

**DOSSIER OF CALL FOR EXPRESSIONS OF INTEREST KSV/018•15 100**

**TITLE: Development, delivery and installation of Integrated Financial Management and Accounting System software (IFMAIS) for Mitrovica Regional Water Company (Services)**

**ADDENDUM N°1**

The present addendum is meant to reply to a set of requests for additional information:

**REQUEST 1:**

EOI Dossier.pdf, 20. Selection Criteria:

III Staff capacity of the candidate

1. The candidate should have at least 4 permanent staff members experts specialized in the software development and implementation for the last 3 years.

***Question 1: Is it acceptable to have more than 4 persons as permanent staff who have more than 3 years of experience but who started to work for us in a period less than 3 years?***

**Answer 1: Yes, permanent members of staff which have worked and gained relevant experience prior to their employment with the bidding company (or consortium), can present the experience in their CV, to meet the required years of experience - as per the selection criteria.**

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**REQUEST 2:**

EOI Dossier.pdf, 20. Selection Criteria:

III Staff capacity of the candidate

The permanent software development and implementation team should have expertise in all of the areas below:

- SQL Database Architecture/Design and Implementation (MS SQL 2008/2012 preferable)

Question 2.1

***The experience of permanent staff in SQL Database (MS SQL 2008/2012 preferable) should be proved by certification by the vendor or as an experience in projects?***

Question 2.2

***If by the vendor, could you please confirm that you request is covered by the following certification from our staff: 1. MCTS: SQL Server 2008 – Implementation and Maintenance and/or 2. Designing Business Intelligence Solutions with Microsoft SQL Server***

**Answer 2.1: Candidates should provide both, the certification and the experience in previous similar projects. The experience of permanent staff in SQL Database should be certified by the vendor Microsoft (if the platform will be in Microsoft), and the certifications which include SQL Implementation and/or Designing BI Solutions with Microsoft SQL Server, are accepted as proof that the staff have the necessary skills and experience.**

**Answer 2.2: The following is accepted:**

- 1. MCTS: SQL Server 2008/2012 – Implementation and Maintenance and/or**
- 2. Designing Business Intelligence Solutions with Microsoft SQL Server**
- 3. MCSA SQL Server 2012**
- 4. MCSE Business Intelligence 2012**

**The practical utilisation of the above-mentioned skills should be proven by projects really implemented and utilized by your previous clients/counterparts.**

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### REQUEST 3:

EOI Dossier.pdf, 20. Selection Criteria:

III Staff capacity of the candidate

The permanent software development and implementation team should have expertise in all of the areas below:

- Commercial Accounting and Billing systems in Water Utility sector: proven background in similar software systems' development, integration and customization

**Question 3: Is it acceptable to have proven experience in creation of billing systems or Information Systems for governmental institutions, not only in water utility sector?**

**Answer 3:** Yes, proven experience in non-water sector accounting and billing systems development, integration and customization – will be taken into consideration, but it should be noted that reference(s) in the water utility sector will be considered as an advantage compared to these other non-water sector references. An “advantage” means: that comparative candidates with water sector experience will be short-listed first, i.e. before the candidates without water sector experience (subject to all other comparative candidates' parameters being constant, i.e. equal).

**Note:** the above “advantage”, i.e. preference criterion will be considered, if needed, after the application of the specified preference criterion under Clause 20 Selection Criteria, of the EOI dossier.

### REQUEST 4:

EOI Dossier.pdf, 20. Selection Criteria:

III Staff capacity of the candidate

The permanent software development and implementation team should have expertise in all of the areas below:

- IT project management know-how, CASE tools and Software Architecture tools usage and practical experience

**Question 4.1. Is it acceptable that the IT project management know-how, CASE tools and Software Architecture tools usage to be certified by the previous implemented contracts on Software Development/Management Information Systems?**

**Question 4.2. If not, please provide us with information on how we can provide information about the expertise in IT project management know-how, CASE tools and Software Architecture tools usage?**

**Answer 4:** Yes, the know-how of Case tools and software Architecture tools will be proved by the economic operator through the information and expertise of the economic operator in previous Software Development projects. Any kind of recommendations and/or written references by the previous clients /counterparts are acceptable. It is important to elaborate in detail – the practical usage and hands-on experience/skills in implementations of integrated software solutions.

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### REQUEST 5:

EOI Dossier.pdf, 20. Selection Criteria:

III Staff capacity of the candidate

Note: There's no obligation for those persons to be proposed in the tender as experts for the implementation of the contract.

**Question 5: Could you please elaborate the Note: on the III Staff capacity of the**

*candidate?*

**Answer 5:** The Selection Criteria require the candidates to present their capacity in having the required number of permanent staff (Clause 20 / part III. / sub-point 1). But, it is up to the discretion of each candidate whether they will provide these staff members as experts in their proposal – i.e. as part of the Permanent Software Development and Implementation (PSD&I) Team (Clause 20 / part III. / sub-point 2), where the requested expertise needs to be proven, within the experience of the proposed members of the previously mentioned PSD&I Team.

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**REQUEST 6:**

EOI Dossier.pdf, 20. Selection Criteria:

IV Technical Capacity of the candidate

At least 1 contract reference successfully completed since 2010 (up to the deadline of submission of expression of interest) of comparable nature and complexity

The system should integrate the minimal set of modules as follows:

- A. General/Administrative Accounting module for use in Water Utilities with customized Chart of Accounts for the purposes of statutory and water sector reporting
- B. Customer Billing and Invoicing module with real-time data exchange/interface to the General Accounting
- C. The above two main components are to be Client/Server SQL DB platform based and to be used in Corporate LAN/WAN without technical restriction of number of client/workstations and/or their location

Question 6.1. ***Could you please elaborate the parts “comparable nature and complexity”. Which information systems are considered by you as comparable nature and complexity with the requested one?***

Question 6.2. ***Is it acceptable to have references in creation of billing systems or Information Systems for governmental institutions, not only in water utility sector?***

**Answer 6.1:** “Comparable nature and complexity” in the context of this EOI should be considered as comprised of:

- Similar size of the client (in terms of complexity including number of users, number and type of modules, functionalities, etc.) by financial and market exposure means - including the water utility sector as a preferred reference.
- Similar scope/size of the MIS/ERP/financial system to be implemented (integrating main/administrative accounting and customer accounting and billing; also other modules such as: financial reporting, customer relations, payroll, work orders, asset management, etc.)

**Answer 6.2:** References are acceptable for systems implemented in government institutions, provided that they are similar in nature and complexity as explained under Q-6.1. But, it should be noted that reference(s) in the water utility sector will be considered an advantage compared to these other non-water sector references. An “advantage” means: that comparative candidates with water sector experience will be short-listed first, i.e. before the candidates without water sector experience (subject to all other comparative candidates’ parameters being constant, i.e. equal).

**Note:** the above “advantage”, i.e. preference criterion will be considered, if needed, after the application of the specified preference criterion under Clause 20 Selection Criteria, of the EOI.

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**REQUEST 7:**

Application form, page 5, Clause 7: JOINT COMMITMENT

As part of the expression of interest, all legal entities identified under section 1 of this application form, including all grouping members if applicable, are required to jointly sign and submit the Joint Commitment as per attached model.

**Question 7.1. *Is it acceptable to submit scanned version of Joint Commitment signed by each member in which are presented all entity's name and address but send electronically to the leader?***

**Question 7.2. *Or, is it acceptable to circulate one Joint Commitment within partners electronically version (signed and stamped) and the last version will be signed and stamped by the leader in Kosovo?***

**Answer 7: Both options are acceptable, but it will remain an obligation of the candidate to provide the original Joint Commitment Forms in hard copy (signed by all parties), upon request of the Project KSV/018 Lux-Development, at the specified project address, within a week from the date of such a request. Failure to supply the requested documents within the specified time, may result in the rejection of the candidate's proposal from further evaluation of this tender.**

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**REQUEST 8:**

Application form, page 5, Clause 8: STATEMENT OF GOOD STANDING

As part of the expression of interest, each legal entity identified under section 1 of this application form, including every grouping member if applicable, is required to sign (separately) and submit a Statement of Good Standing as per attached model.

**Question 8: *Is it acceptable to submit a scanned version of STATEMENT(S) OF GOOD STANDING signed by each member electronically to the leader?***

**Answer 8: Yes it is acceptable, but it will remain an obligation of the candidate to provide the original Statement(s) of Good Standing in hard copy, upon request of the Project KSV/018 Lux-Development, at the specified project address, within a week from the date of such a request. Failure to supply the requested documents within the specified time, may result in the rejection of the candidate's proposal from further evaluation of this EOI.**