



Ministry of Finance
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CLARIFICATION 3

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ސަރަޙައްދު No:	TES/2019/G-006	
ފަންޓުގެ ނަންބަރު Project:	Supply, Install, Configure, Develop, and Maintain NSW Software and Hardware (Turnkey NSW System) (Package No. GD-01).	
އުދުސާކުރުވާ ދުވަހު Issued Date	21 st May 2019	
ސަފުޙާގެ ދަންބަރު No. of Pages: -05	ބޯޖުގެ ދަންބަރު Boq: -00	ޑްރޯޕިންކުގެ ދަންބަރު Drawings: -00

Please include this clarification when submitting the bid. ވިދާޔާއެއް ހަދާނެއް ކުރާ ފަހަރު މި ޔަދުކުރުމާ ބެހޭ ޖަހާނެއް ކުރުމަށް ސަރުކާރުގެ ފަރާތުން ބޭނުންވަނީ.

- Attached please find the answers to the clarifications received.

Please be informed that the deadline for bid Submission is 10th June 2019 at 1200hrs at Ministry of Finance, National Tender.

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Name: Ahmed Mujuthaba

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Signature: 



Clarification 03

#	Clarification	Answer
1	Pls. kindly clarify LIVE PLANTS AND PLANT PARTS IMPORT PERMIT APPLICATION FORM 1, APPENDIX 2 - Sample Application forms and permits. What purpose or usage are they? Need Application or just filling out?	These are samples of form currently used manually by importers to apply for permits to import controlled goods
2	Pls. clarify Appendix 3 – NSW features GN.01 The application should support 500 concurrent users on average. What does it mean for 500 concurrent users? Is it for 500 visitors?	Refer to number of different users actively working in the NSW system simultaneously
3	Pls. clarify if there is data exchange center available and data cross-reference arrangements between relevant ministries.	Data exchange center and data cross-referencing arrangements have to be established under the project
4	Pls. kindly clarify LIVE PLANTS AND PLANT PARTS IMPORT PERMIT APPLICATION FORM 1, APPENDIX 2 - Sample Application forms and permits. What purpose or usage are they? Need Application or just filling out?	These are samples of form currently used manually by importers to apply for permits to import controlled goods
5	Pls. clarify Appendix 3 – NSW features GN.01 The application should support 500 concurrent users on average. What does it mean for 500 concurrent users? Is it for 500 visitors?	Refer to number of different users actively working in the NSW system simultaneously
6	Pls. clarify if there is data exchange center available and data cross-reference arrangements between relevant ministries.	Data exchange center and data cross-referencing arrangements have to be established under the project
7	Minimum average annual turnover of \$ 5 million calculated as total payments received by the Bidder for contracts completed or under execution over the last three (3) years.	USD 5 million is paid over 3 years



8	<p>This is a bit confusing. Can you please clarify if you are looking for a combined total of USD 5 million in one year or total payments received under contracts over 3 years totaling to USD 5 million</p>	<p>USD 5 million is paid over 3 years</p>
9	<p>Technical Requirements and Operational Expectations Section 6, Activity 7</p> <p>Selected Bidder is also required to perform any required migration of data and documents to the production instance. Could you please communicate the size of data to be migrated?</p>	<p>No data migration required only data exchange is needed</p>
10	<p>T Products 1S1E ITB 11.1(j) – Pg 2-2</p> <ol style="list-style-type: none"> 1) Detailed functional specification and system description documents of Bidder's proposed application software standard product, which shall be customized to meet the Section 6. Schedule of Requirements. 2) Technical Architecture document of the proposed application system, to describe the hardware, system software and network infrastructure in a successful implementation and operation of the application system in a reference site of the Bidder <p>These are proprietary documents of our own product with IP ownership. Kindly clarify the confidentiality in this regard.</p>	<p>Confidentiality of the proprietary documents can be covered to protect the IP rights of the vendor.</p>
11	<p>IT Products 1S1E Section IV e-Payments</p> <p>Which payment methods will be supported by the UPG? What will be the KPIs/timelines for complete payment cycle to meet for each transaction? Client will provide APIs for integration once the UPG implementation is complete. Please confirm.</p>	<ol style="list-style-type: none"> 1. Push and pull payments 2. 5 seconds for complete payment cycle 3. APIs for the central infrastructure will be given by MMA to clients after implementation. During implementation API specifications will be shared by MMA with relevant stakeholders
12	<p>IT Products 1S1E Section 7.6, Pg.22</p>	<p>The integration to be provided shall be as necessary to support the interface features needed with the external systems</p>



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<p>The system environments of the various government agencies are described in the bid document. Supplier is expected to provide appropriate mechanisms to interface with the systems of those agencies.</p>	<p>“System Integration: functional and technical integration of MNSW with stakeholder systems: MCS ASYCUDA WORLD, MPL system, MACL system, e-Payment services.”</p> <p>What will be the scale of the integration with external systems? Scope and estimated efforts will be determined based on this input.</p> <p>Please confirm that client will provide APIs and technical stack details of the external systems and specific parameters for integration. These include systems used at MPL, MACL.</p>
<p>Different CBRAs use different e-mail systems</p>	<p>13 IT Products 1S1E, Section 3.6, Page 37</p> <p>Which email system currently used?</p>
<p>E-faas will be used as the centralised sign-on credentials for MNSW and validation of identity of users is established by NCIT</p>	<p>14 IT Products 1S1E, Section 3.3, Page 23</p> <p>Will the MNSW admin provide the user credentials to login to the system after review and approval of application?</p>
<p>Onsite staff required during project lifecycle</p>	<p>15 IT Products 1S1E, Section 7, Page 68</p> <p>Will the client specifically require any onsite staff during the project lifecycle (in addition to the mandatory presence for critical project stages)?</p>
<p>There is no mandatory interface required between the Contact Centre module and other NSW modules. Supplier can propose such interfaces if these exist as part of the supplier solution</p> <p>Vendor is required to deliver the module and train NSW Operator contact center staff</p> <p>Number of agents required to be determined later.</p> <p>It is estimated that there will be 5 concurrent contact center agents. Proposed solution should be flexible to expand the number of agents.</p> <p>Both inbound and outbound is required.</p>	<p>16 Section 4, Page 39</p> <p>How Contact Centre module interface with other modules of the solution?</p> <p>What will be the integration parameters?</p> <p>Is vendor required to setup a contact center and operate?</p> <p>How many agents required?</p> <p>Will it be an inbound or outbound?</p>
<p>Bulk of the users will be in capital city but many users will be spread across the country</p>	<p>17 Appendix 3, GN.01</p> <p>“The application should support 500 concurrent users on average.”</p>



	How will the users be geographically dispersed when accessing the system?	
18	Appendix 3, GN.02 Which authentication method (two or single step) is preferred to use by the client for user registration and login? OR currently used through the eFaas system?	Use e-faas for user authentication
19	Appendix 3, FN.01-7 Is client using any existing user directory/exchange server or requires a new system? E.g. Active Directory by Microsoft.	Require a new system
20	Please identify stakeholder users and roles for each portal/module.	Stakeholder roles shall be in line with the features identified within the functional requirements.
21	Please confirm if bidder is responsible for the staff hiring and management for contact centre or only need to supply the contact centre module.	NSW Operator will be responsible for staff hiring and management for contact centre but bidder is required to provide training to contact center staff as indicated in the bid
22	Where will this be hosted? can we use cloud hosting or is it a physical hosting?	Physical hosting and exact location of hosting to be determined later
23	Bidders are expected to submit only 30 months – implementation, 36 months maintenance (1 year warranty and 2 years post warranty). Does this means, bidder is not required to submit price for optional extended five years maintenance as requested in the RFP.	Bidder is required to submit price (annual fee) for the optional extended five years maintenance

