

Written Questions and Answers for RFP # EGA-2023-04

E-Solutions to Improve Taxpayer Services Provided by the Tax Administration of Kosovo

Note: This document only includes answers to questions received by the deadline specified in the Request for Proposals (RFP) Section I. Instruction to Offerors, I.2. Chronological List of Proposal Events, no later than 2:00PM (Pristina time) on February 6, 2023.

Q1. Does this project require any hardware supply or the solution Citizen Relationship Management Modules for TAK (CRMM) to be developed must function in accordance with hardware specifics mentioned on the RFP (2.5 Operating Environment, Technical requirements of the server)?

A1. *The Citizen Relationship Management Modules (CRMM) for the Tax Administration of Kosovo (TAK) does not require any hardware supply. As specified in Annex 5 'Software Requirements Specifications' of the RFP, all proposed solutions must function in accordance with the existing hardware specifics.*

Q2. The technology used for developing CRMM, but not only: Does this mean that CRMM development is limited only using technologies listed on RFP and using in addition other technologies or other different option technology stack can be used for development of CRMM as well?

A2. *The tools and technologies for the development of the CRMM listed in the RFP are not exhaustive as noted in Annex 5, page 14 of the RFP. When proposing tools and technologies for the development of the CRMM, potential offerors are free to propose technology solutions that are feasible. In answer A3. Below, we have listed the current technologies that are used by TAK.*

Q3. Optimize the TAK website for mobile view:

1) Does the 'Optimize the TAK website for mobile view' mean that current website must be completely reorganized from current mobile view or only issues identified related to design are to be addressed?

2) Can you please provide the information about the technology stack that current TAK website is developed?

A3. *1) As noted in the RFP, Section II.2 'Scope of Work', pages 16-21, the entire TAK website, including the CRMM, must be optimized for "mobile first" view.*

2) TAK uses the .Net technology for its projects, with the .Net Framework utilized for older projects and .Net Core for newer ones. The database servers utilized are SQL Server and

Oracle. Some projects use Angular for frontend development and TAK also leverages the built-in support offered by .Net, including Razor Views, HTML, CSS, and jQuery.

Q4. Will CRMM to be developed use any currently existing database with possibility of expansion or should have own dedicated to be developed that could also have impact on the CRMM autonomy to meet all data requirements?

A4. The CRMM will have a new database which will be dedicated solely to the use of the CRMM.

Q5. Will TAK provide any API for search or other data exchange purposes?

A5. In specific areas, TAK can provide respective API (e.g., search or validation of taxpayers based on personal identifier).

Q6. Who will provide the hosting for CRMM?

A6. The Tax Administration of Kosovo (TAK).

Q7. If the hosting Server is inside governmental infrastructure, if needed to facilitate access from outside will VPN be provided?

A7. Yes, hosting is inside governmental infrastructure.

Q8. Referring to the exchanging of information with other governmental institutions, besides TAK, can provide more information about these institutions and their systems?

A8. It is currently not envisioned that the CRMM will have any exchanges with other institutions. However, during the implementation phase, it is imperative that clear interfaces are defined in the proposed solution to enable potential future connections with TAK or other systems.

Q9. Is there any software development guideline or policy currently applicable on TAK, and if yes can you please provide that information on this stage?

A9. TAK uses Clean Architecture practices. However, there is no formally endorsed guideline or policy document that outlines the software development practices currently in use at TAK. The successful bidder will be responsible for working with TAK to identify, document, and utilize these practices as part of the project.

Q10. Can we develop TAK-CRMM with Java Platform?

A10. See answers A2., A3., and A9.

Q11. Can we develop TAK-CRMM with our proposed technology stack? Please see attached the document TAKCRMM Technology Stack Proposal.pdf

A11. No attachments received at this stage will be considered. See answers A2., A3., A9.

Q12. Chakra: Microsoft Edge no longer uses Chakra, please see <https://github.com/chakra-core/ChakraCore>, how is planned to deal with that?

A12. *With reference to the RFP, Section II.2. 'Deliverables', 'Deliverable No.2: Detailed Software Requirement Specification (SRS) for all three Modules developed', pages 18-19, it is noted that the successful bidder will be responsible for working with TAK to update and develop a comprehensive SRS. This process will include addressing any issues related to older technology referenced in the RFP and updating with more recent technology as necessary.*

Q13. Regarding design customization of TAK website for Mobile devices, can you please tell us:

- a. how is the content of the TAK website.
 - i. generated (static HTML/CSS content manually edited, generated from backend, or through CMS),
 - ii. maintained (i.e., CMS) and
 - iii. published?
- b. Is there a central CSS document and how CSS is structured?

A13. *a. Content is generated and maintained from backend.*

b. There is no central CSS document.

Q14. Module "Tax Calculator Detailed SRS" should include only the latest version of taxes or should include previous versions as well!

A14. *The Tax Calculator Module must be developed using the most recent tax rates as outlined by the current Kosovo tax legislation. The solution must also have the capability to be easily updated in the future by TAK as necessary to reflect any changes in tax rates. It is not a requirement for the Tax Calculator Module to include historical tax rates under previous tax legislation.*

Q15. Don't you think that the total value of 71,000 euros for these three modules is a little low! Taking into account the time of 30 weeks and extra 3 months, and the commitment of more than 4 people in this project, based on the market values, it is not even possible to cover the salaries of the employees as should be. Is there any possibility to increase this budget?

A15. *The total maximum budget allocated for this potential subcontract is specified in the RFP under Section I.7.3. 'Cost Proposal', page 10.*

Q16. Can you please share with us the editable files to use the necessary templates to submit the offer?

A16. *The template documents have already been provided as attachments to the RFP.*

Q17. Can we use our company letter and follow all your instructions?

A17. Please see RFP document, Section I.3. 'Offer Submission Requirements', page 5.

Q18. Since .NET Core is a proposed or supported framework, is it acceptable to make frontend using built in support of .NET Core like HTML and jQuery?

A18. See answers A2., A3., A9 above.

Q19. Will these modules be integrated into current solution of EDI TAK?

A19. Full integration with EDI is not planned at this time, except possibly for user authentication as outlined in Annex 5 – 'Software Requirements Specifications', Section 2.3 'Product functions', page 10. The specifics of this and any other integration with EDI will be determined by the subcontractor in collaboration with TAK during the delivery of 'Deliverable No.2: Detailed Software Requirement Specification (SRS) for all three Modules developed' as specified in Section II.2. 'Deliverables' of the RFP, pages 18-21.

Q20. Software Architect (SA): Question: "Education: Formal certification/training in Software Development or relevant fields" Is it acceptable for a Software Architect to have completed a Bachelor of Science degree in Computer Engineering and have working experience above 3 years as a Software Architect?

A20. The education and experience requirements are specified in the RFP, Section 1.7. 'Instructions for the Preparation of the Proposal', 'Software Architect (SA)', page 9.; a bachelor's degree or higher in Software Development or relevant fields also meets the requirements of "formal certification/training" for the purposes of this RFP.

Q21. Business Processes Analyst (BPA): Question: "Education: Formal certification/training in software development, business process analysis, or relevant fields" Is it acceptable for a Business Processes Analyst to have completed a Bachelor of Science degree in Computer Engineering and have working experience above 5 years as a Business Analyst?

A21. See answer A20. above.