REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: February 10, 2022
	REFERENCE: "Enhancing financial sustainability of Protected areas system in Albania"

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Online ticketing system to utilize services offered at National Parks**

Please be guided by the form attached hereto as Part 2, in preparing your Proposal. Proposals may be submitted on or before **Monday, February 28, 2022 at 14:00 hrs** via e-Tendering.

Allowable Manner of Submitting Proposals: e-Tendering only. Bids not sent in e-Tendering system will not be considered. Proposal Submission Address: https://etendering.partneragencies.org

Please acknowledge receipt of this RFP by using the "Accept Invitation" function in e-Tendering system. This will enable you to receive amendments or updates to the RFP. Please find the link for all the procurement guides and videos:
https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html

Electronic submission (e-Tendering) requirements:
- Format: PDF files only
- File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.
- All files must be free of viruses and not corrupted.
- Max. File Size per transmission: 35 MB
- UNDP reserves the rights to ask for originals during the evaluation.

Please name the submitted files following the structure of the solicitation document and consolidate the files into as few files as possible, using compression tools (zip etc.).

Your Proposal must be expressed in the **English Language**, and valid for a minimum period of **120 (one hundred and twenty) days**

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal.   At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Part 3. Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:
http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link:
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Nuno Queiros
Deputy Resident Representative

Annex 1

DESCRIPTION OF REQUIREMENTS

Context of the Requirement	The Law on Protected Areas, has provided significant improvement in the overall management effectiveness of the country's system of PAs, covering 504,826.30 ha (as per gazetted DCMs) of marine and terrestrial habitats (appr. 18 % of national territory); this legal and regulatory frame is substantially contributing to planning, administration and use of PAs in Albania consolidating the legal context for the declaration, conservation, administration, management and use of the PAs and their natural and biological resources as well as facilitating conditions for the development of environmental tourism; public information and education and the generation of direct and indirect economic benefits by the local population as well as the public and private sectors. As for the current funding baseline for the PA system, and the capacities to administer and improve PA revenue streams, they are still well below the levels required to ensure that the PAs system can properly serve its function as an important tool to protect biodiversity. In that respect, the project seeks to assist the GoA in reducing existing funding gaps for the system of PAs, improving the management and cost-efficiencies of individual PAs and building the financial management capacities of PAs nationwide by increasing the capacity of the central and local staff, and focusing relevant activities at two levels of support: (i) building the financial management capacities of the agency responsible for administering the system of protected areas (NAPA/RAPAs); and (ii) demonstrating the efficacy of different financing strategies in a sub-set of individual PAs. The project will also test and develop mechanisms for increasing income from conventional financial sources for protected areas and developing innovative alternative means of revenue generation, identifying opportunities for potential financial mechanisms in PAs, namely Dajti NP, Divjake – Karavasta NP and Llogara-Karaburun – Sazan Ecosystem, Syri I Kalter – Delvine, Kune Vain – Ishull Lezhe. This will essentially involve three main instruments: (1) Sustainability of the protected areas system institutionalized; (2) Co-management models in demonstration sites; (3) Business planning and revenue generation.
Implementing Partner of UNDP	Ministry of Tourism and Environment /National Agency of Protected Areas
Brief Description of the Required Services[1]	**1- Simple to operate** The system must have a simple and understandable user interface for the staff at the sites to use, it should ideally start into a sales screen and have minimal options for them to have to select. For ease of use, staff training and speed of operation, where possible interactions should be performed via a touch screen interface, ideally on a reliable, low cost and sturdy hardware platform.

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[1] *A detailed TOR may be attached if the information listed in this Part is not sufficient to fully describe the nature of the work and other details of the requirements.*

The interface must be capable of being used by someone who is not computer literate. Prices and other mechanisms should be preconfigured and not able to be altered, expect through sufficient access rights.

The interface to access the system and subsequent sales screens must be in Albanian by default for all installations

2- Ease of customer interaction

All systems that the customers interact with as part of the offered solution – Kiosks / Web Pages / Turnstiles, should be designed to remove any confusion from the process being attempted.

Given that a large range of languages will be prevailing in the visitors, the ability for un-attended sales screens and processes to be able to switch between differing languages is required.

The languages that will be offered are Albanian/English.

3- Web enabled

The current operational method is for "at the door" purchase, and a key strategic objective is to offer online purchasing through an evolving digital strategy.

Therefore, the system should provide either a white labelled or API solution to enable a web sales front end. This should offer the purchase of individual, group or multi-site ticket options if / when required to be offered.

There should be the logic or rules to allow the automatic application of discounts for groups or other parties, as configured in the system at a basic level.
Any web system needs to be fully mobile optimised, and not rely on specific technologies, Java, Flash etc to be used effectively.

As with all customer facing interfaces, the ability to operate in AL/EN languages is required.

4- Offline Mode Enabled

Systems should not rely on an Internet connection in order to operate to allow for business continuity.

Systems that could operate in "offline mode" – that is being able to sell and validate tickets whilst there is no Internet connection.

In order to facilitate the redemption of tickets purchased online, barcodes or other relevant information from the ticket should be sent to the site for redemption as soon as possible.

Whilst a site has been operating in "offline mode", its sales, redemptions and other activities should be stored locally and communicated to the central system as soon as a connection is available.

5- Centralised Reporting

The site will have a mechanism for reconciling its own takings and admissions. However, in addition to reporting on a local basis for each site, there is a requirement for reporting at a central location of sales, transactions and revenue at each site.

The system will need to offer multisite and income stream reporting to the central system administrators in NAPA.

Reports should be offered to analyse both financial transactions for the purposes of audit and reconciliation, but also customer analytics, looking specifically at hourly, daily and weekly patterns, cross site comparisons and group, language and sales channel analysis.

This should ideally be automatically combined or calculated and not required processing by human intervention.

6- Multi-Currency

The system should ideally be able to calculate, present and process charges in Albanian Lek, Euros and US Dollars.

7- Access Control

The system should have, but not rely on a physical method of preventing entry until payment has been made or ticket redeemed. This may be through a traditional tripod turnstile or half height gate(s) or similar.

Ideally the method of validation will be a bar code, magnetic stripe or similar low-cost method for the media and hardware to create and validate the entry token.

The system must have a anti pass back system to ensure that each ticket can only be redeemed for the paid number of visits.

Where a ticket has been presented and found to be invalid, there will need to be clear indication of this to the operational staff on site.

The system will need to be able to produce and report on multi use tickets, which may be issued to staff and / or residents of the sites to facilitate continued access

8- Fraud Prevention Measures

In addition to the physical turnstiles or gates, the system should have measures in place to prevent the gates or turnstiles being held open to allow free admission.

These could include manual admission counters or people counting mechanisms.

Where a gate or turnstile has been opened for in excess of 30 seconds a warning message / alert or similar security log should be recorded in the systems and reported to the central system administrator.

List and Description of Expected Outputs to be Delivered	Nr.	Phase naming / Time period	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Months 7
	1	Preparatory phase for the software system- acknowledged by NAPA and cleared by UNDP	X						
	2	Delivery of physical equipment, their installation and configuration- acknowledged by NAPA and cleared by UNDP	X	X	X	x			
	3	The phase of SW system development, interactions with other institutions and developments in the e-Albania portal			X	x	x		
	4	SW system integration and testing phase - acknowledged by NAPA and cleared by UNDP			X	x			
	5	User training – based on need assessment received from NAPA, and subject to UNDP / budgetary allowances				x	x	x	
	6	Delivery				x	x	x	x
	7	Start of the maintenance process			X		x	x	x

Person to Supervise the work/Performance of the Service Provider	Project team/NAPA &RAPAs staff

Frequency of Reporting	As per above mentioned schedule.
Progress Reporting Requirements	Narrative and financial reporting as linked to deliverables
Location of work	☐ Exact Address/es Llogara National Park ☐ At Contractor's Location
Expected duration of work	7 months
Target start date	March 15, 2022
Latest completion date	October 15, 2022
Travels Expected	YES
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ **Required** ☐ Not Required Please submit the time schedule table. duration of the assignment will be 7 months. The indicative allocation will be the following:

Names and curriculum vitae of individuals who will be involved in completing the services	☒ **Required**
	☐ Not Required
	
	The entity shall have:
	
	- A solid background on developing and introducing e-payment tools and ticketing systems
	- At least 10 years' experience in provision of similar services, preferably in ecotourism managements, nature and PA management, or any related field.
	- The necessary skills and capacity to organize the assignment and the works in synergy with MoTE and NAPA driven by the following conditions:
	    a. Quality Certificates (ISO 9001, ISO 27001, etc.);
	    b. Latest Business Registration Certificate.
	    c. Latest Internal Revenue Certificate / Tax Clearance.
	    d. Certificate for the personnel for the proposed solution.
	    e. Attest that at least every month have not less than 10 (ten) employees for a period of not less than 3 months from the date of opening the tender from which:

	• At least 1 (one) Graduate Specialist in Electronic / Computer / Computer Science, certified with PMP (Project Management Professional) or equivalent. • At least 2 (two) Specialists graduated in electronic / computer / computer science, with certified database knowledge (database). • At least 2 (two) Specialists graduated in computer science / information with certified programming / developer knowledge. • At least 2 (two) certified specialists for the Cardin Parking System. • At least 1 (one) specialist with certified professional or more advanced knowledge of virtualization software. • At least 1 (one) certified expert specialist for server equipment from the server manufacturer to bid. • At least 1 (one) certified specialist at the specialist level for SECURITY Identity Management Implementation. • At least 1 (one) certified specialist at the specialist level for Web Content Security. f. A Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer). g. Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer);
Currency of Proposal	☐ United States Dollars ☐ Euro ☒ **Local Currency (Albanian Lek)**
Value Added Tax on Price Proposal[2]	☒ **must be inclusive of VAT and other applicable indirect taxes** ☐ must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☐ 60 days ☐ 90 days ☒ **120 days** In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
	☒ **Not permitted**

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[2]*VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.*

Partial Quotes	☐ Permitted [*pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in Lots, etc.)]*
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☐ Not Required ☒ **Required.** Please submit the time schedule table.
Payment Terms[3]	The duration of the assignment will be 7 months. The indicative allocation will be the following: • 20 % of the payment - at the end of 1st month - A preliminary plan with main proposals and system running architecture • 40 % of the payment - at the end of 4th month – e-ticketing system is established and tested • 30% of the payment - at the end of 6th month – e-ticketing system is functioning and operational • 10 % of the payment - at the end of the assignment with handing over of all protocols
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Program staff
Type of Contract to be Signed	☐ Purchase Order ☐ Institutional Contract ☒ **Contract for Goods and/or Services** ☐ Long-Term Agreement[4]*(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)* ☐ Other Type of Contract *[pls. specify]*
Criteria for Contract Award	☐ Lowest Price Quote among technically responsive offers ☒ **Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)**

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[3] *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.*

[4] *Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed $200,000.00.*

	☒ **Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.**
Criteria for the Assessment of Proposal	***1.1 Preliminary Examination and eligibility criteria and fulfillment of minimum qualification requirements*** Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements. Eligibility criteria and minimum requirement will be evaluated on a Pass/Fail basis. If the proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria unless otherwise specified in the criterion. ***1.2 Technical Proposal Evaluation*** The evaluation team shall review and evaluate the Technical Proposals based on their responsiveness to the Terms of Reference and other RFP documents. A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score of 70%. **Technical Proposal (70%)** ☒ **Experience of the Firm 30%** ☒ **Methodology, its Appropriateness to the Condition and Timeliness of the Implementation Plan 35%** ☒ **Management Structure and Qualification of Key Personnel 35%** **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	☒ **One and only one Service Provider** ☐ One or more Service Providers, depending on the following factors:
Contract General Terms and Conditions[5]	☒ **General Terms and Conditions for contracts (goods and/or services)** ☐General Terms and Conditions for de minimis contracts (services only, less than $50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP[6]	☒ **Form for Submission of Proposal** *[Annex 2]* ☒ **Detailed ToRs** *[Annex 3]* ☒ ☐ Others*[pls. specify]*

Contact Person for Inquiries (Written inquiries only)[7]	*UNDP Albania Procurement Unit* *procurement.al@undp.org* Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	**Submission of Proposals** Bidder's proposals will consist of Two Parts. **Part 1** *Bidder's qualification, capacity and experience & Management Structure and Key Personnel* Bidders must all the related documents, such as legal documents, similar experience, annual turnover, financial statements etc. The applicant also must submit the CVs of Key Personnel in this part of the submission. **Part 2** *Proposed Plan, Methodology, its appropriateness to the condition and timeliness of the implementation plan and Financial Proposal*

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[7]*This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.*

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[8]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[9])

[insert: *Location*].
[insert: *Date*]

To: [*insert: Name and Address of UNDP focal point*]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]* and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

2.1   Qualifications of the Service Provider

> The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:
>
> a) Profile – describing the nature of the business, field of expertise, licenses, certifications, accreditations.
> b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
> c) Latest Audited Financial Statement – income statement and balance sheets to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;
> d) Track Record – list of clients for similar services as those required by UNDP, indicating the description of contract scope, contract duration, contract value, contact references;
> e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
> f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List, or Other UN Ineligibility List.

2.2   Proposed Methodology for the Completion of Services

> The Service Provider must describe how it will address/deliver the demands of the RFP; providing a

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[8]This serves as a guide to the Service Provider in preparing the Proposal.
[9] Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

> detailed description of the essential performance characteristics, reporting conditions, and quality assurance mechanisms that will be put in place while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

2.3 Qualifications of Key Personnel

> If required by the RFP, the Service Provider must provide:
>
> a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
> b) CVs demonstrating qualifications must be submitted if required by the RFP; and
> c) Written confirmation from each personnel that they are available for the entire duration of the contract.

2.4 Cost Breakdown per Deliverable* (*This shall be the basis of the payment tranches)

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Component 1		
2	Component 2		
	Total	100%	

2.5 Cost Breakdown Cost of Component 1(the table is an example)

	Proposed Input	Monthly Rate	Total Cost
	Month		
Key staff			
Non-Key Staff			
Other Services[10]			

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[10]Bidders must include the Institute of Construction and Environmental Impact Assessment approval fees within their design financial offer.

Total Cost of Component 1			

2.6 *Cost Breakdown Cost of Component 2*

	Proposed Input Month	Monthly Rate	Total Cost
Key staff			
Non-Key Staff			
Other Services			
Total Cost of Component 2			

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

Terms of Reference

"Online ticketing system to utilize services offered at National Parks"

1. Project background:

the Law on Protected Areas, has provided significant improvement in the overall management effectiveness of the country's system of PAs, covering 504,826.30 ha (as per gazetted DCMs) of marine and terrestrial habitats (appr. 18 % of national territory); this legal and regulatory frame is substantially contributing to planning, administration and use of PAs in Albania consolidating the legal context for the declaration, conservation, administration, management and use of the PAs and their natural and biological resources as well as facilitating conditions for the development of environmental tourism; public information and education and the generation of direct and indirect economic benefits by the local population as well as the public and private sectors.

As for the current funding baseline for the PA system, and the capacities to administer and improve PA revenue streams, they are still well below the levels required to ensure that the PAs system can properly serve its function as an important tool to protect biodiversity.

In that respect, the project seeks to assist the GoA in reducing existing funding gaps for the system of PAs, improving the management and cost-efficiencies of individual PAs and building the financial management capacities of PAs nationwide by increasing the capacity of the central and local staff, and focusing relevant activities at two levels of support: (i) building the financial management capacities of the agency responsible for administering the system of protected areas (NAPA/RAPAs); and (ii) demonstrating the efficacy of different financing strategies in a sub-set of individual PAs.

The project will also test and develop mechanisms for increasing income from conventional financial sources for protected areas and developing innovative alternative means of revenue generation, identifying opportunities for potential financial mechanisms in PAs, namely Dajti NP, Divjake – Karavasta NP and Llogara-Karaburun – Sazan Ecosystem, Syri I Kalter – Delvine, Kune Vain – Ishull Lezhe. This will essentially involve three main instruments: (1) Sustainability of the protected areas system institutionalized; (2) Co-management models in demonstration sites; (3) Business planning and revenue generation.

Scope of work, responsibilities, and duties

The current assignment addresses an electronic ticketing system, which aims to introduce the automation technology and thus have impact in the long- term goal of revenue generating and easy access for visitors in main PAs and particularly in those which are target of the current project; thus, this efforts links the sustained tourism development, with, PAs (NPs) efforts to better manage and conserve their habitats, identified by the NAPA as sites that will benefit from electronic ticketing, by introducing the e-ticketing system.

The online ticket and purchase platforms must help the visitors /tourist to plan, organize, and manage their needs. Such tool also acts as a mean of collaboration to help coordinate tasks, so everyone knows who's doing what and share feedback.

The scope of the assignment is to contribute to e-ticketing and online purchase logistic and facilities, introducing of necessary technical requirement and procedure with the relevant authorities

As with all new installations of both technology and operational methods, there is an understanding that specific vendors may have differing views as to what they see as the ideal solution, the following sections outline the core features and physical structures required to be provided by the supplier(s)

In close cooperation with NAPA the normal process must go through and the core solution needs to have the following overriding characteristics / features:

9- Simple to operate

The system must have a simple and understandable user interface for the staff at the sites to use, it should ideally start into a sales screen and have minimal options for them to have to select.

For ease of use, staff training and speed of operation, where possible interactions should be performed via a touch screen interface, ideally on a reliable, low cost and sturdy hardware platform.

The interface must be capable of being used by someone who is not computer literate. Prices and other mechanisms should be preconfigured and not able to be altered, expect through sufficient access rights.

The interface to access the system and subsequent sales screens must be in Albanian by default for all installations

10- Ease of customer interaction

All systems that the customers interact with as part of the offered solution – Kiosks / Web Pages / Turnstiles, should be designed to remove any confusion from the process being attempted.

Given that a large range of languages will be prevailing in the visitors, the ability for un-attended sales screens and processes to be able to switch between differing languages is required.

The languages that will be offered are Albanian/English.

11- Web enabled

The current operational method is for "at the door" purchase, and a key strategic objective is to offer online purchasing through an evolving digital strategy.

Therefore, the system should provide either a white labelled or API solution to enable a web sales front end. This should offer the purchase of individual, group or multi-site ticket options if / when required to be offered.

There should be the logic or rules to allow the automatic application of discounts for groups or other parties, as configured in the system at a basic level.

Any web system needs to be fully mobile optimised, and not rely on specific technologies, Java, Flash etc to be used effectively.

As with all customer facing interfaces, the ability to operate in AL/EN languages is required.

12- Offline Mode Enabled

Systems should not rely on an Internet connection in order to operate to allow for business continuity.

Systems that could operate in "offline mode" – that is being able to sell and validate tickets whilst there is no Internet connection.

In order to facilitate the redemption of tickets purchased online, barcodes or other relevant information from the ticket should be sent to the site for redemption as soon as possible.

Whilst a site has been operating in "offline mode", its sales, redemptions and other activities should be stored locally and communicated to the central system as soon as a connection is available.

13- Centralised Reporting

The site will have a mechanism for reconciling its own takings and admissions. However, in addition to reporting on a local basis for each site, there is a requirement for reporting at a central location of sales, transactions and revenue at each site.

The system will need to offer multisite and income stream reporting to the central system administrators in NAPA.

Reports should be offered to analyse both financial transactions for the purposes of audit and reconciliation, but also customer analytics, looking specifically at hourly, daily and weekly patterns, cross site comparisons and group, language and sales channel analysis.

This should ideally be automatically combined or calculated and not required processing by human intervention.

14- Multi-Currency
The system should ideally be able to calculate, present and process charges in Albanian Lek, Euros and US Dollars.

15- Access Control
The system should have, but not rely on a physical method of preventing entry until payment has been made or ticket redeemed. This may be through a traditional tripod turnstile
or half height gate(s) or similar.

Ideally the method of validation will be a bar code, magnetic stripe or similar low-cost method for the media and hardware to create and validate the entry token.

The system must have a anti pass back system to ensure that each ticket can only be redeemed for the paid number of visits.

Where a ticket has been presented and found to be invalid, there will need to be clear indication of this to the operational staff on site.

The system will need to be able to produce and report on multi use tickets, which may be issued to staff and / or residents of the sites to facilitate continued access

16- Fraud Prevention Measures

In addition to the physical turnstiles or gates, the system should have measures in place to prevent the gates or turnstiles being held open to allow free admission.

These could include manual admission counters or people counting mechanisms.

Where a gate or turnstile has been opened for in excess of 30 seconds a warning message / alert or similar security log should be recorded in the systems and reported to the central system administrator.

Staff Training Requirements

A standalone assignment will address e-ticketing use training needs, based on an assessment that NAPA will make present.
Training will be required on multiple levels of personnel with the Regional Administration of Protected areas and NAPA.
The core person(s) that will require training are expected to be nominated by NAPA authorities envisaging a "train the trainer" philosophy

The purpose of this training:

- Development of electronic ticketing system for protected areas, for all components and services provided by PAs system; the offer must include all relevant technical specifications such as system security, Work Process Analysis, Automated Access Control, System resource management, Order Registration system, Server, Online sales reporting module, Support module, Application Server, Hardware backup system/Storage, Backup and replication software, Virtualization Software, switches/gates; nevertheless, the minimum technical

characteristics must be fully described (hardware interfaces and features, operating systems, quality of service, router /firewall, Licensing, Thermal Printer, communication & management,
- Supply, installation, and configuration of physical equipment

Similar example for easiness of reference could be:
- http://cultureticketsalbania.al/

The main components of the system should be:
i. Ticket Window (POS), this module consists of the basic options for selling tickets for general admission, repaying discount coupons and collecting demographic and revenue data. This module includes ticket sellers, travel agencies and Companies. This module also issues general reports.
ii. Automated Access Control - To authenticate an online ticket, each ticket is entered into a central database at the time of shooting and then authenticated against the central database when scanned.
iii. Resource Management - When making a sale for managed capacity events and resource reservations, the central database is used to accurately report resource availability.
iv. Order Registration - A central database is used to facilitate receiving orders from a support office and then making them available for distribution and reception at a guest service station at the main entrance.
v. Card Annual Card & membership for guests, staff or residents. At the time of sale of each card, the POS system and the central database are updated with the relevant information to allow search and authentication by other systems on the network.
vi. Server - The central database makes it easy to receive orders from the Internet and then make them available for distribution and reception at a service station for guests at the main entrance.
vii. Online Systems

The assignment outcomes are the creation and operation of an Electronic Ticket System (Post of Sale - POS and Online) and the Ticket Reading Control System for protected areas and operates on the basis of an integrated electronic data system that realizes the connection. particularly:

- Supply, setup, installation, configuration of hardware equipment for system hosting.
- Supply, installation and configuration of the centralized employee work system at each point
- On behalf of NAPA, provide clearance protocol from the National Agency for Information Society (AKSHI)
- System usage training.
- Maintenance process.

The offeror must consider and provide bill of quantities for all relevant logistic (HS/SW) which deem necessary to erect and make the system operational, specifying the amount of the equipment and the prices (e.g Server and switch for Ticket System, hardware backup system, Routers, Virtualization Software, Thermal Printers, Barcode Scanner, etc) complying with the format as in annex 3

Services for the Maintenance
The Contractor should provide the maintenance services as per the requirements below:

- **Preventive Maintenance Services**. The Contractor must undertake, periodically, Preventive Maintenance Services for all software and hardware. Preventive Services are proactive activities and actions which will ensure timely detection of problems and timely recovery steps, so that there can be no interruptions of services. All preventive maintenance services will be performed at the contractor or beneficiary, as appropriate.

- **On-site Repair Services** (at contractor / beneficiary premises). The economic operator must be available during the time interval, Monday to Friday, to drop the Repair Service in response to "Major Alarms" reported by authorized personnel ("Emergency call schedule"). To this end, the term Major Alarm will apply for Repair services in the event of system malfunction or physical, preventing them from operating on system requests and immediate outages.

The Contractor and the Beneficiery must define and agree on a periodic monitoring of the components of the software and hardware in scope of the contract.

Deliverables and Time Frame / Project implementation deadline

Nr.	Phase naming / Time period	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Months 7
1	Preparatory phase for the software system- acknowledged by NAPA and cleared by UNDP	X						
2	Delivery of physical equipment, their installation and configuration- acknowledged by NAPA and cleared by UNDP	X	X	X	x			
3	The phase of SW system development, interactions with other institutions and developments in the e-Albania portal			X	x	x		
4	SW system integration and testing phase - acknowledged by NAPA and cleared by UNDP			X	x			
5	User training – based on need assessment received from NAPA, and subject to UNDP / budgetary allowances				x	x	x	
6	Delivery				x	x	x	x
7	Start of the maintenance process			X		x	x	x

The duration of the assignment will be 7 months. The indicative allocation will be the following:

- 20 % of the payment - at the end of 1st month - A preliminary plan with main proposals and system running architecture
- 40 % of the payment - at the end of 4th month – e-ticketing system is established and tested
- 30% of the payment - at the end of 6th month – e-ticketing system is functioning and operational
- 10 % of the payment - at the end of the assignment with handing over of all protocols

Entity requirements

The entity shall have:
a) A solid background on developing and introducing e-payment tools and ticketing systems
b) At least 10 years' experience in provision of similar services, preferably in ecotourism managements, nature and PA management, or any related field.
c) The necessary skills and capacity to organize the assignment and the works in synergy with MoTE and NAPA

Also, the following criteria has to considered:
- Quality Certificates (ISO 9001, ISO 27001, etc.).
- Latest Business Registration Certificate.
- Latest Internal Revenue Certificate / Tax Clearance.
- Certificate of the personnel for the proposed solution.
- The economic operator must declare all the staff who will be engaged in this project. The staff must have certified specialists, who combined to meet the following requirements:
  - ✓ Electronic / Computer / Computer Science to demonstrate database knowledge (database), programming / developer.
  - ✓ Specialists for technology Cardin Parking System
  - ✓ Specialist for the storage/server technology offered.
  - ✓ Specialist on the MS Hyper-Virtualization platform or equivalent.
  - ✓ Specialist on Security Identity Management Implementation
- Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer).
- Certificate of Exclusive Distributorship in the country (if applicable, and if Supplier is not the manufacturer);

Annex 3

Nr	Designation	Amount	PRICE	amounts (ALL without VAT)
1	Development of electronic ticketing system	1.00		
2	Server (Ticket System)	2.00		
3	Switch (Ticket System)	1.00		
4	Hardware backup system	1.00		

5	Router / firewall (Ticket system Type 1	1.00		
6	Backup and Replication / Virtualization Software	1.00		
7	Router Type 2	3.00		
8	Thermal Printer	3.00		
9	Barcode Scanner	6.00		
10	Rack min 36 UH	1.00		
11	Installation and configuration of hardware equipment for the ticketing system	1.00		
12	Multi-Touch Kiosk	6.00		
13	Maintenance (Month)	At least 24.00		
TOTAL WITHOUT VAT (ALL)				