AMENDMENT NO.2

BIDDING DOCUMENT (SINGLE-STAGE)

Original issued on: *27 January 2017 revised version issued on: 25 May 2018*

(AMENDED VERSION II)
17 July 2018

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

IFB No: *AL-8521/G/ICB/1.06/2016*

AMENDMENT NO.2

Of the Bidding Documents
for
Supply and Installation of Integrated Front Office (IFO)
Service Delivery Platform

Ref: AL-8521/G/ICB/1.06/2016

Project: *Citizen Centric Service Delivery Project* *AL-8521*

Purchaser: Agency for the Delivery of Integrated Services in Albania (ADISA

1. We refer to amend the existing Bidding Documents for ***Supply and Installation of Integrated Front Office (IFO) Service Delivery"; Ref: AL-8521/G/ICB/1.06/2016***
2. The Agency for Delivery of Integrated Services in Albania (ADISA) through PMU –Project Management Unit hereby amends the bidding documents as below**:**

<table>
<tr><th>ITB Clause Reference</th><th>Wording as per the Original Bidding Documents</th><th>Amended to read</th></tr>
<tr><td>6.1 (a)</td><td>Qualification requirements for Bidders.
Ten (10) specialists certified (MCPD) or Java developers holding a certification from Microsoft or Oracle or IBM</td><td>The qualification requirement will be revised as:
Ten (10) developer specialists holding a certification from Microsoft or Oracle or IBM.</td></tr>
<tr><td>6.1 (a)</td><td>Qualification requirements for Bidders.
At least three (3) specialists certified for Microsoft BizTalk from Microsoft.</td><td>The qualification requirement will be revised as:
At least 3 staff members with proven experience in integration technologies.</td></tr>
<tr><td>28.4</td><td>The bid evaluation will take into account technical factors in addition to cost factors as per ITB 28.5. The technical score is 40% the financial score 60%.</td><td>The bid evaluation will take into account technical factors in addition to cost factors as per ITB 28.5. The technical score is 20%, and the financial score is 80%.</td></tr>
<tr><td>28.5</td><td>The technical/quality evaluation parameters and scoring scheme:
<table>
<tr><th></th><th>Criteria</th><th>Weight</th><th>Description</th></tr>
<tr><td>1.</td><td>Experience</td><td>0.15</td><td>Experience of the bidder in successfully completing similar projects (based on official final acceptance certificates issued by the customers/institutions). Score 4 for 2 projects, 5 for 3 or more projects</td></tr>
<tr><td>2.</td><td>Project planning</td><td>0.10</td><td>Detailed project planning proposal. Will be considered a deviation for no project planning, score 1 for not enough details provided, score 5 for a detailed project planning</td></tr>
<tr><td>3.</td><td>Project management</td><td>0.10</td><td>Structured project management methodology proposed. Will be considered a deviation for no project management methodology proposed. Score 0 for no structured PMM, score 5 for structured PMM</td></tr>
<tr><td>4.</td><td>Open Source technology used</td><td>0.20</td><td>At what level is the open source used in the technical solution proposal? Score 0 if no OST is used, score 5 if OST is used.</td></tr>
<tr><td>5.</td><td>Architecture - Application, Development,</td><td>0.25</td><td>How well is the application architecture compared to best industry practices and latest technology and trends? Can the</td></tr>
</table></td><td>The technical/quality evaluation parameters and scoring scheme:
<table>
<tr><th></th><th>Criteria</th><th>Weight</th><th>Description</th></tr>
<tr><td>1.</td><td>Experience</td><td>0.20</td><td>Experience of the bidder in successfully completing similar projects (based on official final operational acceptance certificates (OAC) issued by the customers/institutions).
Score 0 for 2 projects, without OAC (min qualification requirement)
Score 2 for 2 projects, one with OAC
Score 4 for 2 projects, both with OAC
Score 5 for 3 or more projects with OAC

(According to ITB 6.1(a), minimum 2 project references are required to qualify. If there is no similar project completed by the bidder/JV, this will be considered as a deviation and the bidder may be disqualified.)</td></tr>
<tr><td>2.</td><td>Preliminary Project Plan</td><td>0.15</td><td>Detailed preliminary project plan, including project management methodology (PMM).
Score 0 for a project plan submitted without necessary details.
Score 3 for a partially detailed plan,
Score 5 for a detailed project plan,</td></tr>
</table></td></tr>
</table>

	Open, Scalable, Extensible		system easily be enhanced with new capabilities without having to make major changes to the system infrastructure? Can the system handle ADISA's current and future transaction volume and still run efficiently with minimal interruptions? Can the system scale with ADISA's plans for rapid national expansion? Score 0 for not meeting at all the above mentioned criteria, Score 1 for partially meeting, Score 3 for meeting most, Score 5 for meeting all.				including PMM, elaborated project schedule, resource planning, etc. (According to ITB 16.2 (c), submission of a preliminary project plan is mandatory. If there is no project plan submitted with necessary details, this will be considered as a deviation.).
6.	Transfer of Knowledge & Training	0.20	Transfer of knowledge to the customer. Quality of the End-user training approach. a. Transfer of knowledge to ICT staff: Will be considered a deviation if no training is foreseen Score 2 if a dedicated training program is foreseen b. Transfer of knowledge to the end users: Score 0 if no training Score 1 if training of trainers is foreseen Score 3 if contractor will train all end users	3.	Open Source technology used	0.20	At what level is the open source software used in the technical solutions proposed? **Score 0** if no OSS is used, **Score 3** if OSS is partially used, **Score 5** if OSS is substantially used.
	Total score[a]			4.	Architecture - Application, Development, Open, Scalable, Extensible	0.25	How well is the software and hardware solutions architecture compared to best industry practices and latest technology and trends, e.g. for software architecture – SOA, micro services, scalability, virtualization layers, NoSQL persistence, virtualization; for hardware – redundancy, maintenance automation, enhanced virtualization support. System scalability and extendibility: Can the system easily be enhanced with new capabilities without having to make major changes to the system architecture and hardware infrastructure? System's maintainability and performance evaluation: Can the system handle ADISA's current and future transaction volume and still run efficiently with minimal interruptions? Can the system scale with ADISA's plans for rapid national expansion? Failing to provide an elaborated solution's hardware and software architecture will be considered as deviation. **Score 0** for an architecture without necessary details. **Score 1** for providing brief solution architecture, which partially addresses
	Rank						

					non-functional requirements for redundancy, performance, scalability and maintainability. **Score 3** for providing a detailed solution software and hardware architecture, which addresses most of non-functional requirements and based on industry best practices, but having some limitations or inconsistences. **Score 5** for providing a detailed software and hardware solution architecture which addresses all non-functional requirements and best on industry best practices.	
			5.	Transfer of Knowledge & Training	0.20	Transfer of knowledge to the customer. Quality of end-user training approach. Failing to provide training methodology will be considered as deviation. Below scored (a and b) will be added to find the total score of this category. a. Transfer of knowledge to ICT staff: Will be considered a deviation if no training of ICT staff is foreseen. **Score 0** if the staff training program is submitted without necessary details. **Score 2** if a dedicated training program is foreseen for ICT staff. b. Transfer of knowledge to the end users: Will be considered a deviation if no training of end users is foreseen. **Score 0** if the user training program is submitted without necessary details. **Score 1** if training of trainers is foreseen. **Score 3** if all end users will be trained.	
				Total score[a]		
				Rank		

Part E.	**IMPLEMENTATION SCHEDULE** Warranty period 12 months Duration in weeks : 157	**IMPLEMENTATION SCHEDULE** Warranty period: 12 months Duration in weeks: 52
Technical requirement TR-051	**Warranty Service** The warranty period shall begin from the date of Final Operational Acceptance of the complete working IFO system and extend for the periods of 36 months	**Warranty Service** The warranty period shall begin from the date of Final Operational Acceptance of the complete working IFO system and extend for the periods of 12 months
Technical requirements	**1.1.9 Integration with Queue Management System** Queue management system is one of the necessary components that will be provisioned in each ADISA front office, as an integral part of front-office functionality. The provision of this solution is not part of this project scope. The queue management system should be fully integrated with the Services Platform in such way that the Services Platform is fed with information related to the points in time when the applicant is served by the clerk.	**The paragraph will be revised as:** **1.1.9 Integration with Queue Management System** Queue management system is one of the necessary components that will be provisioned in each ADISA front office, as an integral part of front-office functionality. The queue management system should be fully integrated with the Services Platform in such way that the Services Platform is fed with information related to the points in time when the applicant is served by the clerk.