



CLARIFICATION 2

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| ނަންބަރު No: | TES/2021/G-002 | | |
| ފޮތް ބަލާ Project: | Supply, Install, Configure, Develop and Maintain NSW Software and Hardware (Turnkey NSW System) | | |
| ދިނުމުގެ Issued Date | 29 th March 2021 | | |
| ސަފުހާ ގެ އަދަދު No. of Pages: -32 | ބޯޖު Boq: -00 | ޖަހާމަތް Drawings: -00 | |

Please include this clarification when submitting the Application

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- Please find attached, answers to the queries received.



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Name: Fathimath Rishfa Ahmed

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Signature:

CLARIFICATION 02

| No. | Reference File | Reference | Statement of Clarification/ Deviation | Query / Question | Employers Response |
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| 1 | Section 1.3 Stakeholders Page 4 Page 8 | <p>Maldives Airports Company Limited (MACL) acts as the sole Ground Handling Agent at the Velana international airport which is located on Hulhule island, five minutes from Male island.</p> <p>Other airports that handle international trade cargo in Maldives are: HANIMAADHOO international airport, GAN international airport, Maafaru International Airport, Maamigili International Airport</p> <p>4. MACL uses COSYS system for cargo management</p> | | Is the future Maldives NSW system to be interface with MACL system via COSYS, or independ on COSYS? | The system used by MACL is the COSYS system and hence NSW system will interface with COSYS system. |



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| 2 | Section 1.3 Stakeholders Page 4 Page 8 | <p>Maldives Ports Limited (MPL) operates the Male Commercial Harbour which is the main port located in Male island. There are 12 international seaports...</p> <p>3. MPL manages its container terminal operations at Male Port by using inhouse developed software.</p> | | <p>Please confirm if MPL is managing all 12 international sea ports, besides Male Port, and all are using the same container terminal operating system of MPL? Is the CTOS system based on other 3rd party software e.g. NAVIS?</p> | <p>MPL currently manages the following 4 ports</p> <ol style="list-style-type: none"> 1. Male' Commercial Harbour (which is the main sea port in the country) 2. Khuludufushi Port 3. Hithadhoo Port 4. Maamigili Port <p>MPL will start managing an additional port before end of 2021.</p> <p>MPL currently uses an in-house developed software called BANDHARU. The system is currently used only in Male' Commercial Port while plans are underway to use the BANDHARU system in other ports managed by MPL.</p> |
| 3 | 3.5. Trader Portal Requirements Page 37 | <p>MNSW will support ePayment as per a new Unified Payment Gateway (UPG) that is being procured by the Maldives Monetary Authority (MMA). The UPG is expected for deployment 3Q 2021.</p> | | <p>Please confirm the number of banks that shall be using the payment gateway - UPG? Please advise further details of UPG (if any) particularly the interfacing specifications.</p> | <p>All licensed banks in the Maldives are expected to participate in the UPG. Currently there are 8 licensed banks in the Maldives. Most updated information on UPG system can be obtained from http://www.payments.mv/</p> <p>A contractor has been selected by MMA to implement the UPG and currently is at the requirement gathering stage.</p> |



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| | | | | | NSW system shall interface with UPG using web services/ APIs and detail interfacing specifications will be provided to the selected bidder |
| 4 | 3 In PQ Section 6_NSW , P51 “7.2 Computing Infrastructure Requirements | | | Please advise whether Private or Public or a hybrid cloud service is required acceptable? | If the selected bidder is proposing a cloud based solution, the bidder is required to propose the most optimal cloud based solution appropriate for the transactions and data flows to be supported by the NSW. |
| 5 | In PQ Section 6_NSW, Page 21 | | | Please clarify if the MNSW requires a risk management module, since this is indicated in the MNSW architecture diagram? Please provide more requirements if a Risk Mgt module is required. | Proposed NSW system should have a risk management module. The Coordinated Border Management Process flow (refer to page 83) outlines the requirements for the risk management module. |
| 6 | Section 6_NSW, page 16 | N/A | | In PQ Section 6_NSW, page 16 is blank. Please clarify is there is any content missing there? | No content is missing. |
| 7 | N/A | N/A | | Please kindly advise how many types of LPCO forms could be applied in MNSW? How many types of SAD forms could be applied in MNSW? How many regimes should be supported? | LPCOs could be in the form of a permit, license, certificate or an approval letter, for example duty exemption. LPCOs issued from 7 of the CBRAs should be applied via MNSW. SAD forms could be either related to import/ export/ temporary import/ re-export/ |

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| | | | | | transit cargo either imported or exported via sea or air. |
| 8 | N/A | N/A | | Under our company law and usage practice, Joint Venture (JV) generally refers to a new corporate entity formed by more than two partners. To avoid misunderstanding and ambiguity, we and our partner intend to form the Consortium to prepare the prequalification documents rather than a Joint Venture with a legal personality. Shall we provide you the Letter of Intent to Consortium? Whether the Letter of Intent to Consortium is permitted? | ITA 4.1 requires a formal intent to enter into an agreement in the form of a Joint Venture and therefor this will be the form of document that will be permitted. |
| 9 | N/A | N/A | | Please advise what is the scoring criteria for the Prequalification? | There is no scoring criteria for the pre-qualification. Applicants will have to meet all the qualification criteria indicated in Section 3. |
| 10 | N/A | N/A | | Please advise an indication of the budget for this MNSW? | Financial quote is not required in the pre-qualification stage. Prequalified bidders will provide a price quote based on the work scope defined in Section 6. |
| 11 | Section 1.3 Stakeholders Page7 | Asycuda World may be replaced | | What is the upcoming customs system? When will it be applied? | Currently Maldives Customs uses ASYCUDA World. Replacement of |



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| | | with another customs system | | The Maldives Single Window will interface with the new customs system or interface with Asycuda World? | ASYCUDA World is a future initiative of the Government and exact date of replacement is not yet known. System replacement is not expected to be completed in the next 2-3 years. Until the customs system is replaced, it is expected that the NSW system will be interfaced with ASYCUDA World. |
| 12 | Section 3.1 3.1. Overview of Desired Solution for MNSW Page 19 Section 1.3 Stakeholders Page 7 | CBRAs are in the process of computerizing their back-office permit processing systems and these systems are expected to be ready by mid-2021 5. The computer systems that are being used to manage back office administrative processes, including issue of permits are as follow... | | Is all the SW related CBRA processing system listed in the table? What is the back-office permit processing systems expected to be ready by mid-2021? For which CBRA? Dose SW need to interface with it? | The CBRA systems currently under development are as follows: 1. Ministry of Economic Development - BOLI system 2. Ministry of Fisheries, Marine Resources and Agriculture - FIA and AOS systems 3. Maldives Food and Drug Authority- Dhirithi System 4. Ministry of Defense - Makudi System. Any Interface requirement with CBRA systems will be specified in final bid document. |
| 13 | Section 1.3 Stakeholders Page 4 Page 8 | Maldives Ports Limited (MPL) operates the Male Commercial Harbour which is the main port located in Male island. There are 12 | | Dose SW need to interface with the MPL inhouse developed software? Is all the international seaports using the same MPL inhouse developed software that SW can interface this system once to connect with all seaports? Or | MNSW will have to interface with the MPL system which is called BANDHARU. The system is currently used only in Male' Commercial Port while plans are underway to use the BANDHARU system in other ports |



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| | | international seaports... | | SW should interface with each seaport system? | managed by MPL. Ports currently managed by the MPL are as follows: 1. Male' Commercial Harbour (which is the main sea port in the country) 2. Khuludufushi Port 3. Hithadhoo Port 4. Maamigili Port |
| 14 | Section 1.3 Stakeholders Page 8 | 4 Maldives Airports Company Limited (MACL) acts as the sole Ground Handling Agent at the Velana international airport which is located on Hulhule island, five minutes from Male island. Other airports that handle international trade cargo in Maldives are: HANIMAADHOO international airport, GAN international airport, Maafaru International Airport, Maamigili International Airport 4. MACL uses COSYS system for cargo management | | Is all the international Airport using the same COSYS system that SW can interface this system once to connect with all seaports? | COSYS system is currently used by MACL only as the operator of the main International airport in the Maldives. Seaports do not use COSYS. |



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| 15 | 3.5. Trader Portal Requirements Page 37 | MNSW will support ePayment as per a new Unified Payment Gateway (UPG) that is being procured by the Maldives Monetary Authority (MMA). The UPG is expected for deployment 3Q 2021 | | Is this UPG can connect with all the commercial banks that SW can only interface with this UPG is OK? Or what other commercial banks SW should interface with besides the UPG? | All licensed banks in the Maldives are expected to participate in the UPG. Currently there are 8 licensed banks in the Maldives. Besides the UPG, MNSW should establish interfacing capacity with commercial banks with online payment gateways. Whether interfacing with UPG alone is sufficient or not will be determined based on consultations with all relevant stakeholders once the UPG is fully implemented and operational. |
| 16 | PQ Section 6 | Component #2: | Component #2: Contact Centre | Please provide more details on operation of existing Contact Centre. Also is it expected from selected bidder to deploy the Call Centre Executive at Contact Centre in Maldives? | Not clear on the type of information required for the existing Contact Center? As the Contact Center is already operational at the premises of the MNSW Operator, it is not required for the bidder to deploy a Call Center Executive at the Contact Center. |
| 17 | PQ Section 6 | 1.3. A | Stakeholders | Whether TMCL will also be using and interacting with MNSW like CBRA? | TMCL will be responsible to operate and manage the NSW system developed by Selected bidder. |
| 18 | PQ Section 6 | 7.2. Computing Infrastructure Requirements | Bidders may provide a cloud-based solution for infrastructure or standard | We understand that employer is looking for either cloud-based or on-Premise IT infrastructure. | Bidders are given the option to propose a cloud-based solution. |



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| | | | location-based infrastructure, the components of which are outlined below. | However, the scope, SLA and support are majorly inclined towards on-Premise IT infrastructure. Given that cloud is a preferred deployment model for similar solution across the world, We request you to provide detailed SLA and support requirements for cloud based IT infrastructure. We also presume that the employer would be open to cloud hosting as a preferred option. | Section 6 will be amended to specify SLA and support requirements for cloud based IT infrastructure when the document is released for pre-qualified bidders at the next stage. |
| 19 | PQ Section 6 | 7.2. Computing Infrastructure Requirements | Bidders may provide a cloud-based solution for infrastructure or standard location-based infrastructure, the components of which are outlined below. | Can the application be hosted on global CSP outside Maldives? | Yes and bidder should provide the details in the proposal. |
| 20 | PQ Section 6 | 7.2. Computing Infrastructure Requirements | Bidders may provide a cloud-based solution for infrastructure or standard location-based infrastructure, the components of which are outlined below. | Please share total active users who will be accessing this platform including possible system integrations for Infra sizing. Concurrent users as mentioned will be 500. | Concurrent users is estimated to be 500. Active users will comprise of all importers, exporters and all CBRAs interacting with MNSW. An estimated total number of active users will be provided when Section 6 will be released to pre-qualified bidders at the next stage. |
| 21 | PQ Section 6 | 7.2. Computing Infrastructure Requirements | Bidders may provide a cloud-based solution for | Please share total monthly/ yearly transaction/s volume | Yearly estimated transactions will be updated until 2019 when Section 6 is |



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| | | | infrastructure or standard location-based infrastructure, the components of which are outlined below. | for infra sizing from 2018 to 2020 | released to pre-qualification bidders at the next stage. Figures for 2020 will not be included as it is not considered a normal year of operations due to COVID 19. |
| 22 | General | General | General | After shortlisting for RFP stage are we allowed to raise questions relating to Tender? | Pre-qualified bidders will be given an opportunity to raise further questions during next stage of tender process. |
| 23 | PQ Section 6 | Historisation | Historisation shall take place using validity periods for the data ("Valid From" and "Valid To") as well as the date alteration has taken place. | What would be the retention period of the data for future reference? | By Customs law data are required to be kept for 5 years. |
| 24 | PQ Section 6 | Backup and Recovery Requirements | A disaster recovery (DR) system is required and will take over from the main site in case of a major disaster. The capacity of the DR instance is to be 60% of capacity of primary system. | Can the DR system be hosted outside Maldives or it has to be hosted within country only? Please also provide the RPO (Recovery point Objective) and RTO requirement. | DR site has to be hosted in the Maldives. Mentioned in Section 6, 7.2 Computing Infrastructure Requirements "Recovery Time Objective (RTO), i.e. time to restore to normal operations, is 2 hours. Recovery Point Objective (RPO), i.e. maximum allowable data loss from time of failure to last valid backup, is 4 hours." |
| 25 | PQ Section 6 | General | General | Based on our understanding of the scope we presume that the commercially available OS (Like Windows), RDBMS (Like | Section 6 specifies "The application should support the leading open standards and the use of open source |



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| | | | | MSSQL,Oracle) are acceptable to the employer and will not be considered anything less than the open source platforms. | platforms and tools are preferred". |
| 26 | PQ Section 3 | 3.1 Historical Financial Performance | Submission of audited financial statements or, if not required by the law of the applicant's country, other financial statements acceptable to the Employer, for the last 3 years to demonstrate the current soundness of the Applicant's financial position. As a minimum, the Applicant's net worth for the last year, calculated as the difference between total assets and total liabilities should be positive | As provided in the Form 1 the employer has asked for Net Worth and PAT and PBT values for last 3 completed financial years. Our understanding is that the vendor will be stand to qualify when net worth is positive and PBT/PAT are negative. | Applicants will have to meet all the Financial Situation Criteria specified in PQ Section 3. (It is unclear what PBT/PAT mean). |
| 27 | PQ Section 3 | 3.2 Size of Operation (Average Annual Turnover) | Minimum average annual turnover of \$ 5 million calculated as total certified payments received for contracts in progress or completed, within the last 3 years. | We request you reduce the Minimum average annual turnover to be \$4 Million | The Criteria is already specified and cannot be changed. |
| 28 | PQ Section 3 | 4.1 Experience in Contracts of Similar Size and Nature | Successful completion of software development, implementation, and customization contract as main supplier within the last six (6) years, of Two (2) | We have executed IT contracts of similar value. We presume the same can be proposed against this clause. | Applicant is required to submit supporting documents to evidence that the Applicant meets the criteria 4.1 specified in PQ Section 3. Applicants may submit same contract |



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| | | | contract(s) each valued at least four (4) million USD. | | experience for 4.4.1 and 4.1.2. |
| 29 | PQ Section 3 | 4.1 Experience in Contracts of Similar Size and Nature | Successful completion of software development, implementation, and customization contract as main supplier within the last six (6) years, of Two (2) contract(s) each valued at least four (4) million USD. | <p>Most of our contracts are on Build Own Operate (BOO). This means that though we have completed the contract by developing, implementing and customizing software as per the contract with the customer, the revenue is accrued based on transactions completed through the software after going live. In such cases, As acceptable to World Bank, Inter-American Development Bank and such institutes, we normally provide a letter from our statutory auditor certifying revenue accrued as well as possible revenue to be approved based on the contract.</p> <p>The customer Contract will only have a per transaction price and will not have the full value possible revenue of the contract. As such we intend providing letter from statutory auditor, excerpts from the customer contract and suitable letter from the customer indicating our compliance to this clause. We presume the same is acceptable.</p> | Applicant is required to submit supporting documents sufficient to evidence that the Applicant meets the criteria 4.1 specified in PQ Section 3. |



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| 30 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Indicative list of Hardware components – EN.02 | | | RFP mentioned RISC compute in the specification section, can we offer x86 architecture for our solution? | Specifications should be at a minimum as specified in PQ Section 6. Section 6 specifies "These are indicative specifications of equipment; the vendor should amend the specifications to provide a cost-effective configuration that delivers the performance expectations of the Client." |
| 31 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Existing Infrastructure | | | Do you have any existing infrastructure or licenses in place which we can consider using in our solution? Like Email Server or Licenses Web Server or Licenses etc.. | Details of the existing hardware items will be described when the Section 6 is released for pre-qualified bidders during the next stage of tendering |
| 32 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Installation sites | | | Are Installation sites/ data centers are ready/ in place or we need to add this in our solution? If yes then we understand that the installation sites are ready and have suitable space/ specs to handle new infrastructure? Can we also have complete details of existing sites? | PQ Section 6 requires bidder to propose, design and implement the network and to install and configure the hardware items. MNSW Operator will provide the site for hardware installation. Currently MNSW Operator TMCL is the in the process of setting up the site for data center. |
| 33 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - The bidder will undertake planning, installation, configuration and testing of both active and passive components. The bidder must clearly state the | | | Please confirm that other than configurations and requirement planning for connectivity between sites. Arrangements of MPLS link, DPLC, Layer 2 connectivity between sites and campuses | Purchaser will be responsible for the connectivity between sites and Applicant is required to provide connectivity requirements and undertake |



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| | connectivity requirements (dial-up, leased lines, fibre optic links, ...) for the different site locations (airport, MPL, etc....). | | | will be manage by Purchaser or Bidder. | planning, installation, configuration and testing. |
| 34 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Monitoring System Requirement for Systems | | | Monitoring system details are specifications are not mentioned. Please provide the details. | The question is not clear. Section 6 mentions different monitoring requirements "•Bandwidth and Network monitoring including •Disk space monitoring •Monitoring log files including core files generated in root file system" "• Use database monitoring tools" |
| 35 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Virtual Hardware | | | Can we propose virtual hardware in place of Physical hardware against Firewalls and Load Balancer? | Applicants can propose virtual hardware (virtual appliances) but preference will be given to performance, throughput and proposed DMZ architecture. |
| 36 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Firewall(s) | | | The Specifications of Firewall(s) are not mentioned. Please share the information for the following, Required number of interfaces. Required number of Sessions. Required number of web users. Required number of Concurrent sessions. | The Bidder must propose firewall(s) suitable for the proposed architecture, security and services to be established as mentioned in Section 6. |



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| | | | | Required number of NGFW. Feature Licenses. Required HA status. A/A, A/P. | |
| 37 | Switches, Routers | | | The Specifications are not mentioned or cleared in for these devices or equipment's. Required Routing and switching features. (Please specify if there are any numbers to routes or any other limitation required. Required Stacking or not. | No such limitations required. The bidder must proposed a cost-effective configuration that delivers the performance expectations by the Client. Please take note that ADB membership eligibility requirements apply to devices and equipment's (and all other goods). |
| 38 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - Racks | | | Numbers of Rack and Sizing are not mentioned. Please provide the details | As bidders may provide a cloud-based solution for infrastructure or standard location-based infrastructure, bidders are required to propose optimal number and sizing based on the solution proposed. |
| 39 | Section 7: NON-FUNCTIONAL TECHNICAL REQUIREMENTS - End User Session | | | Please confirm that the Estimated End User Sessions numbers are limited. | The Bidder must estimate the number of end user sessions that is required for the solution proposed based on the concurrent users provided in section 6. |
| 40 | Misc. | | | We understand that no need of providing the overview of solution and approach at this stage and the technical requirements provided in the RfP shall only for | Section 6 is provided for information purpose at this stage to give an outline of the scope of work required under this tender. |



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| | | | | information purpose. Please confirm | |
| 41 | Section 1 – Clause 24.2: | | | | |
| | The Applicant shall not propose to subcontract the entire scope of the contract. However, if an Applicant intends to subcontract any of the key activities listed in Section 3 (Qualification Criteria) 4.2, then such key activities and the proposed Subcontractors (Specialist Subcontractors) shall be clearly identified in Section 4 (Application Forms), Forms ELI - 2 and EXP - 2. | | | The clause mentions that “the proposed specialist subcontractor shall meet the corresponding qualification requirement specified in Section 3 (Qualification Criteria)”. | Applicants may subcontract any activities of the contract as long as: 1) the applicant takes all risks associated with the delivery of the project, 2) the contractor notifies the Purchaser such subcontracting in writing, and, 3) the subcontractor shall comply with relevant provisions of the contract, ie. subcontractors shall meet all qualification criteria stated in PQ Section 3 (qualification criteria) if an applicant intends to subcontract any key activities listed in 4.2 of Section 3 (Qualification Criteria). |
| | Such Specialist Subcontractor(s) shall meet the corresponding qualification requirements specified in Section 3 (Qualification Criteria). A formal intent to enter into an agreement with the Specialist Subcontractors in the form of a letter jointly signed by the Applicant and the Specialist Subcontractor should be submitted together with the Application. At the time of | | | Here, which qualification requirements (in the Section 3) are we referring to? Is it qualification requirement mentioned in 4.2 (Experience in Key Activities) only? Are there any other requirements in Section 3 that a specialist sub- | Specialist subcontractor(s) shall meet all the corresponding qualification requirements specified on Section 3 (Qualification Criteria) and <u>NOT only</u> requirement mention in criteria 4.2 (Experience in Key Activities). |




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| | bidding, the Bidder shall use in its bid only Specialist Subcontractors prequalified during the prequalification exercise. | | | contractor needs to fulfil/qualify? | |
| 42 | Section 1 – Clause 25.2: | | | | |
| | Only the qualifications of proposed Specialist Subcontractors with respect to “Experience in Key Activities” that have been identified in the Application pursuant to ITA 24.2 will be considered in the evaluation of an Applicant. | | | Please clarify if our understanding is correct. | If an Applicant subcontract any key activities to specialist subcontractor(s), as indicated in PQ Section 1, ITA 24.2, only the "Experience in Key Activities" as specified in PQ Section 3, 4.2 of the proposed specialist subcontractor(s) will be added and considered in the evaluation of an Applicant. Financial resources of a specialist subcontractors will not be added to those of the Applicant for purpose of prequalification of the Applicant. |
| | However, the financial resources of Specialist Subcontractors may not be added to those of the Applicant for purposes of prequalification of the Applicant. | | | For the evaluation of an applicant, the qualification of a proposed specialist subcontractor and/or main contractor will be considered to qualify the requirement given in Section 3 - 4.2 (Experience in Key Activities). | |
| 43 | Section 3 – Clause 4.2: | | | | |
| | Successful completion of one (1) international trade IT software development contract(*) such as (a) Single Window, (b) Port Community, (c) Logistics System IT Solutions, which have been in operation for a minimum of one (1) year. | | | Will development and implementation of a “Customs Management System (CMS)” be considered as a reference project? | Criteria to be met is successful completion of <u>one international trade IT software</u> development contract which has been in <u>operation for a minimum of one year.</u> The developed system shall also <u>interface with government agency systems for control of goods at border.</u> |
| | - The developed system shall include automated interaction with government agency | | | Customs is a key stakeholder of any Single Window Project and Customs Manage System is the core | |



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| | <p>system(s) for control of goods at borders.</p> <p>- (*) The contract may be substituted by any government agency reference documents which confirm operation of bidder's system with government agency system(s)</p> | | | <p>system that completes the trade documentation ecosystem to efficiently and successfully implement a Single Window System.</p> <p>Hence any CMS implementation should be considered as a reference project to qualify the criteria 4.2.</p> | <p>Customs Management Systems that does not cater for automated interactions with government agency systems for control of goods at border <u>will NOT constitute</u> as a sufficient reference project.</p> |
| 44 | | | | <p>The applicant has a project contact that was first awarded to one of the group companies but was later transferred to the applicant as that company had to close down due to business decisions.</p> <p>Before the group company closed down, some of its existing project contracts were transferred to the applicant. The contract transfers were done more than 2 years back.</p> <p>Will these project references from applicant be considered for the qualification criteria given in 4.2 & 4.1.</p> | <p>References submitted by the applicant to substantiate experience criterion 4.1 and 4.2 of PQ Section 3 shall be issued in the name of and directly attributable to the applicant.</p> |
| 45 | <p>With reference to the submission deadline on 5th April 2021, 1100hr Maldivian time, we have checked with various courier companies and they do not have a reasonable lead time. Most are quoting 2</p> | | | <p>We like to check if the following arrangement is acceptable to MoED on 5th April 2021 before 1100hr,</p> <p>1. We submit the full softcopy submission by the</p> | <p>Applications shall be submitted in hard copy format before the deadline. Any change to the application submission deadline will be notified to</p> |

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| | weeks delivery time, citing limited flights. | | | <p>stated deadline.</p> <p>2. Along with the submission is the document parcel tracking number for the physical delivery of the tender. This will mean that we have handed the physical copies to the courier company and they are on the way to Maldives. Hope the above arrangement is acceptable. We will also appreciate your confirmation on the method for the softcopy submission</p> | all prospective applicants and issued as an addendum. |
| 46 | PQ Section 3_NSW.doc | 4.1 Experience in Contracts of Similar Size and Nature | Successful completion of software development, implementation, and customization contract as main supplier within the last six (6) years, of Two (2) contract(s) each valued at least four (4) million USD. | <p>a) What does it mean by similar nature? Does it mean "any software development, implementation, and customization contract as main supplier within the last six (6) years, of Two (2) contract(s) each valued at least four (4) million USD" OR the nature of the project should be specific to "Single Window or Port Community or Logistics System IT Solutions". Kindly clarify.</p> | Contracts of similar nature means any software development, implementation, and customization contracts involving integration of multi-agency/stakeholder systems and does not have to be necessarily specific to NSW systems or port community systems or logistics systems. |
| 47 | PQ Section 3_NSW.doc | 4.1 Experience in Contracts of Similar Size and Nature | Successful completion of software development, implementation, and customization contract as main supplier within the last six (6) years, of Two (2) | Request you to change this clause as "Successful completion of software development, implementation, and customization contract as main supplier within the last ten (10) years, of one (1) | Criteria cannot be changed. |

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| | | | contract(s) each valued at least four (4) million USD. | contract valued at least four (4) million USD. | |
| 48 | PQ Section 3_NSW.doc | 4.2 Experience in Key Activities | <p>“Successful completion of one (1) international trade IT software development contract(*) such as (a) Single Window, (b) Port Community, (c) Logistics System IT Solutions, which have been in operation for a minimum of one (1) year.</p> <p>- The developed system shall include automated interaction with government agency system(s) for control of goods at borders.</p> <p>- (*) The contract may be substituted by any government agency reference documents which confirm operation of bidder’s system with government agency system(s)</p> | <p>a) Will the client consider any referenceable project either in Single Window or Port Community or Logistics System IT Solutions, which have been in operation for a minimum of one (1) year? Kindly clarify.</p> <p>b) What does it mean by "The contract may be substituted by any government agency reference documents which confirm operation of bidder’s system with government agency system(s)". Please clarify.</p> | <p>Supporting documentation evidencing successful completion of one international trade IT software that is in operation for a minimum of one year will be accepted. Project may be (a) Single Window, (b) Port Community, or, (c) Logistics System IT Solutions.</p> <p>In the event relevant pages of a signed contract is not available or cannot be submitted as a supporting document as required in Form EXP 2 of PQ Section 4, then the bidder shall submit a reference document from a relevant government agency confirming that the bidder's system is in operation and integrated or interfacing with that respective Government agency's system(s).</p> |
| 49 | G002 - Clarification 01 - NSW Turnkey System | | Nominated subcontractors referred in ITA 24.3 are subcontractors the purchaser nominates | What is the nomination process of subcontractor? How will the purchaser nominate the subcontractor? Kindly clarify. | PQ Section 2 - ITA 24.3 states that 'the Employer does not intend for the contractor to execute any specific elements of the contract through nominated subcontractors" and hence |



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| | | | | | there is no nomination process of subcontractors. |
| 50 | PQ Section 2_NSW.doc | D. Submission of Applications | The deadline for Application submission is: Date: 05th APRIL 2021 (Time: 1100 hours Maldivian Time) | Request you to extend the submission date to 19th April 2021. | Any changes in the submission deadline will be issued as an addendum and advised to all prospective applicants. |
| 51 | PQ Section 6_NSW.docx | 1.3-section B | There are 12 international seaports with IMO recognized unique codes. Seaports that currently handle international trade cargo in Maldives are: KULHUDHUFFUSHI REGIONAL PORT, HITHADHOO REGIONAL PORT | Will this NSW engagement include all 12 international seaports? These 12 seaports include the international trade cargo ports also? Is MVLE not an international trade cargo port too? | The MNSW system will interface with the MPL system as the operator of the Male' Commercial harbour. |
| 52 | PQ Section 6_NSW.docx | 1.3-section C | Maldives Airports Company Limited (MACL) acts as the sole Ground Handling Agent at the Velana international airport which is located on Hulhule island, five minutes from Male island. Other airports that handle international trade cargo in Maldives are: HANIMAADHOO international airport, GAN international airport, Maafaru International | Will all international airports of Maldives be a part of this NSW engagement? Kindly clarify. | The MNSW system will interface with the MACL system as the operator of the Velana International Airport which is the main international airport in the Maldives. |



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| | | | Airport, Maamigili International Airport | | |
| 53 | PQ Section 6_NSW.docx | 1.3 | Prior to import or export, traders apply for import and export LPCOs with the CBRAs that have control responsibility for the specific products. Some LPCOs are subject to a fee by CBRAs. | Is there a current system to handle LPCOs with the CBRAs? Kindly clarify. | Currently some of the CBRAs have online as well as back office systems to process LPCOs while some CBRAs do not have a system to receive and process LPCO applications. MNSW system should have functionalities for traders to apply and process LPCOs from all participating agencies of MNSW whether the CBRA has an IT system or not. Currently the following CBRAs are in the process of enhancing their respective IT systems to cater processing of LPCOs. 1. Ministry of Economic Development 2. Ministry of Fisheries Marine Resources and Agriculture 3. Ministry of Defense 4. Maldives Food and Drug Authority |
| 54 | PQ Section 6_NSW.docx | 1.3 | 3. MPL manages its container terminal operations at Male Port by using in-house developed software. | What is the name of the in-house software used by MPL? Kindly share. | MPL in-house developed software is named as BANDHARU system. |
| 55 | PQ Section 6_NSW.docx | 1.3 | MACL uses COSYS system for cargo management | Will COSYS system be used by all the 5 international trade cargo handling airports? Kindly clarify. | COSYS system is currently used by MACL only. |



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| 56 | PQ Section 6_NSW.docx | 2 | Activity #1: Project Planning and Inception: The plan must provide phasing of the system development, testing and implementation including project milestones, deliverables and performance indicators that may be used to monitor progress. | What are the performance indicators expected to be monitored during the project progress? Please share. | The performance indicators that may be used to monitor progress implementation is to be proposed by the selected bidder in detail in the Inception Report. |
| 57 | PQ Section 6_NSW.docx | 2 | Outputs of Activity #2: · Integration/ interface requirement with other external stakeholders such as forthcoming MMA Payment Gateway, Banks etc. | Is MMA Payment Gateway already established in Maldives? Kindly confirm. | MMA's payment gateway is under development. Implementation of this project has been contracted out and currently is at the requirement gathering stage. More information on Maldives Unified Payment Gateway project is accessible via http://www.payments.mv/ |
| 58 | PQ Section 6_NSW.docx | 2 | Activity #4: Testing. Selected bidder should use suitable simulation tools in accordance with the agreed test procedures keeping in view the Year on Year (YoY) growth in transactions. | What is the YoY transaction growth? What transaction volume is expected in the first year? Please share volume of transactions and their projected growth rate for next 5 years. | Past transaction figures up to 2019 will be provided when PQ section 6 is updated and released for pre-qualified bidders. Based on information provided, bidders are expected to make the YoY transaction growth projections. |
| 59 | PQ Section 6_NSW.docx | 2 | Activity #6: Acceptance Testing and Verification. · Client may engage a third party quality assurance | Kindly note that bidder will not share any source code with the third party quality assurance service evaluator or team of expert. Hope this | Source code will not be shared with any third party. Third party quality assurance service evaluator or team of experts if engaged |



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| | | | service provider or a team of experts to perform independent verification and validation of solution delivered by Selected Bidder to assess the solution in various areas such as functionality, security, scalability, integration, performance etc. | is the same understanding with the client. | will be contractually bound not to infringe IP/copyright laws and to maintain confidentiality. |
| 60 | PQ Section 6_NSW.docx | Activity #7: Configuration, Implementation and go-live of MNSW system: | DR location shall be decided and communicated by the Client to the Selected Bidder during the implementation phase. | DR infrastructure to be also provided as part of the solution architecture? Kindly confirm. | DR infrastructure is to be provided as part of the solution architecture. |
| 61 | PQ Section 6_NSW.docx | 2 | Activities for Component # 2 – Contact Centre Assistance may be requested from the supplier to review the existing Contact Centre system and procedures and to provide recommendations for improvement of services as may be specifically appropriate for MNSW operations. | Is the scope of work only reviewing the Contact Centre and providing recommendations OR design & build the contact center also? Also operate and maintain it? If yes then for how many years to operate and maintain the Contact Center? Request to clarify on this scope of work. | Scope of work is to review its operations in the context of MNSW system and provide recommendations to ensure that Contact Center operations are structured and design appropriately to serve the MNSW operations. |
| 62 | PQ Section 6_NSW.docx | 2 | Section - 3.1: CBRAs are in the process of computerizing their back-office permit processing systems and these systems are expected to be ready by mid-2021. The CBRA systems will | Are all 8 CBRAs are a part of this back office permit processing system? Is this system going live before the commencement of this NSW initiative? Kindly confirm. | All CBRAs do not have back office permit processing systems. Currently 4 CBRAs have IT systems to process permits and details are as follows: 1. Ministry of Economic Development - BOLI system 2. Ministry of Fisheries |



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| | | | interface with the MNSW as per details provided in this document. | | Marine Resources and Agriculture - Fisheries Information System (FIS) and Agriculture Online System (AOS) 3. Ministry of Defense (Makudi System) 4. Maldives Food and Drug Authority (Dhirithi System) except for FIS system all the other systems are live systems and FIS will go live before end of Q2 2021 Plans are underway to automate permits of other CBRAs however at this stage timelines cannot be confirmed. |
| 63 | PQ Section 6_NSW.docx | 2 | Section - 3.1: B. The MNSW provides an opportunity for exercising better controls by the multiple Cross Border Regulatory Agencies (CBRAs). The improved controls are implemented by Coordination of Border Management (CBM) features. | Who is responsible for laying down the principles of Coordination of Border Management (CBM) features? Is there a committee? Kindly confirm. | The NSW project governance structure already established will aid the process of laying down the principles for Coordination of Border Management features. The multi-agency project steering committee and the working groups on business process and ICT will lay down the principles for developing the CBM features. The bidder is expected to share international best practices for exercising better and improved border control and risk management practices. |




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| 64 | PQ Section 6_NSW.docx | 2 | Streamlined Process Flows Streamlined processes have been conceived in order to simplify procedures when the MNSW is in operation. Bidders may propose further optimization of processes that will lead to the same desired end results for a specific transaction. The Purchaser will consider such optimization. | Is the bidder to propose streamlined process flow during bid submission or during project execution after coming on board? Kindly confirm. | Streamlined process flows are to be submitted during project execution stage and will be a deliverable of the selected bidder. |
| 65 | PQ Section 6_NSW.docx | 2 | 2) CBRA portal CBRAs will use the MNSW to interact with traders for matters relating to international trade procedures. CBRAs will have access to the MNSW in order to establish the flow of information from MNSW to CBRA authorized staff. CBRAs will also define on the MNSW Service Level targets that are to be monitored in processing the trader applications. 3) Trader portal Traders will use the MNSW as a common point for submission of applications related to international trade procedures. The MNSW will submit trader applications to | MNSW would be interacting with the CBRA systems via APIs/web services? Bidder would not be responsible for building any of the CBRAs? Are all CBRAs systems live as of date and no development ongoing currently? Will the CBRA portal encompass all 8 CBRAs? Kindly confirm. The trader portal will be part of the MNSW for interacting with all 8 CBRAs? | MNSW will be interacting with all CBRA systems and bidders are not required or responsible for building any CBRA systems. Some CBRAs have systems while other CBRAs operate on a manual basis. Refer to reply to Q 17 for more information on CBRAs with IT systems. The LPCO module to be developed in MNSW should cater for processing of permits required for cargo clearance. The trader portal is part of the MNSW for interacting with all 8 CBRAs. |



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| | | | CBRA systems. Responses from CBRA's to trader applications will be sent to MNSW and traders shall view the progress of applications on MNSW. | | |
| 66 | PQ Section 6_NSW.docx | 2 | MNSW Application Architecture | Request you to share example of G2G messaging by government agencies. | Information if required will be shared with pre-qualified bidders later in the next stage of tender. |
| 67 | PQ Section 6_NSW.docx | 3.2 | The application should support 500 concurrent users on average | These 500 concurrent users include all from all CBRA's, NSW admin staff and external users like, traders, customs brokers, ship agents, shipping lines, airlines, bonded ware house operators, freight forwarders, sea port operators, airport operators. Kindly confirm. | 500 concurrent users include all types of users. |
| 68 | PQ Section 6_NSW.docx | 3.2 | The MNSW system is expected to provide a high level of parameterization to implement the business functional requirements. Customization features will be developed for those functions that are specific to Maldives context. | Please explain this requirement in detail. | It is expected that most functionality to be present, but would need to be configured or setup by defining different types, values, durations etc during rollout phase and that those won't be hardcoded for our purpose. |
| 69 | PQ Section 6_NSW.docx | 3.3 | The registration of users will use centralized sign-on credentials that have been established by Maldives' National Centre for | Will eFaas be used for single sign-on of all MNSW users? So a MCS user will be registered and authenticated at MNSW portal using the | efass will be used as the single sign-on for all MNSW users. It is a pre-requisite to access all Government systems and |



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| | | | Information Technology (NCIT) which is referred to as eFaas authentication. Validation of identity of users is established by NCIT and includes identity verified in person. eFaas is presently in use by several government agencies, including CBRAs that will interface with MNSW. NCIT has developed an API to be used by government agencies that provides connection authentication services. (Implementation guide is in Appendix 1). | single sign facility of eFaas. The MCS user does not need to separately login into the MCS system while navigating from MNSW system. Kindly confirm. | will be used to authenticate any user login into MNSW system. The MCS users will still have to login to ASYCUDA system separately, because as of yet ASYCUDA system does not use efaas. |
| 70 | PQ Section 6_NSW.docx | 3.3 | MNSW shall allow an individual to be registered with more than one company. | An example wherein a particular user is part of more than one company? In such a case is the user playing different roles/personas? Kindly confirm and share the details. | An individual registered with more than one company may be playing different roles/personas. |
| 71 | PQ Section 6_NSW.docx | 3.1 | D. Payment is a step that is required in almost all international trade transactions. The MNSW will interface with epayment services that are provided by the Central Bank, Bank of Maldives and other participating commercial banks. Other modes of | What is the process for cash payments at present - payment against challan at a bank counter/ government office, advance deposits with government agency or any other mode? Is there a specific mode of cash payment that has been envisaged for inclusion in the online process? | Cash payments have been largely phased out by most MNSW participating agencies. Where cash payments are handled, cash is paid at Govt office counters or via advance accounts maintained at Government offices. Cash and payments from advance |



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| | | | payment that are to be supported include cash and credit card. | | accounts are to be automated. |
| 72 | PQ Section 6_NSW.docx | 3.1 | Application Architecture | <p>Some parts of the process seem to envisage activities done and/ or recorded on the move, eg recording border inspection observations.</p> <p>In line with this, the section 3.2 on general requirements also requires all popular mobile platforms to be supported.</p> <p>However, the architecture diagram does not mention mobile app as an interface. Kindly clarify if a mobile application is included in the scope?</p> | <p>The MNSW application shall support all popular mobile platforms including mobiles and tablets.</p> <p>The proposed solutions UIs should be based on responsive design so as to support all popular mobile platforms/tablets.</p> <p>The bidder can propose to use a mobile application/platform as a component of the proposed solution to provide a more enhanced user experience and process flow, and in that case, should support all popular mobile platforms/tablets.</p> |
| 73 | PQ Section 6_NSW.docx | 3.3 | The registration of users will use centralized sign-on credentials that have been established by Maldives' National Centre for Information Technology (NCIT) which is referred to as eFaas authentication. Validation of identity of users is established by NCIT and includes identity verified in person. | Will the in-person identification and validation of users' identities be recorded in the eFaas application outside of the MNSW system or is it expected to be included in the scope for the MNSW system? | The in-person identification and verification of user identities will be recorded and validated within eFaas application by respective government agencies and not within MNSW system. |



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| 74 | PQ Section 6_NSW.docx | 2. SCOPE OF WORK : Outputs of Activity #2: | <ul style="list-style-type: none"> · System and processes for capturing attributes of Service Level Agreement (SLA) measurements · Various attributes of the application and the mechanism to manage the SLA's | Who will provision SLA measuring tool? Hope this will be provisioned by the client. Kindly confirm. | The bidder is required to provide SLA measuring tools. |
| 75 | PQ Section 6_NSW.docx | General | | <p>a) Is the client looking for an on-premise infrastructure setup for MNSW or any cloud infrastructure outside Maldives setup is OK. Similarly for DR, is the client looking for a on-premise DR setup or cloud DR in a different country?</p> <p>b) Request you to share the preferred cloud infrastructure/s for which a sizing is expected.</p> <p>c) Who will bear the cost of infrastructure and software license cost? Is it the responsibility of bidder or the client? Kindly clarify.</p> | <p>Bidder may propose a cloud based solution and location will be specified when Section 6 is released to pre-qualified bidders.</p> <p>If the selected bidder is proposing a cloud based solution (fully cloud, on-premise or hybrid), the bidder is required to propose the most optimal cloud based solution considering that the NSW system will be utilized to cater for Government confidential transactions and where other interfaced systems are hosted.</p> <p>On premises DR site is required.</p> <p>Based on transaction volumes, the bidders are required to propose the sizing expected for the cloud solution.</p> |



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| | | | | | The project is a turnkey contract and during the contract duration, the bidder is required to cater for infrastructure and software license cost. |
| 76 | PQ Section 6_NSW.docx | General | | Is Helpdesk setup different from Contact Centre setup? Kindly confirm. | Help desk set up is required for offsite support by supplier on technical matters and is different from the Contact Center. |
| 77 | PQ Section 6_NSW.docx | General | | Please share the apps to be integrated with the NSW project. Can we assume integration would be through REST API's? Kindly confirm. | Integration might consist of a mix of REST and SOAP but most are expected to be REST APIs. |
| 78 | | General | | What is the selection process of the bidder? Is it a Quality and Cost-Based Selection (QCBS) deal or Lowest of the offers (L 1) deal? Please clarify. | Scoring criteria will be defined in bid issued to prequalified bidders. |
| 79 | | General | | a) Kindly confirm whether there is any withhold on payments to shortlisted bidder. b) What will the payment terms? Request you to confirm whether the shortlisted bidder will be paid within 30 days from date of invoice | It is unclear on this clarification. There is no payment requirements for shortlisted bidder except bid security. Payment terms and bid security will be stated in bid issued to prequalified bidders. |
| 80 | | General | | What is the total duration of the project (please split in "Implementation period" | The turnkey contract duration is estimated to be 5 years. |

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| | | | | and "Maintenance and support period") | |
| 81 | | General | | What will be the contracting currency? Will it be in USD? Kindly clarify. | Contracting currency may be proposed by the bidder (hard currency only). |
| 82 | | General | | What would be the time line for issuing final RFP once the bidders are shortlisted? | Timelines will be advised to pre-qualified bidders. |