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CLARIFICATIONS # 1

Procurement Title.: Procurement of Information Systems (Design, Supply and Installation) ICT Systems for Public Access to Judicial Information		
Reference No.: BD/CB/2021/014		
Date: 04 October 2021		
No.	Question	Answer
1.	<p>In accordance with tender "Procurement of Information Systems (Design, Supply and Installation) ICT Systems for Public Access to Judicial Information" with reference BD/CB/2021/014, ITB 8.1, please find below our questions:</p> <p>Question 1: According to technical specifications, the requirements related to Server, Storage, Networking, those specifications would eliminate a lot of possible bidders who are fully compliant with the software requirements. A lot of software developing vendors, who are fully compliant to your requirements, are disabled to take part in this bid, due to the blocking requirements of the hardware requirements for Server, Storages and Networking, by precisely specifying requirements to only one vendor being fully compliant.</p> <p>A lot of software applications, which are fully compliant with the bid requirements, use different types of hardware configurations, server settings, storage settings and networking equipment, which are better than requested technical specifications, with which they guarantee the uptime and business continuity of the platform. For this purpose, we are asking to open the technical specification for the hardware infrastructure, precisely servers, storage, networking, in order to be eligible to bid with a better technical Solution and as well a fully compliant software application.</p>	<p>MFK has conducted market research and identified at least three independent manufacturers that offer equipment that fits the specifications. The offered hardware should support the entire offered solution, therefore if the offered equipment (regarded as a general functional system and NOT as proprietary technology) is of equivalent or better performance/functionality it will be positively evaluated and present no ground for disqualification. However, the support and training for the solution offered needs to be maintained in the offer.</p>

2.	<p>In accordance with tender “Procurement of Information Systems (Design, Supply and Installation) ICT Systems for Public Access to Judicial Information” with reference BD/CB/2021/014, ITB 8.1, please find below our questions:</p> <p>Question 2: With reference to the technical capacity #2 of the tenderers, and because our implementations are not public as they are in EU Institutions and/or Governmental bodies that are quite sensitive and confidential, hence, sharing the demo in live environment would not be allowed from the donor/owner institutions. Said this, would it be acceptable to provide you with a set of screenshots and a description of the application functionality and run a demo on the application (in a non-production environment) upon customer agreement, before contract signing?</p>	<p>In any case the Demo should be run in a non-production environment. In accordance with our procurement rules, each panel member is obliged to sign NDA’s to ensure full confidentiality of proposals and any derivative processes.</p> <p>As our previous practices can show, a Non-Disclosure Agreement (NDA) shall be signed if required so by the evaluators to protect the interests of the bidders and MFK. Screenshots are not acceptable.</p>
3.	<p>In accordance with tender “Procurement of Information Systems (Design, Supply and Installation) ICT Systems for Public Access to Judicial Information” with reference BD/CB/2021/014, ITB 8.1, please find below our questions:</p> <p>Question 3: Would it be acceptable as a reference project including digitalization of more than 50,000 cases, but in fields other than the ones included in the call be considered eligible?</p>	<p>Assumption that the question is referring to the following requirement:</p> <ul style="list-style-type: none"> ● The tenderer has delivered supplies under at least two (2) contracts each with the tenderer’s proportion of the budget of at least 600.000,00 EUR in the field of: <ul style="list-style-type: none"> a) Case Information Management system solution, including software architecture design, customization and/or development and project management” <p>If the project is dealing with case information management, then yes, the reference would be acceptable.</p>
4.	<p>Referring to Section C. Preparation of Bids, point ITB 12.1, “Any Manufacturer’s Authorizations and Subcontractor agreements specified as required in BDS ITB Sub-Clause 20.1 (c);”</p> <p>Question 1: Please note that the majority of manufacturers use their own templates for manufacturer authorizations and do not accept to adapt them as required on the Form TECH-4 Manufacturer’s Authorization.</p>	<p>Manufacturer formats are acceptable as long as they contain all information required by the form Tech-4.</p>

	<p>We would appreciate if you can consider this and let us provide necessary authorizations in templates pre-approved from respective manufacturers.</p>	
<p>5.</p>	<p>Reference to (e)SECTION V. REQUIREMENTS OF THE INFORMATION SYSTEM, Hardware and Infrastructure (page 152 and 153 of Tender Dossier). Question 2.1: Quantity of the equipment specified for ODP, CTM and Backup, Help Desk, e-Learning Rack do not correspond to the quantities listed in Technical Specification table, especially for Storage System. Total quantity specified in pages 152 and 153 is 2 (two), but in the Technical Specification table and in the Supply and Installation Cost Sub-Table, quantity is 3. Please confirm the total quantity for this equipment is 3. Question 2.2: The equipment 1.7 “Network Switch (qty 2) “specified on the table listed in “Table of ToR requirements “do not correspond to the table “Supply and installation Cost Sub-Table “where the item is missing in the table. Please could you confirm that this product missing in the table, and we must include it on Cost Sub-Table.</p>	<p>Q2.1: We are going to issue an amendment to bidding document.</p> <p>Q2.2: We are going to issue an amendment to bidding document.</p>
<p>6.</p>	<p>Technical Specification table, Item no. 1 – Server and Item no. 2 – Storage Question 5: There is part of the specification placed by wrong at Item no. 1, after requirement for Training, which looks is copied from Item no. 2. This part of specification should belong only to Item no. 2 – Storage. Please confirm.</p>	<p>We are going to issue an amendment to bidding document.</p>
<p>7.</p>	<p>As our representative mentioned during pre-Bid Conference held on 21-Sep-2021, the aim of this tender is providing specific solution for Online Data Platform for public users and Case Tracking Mechanism for authorized public users, while there is supporting hardware requested, too. Instead of letting the solution providers also propose their hardware which best supports their proposed software solution, you chose to lock the hardware specification with specific “tricky wordings”, which does not positively affect the performance or capacities of the hardware, but only makes impossible competition with equivalent equipment from other manufacturers. There are the weblinks from manufacturers of the equipment, from which specification is prepared:</p>	<p>We have conducted market research and identified at least three independent manufacturers that offer equipment that fits the specifications. The offered hardware should support the entire offered solution, therefore if the offered equipment (regarded as a general functional system and NOT as proprietary technology) is of equivalent or better performance/functionality it will be positively evaluated and present no ground for disqualification. However, the support and training for the solution offered needs to be maintained in the offer.</p>

- Item 2. Storage System
 Link: <https://www.netapp.com/pdf.html?item=/media/7828-ds-3582.pdf>

- Item 4. Backup Storage

- Software Solution: <https://www.cohesity.com/resource-assets/solution-brief/Cohesity-Unlimited-Scale-Out-Files-and-Objects.pdf>
- Hardware: <https://www.cohesity.com/products/c4000/>

For your information, for Item no. 2 – Storage System, we could propose an All-Flash Storage from well-known manufacturer, listed among Top-10 in the Gartner Magic Quadrant for Primary Storage Arrays, published on 30 November 2020 (<https://www.gartner.com/en/documents/3993754>).

For Item no. 4 – Backup Storage, we could offer a Software Defined Solution (SDS) from well-known manufacturer, listed among Top-3 in the Gartner Magic Quadrant for Hyperconverged Infrastructure Software, published on 07 December 2020 (<https://www.gartner.com/en/documents/3994054>)

8.

ef. 1: ITB 6.1 (a)
 Specification requirements for Bidders:

1) Economic and financial capacity of tenderer

The annual turnover of the tenderer for each of the last 3 financial years must be at least 1.000.000,00 EUR;
 Current ratio (current assets/current liabilities) in the last year for which accounts have been closed must be at least 1. In case of a consortium this criterion must be fulfilled by each member.

QUESTION 8.1:

In case of a consortium this criterion must be fulfilled by each member, but This is not the same as in the table below.

Sub-Factor	Criteria		Documentation Requirement
	Requirement	Bidder	
		Single Entity	

Question 8.1: As described in table under no. 9. *Annual Average Turnover, in a case of joint venture each member must meet at least twenty-five percent (25%) of the requirement and at least one member must meet at least fifty-five percent (55%) of the requirement.*

			All members combined	Each member	At least one member	ed
9. Annual Average Turnover	1. Minimum average annual turnover of 1,000,000.00 USD , calculated as total certified payments received for contracts in progress or completed, within the last three (3) years. Values to determine annual management of Information Systems turnover are to be demonstrated in the audited financial statements (income statements) of the last three (3) years and are to be considered to be indicative.	Must meet requirement	Must meet requirement	Must meet at least twenty-five percent (25%) of the requirement	Must meet at least fifty-five percent (55%) of the requirement	Form FIN-2
<p>Ref. 2. ITB 6.1 (a)</p> <p><u>2) Technical capacity of tenderer</u></p> <p>The tenderer has delivered supplies under at least two (2) contracts each with the tenderer's proportion of the budget of at least 600.000,00 EUR in the field of:</p>						

	<p>) Case Information Management system solution, including software architecture design, customization and/or development and project management</p> <p>Participation as Supplier, or Subcontractor, in at least 2 contracts within the last 5years, each with a value of at least 600,000.00 USD that have been successfully and substantially completed and that are similar to the proposed Purchaser’s Requirements. The similarity shall be based on the physical size, complexity, methods/technology or other characteristics as described in Section VII, Purchaser’s Requirements.</p> <p>QUESTION 8.2: Can this value be changed and lower</p> <p>QUESTION 8.3: Can they be compared when it is the same system. But there are some maintenance and development contracts in different years. And their amount to complement the value of at least 600000 USD</p>	<p>Question 8.2: Please refer to the Bidding Document, the criterion shall remain as it is.</p> <p>Question 3: Please refer to the Bidding Document, the criterion shall remain as it is.</p>
9.	<p>Ref. 3: ITB 36.2</p> <p>a. KE1. Overall Project Manager The minimum requirements for the KE1 are:</p> <p>3. Specific professional experience</p> <p>3.1 Experience as a team leader or project manager in at least 1 (one) project valued over EUR 1M in the last five years, related to design and/or development and/or management of ICT solutions in the area of justice.</p> <p>QUESTION 9.4: Can this criterion be removed that the Project Manager has managed a project worth 1 million in the last five years, related to design and/or development and/or management of ICT solutions in the area of justice. This is a discriminatory criterion, as it favors some companies!</p> <p>QUESTION 9.5: 1 (one) project valued over EUR 1M in the last five years, related to design and / or development and / or management of ICT solutions in the area of justice.</p>	<p>Question 9.4: The criteria is for an expert, not a bidder therefore cannot favor a particular bidder.</p>

	To change in some projects one at least valued over USD 250,000 in the last five years, related to design and / or development and / or management of ICT	Question 9.5: Please refer to the Bidding Document, the criterion shall remain as it is.
10.	Form FIN-4: Current Contract Commitments: Our company has currently over 600 active contracts (including letters of intent). Listing all of them for the purpose of this tender is unrealistic. Also, GDPR for this volume is a major concern. We counter propose to list the first five. Please confirm or propose alternative approach for the completion of the Form CCC.	The request remains in force as it described in the Bid document.
11.	What is the expected number of users of required Help Desk platform?	Between 60 and 100
12.	What is the expected number of users of required e-Learning platform?	Between 60 and 100
13.	It is mentioned that for all active equipment and all software, Manufacturer's Authorizations for Information Technologies are required. Is this also required for Open Source software / components that may be provided/included in the solution?	For Open-Source software the general license can be submitted as proof of authorization.
14.	With reference to the technical capacity #2 of the tenderers, and because our implementations are not public as they are in EU Institutions that are quite sensitive, would it be acceptable to provide you with a set of screenshots and a description of the application functionality and run a demo on the application (in a non-production environment) upon customer agreement, before contract signing ?	In any case the Demo should be run in a non-production environment. An NDA can be signed by the evaluators. Screenshots are not acceptable.
15.	Following your Specific Procurement Notice and the bid document for "Information Systems (Design, Supply and Installation) ICT Systems for Public Access to Judicial Information" with reference number BD/CB/2021/014 we hereby send the request for clarification on a number of issues we have encountered in the actual bid document. After a thorough analysis we concluded that some of the technical as well as administrative requirements were designed in a way that limits the competition for this project. Technical specifications for the requested hardware are locked for a single manufacturer leaving no option for other vendors to be compliant. E.g. Storage system and Backup Storage.	We have done market research and identified at least three independent manufacturers that offer equipment that fits the specifications. The offered hardware should support the entire offered solution, therefore if the offered equipment (regarded as a general functional system and NOT as proprietary technology) is of equivalent or better performance/functionality it will be positively evaluated and present no ground for disqualification. However, the support and training for the solution offered needs to be maintained in the offer.

Administrative criteria are very difficult to meet as they seem to be very narrow and therefore limit the competition. The scope and nature of the project and the administrative requirements about the Team Composition are in contradiction with each other. The project scope and the final product is not a judiciary system per se but rather a horizontal platform which will use the data gathered in the CMIS system, which is a vertical solution for Judiciary and will publish them through Open Data platform as well as Case Tracking Mechanism. Therefore, it is unusual to see that all the experts requested have to demonstrate experience in ICT for Judiciary.

Considering the above, we would kindly ask you to open the Technical as well as Administrative requirements to a reasonable extent, in a way that would address the above concerns and would provide with the possibility for more companies to participate in this tender procedure, yet to ensure that quality of the offers is not compromised.

Below, on the left column is the actual requirements of the bid and on the right is our proposal on how the requirements should be in order to ensure the necessary openness, fairness and competitiveness for all the potential bidders.

Looking forward to receiving a positive answer on our request!

Criteria	
Current requirements from Bid Data Sheet	Proposal to change
1. 1) Economic and financial capacity of tenderer	1) Economic and financial capacity of tenderer <ul style="list-style-type: none"> • The annual turnover of the tenderer for each of the

The criteria are adequate for a project to be implemented in the judiciary sector and in an available time frame.

<ul style="list-style-type: none"> • The annual turnover of the tenderer for each of the last 3 financial years must be at least 1.000.000,00 EUR; • Current ratio (current assets/current liabilities) in the last year for which accounts have been closed must be at least 1. In case of a consortium this criterion must be fulfilled by each member. 	<p><i>last 3 financial years must be at least 1.000.000,00 EUR;</i></p> <ul style="list-style-type: none"> • <i>Current ratio (current assets/current liabilities) in the last year for which accounts have been closed must be at least 1. In case of a consortium</i> 	
<p>2.</p> <p>2) Technical capacity of tenderer</p> <ul style="list-style-type: none"> • The tenderer has delivered supplies under at least two (2) contracts each with the tenderer's proportion of the budget of at least 600.000,00 EUR in the field of: a) Case Information Management system solution, including software architecture design, customization and/or development and project management and b) Demo version of a previously developed 	<p>3) Technical capacity of tenderer</p> <ul style="list-style-type: none"> • <i>The tenderer has delivered supplies under at least two (2) contracts each with the tenderer's proportion of the budget of at least 400.000,00 EUR in the field of:</i> <i>a) Management Information System solution, including software architecture design, customization and/or development project management and/or adaptive and regular</i> 	

	<p>information management system (both frontend and back-end) on the offered platform with similar or higher complexity is available online for verification. Please specify URL and log-in credentials with the submitted offer.</p>	<p><i>maintenance.</i> <i>and</i> <i>b) Demo version of a previously developed information management system on the offered platform with similar or higher complexity is available online for verification. Please specify URL and log-in credentials with the submitted offer</i></p>	
	<p>3. All Tasks Overall Project Manager for the management and coordination of all tasks should be proposed with the following minimum qualifications. KE1. Overall Project Manager The duties of the KE1 will include:</p> <ul style="list-style-type: none"> ● Overall responsibility and ownership of the management and timely delivery of all tasks. ● Clear and regular communication with all parties. ● First line of quality assurance before 	<p>All Tasks <i>Overall Project Manager for the management and coordination of all tasks should be proposed with the following minimum qualifications.</i> KE1. Overall Project Manager <i>The duties of the KE1 will include:</i></p> <ul style="list-style-type: none"> ● <i>Overall responsibility and ownership of the management and timely delivery of all tasks.</i> ● <i>Clear and regular communication with all parties.</i> 	

	<p>submission or presenting of deliverables.</p> <ul style="list-style-type: none"> ● Regular and ad-hoc reporting to MFK and PAJI Consultant. <p>The minimum requirements for the KE1 are:</p> <p>1. Qualifications and skills</p> <p>1.1. At least Master degree in IT or engineering or in case of undergraduate degree equivalent 5 years of general professional experience above the minimum general professional experience requested below.</p> <p>2. General professional experience</p> <p>2.1. At least 8 (eight) years of professional experience in the field of ICT systems.</p> <p>3. Specific professional experience</p> <p>3.1. Experience as a team leader or project manager in at least 1 (one) project valued over EUR 1M in the last five years, related to design and/or development and/or</p>	<ul style="list-style-type: none"> ● <i>First line of quality assurance before submission or presenting of deliverables.</i> ● <i>Regular and ad-hoc reporting to MFK and PAJI Consultant.</i> <p><i>The minimum requirements for the KE1 are:</i></p> <p><i>1. Qualifications and skills</i></p> <p><i>1. At least Master degree in IT or engineering or in case of undergraduate degree equivalent 5 years of general professional experience above the minimum general professional experience requested below.</i></p> <p><i>2. General professional experience</i></p> <p><i>2. At least 5 (five) years of professional experience in the field of ICT systems.</i></p> <p><i>3. Specific professional experience</i></p> <p><i>a. Experience as a team leader or project manager in at least 1 (one) project of the same complexity in the last five years,</i></p>	
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	<p>management of ICT solutions in the area of justice.</p> <p>3.2. At least 3 (three) years of experience in implementation of ICT reforms in the judiciary.</p> <p>3.3. Experience in implementation of at least one similar complexity project related to implementation and/or development and/or management of ICT solutions in the area of justice sector;</p> <p>3.4. Experience in implementation of projects in the area of “E-justice” or further development of the ICT regulatory and institutional framework preferably in Kosovo context will be considered an asset.</p> <p>Besides the KE1 there should be dedicated key experts per tasks, as defined below, and senior/junior experts per task with adequate specialties required to fully implement the solutions.</p>	<p><i>related to design and/or development and/or management of ICT solutions.</i></p> <p><i>b. Experience in implementation of at least one similar complexity project related to implementation and/or development and/or management of ICT solutions.</i></p> <p><i>c. Experience in implementation of projects in the area of “E-justice” or further development of the ICT regulatory and institutional framework preferably in Kosovo context will be considered an asset.</i></p> <p><i>Besides the KE1 there should be dedicated key experts per tasks, as defined below, and senior/junior experts per task with adequate specialties required to fully implement the solutions.</i></p> <p><i>Minimum requirements for senior experts:</i></p> <ul style="list-style-type: none"> <i>• University degree in the relevant field.</i> 	
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	<p>Minimum requirements for senior experts:</p> <ul style="list-style-type: none"> • University degree in the relevant field. • At least 6 years experience in the relevant field. • Experience in the judiciary sector is an asset. <p>Minimum requirements for junior experts:</p> <ul style="list-style-type: none"> • University degree or additional 3 years experience in the relevant field. • At least 3 years experience in the relevant field. 	<ul style="list-style-type: none"> • <i>At least 3 years experience in the relevant field.</i> • <i>Experience in judiciary sector is an asset.</i> <p><i>Minimum requirements for junior experts:</i></p> <ul style="list-style-type: none"> • <i>University degree or additional 2 years experience in the relevant field.</i> • <i>At least 2 years experience in the relevant field.</i> 	
	<p>4.</p> <p>Task 2</p> <p>Dedicated key expert team should be assigned to Task</p> <p>2. As Task2 and Task3 should be considered independent for each other, the key experts for Task</p> <p>2: Software Development for ODP should not be the</p> <p>same persons assigned to the Task 3: Software</p> <p>Development for CTM (and vice versa).</p>	<p>Task 2</p> <p><i>Dedicated key expert team should be assigned to</i></p> <p><i>Task 2. As Task2 and Task3 should be considered</i></p> <p><i>independent for each other, the key experts for Task</i></p> <p><i>2: Software Development for ODP should not be the</i></p> <p><i>same persons assigned to the Task 3: Software</i></p> <p><i>Development for CTM (and vice versa).</i></p> <p><i>The key expert team should consist of a Task Lead</i></p>	

	<p>The key expert team should consist of a Task Lead Expert and a Business Analyst.</p> <p>The Contractor should propose a key expert team with the following minimum requirements:</p> <p>KE2. Task 2 Lead Expert</p> <p>The duties of the KE2 will include:</p> <ul style="list-style-type: none"> ● Full Team Lead for the development and implementation of the ODP system ● Report to the Overall Project Manager <p>The minimum requirements for the KE2 are:</p> <ol style="list-style-type: none"> 1. Qualifications and skills <ol style="list-style-type: none"> 1.1. Education at least Master Degree Academic level in Information Communication Technology (ICT) or similar University degree with 3 (three) years of general professional experience above the minimum general professional experience requested below. 2. General professional experience <ol style="list-style-type: none"> 2.1. At least 5 (five) years, preferably 5 (five) years of professional working experience in information technology. 	<p><i>Expert and a Business Analyst.</i></p> <p><i>The Contractor should propose a key expert team with the following minimum requirements:</i></p> <p>KE2. Task 2 Lead Expert</p> <p><i>The duties of the KE2 will include:</i></p> <ul style="list-style-type: none"> ● <i>Full Team Lead for the development and implementation of the ODP system</i> ● <i>Report to the Overall Project Manager</i> <p><i>The minimum requirements for the KE2 are:</i></p> <ol style="list-style-type: none"> 1. <i>Qualifications and skills</i> <ol style="list-style-type: none"> 1.1 <i>Education at least Master Degree Academic level in Information Communication Technology (ICT) or similar University degree with 3 (three) years of general professional experience above the minimum general professional experience requested below.</i> 2. <i>General professional experience</i> 	
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<p>2.2. Team Leader or Project Management experience in justice sector is a strong advantage.</p> <p>3. Specific professional experience</p> <p>3.1. At least 5 (five) years experience as an IT expert in project related to design and/or development and/or management of ICT solutions in the area of justice.</p>	<p><i>a. At least 3 (three) years, preferably 5 (five) years of professional working experience in information technology.</i></p> <p><i>b. Team Leader or Project Management experience in justice sector is a strong advantage.</i></p> <p><i>3. Specific professional experience</i></p> <p><i>a. At least 3 (three) years experience as an</i></p> <p><i>IT expert in project related to design and/or development and/or management of ICT software solutions.</i></p>	
<p>5.</p> <p>KE3. Task 2 Business Analyst</p> <p>The duties of the KE3 will include:</p> <ul style="list-style-type: none"> ● Definition of the ODP software requirement specifications and business inputs during the implementation of the system. ● Take part and actively contribute in business analysis meetings together with other technical consultants and selected end users. 	<p>KE3. Task 2 Business Analyst</p> <p><i>The duties of the KE3 will include:</i></p> <ul style="list-style-type: none"> ● <i>Definition of the ODP software requirement specifications and business inputs during the implementation of the system.</i> ● <i>Take part and actively contribute in business analysis meetings together with other technical consultants and selected end users.</i> 	

	<p>The minimum requirements for the KE3 are:</p> <p>1. Qualifications and skills</p> <p>1.1. A level of education which corresponds to completed university studies of at least 4 years attested by a diploma in ICT;</p> <p>1.2. A post-graduate diploma in ICT will be considered as an asset;</p> <p>1.3. Fluent in written and spoken English;</p> <p>1.4. Knowledge of any of the local languages would be an asset.</p> <p>2. General professional experience</p> <p>2.1. At least 5, but preferably 7 years of professional experience, as business analyst, in area of implementation of ICT systems</p> <p>2.2. Experience as a key expert in at least 1 international donors' funded projects in judicial sector;</p> <p>2.3. Knowledge of Kosovo judicial context will be an asset.</p> <p>3. Specific professional experience</p>	<p><i>The minimum requirements for the KE3 are:</i></p> <p><i>1. Qualifications and skills</i></p> <p><i>a. A level of education which corresponds to completed university studies of at least 3 years attested by a diploma in ICT or similar;</i></p> <p><i>b. A post-graduate diploma in ICT will be considered as an asset;</i></p> <p><i>c. Fluent in written and spoken English;</i></p> <p><i>d. Knowledge of any of the local languages would be an asset.</i></p> <p><i>2. General professional experience</i></p> <p><i>a. At least 3, but preferably 5 years of professional experience, as business analyst, in area of implementation of ICT systems</i></p> <p><i>b. Experience as an expert in at least 1 international donors' funded project;</i></p> <p><i>c. Knowledge of Kosovo judicial context will be an asset.</i></p>	
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	<p>3.1. Experience minimum 3 years with judicial system software analysis and design.</p> <p>3.2. Experience with implementation and testing of judicial systems, including design of test plans and user acceptance test cases.</p> <p>3.3. Experience of interoperable IT solutions, preferably for the judiciary sector.</p> <p>Additional experts should be proposed depending on the offered solution to include:</p> <p>Senior experts :</p> <ul style="list-style-type: none"> ● system architect, ● lead software developer, ● database administrator ● user experience and quality assurance expert. <p>Junior experts:</p> <ul style="list-style-type: none"> ● software developers, ● user interface experts, ● testers, ● documentation writers and 	<p><i>3. Specific professional experience</i></p> <p><i>a. Experience minimum 3 years with software analysis and design.</i></p> <p><i>b. Experience with implementation and testing of software systems, including design of test plans and user acceptance test cases.</i></p> <p><i>c. Experience of interoperable IT solutions.</i></p> <p><i>Additional experts should be proposed depending on the offered solution to include:</i></p> <p><i>Senior experts:</i></p> <ul style="list-style-type: none"> ● <i>System architect,</i> ● <i>Lead software developer</i> ● <i>Database administrator</i> ● <i>User experience and quality assurance expert.</i> <p><i>Junior experts:</i></p> <ul style="list-style-type: none"> ● <i>software developers,</i> ● <i>user interface experts</i> ● <i>testers</i> 	
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	<ul style="list-style-type: none"> • other required profiles based on the offered solution. <p>All senior and junior experts proposed should fulfill the minimum requirements defined above.</p>	<ul style="list-style-type: none"> • <i>documentation writers and other required profiles based on the offered solution.</i> <p><i>All senior and junior experts proposed should fulfill the minimum requirements defined above.</i></p>	
	<p>6.</p> <p>Task 3 Dedicated key expert team should be assigned to Task 2. As Task2 and Task3 should be considered independent for each other, the key experts for Task 2: Software Development for ODP should not be the same persons assigned to the Task 3: Software Development for CTM (and vice versa).</p> <p>The key expert team should consist of a Task Lead Expert and a Business Analyst.</p> <p>The Contractor should propose a key expert team with the following minimum requirements:</p>	<p>Task 3 Dedicated key expert team should be assigned to Task 2. As Task2 and Task3 should be considered independent for each other, the key experts for Task 2: Software Development for ODP should not be the same persons assigned to the Task 3: Software Development for CTM (and vice versa).</p> <p>The key expert team should consist of a Task Lead Expert and a Business Analyst.</p> <p>The Contractor should propose a key expert team with the following minimum requirements:</p>	

	<p>7.</p> <p>KE4. Task 3 Lead Expert</p> <p>The duties of the KE4 will include:</p> <ul style="list-style-type: none"> ● Full Team Lead for the development and implementation of the ODP system ● Report to the Overall Project Manager <p>The minimum requirements for the KE2 are:</p> <p>1. Qualifications and skills</p> <p>1.1. Education at least Master Degree Academic level in Information Communication Technology (ICT) or similar University degree with 3 (three) years of general professional experience above the minimum general professional experience requested below.</p> <p>2. General professional experience</p> <p>2.1. At least 5 (five) years, preferably 5 (five) years of professional working experience in information technology.</p> <p>2.2. Team Leader or Project Management experience in the justice sector is a strong advantage.</p>	<p>KE4. Task 3 Lead Expert</p> <p><i>The duties of the KE4 will include:</i></p> <ul style="list-style-type: none"> ● <i>Full Team Lead for the development and implementation of the ODP system</i> ● <i>Report to the Overall Project Manager</i> <p><i>The minimum requirements for the KE2 are:</i></p> <p><i>1. Qualifications and skills</i></p> <p><i>a. Education at least Master Degree Academic level in Information Communication Technology (ICT) or similar University degree with 3 (three) years of general professional experience above the minimum general professional experience requested below.</i></p> <p><i>2. General professional experience</i></p> <p><i>a. At least 3 (three) years, preferably 5 (five) years of professional working experience in information technology.</i></p> <p><i>b. Team Leader or Project Management experience in justice sector is a strong</i></p>	
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	<p>3. Specific professional experience</p> <p>3.1. At least 5 (five) years experience as an IT expert in project related to design and/or development and/or management of ICT solutions in the area of justice.</p>	<p><i>advantage.</i></p> <p><i>3. Specific professional experience</i></p> <p><i>a. At least 3 (three) years experience as an IT expert in project related to design and/or development and/or management of ICT solutions in the area of justice.</i></p>	
	<p>8.</p> <p>KE5. Task 3 Business Analyst</p> <p>The duties of the KE5 will include:</p> <ul style="list-style-type: none"> ● Definition of the ODP software requirement specifications and business inputs during the implementation of the system. ● Take part and actively contribute in business analysis meetings together with other technical consultants and selected end users. <p>The minimum requirements for the KE5 are:</p> <p>1. Qualifications and skills</p> <p>1.1. A level of education which corresponds to</p>	<p><i>KE5. Task 3 Business Analyst</i></p> <p><i>The duties of the KE5 will include:</i></p> <ul style="list-style-type: none"> ● <i>Definition of the ODP software requirement specifications and business inputs during the implementation of the system.</i> ● <i>Take part and actively contribute in business analysis meetings together with other technical consultants and selected end users.</i> <p><i>The minimum requirements for the KE5 are:</i></p> <p><i>1. Qualifications and skills</i></p>	

	<p>completed university studies of at least 4 years attested by a diploma in ICT;</p> <p>1.2. A post-graduate diploma in ICT will be considered as an asset;</p> <p>1.3. Fluent in written and spoken English;</p> <p>1.4. Knowledge of any of the local languages would be an asset.</p> <p>2. General professional experience</p> <p>2.1. At least 5, but preferably 7 years of professional experience, as business analyst, in area of implementation of ICT systems</p> <p>2.2. Experience as a key expert in at least 1 international donors' funded projects in judicial sector;</p> <p>2.3. Knowledge of Kosovo judicial context will be an asset.</p> <p>3. Specific professional experience</p> <p>3.1. Experience minimum 3 years with judicial system software analysis and design.</p> <p>3.2. Experience with implementation and testing</p>	<p><i>a. A level of education which corresponds to completed university studies of at least 3 years attested by a diploma in ICT;</i></p> <p><i>b. A post-graduate diploma in ICT will be considered as an asset;</i></p> <p><i>c. Fluent in written and spoken English;</i></p> <p><i>d. Knowledge of any of the local languages would be an asset.</i></p> <p><i>2. General professional experience</i></p> <p><i>a. At least 3, but preferably 5 years of professional experience, as business analyst, in area of implementation of ICT systems</i></p> <p><i>b. Experience as a key expert in at least 1 international donors' funded projects;</i></p> <p><i>c. Knowledge of Kosovo judicial context will be an asset.</i></p> <p><i>3. Specific professional experience</i></p> <p><i>a. Experience minimum 3 years with complex system software analysis and design</i></p>	
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	<p>of judicial systems, including design of test plans and user acceptance test cases.</p> <p>3.3. Experience of interoperable IT solutions, preferably for the judiciary sector.</p> <p>Additional experts should be proposed depending on the offered solution to include:</p> <p>Senior experts :</p> <ul style="list-style-type: none"> ● system architect, ● lead software developer, ● database administrator ● user experience and quality assurance expert. <p>Junior experts:</p> <ul style="list-style-type: none"> ● software developers, ● user interface experts, ● testers, ● documentation writers and ● other required profiles based on the offered solution. <p>All senior and junior experts proposed should fulfill the minimum requirements defined above.</p>	<p><i>b. Experience with implementation and testing of ICT systems, including design of test plans and user acceptance test cases.</i></p> <p><i>c. Experience of interoperable IT solutions.</i></p> <p><i>Additional experts should be proposed depending on the offered solution to include:</i></p> <p><i>Senior experts :</i></p> <ul style="list-style-type: none"> ● <i>system architect,</i> ● <i>lead software developer,</i> ● <i>database administrator</i> ● <i>user experience and quality assurance expert.</i> <p><i>Junior experts:</i></p> <ul style="list-style-type: none"> ● <i>software developers,</i> ● <i>user interface experts</i> ● <i>testers,</i> ● <i>documentation writers and</i> ● <i>other required profiles based on the offered solution.</i> 	
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		<p><i>All senior and junior experts proposed should fulfill the minimum requirements defined above</i></p>	
	<p>9.</p> <p>Task 4</p> <p>For Task 4 the Contractor should propose a lead key expert with the following minimum requirements:</p> <p>KE6. Task 4 Help Desk Expert</p> <p>The duties of the KE6 will include:</p> <ul style="list-style-type: none"> ● Prepare an analysis of system architecture and subsequent implementation recommendations for the Help Desk platform ● Lead the set-up and deployment of the Help Desk platform ● Support in the technical question related to the Help Desk platform ● Report to the Overall Project Manager 	<p>Task 4</p> <p><i>For Task 4 the Contractor should propose a lead key expert with the following minimum requirements:</i></p> <p>KE6. Task 4 Help Desk Expert</p> <p><i>The duties of the KE6 will include:</i></p> <ul style="list-style-type: none"> ● <i>Prepare an analysis of system architecture and subsequent implementation recommendations for the Help Desk platform</i> ● <i>Lead the set-up and deployment of the Help Desk platform</i> ● <i>Support in the technical question related to the Help Desk platform</i> ● <i>Report to the Overall Project Manager</i> 	

	<p>The minimum requirements for the KE6 are:</p> <p>1. Qualifications and skills</p> <p>1.1. University degree in IT, Computer Science, Management.</p> <p>1.2. Good planning and organizational skills.</p> <p>2. Professional experience:</p> <p>2.1. Minimum 3 years of professional experience with a Help Desk operations</p> <p>2.2. Minimum 3 years of professional experience in working with ticketing system.</p> <p>2.3. Current experience in utilizing Help Desk platforms is a strong asset.</p> <p>The senior experts should include:</p> <ul style="list-style-type: none"> • business analyst. <p>The junior experts should consist mainly of:</p> <ul style="list-style-type: none"> • installation and customization experts, 	<p><i>The minimum requirements for the KE6 are:</i></p> <p><i>1. Qualifications and skills</i></p> <p><i>a. University degree in IT, Computer Science, Management.</i></p> <p><i>b. Good planning and organizational skills.</i></p> <p><i>2. Professional experience:</i></p> <p><i>a. Minimum 3 years of professional experience with a Help Desk operations</i></p> <p><i>b. Minimum 3 years of professional experience in working with ticketing system.</i></p> <p><i>c. Current experience in utilizing Help Desk platforms is a strong asset.</i></p> <p><i>The senior experts should include:</i></p> <ul style="list-style-type: none"> <i>• business analyst.</i> <p><i>The junior experts should consist mainly of:</i></p> <ul style="list-style-type: none"> <i>• installation and customization experts,</i> <i>• documentation writers and</i> 	
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<ul style="list-style-type: none"> • documentation writers and • other required profiles based on the offered solution. <p>All senior and junior experts proposed should fulfill the minimum requirements defined above.</p>	<ul style="list-style-type: none"> • <i>other required profiles based on the offered solution.</i> <p><i>All senior and junior experts proposed should fulfill the minimum requirements defined above.</i></p>	
<p>10.</p> <p>Task 5</p> <p>For Task 5 the Contractor should propose a e-Learning Systems key expert with the following minimum requirements:</p> <p>KE7. Task 5 e-Learning Systems Expert</p> <p>The duties of the KE7 will include:</p> <ul style="list-style-type: none"> • Prepare an analysis of system architecture and subsequent implementation recommendations for the e-Learning platform • Lead the set-up and deployment of the the e-Learning platform • Support in the development of content and 	<p>Task 5</p> <p><i>For Task 5 the Contractor should propose a e-Learning Systems key expert with the following minimum requirements:</i></p> <p>KE7. Task 5 e-Learning Systems Expert</p> <p><i>The duties of the KE7 will include:</i></p> <ul style="list-style-type: none"> • <i>Prepare an analysis of system architecture and subsequent implementation recommendations for the e-Learning platform</i> • <i>Lead the set-up and deployment of the the e-Learning platform</i> • <i>Support in the development of content and</i> 	

	<p>technical question related to the uploading of content</p> <ul style="list-style-type: none"> • Report to the Overall Project Manager <p>The minimum requirements for the KE7 are:</p> <p>3. Qualifications and skills</p> <p>3.1. University degree in IT, Computer Science, Management, Education, an MSc degree preferred.</p> <p>3.2. Good planning and organizational skills;</p> <p>3.3. Very good familiarity in using the MS Office application package (Word, Excel, PP Presentation);</p> <p>3.4. Excellent reporting capabilities</p> <p>4. Professional experience:</p> <p>4.1. Minimum 10 years of professional experience within education sector</p> <p>4.2. Minimum 5 years of professional experience in Training / education sphere, either in management of training activities or as</p>	<p><i>technical question related to the uploading of content</i></p> <ul style="list-style-type: none"> • <i>Report to the Overall Project Manager</i> <p><i>The minimum requirements for the KE7 are:</i></p> <p><i>3. Qualifications and skills</i></p> <p><i>a. University degree in IT, Computer Science, Management, Education, an MSc degree preferred.</i></p> <p><i>b. Good planning and organizational skills;</i></p> <p><i>c. Very good familiarity in using the MS Office application package (Word, Excel, PP Presentation);</i></p> <p><i>d. Excellent reporting capabilities</i></p> <p><i>4. Professional experience:</i></p> <p><i>a. Minimum 5 years of professional experience in Training / education sphere, either in management of training activities or as trainer</i></p> <p><i>b. Minimum 3 years of practice in developing / managing E-learning</i></p>	
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	<p>trainer</p> <p>4.3. Minimum 5 years of practice in developing / managing E-learning platforms</p> <p>4.4. Current experience in utilizing e-Learning platforms for training and evaluation is a strong asset.</p> <p>The senior experts should include:</p> <ul style="list-style-type: none"> • system architecture expert. <p>The junior experts should consist mainly of:</p> <ul style="list-style-type: none"> • installation, integration and customization experts and • other required profiles based on the offered solution. <p>All senior and junior experts proposed should fulfill the minimum requirements defined above.</p>	<p><i>platforms</i></p> <p><i>c. Current experience in utilizing e-Learning platforms for training and evaluation is a strong asset.</i></p> <p><i>The senior experts should include:</i></p> <ul style="list-style-type: none"> • <i>system architecture expert.</i> <p><i>The junior experts should consist mainly of:</i></p> <ul style="list-style-type: none"> • <i>installation, integration and customization experts and</i> • <i>other required profiles based on the offered solution.</i> <p><i>All senior and junior experts proposed should fulfill the minimum requirements defined above.</i></p>	
	<p>11.</p> <p>Task 6</p> <p>For Task 6 the Contractor should propose a System Integration key expert with the following minimum</p>	<p>Task 6</p> <p><i>For Task 6 the Contractor should propose a System Integration key expert with the following minimum requirements:</i></p> <p>KE8. Task 6 System Integration Expert</p> <p><i>The duties of the KE8 will include:</i></p>	

	<p>requirements:</p> <p>KE8. Task 6 System Integration Expert</p> <p>The duties of the KE8 will include:</p> <ul style="list-style-type: none"> ● Integration of the proposed solutions including ODP, CTM, Help Desk, e-Learning platforms with the current CIMS system (hardware and software). ● Report directly to the Overall Project Manager. <p>The minimum requirements for the KE8 are:</p> <p>1. Qualifications and skills</p> <p>1.1. Education at least Master Degree Academic level in Information Communication Technology (ICT) or similar undergraduate level University degree with 3 (three) years of general professional experience above the minimum general professional experience requested below.</p> <p>2. General professional experience</p> <p>2.1. At least 3 (three) years, preferably 5 (five) years of professional working experience in</p>	<ul style="list-style-type: none"> ● <i>Integration of the proposed solutions including ODP, CTM, Help Desk, e-Learning platforms with the current CIMS system (hardware and software).</i> ● <i>Report directly to the Overall Project Manager.</i> <p><i>The minimum requirements for the KE8 are:</i></p> <p><i>1. Qualifications and skills</i></p> <p><i>a. Education at least Bachelor Degree Academic level in Information Communication Technology (ICT) or similar undergraduate level University degree with 3 (three) years of general professional experience above the minimum general professional experience requested below.</i></p> <p><i>2. General professional experience</i></p> <p><i>a. At least 3 (three) years, preferably 5 (five) years of professional working experience in information technology.</i></p> <p><i>b. Experience in justice sector is a strong</i></p>	
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	<p>information technology.</p> <p>2.2. Experience in the justice sector is a strong advantage.</p> <p>3. Specific professional experience</p> <p>3.1. At least 3 (three) years of practical proven system integration experience.</p> <p>3.2. Experience as an IT expert in projects related to design and/or development and/or management of ICT solutions in the area of justice is a strong advantage.</p> <p>The senior experts should include:</p> <ul style="list-style-type: none"> • system architecture expert. <p>The junior experts should consist mainly of:</p> <ul style="list-style-type: none"> • installation, integration and customization experts and • other required profiles based on the offered solution. <p>All senior and junior experts proposed should fulfill</p>	<p><i>advantage.</i></p> <p><i>3. Specific professional experience</i></p> <p><i>a. At least 3 (three) years of practical proven system integration experience.</i></p> <p><i>b. Experience as an IT expert in project related to design and/or development and/or management and/or integration of ICT solutions in the area of justice is a strong advantage.</i></p> <p><i>The senior experts should include:</i></p> <ul style="list-style-type: none"> • <i>system architecture expert.</i> <p><i>The junior experts should consist mainly of:</i></p> <ul style="list-style-type: none"> • <i>installation, integration and customization experts and</i> • <i>other required profiles based on the offered solution.</i> <p><i>All senior and junior experts proposed should fulfill</i></p> <p><i>the minimum requirements defined above.</i></p>	
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	<p>the minimum requirements defined above.</p> <p>12.</p> <p>Task 7</p> <p>The organization and implementation of Task 7 should fall under the KE1. Overall Project Manager with the support of the following type of senior/junior experts.</p> <p>The senior experts should include:</p> <ul style="list-style-type: none"> ● organizational management expert, ● training expert. <p>The junior experts should consist of:</p> <ul style="list-style-type: none"> ● training and facilitation assistants. <p>All senior and junior experts proposed should fulfill the minimum requirements defined above.</p>	<p>Task 7</p> <p><i>The organization and implementation of Task 7 should fall under the KE1. Overall Project Manager with the support of the following type of senior/junior experts.</i></p> <p><i>The senior experts should include:</i></p> <ul style="list-style-type: none"> ● <i>organizational management expert,</i> ● <i>training expert.</i> <p><i>The junior experts should consist of:</i></p> <ul style="list-style-type: none"> ● <i>training and facilitation assistants.</i> <p><i>All senior and junior experts proposed should fulfill the minimum requirements defined above.</i></p>	
16	<p>Technical</p> <p>Item 2. Storage System</p> <p>-Supports scale-out to 12 controllers/nodes in a single system/cluster for the same protocol (i.e. cannot be shared like 4 FC node and 4 NAS node), where the whole cluster needs to be a single logical system.</p>	<p>Scale-out and scale -up variants are available also from other manufacturers.</p> <p>We have done market research and identified at least three independent manufacturers that offer equipment that fits the specifications. The offered hardware should support the entire offered solution, therefore if the offered equipment (regarded</p>	

	<p>-Supports scale out to 24 controllers/nodes in a single system/cluster for NAS only environments, where the whole cluster needs to be a single logical system.</p> <p>Comments:</p> <p>This features targets only “Netapp “or Lenovo Storages which are produced by Netapp, so the competition is limited, and no other brand can meet these specs.</p> <p>Below are links for the targeted models.</p> <p>https://www.netapp.com/data-storage/aff-a-series/</p> <p>https://www.lenovo.com/us/en/p/datacenter/storage/unified-storage/dm-series-allflash/thinksystem-dm7100f-all-flash-array/len22ts0011</p> <p>Questions:</p> <p>Since the requested ports are for block based storage “ At least 4-port 32Gbps FC (with included SFP+ modules if needed) for host connectivity “ can the NAS and Scaleout features be removed from specification ? If these specs are removed competition will be open.</p>	<p>as a general functional system and NOT as proprietary technology) is of equivalent or better performance/functionality it will be positively evaluated and present no ground for disqualification. However, the support and training for the solution offered needs to be maintained in the offer.</p>
17	<p>Technical</p> <p>Item 4. Backup Storage</p> <p>-SDS system must be placed on at least 4 nodes to ensure erasure coding (EC) to protect any individual disk, ram, processor or node failure</p> <p>-Cluster must have minimum 512GB RAM and 12TB PCIe Flash used for fast backup and restore</p> <p>Comments:</p> <p>This feature targets only Cohesity Backup Storage, exactly the model “Cohesity c4700”, to make more complicated also this request has been added “ -Solution must be from a single vendor (HW and SW).”</p> <p>Here is the link for Cohesity Specs :</p> <p>https://www.cohesity.com/products/c4000/</p>	<p>We have done market research and identified at least three independent manufacturers that offer equipment that fits the specifications. The offered hardware should support the entire offered solution, therefore if the offered equipment (regarded as a general functional system and NOT as proprietary technology) is of equivalent or better performance/functionality it will be positively evaluated and present no ground for disqualification. However, the support and training for the solution offered needs to be maintained in the offer.</p>

	<p>Question</p> <p>Since the specs limits competition, is it possible to offer Software Defined Storage Solutions that can meet requested capacity using hybrid capacity (SSD+ for caching/performance and capacity SAS/SATA) and offer backup software from other vendor?</p>	
18	<p>Administrative.</p> <p>Reference: Bid Data Sheet</p> <p>ITB 6.1 (a)</p> <p>2) Technical capacity of tenderer</p> <ul style="list-style-type: none"> • The tenderer has delivered supplies under at least two (2) contracts each with the tenderer’s proportion of the budget of at least 600.000,00 EUR in the field of: <p>c) Case Information Management system solution, including software architecture design, customization and/or development and project management and</p> <p>Demo version of a previously developed information management system (both front-end and back-end) on the offered platform with similar or higher complexity is available online for verification. Please specify URL and log-in credentials with the submitted offer.</p> <p>Reference:</p> <p>2.0. Qualification</p> <p>Documents Establishing the Qualifications of the Bidder</p> <p>Point 12: Similar Experience</p> <p>Participation as Supplier, or Subcontractor, in at least 2 contracts within the last 5years, each with a value of at least 600,000.00 USD that have been successfully and substantially completed and that are similar to the proposed Purchaser’s Requirements. The similarity shall be based on the physical size, complexity,</p>	Yes, your understanding is correct.

	<p>methods/technology or other characteristics as described in Section VII, Purchaser's Requirements.</p> <p>Comment:</p> <p>There is a discrepancy between BDS-ITB 6.1(a) and section 2.0 Qualification when it comes to evaluation of the Similar Experience. In the former it asks that the actual tenderer itself should fulfill the criteria of at least 2 contracts, each of the tenderer's proportion of 600,000 EUR whereas the latter says that the tenderer has participated as a supplier or subcontractor in at least 2 contracts each of a value of 600,000 USD.</p> <p>Question:</p> <p>Is it satisfactory for the Contracting Authority if the tenderer as a JV or any member of it fulfills the criteria of having participated as a member or subcontractor in at least 2 contracts of a value not less than 600,000 EUR each?</p>	
19	<p>We would like to ask if it is possible for our consortium to propose an alternative technical solution for the infrastructure (cloud instead of on-premise) that is more efficient and can be delivered within the same anticipated timeframe and cost.</p>	<p>At this point in time the policy of the beneficiaries allows for only on-premise solutions. Off-site solution would not be acceptable.</p>
<p>Note to Bidders:</p> <p>"The success of the project is marked by the bidder's understanding and detailed approach to implementing a sequence of activities in a specific manner to achieve active participation of the public on these two new installations. These are not just IT installations, but significant tools for the public to use and inquire about. This project is about empowering the public to understand, to ask, and to obtain information from the judiciary in an easy-to-use manner."</p>		

End of the document