

Invitation for Bids (IFB)

CITIZEN CENTRIC SERVICE DELIVERY PROJECT

Loan / Credit Number: AL-8521

Supply and Installation of Integrated Front Office (IFO) Service Delivery Platform

Ref: AL-8521/G/ICB/1.06.01

1. This Invitation for Bids follows the General Procurement Notice for this Project that appeared in *Client Connection online*, on August 28, 2015.

2. The *Government of Albania* has received a loan from the International Bank for Reconstruction and Development^{1[1]} towards the cost of *Citizen Centric Service Delivery Project* and intends to apply part of the funds to cover eligible payments under the Contract for "***Supply and Installation of Integrated Front Office (IFO) Service Delivery Platform***", Ref: AL-8521/G/ICB/1.06/2016. Bidding is open to all bidders from eligible source countries as defined in the *Guidelines: Procurement under IBRD Loans and IDA Credits*^{2[2]}.

3. ADISA (Agency for Delivery of Integrated Services in Albania) will be responsible for the management of the integrated nationwide model of service delivery. Integrated service delivery is the model where Front-Office services of different public institutions (7 or more) are located "under the single roof". Integrated Front Office (FO)/One Stop Shop (OSS) will be one of the channels available for delivering fast, reliable and transparent services to citizens. The expected benefits of Integrated FO/OSS are related to:

- Reduction of time and expenses for citizens in obtaining public services;
- Obtaining of services from one single window/location;
- Improvement of quality services by utilizing new innovative solutions and implementing the same standards; and
- Increasing the credibility in relation to the manner the services are delivered by the administration.

4. The objective of this contract is to develop an ICT solution for ADISA's ***Integrated Front Office (IFO) Service Delivery Platform*** offering a single web-based platform to provide a new integrated channel of services to citizens. This platform should provide the necessary functionality to support different actors like service window clerks, supervisors, finance officer and quality assurance personnel in order to deliver services to citizens in one stop shop face to face fashion. The platform has to provide an integrated solution in order to administer all services that will be offered by ADISA. This platform should be able to define business service process flows and relay on the Government Gateway (GG) platform for utilizing the electronic services already published as summarized below:

4.1 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. IFO platform should support the delivery of these services.

4.2 Integration with Citizen Feedback Monitoring DU. CFM (Citizen's Feedback Monitoring) web-based system has been developed for the Albanian Prime Minister's Delivery Unit (DU). The intention of the

system is not only the purpose of measuring the experience of citizens on the quality of service delivery, but also enhances decision support. IFO platform should be linked with the CFM system.

4.3 The IFO service delivery platform is expected to improve the Front Office interfaces and processes aiming to increase the efficiency and accelerate the delivery of the services to the citizen and businesses. The platform is envisaged to be designed and automate the operations according to three main pillars:

- Processes related to Application for a service
- Processes related to Front Office management
- Processes related to the performance of FO and Back Office (BO)

5. Qualifications requirements

(i) Experience

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).

ii. ISO Certification: The bidding company must hold a valid ISO 9001 certification;

iii. The Bidder must provide a full description of his company profile including scope and size of his activities, copies of original documents defining the constitution of legal status, place of registration and principal place of business of the company or firm.

iv. The bidding company must have a valid partnership for supply and service delivery with the hardware vendor company which brand is being offered.

v. The bidding company must be certified in the relational database technology of the system that is being offered.

vi. 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.

In case of a Joint Venture, all partners combined must meet requirement

(ii) Financial capacity:

The Bidder must demonstrate average annual turnover of at least a minimum figure of 2,000,000 Eur (two million) equivalents, calculated as total certified payments received for contracts in progress or completed, in the last three (3) years (2015, 2016, 2017).

(iii) Bidder shall demonstrate availability of liquid assets of at least 300,000 EURO.

(iv) Bidder must demonstrate technical competencies with at least sixteen (16) IT staff members/consultant certified in the following fields, combined to fulfill the following requirements. (One staff member/consultant could play the role of more than one specialist when holding the required certificates as below).

- One (1) Project Manager with at least 7 years of proven experience in the relevant field, holding a valid certification of ITIL (Information Technology Infrastructure Library) and PMP (Project Management Professional, PMI institute) or equivalent. The Project Manager shall be available in Albania during the whole project timeline (44 weeks).

- One (1) Deputy Project Manager with at least 5 years of proven experience in the relevant field, holding a valid certification of ITIL and PMP (PMI institute) or equivalent. The Deputy Project Manager shall be available during the whole project timeline due to the complexity and number of stakeholders and services to be implemented during the project.
- One (1) Business Analyst and Software Architect with a minimum of 5 years of experience in the relevant field.
- One (1) specialist for the implementation of the Servers and Storage equipment holding the architect level of certification.
- Two (2) specialist certified for managing and administering the relational database technology;
- Two (2) specialist certified with professional level for service oriented architecture non vendor related,
- Ten (10) specialists certified (MCPD) or Java developers holding a certification from Microsoft or Oracle or IBM.
- Three (3) specialists certified for Microsoft BizTalk from Microsoft which is the core component of the Government Gateway.
- 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.
- 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 which is based on Cisco technologies.
- One (1) specialist holding valid certification on Professional level for IP telephony system.
- Two (2) specialists certified with professional level for Service Oriented Architecture, non-vendor related

(v) If the bidder is a Joint Venture, all partners combined must meet the qualifications requirement and all partners of the Joint Venture shall be liable jointly and severally for the execution of the Contract. For the partner in charge (leader of the Joint Venture) the average annual turnover must not be less than 40% of the total required annual turnover and for each other partners the average annual turnover must not be less than 25% of the total.

6. A complete set of Bidding Documents in English may be obtained at no cost by interested bidders on the submission of a written application or e-mail to the address given below. Further the Bidding Documents may also be downloaded from any of the following websites: www.adisa.gov.al

7. Bidding will be conducted using the International Competitive Bidding (ICB) procedures specified in the World Bank's Guidelines: Procurement under IBRD Loans and IDA Credits, edition of 2011, revised July 2014 and is open to all Bidders eligible as defined in these Guidelines, that meet the following minimum qualification criteria: **key qualification criteria relating to previous experience, financial capacity, etc., from the BDS entry for ITB Clause 6.1 (a)**].

8. Interested eligible Bidders may obtain further information from: **PMU of Citizen Centric Service Delivery Project** and inspect the bidding documents at the address given below, during office hours from 08:00 to 16:00, Mondays to Thursdays, and from 08:00 to 14:00 on Fridays.

9. A pre-bid meeting which potential bidders may attend will be held on, **June 22, 2018, at 11.00 local time.**

10. Bids must be delivered to the address below at or before **July 13, 2018, at 12.00 local time.** **"Bids need to be secured by an amount of 32,000 EUR.** Late bids will be rejected. Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below, at **July 13, 2018, 12.00 local time.**

11. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded World Bank-financed contracts

A DISA

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