

## Expression of Interest for selection of Central System Integrator for eTicketing Project - Addendum 2



The answers to queries taken after March 22 are shared below.

Sr. No.	RFP reference section	Relevant clause/Provision	Page No.	Existing Clause	Modification Suggested / Clarifications sought by Respondent	Clarification Provided by TFF
<b>1. Invitation for Expression of Interest</b>						
<b>2. Introduction</b>						
<b>3. Conceptual Framework of the eTicketing System</b>						
1		Section 3.2	26		The requirement states that the Technology Operations should "... enable real-time video analytics on the video feed from across stadiums". Do we understand correctly that video analytics must be possible but do not need to be delivered inside the scope of this EoI?	CCTV Video Analytics is a requirement covered within the scope of work of CSI
2			26		Does the scope include a video analytics solution?	Yes
3			29		Who is the local system integrator? Is it the same as CSI?	The Local System Integrator could be any of the system integrators, IT service providers of the Clubs that exist presently and/or anytime during the course of the CSI's contract.
4			30	An indication of existing IT landscape view is provided at "8. Annexure" of this document	Can we get the 8. Annexure? We could not find it in the EOI document.	The phrase referred in the query stands deleted. Please check the Addendum-1 document previously shared.
5			23	Of the above mentioned components, the smart card printing along with implementation of eMoney system shall be given to a Financial Institution (FI). The FI shall be selected through a separate procurement process by the TFF. The FI shall be responsible for implementation and maintenance of the e-Money system. He shall also install the required Point of Sales and top up / recharge related infrastructure at the stadia and also be responsible for the maintenance of same.	When do you plan to choose Financial Institution, The new procurement process may affect the project schedule also affect the some technical points defining "eg. Integration, smart cards"	The details on FI selection will be shared at appropriate stage by TFF. (will be in parallel with the CSI tender.)
6			15,17	The chip infrastructure in the card shall also hold capability to accrue, store and redeem loyalty points based on various loyalty programs of TFF and the clubs that will be linked to the spectator card. The electronic chip on the electronic access card shall contain designated slots to capture the following sets of key information: o Personalized information of the fan o Monetary balance o Personal ID number	Loyalty ot be kept on server rather than offline chip would technologically be a more appropriate decision. Keeping the loyalty points online rather than on chip would also be less costly. Another point is that there would also be the need to make changes in the terminals in order to keep loyalty point on chip. This would create a problem for the loyalty platform's penetration. Currently, many of the banks keeps their loyalty program online although they are using EMV cards. On the other hand, why is an EMV prepaid card and offline pin usage preferred? Could you review the need of	No specific clarification sought. The suggestions provided would be evaluated before issuance of the RFP.
7			22	Of the above mentioned components, the smart card printing along with implementation of eMoney system shall be given to a Financial Institution (FI). The FI shall be selected through a separate procurement process by the TFF. The FI shall be responsible for implementation and maintenance of the e-Money system. He shall also install the required Point of Sales and top up / recharge related infrastructure at the stadia and also be responsible for the maintenance of same.	In Page 15, it was written that this would be done by the CSI. Could you clarify this? If FI is issuing, what kind of a personalization would be expected afterwards, how can the turnstile verification take place?	FI shall print/manufacture the card and undertake emoney personalisation before supplying the cards to CSI who shall in turn undertake personalisation of card with fan details and other applications including access control and then issue the card to the fan.
8			24	Reconciliation of issuance of tickets, sales and collections of tickets	What is meant by issuance and collection of tickets? Issued tickets were not desired.	the referred text stands modified to be read as: "reconciliation of ticket sales and cash collections"

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4. Scope of Work						
9			35	The Implementation Agency shall study the requirements of the project and existing system and shall design, develop, test, supply and manage the project and its related infrastructure including managing part of the operations for a period of 5 years after go live in April 2014.	Could you please clarify what "managing part of the operations" means? Is it operation of IT infrastructure only? IT infrastructure and applications? Does it include equipment maintenance? Could you please provide the detailed items?	It includes all management and maintenance of IT operations, IT infrastructure at Central facility and stadiums, management of Access control and surveillance infrastructure at stadiums and ticket booth operations at stadiums and other locations in the country
10			46	1. CSI must assist TFF and clubs in identifying new application requirements and in undertaking the business case analysis including business value, effort and cost analysis 2. CSI must undertake new application development once approved the management and as per defined process and practices 3. CSI shall maintain and manage this application along with the other ETS components as per the directions of the managements.	Could you please explain what will be the governance model, specific requirements and timeline for "On Demand Services – New Application Development"?	The details shall be provided in the RFP
5. Instructions to the Respondents						
11			52	The consortium should not comprise of more than 4 members including the Prime Respondent.	Does this restriction apply to subcontractors who may be working under each of the consortium members?	No.
12			52	V. A participant firm / entity should be part of only one consortium responding to the Eoi Invitation.	Does this restriction apply to subcontractors who may be working under each of the consortium members?	No. All consortium members and subcontractors except the Prime Respondent can take place in more than one consortiums.
13			52	The following Scope of Work components are to be mandatorily undertaken by the Prime Respondent: a. ETSP-CORE ▶ Design, Configuration, Development and Deployment of Business Applications and application interfaces (C3) ▶ Central Server Side IT Infrastructure Design, Supply & deployment (C4) b. ETSP-AIM ▶ Application Management (C6) ▶ Central IT Infrastructure management (C7) c. ETSP-PP ▶ Overall Project Planning and Governance (C13) ▶ Transition Management Plan (C14) ▶ Information Security & Risk Management (C15) d. ETSP-CM ▶ End User Training (C16) e. ETSP-MS ▶ Vendor & SLA Management (C18) ▶ Third Party Audit Support (C19) ▶ On Demand Services – New Application Development (C20)	Can the Prime Respondent utilize other consortium members and or subcontractors in undertaking part or all of these components?	No. EOI condition holds
6. Prequalification criteria						
14			55	The 'EOI Respondent' should have executed at least ONE project in the last 7 years (as at 31.12.2012), in the area of chip based Smart Card personalisation and issuance AND should have issued at least 200,000 smart cards as part of the project OR The 'EOI Respondent' should have executed at least TWO projects in the last 7 years (as at 31.12.2012), in the area of chip based Smart Card personalisation and issuance AND should have issued at least 125,000 smart cards as part of each cited project  IN ADDITION TO MEETING SMART CARD CRITERION ABOVE,  The 'EOI Respondent' should abide with the EMV guidelines, all relevant local domestic and global regulators guidelines and should possess all the certifications required by such governing authorities  Note: • This criteria has to be fulfilled by the Prime Respondent or any consortium member • The entity citing this experience should have been the prime contractor for the cited project • The experience cited could include experience of the entity's ultimate parent or ultimate parent's subsidiary	We request this criterion to be evaluated in the RFP stage rather than in Eoi stage.	EOI condition holds

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7. EoI Response Particulars - Submission Formats						
15		Page : 61, 62, 63 7.3 Form3: Conformance to Prequalification Criteria Clause II and III	61, 62, 63		Are the English translations and notarial attestation needed for documents like Balance Sheet and Income Statements (Turnover information), Work Completion Certificates taken from client? We are requesting for confirmation.	1. English translations shall be required for supporting documents in languages other than English or Turkish  2. The copies to be signed by the authorised signatory over the company seal
16		Page: 61, 62 7.3 Form3: Conformance to Prequalification Criteria Clause II	61, 62		Since the 2012 corporate tax return is not given yet, 2012 is not officialized. We request to change as last three financial years (2009, 2010 and 2011).	In the absence of audited Financial statements, provisional certificate from auditors should be furnished with a declaration that audited statements have not been finalised.  Period for Financial year holds.
17		Page: 61, 62, 63 and 64 7.3 Form3: Conformance to Prequalification Criteria Clause I, II, III and V	61, 62, 63, 64		Can the documents like certificate of activity, registry gazette, circular of signature, Completion Certificates, Income Statements and Balance Sheets be presented with photocopies? Are they required to be notarized?	The copies to be signed by the authorised signatory over the company seal
18					Will the management of the ticketing system be conducted by TFF, and sales of the system by clubs? Will the CSI's role consist of card issuance and matching the ticket with card or will the CSI take part in ticket sales operations? If so, will the management of ticket sales locations be CSI's responsibility?	The ticketing system will be managed by the CSI on behalf of TFF. The ticket sales would be undertaken by clubs/club appointed third parties and TFF. The CSI's role includes but is not limited to card issuance, matching tickets with cards and undertaking ticket sales over the counter.
19					Who will be the decision maker in actions and promotions to be taken to increase ticket sales revenues, Clubs or TFF?	Clubs are primarily responsible to maximise ticket sales
20					If the loyalty management programs that will be built using the central database will be managed by TFF, is there a need for a POS acquirer network?	POS acquirer network is for money related payment transactions and could also support real time earn and burn of loyalty points and hence is required.
21					There is not a full explanation on what the income items are or how will it be. Will the income items be limited to ticket, season card sales commissions, advertisement and promotional marketing revenues or will there be a revenue share of a general pool?	Query not relevant at the present stage of the procurement
22					In similar practices abroad, the commission to be taken over ticket revenues constitute CSI's main revenue. Some clubs' ticket sales of 4-5 years are assigned to some banks, will those clubs be out of scope?	Details on payment terms of the CSI will be shared as part of the RFP
23					Are there any limitations for marketing of card itself, ticket portal and other direct marketing and advertising opportunities?	Details on payment terms to the CSI will be shared as part of the RFP
24					Considering the scale of the project, a significant financial burden will be taken, will a guarantee letter or other financial guarantee be requested from the respondents to guarantee that the conditions can be satisfied?	Bidders commitment to satisfactory performance will be sought as part of the RFP response from pre-qualified bidders using an appropriate instrument
25					Are the firms with successful experiences in subjects that tender from abroad is possible in consortium a reference or reason for preference?	Both national and international projects will be subject to evaluation.
26					As the prime firm applying for tender, we have an interrelating running with the bank. In case of taking the tender, is there a possibility that working with another financial institutions would be imposed?	The selected CSI will need to work with the FI selected by TFF
27					Will the distribution channel's form, number and distribution be subject to tender RFP? Will the needs about the subject be specified as requirements?	Yes, details will be provided in the RFP with the pre-qualified bidders

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28				<p>We are continuing to work for agreement between consortium members. But, since don't know the exact details related to project's content, we are having difficulty in preparing a letter of agreement. Would the following text be enough for you?</p> <p>"Expression of Interest</p> <p>&lt;ENTITY NAME MASKED BY TFF&gt; and company XYZ, is willing to form a consortium for the tender phase of Selection of E-Ticketing Project Central System Integrator with the aim to give a common proposal and cooperate for the related project. In the consortium formed with this aim, &lt;ENTITY NAME MASKED BY TFF&gt; is planned to take place as consortium leader. In the consortium structure formed together, &lt;ENTITY NAMED MASKED BY TFF&gt; is willing to carry out the parts in subject 5.2 title II of the Eol as the main participant, the consortium member XYZ is willing to carry out all the other parts than subject 5.2 title II of the Eol.</p> <p>For your kind attention.</p> <p>&lt;ENTITY NAME MASKED BY TFF&gt; signature ---- XYZ responsible signature"</p>	<p>The consortium letter of agreement must clearly indicate without ambiguity the areas of responsibility of each consortium member with specific reference to Eol scope of work by clearly mapping the same to corresponding legal names of consortium members. The content may be modified and refined to meet this requirement.</p>	
29				<p>What solution components need to go live by April 2014? Only the ones mandated by the law or all of them? Would you consider a phased implementation plan where the legally required components go live by April 2014 and remaining ones afterwards?</p>	<p>Phased implementation shall be considered. The details shall be provided in the RFP to be shared with Pre-qualified Bidders</p>	
30				<p>What will be the general commercial terms for the CSI?</p>	<p>The details shall be provided in the RFP to be shared with Pre-qualified Bidders</p>	
31				<p>There are references to different cards throughout the document: "spectator card", "fan card", "smart card". Will there be a single card on which all the functionality mentioned implemented, or multiple cards?</p>	<p>Yes, a single card that shall be an open loop EMV based smart card with the required functionality</p>	
32				<p>Can we also get a copy of the existing solution design documents?</p>	<p>The details shall be provided in the RFP to be shared with Pre-qualified Bidders</p>	
33			73	<p>As the stadiums already have significant infrastructure like turnstile and gates for access control and CCTV analog cameras for surveillance,</p> <p>a) What is proposed approach to leverage the existing infrastructure and integrate it with eTicketing project components for creating a centralized access control &amp; surveillance system factoring the following?</p> <p>b) What is your proposed solution and interface for centralized access control system using Fan card?</p> <p>c) What are the challenges and risks that you foresee in integrating the existing system? Kindly suggest at least one mitigation or resolution mechanism for the foreseen risk.</p>	<p>How can we get the existing infrastructure, To define the risks requires information about the existing system information.</p>	<p>Respondent to provide responses based on its prior experience</p>
34				<p>Would it be enough to share the photocopy of full certification report as a proof to Expression of Interest?</p>	<p>It is further clarified that the copies of original supporting documents, as evidences for meeting the pre-qualification criterion, duly signed by authorised signatory on company seal shall be acceptable</p>	
35				<p>Would it create a problem if we take company financial year start and end dates instead of calendar year?</p>	<p>Financial statements of Company for the <u>mentioned years</u> are acceptable</p>	
36				<p>The expression of interest is requested in Turkish and English, can the full certification report to be used here for proof be presented in Turkish?</p>	<p>Yes</p>	
37				<p>Can the financial institution also be a member of a consortium in the future?</p>	<p>The financial institution that will be selected separately and the CSI are envisaged to work together.</p>	

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38					There is the criteria for the main consortium member of a member of consortium to have 200 technical (integration&software) employee in source or outsource by the end of 31 December 2012. 1. In case we provide 200 IT employee as outsource, should we also present the contract made with the company we are outsourcing from in the Expression of Interest? 2. Secondly, is the 200 employee requirement a total of in source+outsource, as an example, do 50 in source and 150 outsource employee meet the necessary requirement?	1. Yes, the contract with the outsource agency as supporting evidence for the contract staff must be provided. 2. Yes, the referred arrangement shall meet the requirement subject to verification of all the supporting documents provided by the respondent
39					The following query/answer exists in the Addendum-1 document under "4.Scope of Work" item 68. We request further detailed explanations on what restrictions this answer would bring for CSI and subcontractors in Expression of Interest, RFP and project implementation stages. (For example, - subcontractors in work scope specified in part 5.2 item II of EoI are not accepted - but in RFP stage, prime contractor can use subcontractor references and/or - can work with different subcontractors in the implementation process).	1. Sub-contractors are clearly not allowed for scope of work areas enumerated in point II of Section 5.2 of the EOI 2. It is further clarified that references of sub-contractor shall NOT be considered for purpose of compliance with pre-qualification criteria during the EoI Process or for bid evaluation and acceptance during the RFP process. The references or credentials of only the prime contractor or that of consortium members would be considered 3. For the EoI phase of CSI contract, it is not required to state the same subcontractors in the EoI and the RFP. But, change of subcontractors post selection of bidder for the CSI contract in the main tender shall not be allowed
40					Can any of the responsibility scope of the CSI be managed by using outsource with 3rd companies?	No. Sub-contractors are not allowed for scope of work areas enumerated in point II of Section 5.2 of the EOI.
41					Is there a model proposed for loading money to the card?	Yes, the money could be loaded using ATM/Kiosks and terminals which are not provided by the CSI.
42					Will NFC option exist in the RFP?	the support for NFC shall be stated as part of the requirements of the RFP
43					How will be the investment planning for the new built stadiums?	The details shall be provided in the RFP to be shared with Pre-qualified Bidders
44					Which party will have the inventory responsibility after the integration of current setup with the structure to be set up in this scope?	CSI shall manage and maintain the complete IT, access control, surveillance and ticketing infrastructure, new and existing post integration
45			62	The 'EOI Respondent' should have experience of executing ONE IT implementation / System Integration project, undertaken during the last 7 years (as at 31.12.2012), of contract value Euro 10 Million OR TWO IT implementation / System Integration project of contract value Euro 7.5 Million each, with the project scope of work including in addition to other component either a) System integration of electronic access control systems. OR b) System integration of surveillance systems including implementation of public and IT security infrastructure  NOTE: • This criteria has to be fulfilled by the Prime Respondent • The Prime Respondent should have been the Prime Contractor for the cited project experience(s) • Any cited experience without System integration of surveillance or access control systems will not be considered The experience cited could include experience of Primary Respondent's current ultimate parent or ultimate parent's current subsidiary	eTicketing Project is evaluated as a system integration project by our side. Since the system integration projects covering surveillance or access control systems with the requested contract values are few in the sector, is there a possibility to lower the contract values or to extend the scope of system integration?	EoI condition holds
46					Will a TFF ID exist? a. Who will generate it? b. Who will store it? c. Who will control it?	Yes. a. CSI on behalf of TFF and TFF shall have the strategic control b. CSI on behalf of TFF and TFF shall have the strategic control c. ID and ID related data and services shall be managed by CSI on behalf of TFF and TFF shall have the strategic control
47					Is it a must for TFF PP card to be a contact card ? a. Can it be mag-stripe?	No. the TFF card shall be a smart card with dual interface and it cannot be a magentic stripe card

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48				Is it a must for TFF PP card to be contactless? a. Can it have Mi-Fare/Des-Fire/other technology?	The TFF Card shall be dual interface cards support both contact and contact less interfaces
49				Will the information in TFF PP card be a. Emboss? b. Indent?	Query not relevant at the present stage of the procurement
50				What are the necessary information to be on TFF PP card?	Name, surname, Turkish citizen ID and the photo of the related person as stated in law 6222 are required to take place on the card.
51				What are the information to be kept in chip? a. Ticket information to be kept? i. Who will update these information? b. Demographic information to be kept? i. Who will update these information? c. Biometric information to be kept? i. Who will update these information? d. E-Money information to be kept? i. Who will update these information? ii. Will E-Money work offline?	Query not relevant at the present stage of the procurement
52				When TFF PP card is being provided, will the person be identified by another ID? a. For Turkish citizen; i. What is the ID type? ii. Will the ID be verified? iii. Will the ID be kept/stored? b. For a non-Turkish citizen; i. What is the ID type? ii. Will the ID be verified? iii. Will the ID be kept/stored? c. Is there another document to be taken other than ID? d. Who will enter these information into the system? e. Who will keep/store these information?	Query not relevant at the present stage of the procurement
53				Is a physical ticket independent of TFF PP card a must?	Query not relevant at the present stage of the procurement
54				Is it a must for TFF card to be PrePaid? a. Can it be debit or credit card rather than prepaid? b. Can TFF prepaid cards turn into debit or credit card?	Yes. a. No b. Not envisaged presently. Can be evaluated in the future.
55				Is it a must for TFF PP card to have 2 separate limits (e-money) for usage inside and outside of stadiums? a. Can we manage both inside and outside the stadium with one limit (e-money)?	Query not relevant at the present stage of the procurement
56				What is the currency to be used in loyalty? a. Like in Bonus card example, money (with possibility to use everywhere)? b. Like in M&S example, TFF point (only to be used in TFF specific activities)?	Query not relevant at the present stage of the procurement
57				Is this project's scope only limited to top 2 leagues? a. Are the tournaments that TFF organize included? b. Are the tournaments that UEFA organize included? c. Are the tournaments that FIFA organize included? d. Are the tournaments that clubs organize included?	Yes a. No except for the top 2 leagues b. No c. No d. No  However the upkeep and availability of systems and infrastructure setup by CSI as part of the scope should be ensured for usage for the above tournament fixtures or other events at the stadium
58				In case of TFF PP card loss/stolen/inoperative; a. Will a relation with old card provided? b. Will the financial information in E-money be transferred to the new one?	Query not relevant at the present stage of the procurement
59				How will the passport number be controlled?	The control will take place with the submission of passport.
60				What are the minimum requirements about cards' technical features?	Details shall be provided in the RFP to be shared with the pre-qualified bidders
61				Will the card personalization only take place near stadiums?	No, it could also be undertaken at other locations.

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62				Will the E-money system have cash withdrawal function? Will it be possible to convert the money in the system to cash?	Yes, cash withdrawal facility to be provided for the eMoney system
63				The first phase of 2 phased personalization will be done by the FI, the 2nd by the CSI. Can we have information on the content and integration of these 2 phases?	Details shall be provided in the RFP to be shared with the pre-qualified bidders
64				In cases that customer information will be shared with 3rd parties, the customer's consent would be taken in which stage?	Query not relevant at the present stage of the procurement
65				Could we have information about the content of loading kiosks and balance viewing terminals?	Query not relevant at the present stage of the procurement
66				Could we have more information on processing mentioned as "card on boarding"?	capturing the customer details and the process of issuance is called Card/Customer on-boarding.
67				Can phasing take place in the project, in case the minimum requirements are defined?	Phased implementation shall be considered. The details shall be provided in the RFP to be shared with Pre-qualified Bidders
68				Since the cards will be personalized, will the information of customers be kept by the FI too?	No. Customer/Fan information personalisation on the card shall be undertaken by CSI and not the FI
69				<p>General communique 5 of MASAK about prepaid cards in item 2.2.9 is as following: "2.2.9. Transactions Relating to the Prepaid Cards</p> <p>(Amended first paragraph: Official Gazette - 02/01/2010-27450) In the transactions relating to the pre-payable cards whose account monitoring is done on the basis of the number on it, which are anonymous, which can be used by making advance payment or loading and permitted to be used to the amount loaded, the obliged parties might not make customer identification within the scope of article 6 of the Regulation while selling pre-payable cards;</p> <p>- which do not exceed a loaded amount of 300 TRY for the ones which are for single use and impossible to be reloaded,</p> <p>- which can be reloaded and do not exceed the total loading limit of 5000 TRY in a calendar year (excluding cards with which it is allowed, in the same calendar year, to withdraw cash over 2.000 TRY or transfer it to another account).</p> <p>For the transactions in this scope, it is not mandatory to apply the obligations of identifying the beneficial owners and paying special attention to legal persons given in the Article 17 and monitoring the customer profile and the transactions given in the Article 19 of the Regulation."</p>	The same shall be addressed while selecting the FI
70				In Banking Law no. 5464 article 4, the institutions that can produce cards, the requirements needed from those institutions are stated. Is the Financial Institution to be appointed in this project's scope, an institution having the requirements stated in this law?	The FI shall be selected as per the prevalent laws