

Clarification 1- Supply, Install, Configure, Develop, and Maintain NSW Software and Hardware.
(Turnkey NSW System)

#	Clarifications	Answers
	Does the number of concurrent users refer to number of different users actively working in the NSW system simultaneously ?	Refer to number of different users actively working in the NSW system simultaneously
1	Or Does the number of concurrent users refer to number of valid user accounts exist in NSW system ? If this is yes, then what is the estimated number of users who will be working NSW system simultaneously during peak time ?	
	Please help to advise if racks will be provided? Kindly do advise the DC hosting environment and the power rating availability for the racks.	Racks will not be provided. Racks to be proposed by bidder as relevant. DC electricity not provided by utility providers and if required have to convert AC into DC
2		Utilities provide AC current and power ratings for single phase are usually 240 volts power with universal support capability while for 3 phase it is 400 volts
3	Please advise if there are any requirements for physical segregation for computing equipment? Is logical segregation allowed?	There are no requirements for physical segregation.
4	Is the two factor authentication confined to system administration?	Not limited to system administration.... The requirement is clearly stated: "This enhanced security will not apply to all user categories and
5	Since day to day maintenance will be carried out by the respective technical staff in MNSW, this help desk is meant to be a point of contact for the MNSW technical team?	MNSW operator shall maintain a help desk to respond to queries from Maldives NSW users. This requirement is for the supplier to provide a help desk to MNSW technical staff.
6	Is MNSW Administration Portal, CBRA Portal and Trader Portal currently available and the 3 portal use eFaas authentication Single Signed-On?	No separate portals currently available and once developed in MNSW, efaas authentication single sign-on should be used
7	Is contact centre staff provide 1st level support of MNSW on source of information, enquires, clarifications on MNSW functions etc?	Yes



8	Is it ok for us to submit the tender with solutions software application portion only? and for infrastructure eg. Server, network device and etc, we will provide the list of hardware and operation system required for your side to engage other vendor to setup.	No. Vendor has to cater for both software and hardware requirements
9	For a bidder, if the bidder is a joint venture or a consortium, should all the parties meet all the requirements for eligibility to bid or will it be acceptable if only one company meets the requirements?	Reference to Section 3, qualification criteria, All bidders must meet the requirements stated.
10	Proposed MNSW solution is a browser based system only. Please confirm the expectations for mobile app development.	Section 6 GN.01 page 22 indicates application should support mobile platforms
11	For Mobile Responsive design, we like to know minimum and maximum screen size requirements	bidder to propose optimal screen size for mobile responsive design
12	We need more details about the scope of configuration management in handling hardware related information	The scope of configuration management in handling hardware will depend on the solution provided by the vendor
13	Please confirm whether this application acts as a single-sign on for the existing Asycuda World users and CBRA officials with their existing credentials	Expectation is from single sign-in traders shall be able to access
14	Since Efass credentials are required for MNSW App's sign-up, like to confirm whether it is applicable for Asycuda World users, MPL & MACL Users and CBRA officials	e-fass credentials currently used by CBRAs except Asycuda World, MPL & MACL
15	Like to know the volume of data migration required before integrating existing CBRA applications with MNSW system	No data migration required only data exchange is needed
16	Need to know, how many number of forms involved for stake holders on completing the Registration process with each CBRA agencies	On line registration is possible in all CBRA systems and no forms are required for registration
17	Need more details about work flow for Signed approval of the company representative to register users under that company	Company MD will have the approval to assign users under that company
18	What are the dashboard widgets that the user would require, at high level (client expectation)	Selected bidder will propose and client will review and finalise
19	Assumption: client will provide the translated texts of the system in languages other than english - Please Confirm	Bidder has to cater for translation



(Handwritten signature in blue ink)

20	Like to know the availability of APIs for Back office Integration (CBRA Agencies) and MPL & MACL Systems	Bidder is expected to provide options for integration / data exchange with CBRA systems.
21	To build the master data (domain specific) like HS code, Free days rule - Like to confirm whether the data will be provided from client side	All required data will be provided.
22	[Ref. section 6;3.5 – UCR] For generation and management of UCR(Unique Consignment Reference) in the MNSW, will a UCR correspond to a bill of lading(B/L) or a consignment?	UCR refers to a consignment.
23	[Ref. section 6;3.5 – Manifest process flow] For manifest amendment, it is our understanding that ASYCUDA World does not have any manifest amendment function nor keeping amendment record in the system natively. Will the amendment process be entirely handled by ASYCUDA in the customs? Will the MNSW just transmit request and result between the parties?	Manifest amendment will be done in MNSW and data will be transmitted to ASYCUDA World and other related stakeholders for recording in their respective systems. Bidder is not responsible for AsycudaWorld
24	[Ref. section 6;3.5 – Electronic delivery order] For eDO(Electroinc Delivery Order) and cargo gate exit for cargo handlers, should the MNSW only receive the documents and send notifications? Will there be any internal process that should be handled by MNSW for cargo handlers such as calculating storage, terminal charges and inventory management?	MNSW shall receive and send notifications on eDO and cargo gate exit information to cargo handlers. Internal process will not be handled in MNSW for cargo handlers
25	[Ref. section 6;G-c : Coordinated border management process flow] For inspection and release, there is a coordinated inspection process which is currently managed in ASYCUDA. When MNSW is implemented, will there be a single party that will decide the coordinated inspection or will it be joint decision between the customs and OGAs?	Joint decision between Customs and OGAs to coordinate inspections
26	[Ref. section 6;1.3 Stake holders] For the 8 commercial banks mentioned in the stakeholders, should they be directly connected to the MNSW or through the national bank?	Ideally all banks shall be able to connect to NSW when the National Payments System project is implemented. In the interim all payments can be processed through national bank
27	For a bidder, if the bidder is a joint venture or a consortium, should all the parties meet all the requirements for eligibility to bid or will it be acceptable if only one company meets the requirements?	Reference to Section 3, qualification criteria, All bidders must meet the requirements stated.



(Handwritten signature)

28	For a bidder, if the bidder is a joint venture or a consortium, should all the parties register to the MOED?	Shall be registered in MoED
----	--	-----------------------------



[Handwritten signature]