com, every certification related to BizTalk has been retired since 2015. Furthermore, according to "https://azure.microsoft.com/en-us/services/biztalk-services/" BizTalk services have also been retired and replaced by new technologies. Microsoft has stated: "To simplify the customer experience across Azure's enterprise integration services, we have incorporated the Azure BizTalk Services capabilities into Azure Logic Apps and Azure App Service Hybrid Connections. If you are currently using BizTalk Services, you will need to transition to the new services by May 31, 2018"</p> <p>Therefore, this qualification requirement, not only forces companies to use old technologies and not adapt to the most recent developments, it also requires certifications that no longer exist. As a result, companies that fulfill every requirement and have the necessary professional capacity for this project will not be able to apply.</p> <p>We kindly ask you to remove this qualification requirement.</p>	<p>The qualification requirement will be revised as: "At least 3 staff members with proven experience in integration technologies"</p>
2	<p>According to the Bidding Document and the qualification requirements for: Ten (10) specialists certified (MCPD) or Java developers holding a certification from Microsoft or Oracle or IBM, we are presenting our request to modify this criteria due to the below facts:</p> <p>Considering that Microsoft certifications of type MCP/MCPD are already old and expired from a long time, other certifications paths are active and valid for different software development technologies within Microsoft environment, considering also that certification itself is not full guarantee for staff expertise, but it should be practiced in projects implementation, kindly ask you to consider a modification in this request or can you consider as compliant for this request the presentation of ten specialists certified for Solutions according to current/active paths in Microsoft software development technologies, and with evidence of at least two years of work experience in software development?</p>	<p>The qualification requirement will be revised as: "Ten (10) developer specialists holding a certification from Microsoft or Oracle or IBM"</p>
3	<p>As presented in the Bid document, one of the main objectives of the system and the project is a Business Intelligence functionality, which is very important and complex. Do you consider as an advantage for the Economic Operator to present certified staff in the area of Business Intelligence?</p>	<p>Business Intelligence is considered as a very important functionality for IFO system, and it is listed in the evaluation criteria for similar projects. The staff must fulfill the requirements at the paragraph "ITB 6.1 (a)", and the bidder can provide any other supporting documents if they consider important for the proposal.</p>
4	<p>As presented in the Bid Document, one of the main functional and operational objectives of the system is the communication with citizens through Call Center and other communication infrastructure like SMS. Do you consider as an advantage for Economic Operator to present important previous experiences in Public and Enterprise telecommunication networks including relationship with public service providers?</p>	<p>The qualification requirements for the similar projects are presented in paragraph "ITB 6.1 (a)/i". The bidder can provide supporting documents that they consider important for the proposal and for proving the previous experiences.</p>

5	<p>The new system should process a big amount of data and information, including personal data of citizens, with one or double citizenship, including EU countries citizenship. Based on Article 27, 1 of Law Nr 9887, date 10.03.2008, changed with Law Nr. 48/2012, changed with Law Nr. 120/2014, and also on the requirements of actual European legislation for General Data Protection Regulation, it is required a set of organisational and technical procedures, rules and means for protection of personal data. Do you consider as an advantage for Economic Operator and very important for the project, request and presentation of important certifications of Economic Operator or its staff in planning and implementation of rules and procedures for personal data protection?</p>	<p>Please refer to the paragraph "Public Services as State Databases" where the law for state databases is listed and the rules for data protection are described. The bidder can provide supporting documents regarding the experience in implementation of rules and procedures for personal data protection if they consider important for their proposal. The scope of this project does not extend to personal data protection policies and rules. Although Personal Data Protection is an important topic nowadays, such policy enforcements are not relevant to this project, as its main scope is to enable citizen-to-government collaboration, not the personal data protection itself. All data exchange will happen through Government Gateway platform which already operates in compliance with Albanian legislations with regards to Personal Data Protection. The relevant qualifications are clearly stipulated on ITB 6.1. The technical/quality evaluation parameters and scoring scheme are clearly stipulated on ITB 28.5</p>
6	<p>Referring to technical requirements for hardware and hosting infrastructure, and also the schematic presentation for primary and secondary sites, Figl 6 page 248, we have understood that the hosting infrastructure is required divided in three zones: Zone 1 -Applications, Infrastructure and Reporting Servers, Zone 2 - Database Servers with a dedicated Storage with capacity 4TB Raw, Zone 3 - Servers for Queue Management, Call Center and DIS. Each of Zones is required either in Cluster configuration or Load Balancing. Only database servers will use External storage. On our opinion this set of requirements does not clearly define: 1. Redundancy and availability level for the system as a whole.</p>	<p>The infrastructural requirements are defined in general by specifying only 3 areas how this infrastructure will be hosted, as all further technical specifications and requirements will be part of the technical solution proposed and offered by the bidders.</p>
7	<p>Page 41, Section II. Bid Data Sheet, ITB 6.1 (a), items iv. and vi. specify similar requirements for partnership with hardware vendor. We see this requirement as excessive qualification requirement. Terms of References ask to provide Manufacturer's Authorizations for Information Technologies and proposed equipment should include vendor warranty, which guarantee vendor support and warranty provided by Authorized Service Provider in any country. ITB 6.1 (c) forbid any Subcontracting at all. Abovementioned requirements limit Suppliers ability to rely on hardware subcontractors or distributors, which is usual worldwide practice. This set of requirements create exceptional conditions for local Albanian companies and reduce competitiveness of the tender.</p>	<p>The bidding company must have a valid partnership for supply and service delivery with hardware vendor company which brand is being offered and authorized for Albania territory 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.</p>
8	<p>Page 41, Section II. Bid Data Sheet, ITB 6.1 (a), items (iii). Statement "Bidder shall demonstrate availability of liquid assets of at least 300,000 EURO." Question: Please explain how exactly Bidder shall prove availability of liquid assets. Please list all acceptable financial instruments which could be used as evidence.</p>	<p>The Bidder must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to prove the availability of liquid assets.</p>

9	Page 42, Section II. Bid Data Sheet, requirements for staff members, Change request: The requirement for SOA specialist is duplicated „Two (2) specialists certified with professional level for Service Oriented Architecture, non-vendor related“. Even more, Terms of References for Integrated Front Office (IFO) Service Delivery Platform doesn't include any SOA requirements for the proposed system. Please clarify why this SOA specialists needed for qualification? We strongly recommend exclude these experts as we cannot identify any role to them during the project implementation.	We consider as very important the use of SOA in terms of responding quickly to the fast changing of requirements. Please check "SOA Architecture of Government Payment Gateway".
10	Page 42, Section II. Bid Data Sheet, requirements for staff members, Questions: Please confirm that "Project Manager" and "Deputy Project Manager" could be the same person.	It is not allowed that "Project Manager" and "Deputy Project Manager" be the same person. They both have important roles in the progress of the project. Based on the importance and the complexity of the project the Deputy Project Manager shall be available during the whole project timeline (72 weeks), while Project Manager must be at least 44 weeks in Albania during the whole project timeline.
11	Page 42, Section II. Bid Data Sheet, requirements for staff members, Questions: Requirements specify that Deputy Project Manager should be certified on ITIL and PMP. Please confirm that COBIT 5 Foundation or Trainer certificates provided by worldwide known Information Systems Audit and Control Association (ISACA) will be treated as adequate to ITIL certificate. COBIT 5 is the leading framework for the governance and management of enterprise IT and define more complex view than ITIL and include insights like IT Operations, Audit & Assurance, Risk management, Information Security, Regulatory & Compliance, Governance of IT Enterprise IT.	As it is mentioned in the qualification criteria the certificate for Deputy Project Manager can be an equivalent of ITIL and PMP. Even though the preferred certificate is ITIL and PMP, the bidder can provide an equivalent international known certificate.
12	Page 42, Section II. Bid Data Sheet, requirements for staff members specify requirements for at least three (3) specialists certified for Microsoft BizTalk from Microsoft. Microsoft BizTalk certification is not very common in the market. Usually integration experts has much more complex understanding of enterprise service bus and integration technologies, rather than one single Microsoft technology. This is an excessive qualification requirement. We suggest reduce Integration specialist quantity to 1 and rely on expert integration experience, rather than exact certificate, which doesn't prove real integration capabilities.	The qualification requirement: <i>"At least 3 staff members with proven experience in integration technologies "</i>
13	Page 42, Section II. Bid Data Sheet, requirements for staff members specify requirements for One (1) specialist holding valid certification on Professional level for IP telephony system. Please confirm that certification on Professional level for IP telephony system provided by any vendors will be acceptable.	It is not required a specific certification regarding this qualification criteria. Please consider it as non vendor related.
14	Terms of References specify contradicting information regarding the implementation of the Call Center. Please confirm that Call Center implementation and integration with IFO is scope of current Tender.	Call Center Implementation and integration is on scope of this project and it is one of the modules of IFO system. Please refer to "1.1.6 Telephony Call Center" and "Telephony Call Centre Integration" for the detailed requirements.

15	<p>Pages 186-187, requirements for with Queue Management System include statement "The provision of this solution is not part of this project scope. The queue management system should be fully integrated with the Services Platform...". Please confirm that QMS delivery and implementations is out of scope. Please clarify potential Bidder responsibilities and scope regarding IFO and QMS integration. If integration should be done by prospective Supplier , please provide whole technical details about existing QMS including detail architecture, vendor, version, available licensees, API description, all branches network topology and available bandwidth between branches and data centers.</p>	<p>Queue Management is one of the main modules of IFO system, so it is on scope of this project. Please do not consider the sentence "The provision of this solution is not part of this project scope" as it has been written by considering that the hardware infrastructure components e.x " LCD/LED , Counter Plates etc" are not part of this project scope and will be covered by ADISA. As you may search in the document, the queue management is an important component of IFO system. Please refer to the paragraphs " Queue Management" description, page 200, "Queue Management Technical Requirements" pages 239-242, Table 2 "List of performance Indicator" where the indicators regarding Queue Management are listed.</p>
16	<p>In case of commercial off the shelf (COTS) based IFO how many user will use integrated Front Office System? Please name number of Concurrent Users who should be able to use IFO system of relevant IFO modules simultaneously.</p>	<p>Please refer to the pages 305-308 in the Bidding Document for the number of users and transactions for each institution.</p>
17	<p>According to the technical requirements, Integrated Front Offices will provide more than 400 public services to the citizens and business. How many of these services you plan to integrate during implementation phase of the project? Please provide the list of services that should be integrated in the project scope.</p>	<p>The total number of services planned to integrate during the implementation phase of the project are 417. Please refer to the anex (Attachment 1 , page 283) for the list of services</p>
18	<p>Page 265, Section VI. Technical Requirements, Integration with NAIS network infrastructure: Statement "The necessary hardware like Servers, Storage and Cabinet will be provisioned within the project, while the networking capacities will be provided by NAIS network Infrastructure." Question: Could you please clarify if devices like stated below will be supplied by NAIS: - Top of Rack switches for interconnecting servers ? - SAN switches interconnecting storage and servers ?</p>	<p>Internal communication within system components will be provided by bidders. Regarding the networking capacities provided by NAIS infrastructure, NAIS provide network communication with external endpoints (rack to rack, site to site and public connection (internet)). So internal networking such as Top of Rack switches for interconnecting servers or SAN switches interconnecting storage and servers and internal load balancer will be provided by the bidders.</p>
19	<p>Page 266, Section VI. Technical Requirements, 2.4.2 Integration with GG Platform Statement "Clearly, the supporting infrastructure for a DIS is comprised by the DIS Hardware, DIS Software and Networking." Question: Could you please clarify regarding network (switches, firewalls) as it's not specified, will it be provided by NAIS for DIS ?</p>	<p>Internal networking such as switches for interconnecting servers will be provided by the bidders. NAIS will provide for both sites firewall layer 4 -7.</p>

20	<p>Page 262, Section VI. Technical Requirements, 2.1.3 Business Continuity and Recovery Requirements Statement “Based on the proposed operational infrastructure we propose the following configuration for the disaster recovery site:” Question: Could you please clarify regarding network (TOR, SAN switches) as it’s not specified, will it be provided by recovery site infrastructure or by bidder ?</p>	<p>The IFO system hardware will be collocated physically at NAIS Datacentre Premises. Internal communication within system components will be provided by bidders. Regarding the networking capacities provided by NAIS infrastructure, NAIS provide network communication with external endpoints (rack to rack, site to site and public connection (internet)). So internal networking such as Top of Rack switches for interconnecting servers or SAN switches interconnecting storage and servers and internal load balancer will be provided by the bidders.</p>
21	<p>15. Page 248, Section VI. Technical Requirements, 2.1.1 Operational Environment Figure 16. High level infrastructure architecture of IFO system’s servers Question: In provided Figure 16, we see pictured “Load balancer”, will it be provided by NAIS ?</p>	<p>Internal communication within system components will be provided by bidders. Regarding the networking capacities provided by NAIS infrastructure, NAIS provide network communication with external endpoints (rack to rack, site to site and public connection (internet)). So internal networking such as Top of Rack switches for interconnecting servers or SAN switches interconnecting storage and servers and internal load balancer will be provided by the bidders. “Load balancer”, will be provided by the bidder.</p>
22	<p>16. Page 254, Section VI. Technical Requirements, 2.1.3 Business Continuity and Recovery Requirements Figure 17. BC Site architecture Question: In provided Figure 17, we see pictured “Load balancer”, will it be provided by BC site or by bidder ?</p>	<p>Internal communication within system components will be provided by bidders. Regarding the networking capacities provided by NAIS infrastructure, NAIS provide network communication with external endpoints (rack to rack, site to site and public connection (internet)). So internal networking such as Top of Rack switches for interconnecting servers or SAN switches interconnecting storage and servers and internal load balancer will be provided by the bidders. “Load balancer”, will be provided by the bidder.</p>

23	<p>17. Page 260, Section VI. Technical Requirements, 2.3 System Management, Administration, and Security Statement: (In the table) TR-033, Communication, The system must support use of SSL encrypted communication for data exchange.</p> <p>Question: In statement above, to fulfill this requirement there should be firewall implemented. Will it be provided or do we have to calculate it ? Could you also clarify as well regarding firewall for BC site ?</p>	NAIS will provide for both sites firewall layer 4 -7, and public NLB (site-site).
24	<p>18. Page 248, Section VI. Technical Requirements, 2.1.1 Operational Environment Statement: The infrastructure should be enough to process the predicted number of transactions and the amount of load.</p> <p>Question: Could you please clarify what are the predicted number of transactions and the amount of load ?</p>	Please refer to the pages 305-308 in the Bidding Document for the number of users and transactions for each institution.
25	<p>FR-022: The system should allow a service administrator to define the mapping metadata regarding the application forms that the service will utilize during execution of its business process flow. The service administrator should be able to select the form template name, Version, form server Uri endpoint and other necessary metadata that enables the service to interact with the Form Server.</p> <p>Request to elaborate the requirement based on the below points:</p> <ol style="list-style-type: none"> 1. "The system should allow a service administrator to define the mapping metadata regarding the application forms that the service will utilize during execution of its business process flow" - Our understanding, e-form generator will be required for service administrator to define the mapping. Kindly confirm our understanding and provide more clarification in this point. 2. Please confirm that all the services required for interacting with the form server will be provided by ADISA. Bidder will only be responsible for integrating the services with IFO system. 	All the services required for interacting with the form server will be provided by ADISA. Bidder will only be responsible for integrating the services with IFO system.
26	<p>FR-025:In case there is no official application form for a service then the system should be able to allow dynamic loading of UI forms. This UI forms may be binary packages that can be loaded dynamically and support input and output communication with the containing environment.</p> <p>As per the requirement, we understand that dynamic e-form generator will be used for this functional requirement. Please confirm.</p>	Confirmed

27	<p>FR-040: Performance dashboard should include corresponding features in order to facilitate above mentioned process including derivation of analytical data based on pre-defined calculation rules and presentation of results in a tabular form or graphical chart, including options of drill-down capabilities. We understand that business intelligence, business analytics dashboard and reporting functionality is required.</p> <p>Is it the requirement for open source tool? It is possible open source tool will not provide all the required functionalities.</p> <ol style="list-style-type: none"> 1. How bidder will take step in such critical situation, if open source tool is only option? 2. Is there any choice of reporting and analytics tool? If yes, please share name. 	<ol style="list-style-type: none"> 1. Business Intelligence is one of the most important modules, and it is required for the bidder to fulfill all the listed technical requirements in the Terms of Reference. There is no mandatory request that it should be used an open source tool. The bidder should propose a solution that fulfills all the requirements. 2. There is no preferred report and analytics tool
28	<p>FR-044: Module should allow provision of all-in-one web interface to all messaging services, such as internal portal messages (personalized records), web message boards, instant messages, MS Outlook email, SMS, etc.</p> <p>We assume, procurement and maintenance of MS-Outlook, Email Gateway, SMS Gateway, SSL certificate, Domain name, Payment Gateway and other integration touch points will be ADISA's responsibility. Please confirm.</p>	Confirmed
29	<p>FR-051: System shall allow for exact, non-exact and phonetic searches by keyword, as well as by user-defined attributes.</p> <ol style="list-style-type: none"> 1. As per requirement, system should support English and Albanian languages. Kindly confirm the requirement for Phonetic search based on which language mentioned above. 2. Phonetic search depends on pronunciation. Search will not happen for improper pronunciation. Kindly suggest in this scenario. 	The requirement will be changed to semantic search
30	<p>FR-248: Analysis should be done with intuitive, easy to use interface that requires minimal user training and encourages self-service. Results should be easy to share in the form of reports or dashboards</p> <p>The solution shall support:</p> <ul style="list-style-type: none"> ▪ Multi-tier architecture ▪ Web-based access ▪ Mobile access ▪ Offline reporting capability ▪ Ease of use ▪ Ability to connect to various data sources and to report on joined data ▪ Export data in various formats, Excel, PDF and HTML as a minimum ▪ Seamless Integration with MS Office tools <ol style="list-style-type: none"> 1. Mobile access - Is it requirement for mobile app? If yes, please provide the platform (Android, IOS). 2. Please elaborate on "Offline reporting capability". 	<ol style="list-style-type: none"> 1. There is no need to create a mobile App. This module has to be responsive in order to access from Mobile devices also. 2. Offline reporting capability- While you're offline, you can access and interact with dashboards you've accessed previously.

31	<p>FR-250: The software should be able to serve the needs and requirements of an environment that might receive a large amount of customers flowing in on regular basis. It should provide the following functionalities:</p> <ul style="list-style-type: none"> ▪ Easy to deploy and integrate with existing software ▪ Purpose of visit – can be defined in advance and the visitor directed to appropriate counter ▪ User Authentication and Authorization ▪ Branches Management ▪ Departments Management ▪ Counters Management ▪ Services Management ▪ Queue Management <p>▪ Sound Utility Please elaborate "Sound Utility" component</p>	<p>Sound Announcement Utility is a component that keeps running on the server and its job is to sense if any of the agents has called a new ticket number. As soon as a new ticket is called, the utility triggers the sound announcement informing about the ticket number being called and which counter it should go. Typical soft calling agents announce the ticket and counter number, Usually its announcement e.g. will be "Ticket number 1 go to counter number 4"</p>
32	<p>FR-253: There should be proper display mechanisms at the servicing premises to ensure that each and every citizen present anywhere can be informed about their turn. LCD and/or LED screens which enable a clear display of the different counters active in the servicing premises and the tickets being served by each counter. Information of waiting conditions in real time-on panels screen should be portrayed.</p> <p>PwC assumes that infrastructure related to LCD/LED and Counter Plates will be ADISA's responsibility. Kindly confirm.</p>	<p>The infrastructure related to LCD/LED and Counter Plates will be ADISA's responsibility. The bidding company should be responsible for installing and configuring the software with the necessary infrastructure parts.</p>
33	<p>FR-254: Sound announcement informing about the ticket number being called and which counter the citizen should go. Sound announcement should be customized to support any language on request.</p> <p>PwC assumes that infrastructure related to "Sound announcement" will be ADISA's responsibility. Kindly confirm.</p>	<p>The infrastructure related to Sound announcement will be ADISA's responsibility. The bidding company should be responsible for installing and configuring the software with the necessary infrastructure parts.</p>
34	<p>FR-264: The IFO system should integrate with ALPHA Accounting package based on its Microsoft SQL Server database. These means that the proper tables are exposed by the accounting package to be record the service fee payment transactions.</p> <p>Please confirm that all the services required for interacting with ALPHA Accounting package will be provided by ADISA. Bidder will only be responsible for integrating the services with IFO system.</p>	<p>ADISA will provide the ALPHA Accounting Package. The bidder will be responsible for integrating the services with IFO system. The requirement is to integrate ADISA IFO platform with the financial system ALPHA which is currently in use by ADISA as an Accounting software to register expenses and income. The integration is required, in order to make possible the exchange of data and migration of the needed information. Also it should have the option to categorize the payments based on service categories. Please refer to section "Integration of Accounting Module" page 245, for the technical specifications.</p>

35	<p>ITB 6.1 (a): I. During the past 5 years, at least two (2) customer references, with at least one (1) in the Government institutions, who have successfully deployed systems similar to the IFO system, and one (1) in large enterprises in public or private sector. Similar projects will be considered as the projects similar in size and led by the bidder or JV partners as main contractor(s), with the following scope: (a) Integrated online public service (e-service) delivery management; (b) process-oriented composition and distribution of documents; (c) Business Intelligence and reporting; (d) Case Management; and (e) Electronic Documents management. - (references as “subcontractors” will be not allowed for the bidders or JV partners).</p> <p>Request you to amend the clause as, 1. During the past 5 years, at least two (2) customer references, who have successfully deployed systems similar to the IFO system or large scale MIS implementation.</p>	<p>Considering the complexity of the system, we have specified the most important criterias that the system should fulfill in order to qualify as a similar contract. Please consider the criterias listed in the ITB 6.1 (a) for providing similar contracts. It is not possible to amend the clause as the MIS implementation does not specify the conditions that we consider as the core for IFO system.</p>
36	<p>ITB 6.1 (a) v. The bidding company must be certified in the relational database technology of the system that is being offered.</p> <p>Is it the certificate for organization level or for resource level? If it is related to organization level, Please indicate the name of the certificate which is required for an organization to establish the credential in relational database technology.</p>	<p>The company should be certified in the relational database technology of the system that is being offered. The certificate should be in compliance with the technology that will be proposed by the bidder for the system.</p>
37	<p>Development of IFO System: Warranty period (12 months) Duration(Weeks) - 157</p> <p>It has mentioned in implementation schedule table that warranty period will be 12 months. Also in the same place it is showing 157 weeks. Request you please indicate the actual duration of support phase.</p>	<p>Please consider that the warranty period will be 12 months. The implementation schedule table will be updated to 52 weeks.</p>
38	<p>5. Eligible Goods and Services: 5.1 For the purposes of these Bidding Documents, the Information System means all: (a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational (collectively called “the Goods” in some clauses of the ITB); and (b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided</p> <p>Request you to exclude procurement of hardware and maintenance, network infrastructure procurement & maintenance, software licenses & ATS, third party services (SMS, Email gateway, MS-Office etc.) from bidder's scope.</p>	<p>There are part of bidder's scope.</p>

39	<p>11. Contract Price: 11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.</p> <p>Please share Article 2. It is not present in RFP document. Contract Price and Terms of Payment is very important for bid submission.</p>	<p>Please refer to the page 369 for the Article 2 format. Based on the Procurement Rules of World Bank the price of the contract will be determined after the identification of successful bid.</p>
40	<p>ITB 21.1: Deadline for bid submission is: Date: July 13, 2018</p> <p>Request a review of the same and amend it with extension by at least 3 weeks from the date of last submission of bid.</p>	<p>The request for extension is accepted and the new bid opening date is July 27. Time and where the bid opening shall take place will be the same.</p>
41	<p>ADISA's functions of FO management will be challenging in all aspects. While the database of Public inventory has more than 1200+ services, 400+ of them will be provided to the citizens and businesses in the integrated Front Offices.</p> <p>Integration of citizen centric services are not clearly defined with respect to proposed system. Please elaborate on,</p> <ol style="list-style-type: none"> 1. How many services actually need to be integrated with Service Delivery Platform? 2. How bidder will get the access of those services? 3. Kindly indicate the category of services? 4. Is it SOAP service or REST? 5. Please confirm that all the services required for interacting with the form server will be provided by ADISA. Bidder will only be responsible for integrating the services with IFO system 	<ol style="list-style-type: none"> 1) The total number of services planned to integrate during the implementation phase of the project are 417. Please refer to the anex (Attachment 1 , page 283) for the list of services 2) They will be provided to the bidder through interoperability. 3) Level 3 and 4. 4) Is Simple Object Access Protocol (SOAP), via HTTP transfer protocol. 5) All the services required for interacting with the form server will be provided by ADISA. Bidder will only be responsible for integrating the services with IFO system
42	<p>Two (2) specialist certified with professional level for service oriented architecture non vendor related,</p> <ol style="list-style-type: none"> 1. Please elaborate the value "professional certificate service oriented architecture non vendor related" 2. Please indicate the name(s) of the certificate for this requirement. 	<p>It is not required a specific certification regarding this qualification criteria. Please consider as it written in the criteria and it is already mentioned that it is non vendor related.</p>
43	<p>Question 1: 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.</p>	<p>The criteria is duplicated by mistake and must be considered once.</p>
44	<p>Question 2: With reference to ITB 6.1 (a), the values of annual 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 all the Tender Forms as well?</p>	<p>Annual turnover, value of liquid assets, bid security amount and the bid offer itself, can be submitted in EURO or in any currency easily convertible to USD</p>

45	<p>Question 3: There seems to be a mismatch between the Components requested in the System Inventory Table and the components requested in the Supply and Installation Cost Sub-Table. Supply and Installation Cost Sub-Table includes some more components like 2.1.4 Document workflow Management, 2.3 IFO Proces Server (core), 2.7 Document template designers, and 2.8 Process designers. This Items are also not included in the technical requirement. Please clarify us, which components should we take into consideration?</p>	<p>Only the components enlisted in the System Inventory Table which also have Functional and/or Technical requirements are within the scope of this contracts. Supply and Installation Cost Sub-Table shall be revised and updated accordingly, with reference to System Inventory Table.</p>
46	<p>Question 4: With reference to Implementation Schedule Table, there seems to be a mismatch between the description of the activity "Warranty period (12 months)" and the duration of 157 weeks for this activity. Please clarify us which is the correct warranty and the associated duration in weeks.</p>	<p>The warranty period will be 12 months. The implementation schedule table will be updated to 52 weeks.</p>
47	<p>Question 5. With reference to the bidding document, Section VI. Technical Requirements -Hardware specifications (page 249) IfR-008 Availability: Please clarify network load Balancer will be hardware or software, and who will provide NLB, NAIS or the bidder?</p>	<p>The bidder will propose the most appropriate architecture to fulfill the component functional and technical requirements. If such architecture envision NLB usage that requirement shall be reviewed and provided as needed by NAIS using the existing datacenter capacities. Both hardware NLB and software Load balance are acceptable solutions, given they fulfill the requirements.</p>
48	<p>Question 6. With reference to the bidding document, Section VI. Technical Requirements -(Page 174-175; 276), in order to do the design for network infrastructure of Central IFO System and integration with NAIS Network, we have some question as below:</p> <p>a) Please clarify how Central IFO System will communicate with Front office branches mentioned in the Site Table(page 276).</p> <p>b) Please clarify how many regional branches will be connected to ADISA IFO System?</p> <p>c) Please clarify how many users or clerks in total in all Albania will use the ADISA IFO System?</p> <p>d) Please clarify branches Front office infrastructure, what equipment they have?And for the new Front office who will provide the infrastructure?</p> <p>e) Please clarify how Central IFO System will communicate with Back office.</p> <p>f) Please clarify how Back office will communicate with Front office. There is implemented any local infrastructure between them?If yes please clarify.</p> <p>g) Please clarify all above issue if are part of this offer, who will provide communication service and the network infrastructure?</p>	<p>a) All the front-office branches will be in the same network as ADISA Front-Offices.</p> <p>b) Please refer to the page 305 for "ADISA Main office and regional office configuration"</p> <p>c) Please refer to the page 305 for "ADISA Main office and regional office configuration" where the number of office windows are specified.</p> <p>d)The equipments regarding the infrastructure of the front-offices will be provided by ADISA. The current equipments is in accordance with the terms of references specified by NAIS.</p> <p>e) 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. 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> <p>f) Every IT system of the institutions have different roles of users for the separation of Front-Office and Back-Office. Actually ADISA is using the existing systems of institutions and there is no need for local infrastructure.</p> <p>g) 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. 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>

49	<p>With reference to the bidding document, Section VI. Technical Requirements -as below: FR-084, FR-271, FR-272</p> <p>Please clarify for SMS Notification service, who will provide the hardware for this service? Who will cover the cost of SMS service when the IFO system will go live?</p>	<p>The cost of SMS service will be covered by ADISA. The hardware for the service and the cost of SMS notifications is not foreseen to be part of this contract, thus they are out of the scope of this project. The bidder shall fulfill the functional requirements for this component as specified in Section VI. Technical Requirements</p>
50	<p>Question 8. With reference to the bidding document, Section VI. Technical Requirements. Integration with NAIS network infrastructure (Page 265). Please clarify for Integration with NAIS network infrastructure there are NO Technical requirements for network equipment like as Switches, Firewalls , Load balancer and physical network(cabling, patch cords , fiber etc), all this network equipment will be provided by NAIS for the IFO System? The bidder will only design, install and configure the involved network equipment?</p>	<p>All the network equipment will be provided by the bidder</p>
51	<p>Question 9. Refer to the bidding document, Section VI. Technical Requirements. Business Continuity and Recovery site (Page 254)</p> <p>The Business Continuity and Recovery site will be installed at NAIS datacenter or in a different location? If will be installed in different location, how central IFO system will communicate with Business Continuity and Recovery site?Who will provide network equipment for Business Continuity and Recovery site?</p>	<p>Both sites will be located at NAIS datacenter</p>
52	<p>Question 10: With regards to Telephony Call Center we kindly ask for clarification for the following topics:</p> <p>(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?</p> <p>(ii) Do you have any desk phones for the operator? And what type of phones do you have?</p> <p>(iii) What operating system is installed in the computers that are used by operators?</p> <p>(iv) How many telephony providers will be integrated with the call center? What type of connection will be used to integrate the providers (Analog,EI,SIP trunk etc)?</p> <p>(v) Is there any existing equipment to terminate the line from the providers?</p> <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>	<p>The answers to the related Telephony Call Center questions are as follows:</p> <p>(i) It is envisioned that the call center operators will be located in one facility, i.e. ADISA's offices. The call center system will be installed at NAIS datacenter.</p> <p>(ii) No, we dont have any desk phones for the operators.</p> <p>(iii) It is envisioned that Microsoft Windows OS will be installed.</p> <p>(iv) All the providers shall be considered. E1 and SIP trunk shall be supported.</p> <p>(v) No, there is not an existing equipment to terminate the line from the providers.</p> <p>(vi) Yes, there is an existing IP telephony system for internal communication of ADISA. There is no requirement specified in the Terms of Reference for integration of internal telephony system with Call Center solution. This solution could be discussed during the implementation phase.</p> <p>(vii) yes. It is best practices to record the phone calls. Minimally, a storage capacity for half a year shall be assumed. The current number of calls is in average less than 50 calls per working day. However, the Bidder shall calculate that this number will increase significantly as the implementation of IFO system will increase the usage of availability of public services.</p>
53	<p>Question 11: With reference to 1TB 6. I(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)." The whole project timeline in BDS s 18 months, also it is explicitly stated in the . Implementation Schedule Table that the timeline is 72 weeks. Could you please clarify if the Project Manager engagement should be 72 weeks or 44 weeks?</p>	<p>The Project Manager should be engaged and present 44 weeks during the project timeline.</p>

54	<p>Question 12: Related to the Bidding document of "Supply and Installation of Integrated Front Office (IFO)Service Delivery Platform IFB " in section 2.4. "Service Specifications", 2.4.2 "Integration with GG Platform" is specified as a notable statement "The above licenses are to be covered by the Enterprise Agreement between Microsoft and Government of Albania</p> <p>Please clarify, if the IFO system modules proposed by the bidder will be based on or using Microsoft technologies, will they also be provided by the Enterprise Agreement between Microsoft and Government of Albania, or should they be offered by the Bidder?</p>	<p>In case that Microsoft technology including MS Windows Server, MS SQL Server, MS Sharepoint Server, MS Exchange Server are proposed by the bidder as part of the IFO solutions, their licensing will be provided by NAIS through the Enterprise Agreement with Microsoft.</p>
55	<p>Question 13: With reference to Section E, Implementation Schedule Table there is a discrepancy in the project activity timeline. It seems that the whole project duration is 230 weeks, while we understood from the BDS that the duration of the projet is 18 months for the implementation phase and 1 year maintenance and support after the OA. We kindly ask to alter the Implementation Schedule Table accordingly.</p>	<p>Based on the project timeline duration (18 months) and 12 months maintenance period, the whole project duration in the Implementation Schedule table will be changed to 126 weeks.</p>
56	<p>Considering the large volume of products and services that are required in yours IFB "Supply and Installation of Integrated Front Office (IFO) Service Delivery Platform", and the fact that during the summer season most employees and vendor employees are on vacation, we would kindly request an extension of the bid date in order to give more companies the possibility of bidding on this project.</p>	<p>Extension of the bid date, July 27</p>