

Expression of Interest for selection of Central System Integrator for eTicketing Project - Addendum 1



S. No	EOI Clause Reference	Existing Clause	Revised Clause
1.	1.2 , Schedule 1 on page 8	<ul style="list-style-type: none"> • Last date for receipt of query* / clarifications: 14 March 2013 • Latest date and time for receipt of EOI Response: 21 March 2013 by 15:00 hours 	<p>By popular demand, the dates are revised as:</p> <ul style="list-style-type: none"> • Last date for receipt of query/clarifications: 29 March 2013, end of business day • Latest date and time for receipt of EOI Response: 05 April 2013, 15.00
2.	5.2 (V) on page 52	A participant firm / entity should be part of only one consortium responding to the Eoi Invitation.	A Prime Respondent should be part of only one consortium responding to the Eoi Invitation.
3.	4.2 (I) on page 38	"8. Annexure"	The 8. Annexure part will be provided at RFP stage of the project.

The answers to queries are shared below.

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Sr. No.	RFP reference section	Relevant clause/Provision	Page No.	Existing Clause	Modification Suggested / Clarifications sought by Respondent	Clarification Provided by TFF
1. Invitation for Expression of Interest						
1					Time Plan – To prepare good quality answer for the very detailed and nicely prepared EoI document, we believe that 10 days for all annex.s and documents to be prepared is very short. Would extra time be given for EoI answers?	The deadline to submit a response to the EOI is extended to April 5, 2013 by 15.00 hours.
2					About Tender Process – We would like to take place in the tender process in case there wouldn't be extra time for EoI and/or if we cannot meet all requirements for the EoI in the given time. Could we be invited to the tender without taking place in the EoI?	Deadline to submit has been extended. As stated in EoI, the proposals after this date will not be evaluated.
3	1.1	1.1	7	The project is expected to go live by April 2014	What is the timeline to execute all? Are there phases? Are we free to prepare our own project plan having the deadline as April 2014?	The details would be shared in the RFP document with the pre qualified bidders.
2. Introduction						
4	2.3	2.3	12	Modernized stadium access control infrastructure and IP Camera and CCTV/Surveillance infrastructure with potential re-use of existing infrastructure at stadiums with the added value of efficient and quality evidence generation.	Is there going to be a clarification on the subject of which infrastructure will be used as-is, and which ones will need to be renewed in the RFP? Or is this going to be the integrator's decision? We kindly request a clarification.	The details would be provided in the RFP that will be shared with pre-qualified bidders. The RFP would contain details of the infrastructure at the stadiums.
5	2.4	2.4, Article XVIII	14	"Applicable Law" refers to the laws and any other instruments having the force of law in Turkey as they may be issued and in force from time to time.	Our understanding is that this request is applicable only during the integration phase but not for the 5 year operation phase. We kindly request a confirmation.	Incorrect. The applicability of each law is perpetual unless it is annulled/expired.
6					It is stated that the Financial Institution (defined as FI) will be identified after a certain period of time and based on different election process and that the card issuing will be under FI's responsibility. This responsibility will be given to the FI in the beginning or after the implementation of the e-money system?	Milestones would be provided as part of the RFP with the pre-qualified bidders.
7					If the card issuing will be conducted by FI from the beginning, will there be any need for a participant responsible for the card issuing in the consortium having the experience of at least 200.000 card issuing in at least one project?	Consortium experience requirements are independent of FI's responsibilities. Please read Section 3.3 of EOI. There are two stages of personalisation one to be delivered by the FI and the other to be delivered by the CSI. Accordingly the EOI requirement holds. FI will only add financial features, SI will be responsible of activities covering card management.
8	2.2	2.2, Item iii		Printing, sale and distribution of the tickets within the scope of access card would be performed by the clubs and the central sale of tickets would be carried out by the federation. The federation is authorized to advertise and market electronic card information for the clubs.	It's been told in Section 2.2-iii that "Printing, sale and distribution of the tickets within the scope of access card would be performed by the clubs and the central sale of tickets would be carried out by the federation". Could you please explain the part "central sale of tickets would be carried out by the federation"?	The sale of tickets through the central eticketing portal of TFF and any other channel managed by TFF independent of the club sales channels. Going forward, the inventory of tickets for all league matches would be centrally managed through the eticketing solution of TFF.
9		2.3 ETPS i.	11		What will be the integration method to the Ministry of Interior?	The integration shall be real time. Details of which shall be shared in the RFP with the pre-qualified bidders.

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10		(2.4. XIV)			Cards will be supporting EMV but there is no information if the cards are going to have contact or contactless chip on them. Are they going to be Dual Interface or hybrid? What is being considered for access control? Is it going to be mifare emulation for contactless side?	The respondent may consider Dual Interface cards. Details will be provided in the RFP shared with the pre-qualified bidders. (Dual interf)	
11		Page No: 12 Reference No: 2.4, IX	12	IX. "Financial Institution" (FI) refers to financial entities that shall be selected by TFF or clubs to provide service delivery for pre paid EMV open loop smart cards issuance, eMoney system and acceptance infrastructure, provision an online payment gateway for online ticketing purchase and sales. FI will also set up infrastructure for the provision of open loop eMoney smart card when operating outside venues and closed loop when operating inside the stadium.	Will there be one FI, or can more than one bank take place?	This information is not relevant at this stage of the procurement process.	
3. Conceptual Framework of the eTicketing System							
12	3.1		3.1	16	Following shall be the key set of processes in the transformed operation landscape: i. Electronic Open loop EMV enabled Smart Card printing and distribution ii. Physical and electronic personalization of spectator smart cards iii. Fan Registration and issuance of spectator card iv. Centralized Fan Database creation v. League Event Ticket Issuance vi. Stadium surveillance and access control vii. Loyalty programs viii. E-money system	We understand that the 8 steps, listed under "transformation operation" are the different phases of the Project. We kindly request a confirmation.	Will be clarified in RFP.
13	3.1		3.1	16	Following shall be the key set of processes in the transformed operation landscape: i. Electronic Open loop EMV enabled Smart Card printing and distribution ii. Physical and electronic personalization of spectator smart cards iii. Fan Registration and issuance of spectator card iv. Centralized Fan Database creation v. League Event Ticket Issuance vi. Stadium surveillance and access control vii. Loyalty programs viii. E-money system	We understand that the "smart card" mentioned in item i and the "spectator card" mentioned in item iii are the same. We kindly request confirmation.	Yes, they are the same and all the spectator cards would be smart cards.
14	3.1		3.1	19	Card Readers with Displays and printing facility at entry / exit points and also in the Fan seating zones.	We kindly request a clarification on this item by defining the phrases 1. "with Displays" and 2. "printing facility".	1. "Displays" refer to graphical user interface of the reader device/terminal to display information of the card, ticket information and other details 2. "Printing facility" refer to print capability in the device/terminal to print ticket details
15	3.1		3.1	20	Feed from all surveillance cameras shall be made available at TFF's Head office in Istanbul (offline and limited online) for monitoring, analytics and reference.	We kindly request a clarification on the definition "offline and limited online".	Limited online' refers to LIVE feeds available at TFF Head office in Istanbul from certain number of concurrent cameras from the stadia in real time. 'Offline' refers to Recorded video feeds stored in stadium servers, made available at TFF Head Office in Istanbul.
16	3.1		3.1	20	The proposed system shall be capable of accommodating the existing analogue system.	The accommodation of the existing analogue system, may have a negative effect on the required output quality. Therefore we kindly suggest to remove this item.	The existing EOI requirement holds.

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17	3.1	3.1	20	The centralized ticketing solution shall be owned by TFF. However, it shall provide access of the same to the club for relevant matches. The clubs may create and share instances of the same centralized ticketing system with their select partners.	We understand that, the ownership of the centralized ticketing solution does not cover the IPR of the software and infrastructure but covers only the license usage rights. We kindly request a clarification on this.	The details on IPR ownership and Rights of Usage shall be explained in the RFP that will be shared with pre-qualified bidders.
18	3.1	3.1	21	As a part of this ultimate scope, an umbrella TFF loyalty program will be launched for which clubs' participation to the program shall be voluntary and willing clubs shall be able to keep their existing loyalty schemes in place alongside with the overarching TFF loyalty program.	We understand that club's loyalty program will be integrated with TFF's umbrella loyalty program. However as it's not possible to manage a single smart card via more than one Trusted Service Manager, we assume that this integration will take place in back-end.	At present co-existing loyalty programs (TFF and those of clubs) are not planned to be managed by a single card, however all requirements for integrating TFF's umbrella loyalty program with other systems will be defined by CSI under approval of TFF and the level of integration shall be defined following discussions with TFF and clubs.
19	3.1	3.1	21	Different partners and clubs' existing loyalty schemes shall be able to integrate with the TFF Overarching program in different ways. For instance different financial institutions may have different roles within the program i.e. a financial institution may run the e-money operations based on TFF specifications, a club may want to xchange benefits with its own loyalty program or a bank may provide a TFF co-branded credit card to its own customer base.	We understand that the protocol, that will be used for integrating the TFF's umbrella loyalty program with other systems will be defined by CSI under approval of TFF. We kindly request your confirmation.	Confirmed. However the same shall be based on TFF's requirements.
20	3.1	3.1	22	The electronic access cards shall act as open loop cards outside the stadium and closed loop card inside the stadium.	We understand that the cards, which are not provided by FI will not be accepted by the POS devices within the stadiums. We kindly request your confirmation.	All transactions in the stadium would have to be done through TFF cards. The POS devices can be used to top up through other cards.
21	3.1	3.1, Item VI	21	He / she shall need to carry the SMS or the print of the email to the match venue as a proof of the ticket along with his / her electronic access card.	As the tickets will be linked to smart cards, we kindly request a clarification on why an SMS or printed output will be needed.	There is no ticket information on the smart card. Therefore, for certain business scenarios including exception handling scenarios as per TFF's requirement, SMS/Print outs would be required.
22	3.2	3.2	27	The implementation of the systems needed (loyalty engine, CRM, BI, Content Management, Call Center, data warehouse, online shopping) to be provided.	We understand that the "online shopping" refers to e-ticket sales. We kindly request your confirmation.	Online shopping includes but not restricted to Ticket sales, merchandise sales etc.
23	3.3	3.3, Item 7	33	Local System Integrator Compliance with new guidelines as defined by CSI of TFF for the technology adoption and management at the match venue, in line with the law requirements.	We kindly request clarification of the term "local system integrator".	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.
24	3.1	3.1	16	Following shall be the key set of processes in the transformed operation landscape: i. Electronic Open loop EMV enabled Smart Card printing and distribution ii. Physical and electronic personalization of spectator smart cards iii. Fan Registration and issuance of spectator card iv. Centralized Fan Database creation v. League Event Ticket Issuance vi. Stadium surveillance and access control vii. Loyalty programs viii. E-money system	Item vi: Will there be any requirements for provisioning of Accreditation integrated with Access control or how it's planned for the personnel, press etc. to use the gates? We kindly request your clarification.	Yes. The accreditation system will be integrated with the access control system.

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25	3.1	3.1	16	Following shall be the key set of processes in the transformed operation landscape: i. Electronic Open loop EMV enabled Smart Card printing and distribution ii. Physical and electronic personalization of spectator smart cards iii. Fan Registration and issuance of spectator card iv. Centralized Fan Database creation v. League Event Ticket Issuance vi. Stadium surveillance and access control vii. Loyalty programs viii. E-money system	Item v: For the European cup matches, such as Champions League and Europa League games, is there a foresight regarding the entry/exit and e-money applications? We kindly request your clarification.	The law says every citizen or every foreigner needs to access to stadiums with a smart card. TFF's central ticketing system information will be connected to corresponding UEFA systems.
26	3.1	3.1, Item 1	18	The card shall be issued by TFF through designated spaces (booths) and counters at the stadia and designated centers across the country.	There is a discrepancy between Turkish and English versions. Who will be the "card issuer"? TFF or FI or CSI? We kindly ask for your clarification. If the card will be issued by TFF, does TFF have the necessary certifications for this? Or it is expected to be handled by FI or CSI on behalf of TFF? We kindly ask for your clarification.	The responsibility of issuing cards to Fans will be of the CSI on behalf of TFF.
27					There is a point not clear on our side about matching the ticket with the card. Normally, a person without a card can buy ticket. Will the person entering the stadium, match his/her ticket with the card at the kiosk? Or will the matching take place at the wireless hand terminals?	While a person can purchase a ticket without a card however, before crossing the access control point at the stadium, the individual is required to 'assign' the ticket to a TFF card. Multiple options exist for matching/assignment of ticket to the card including online (web based) assignment. Details shall be provided in the RFP that will be shared with the pre-qualified bidder.
28					Is it possible to get additional information on the number of card issuing and personalization booths and their country-wide location distribution?	The indicative estimates shall be provided as part of the RFP that will be shared with pre-qualified bidders.
29					Is it possible to get additional information on the kiosks number that will be used for the project and its country-wide location distribution?	The indicative estimates shall be provided as part of the RFP that will be shared with pre-qualified bidders.
30					Will the e-money kiosks be set up differently than the other ones that will be used within the project's scope? Will it be under FI's responsibility?	Query not clear.
31			20	IP based CCTV Cameras with high resolution shall be installed in the stadium bowls to enable video surveillance to gather evidence that also enable video analytics. CCTV Cameras shall be installed at entry points/turnstiles, seating area and tribunes, roads leading to the entry of the venue.	What is the high resolution definition stated in "IP based CCTV Cameras with high resolution shall be installed in the stadium bowls to enable video surveillance to gather evidence that also enable video analytics. CCTV Cameras shall be installed at entry points/turnstiles, seating area and tribunes, roads leading to the entry of the venue." ?	Details will be provided in the RPF that will be shared with the pre qualified bidders.
32			16		For the Solutions scheme shown at page 16, TFF WAN connection is shown. Does this WAN structure currently exist? Will it be restructured in the scope of the project? What is the preferred connection type for WAN connections? (ADSL, 3G, Metroethernet etc.)? Will redundancy be the case for WAN connections? Will the necessary devices be provided within the project?	There is no existing WAN of TFF connecting all stadium locations. More details will be provided in the RPF that will be shared with the pre qualified bidders.
33			16		In the solutions scheme at page 16, a National Call Center is mentioned. 1. Is constituting a new call center in the project scope? 2. If it is, the call center would be having how many employees?	1. Yes 2. CSI to staff the call center based on the understanding and assessment of the TFF's requirements

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34					It's been told that there is going to be a separate process for the selection of FI. Is it going to be adjacent to CSE selection or to be in parallel to it? How can we involve to FI selection process?	Details shall be made available on the FI selection process in due course.
35					Will CSI have a right to raise supportive or binding call in FI selection process?	The details will be shared with the bidders at the appropriate stage.
36					1. Installation of a new ticketing platform is not listed in responsibilities of CSI. 2. In the ticketing part, is the CSI only responsible for making cards, access systems and databases compatible with Federation or Football Clubs and their ticketing service providers?	1. Incorrect. Supply, design, configuration, installation, commission, maintenance and enhancements of ticketing application during the course of contract is part of the CSI's scope of work 2. Incorrect. Please refer to the scope of work stated in Eol
37			23	eTicketing System Components	1. Is the FI part of this phase/consortium or to be introduced at a later time? 2. Could you please explain the roles and responsibilities of FI furthermore regarding cards. 3. Is the FI providing cards with chips, card numbers, etc? 4. Whose responsibility is it to support the cards, solution provider or FI? 5. Is FI responsible for meeting global and local payment standards?	1. It is envisaged that FIs selection is independent of EOI process 2. Please see text at pt IX of clause 2.4 Key Terms and Definitions of the Eol 3. Yes FI shall provide the required smart card 4. Specific maintenance and support responsibilities shall be distributed between FI and CSI based on their scope of work in the RFP 5. Yes
38		Cause Reference: I.	18	The electronic access card shall be based on pre paid EMV based open loop access card technology.	• As improvements to the system we thought it would be highly recommended that the identification card for access, had contactless technology, in addition to the EMV chip. The benefits are: o We separate the responsibility of managing the 2 chip. The EMV chip intended for monetary function and responsibility of the financial institution. The contactless chip (RFID) responsibility of the company that manages the access control. o Speed and simplicity in reading during access control. o This avoids problems reading in the stadium turnstiles. Gates are being outdoors and devices with contact readers are more easily susceptible to damage and sabotage.	Noted. Inputs shall be evaluated.
39		Cause Reference: I.	18	A Fan will not be able to enter the venue without the TFF electronic access card, even if he / she possess a ticket to a match. He / she may obtain the same before or after purchasing a ticket to the football match, however, the card will need to be linked to the ticket prior to entry into the stadium.	• What about children? We suggest you to control the financial institutions age restrictions to give cards to minors.	Noted. Inputs shall be evaluated.
40		Cause Reference: II.	18	A foreign national will need to provide his Passport Number in place of the Turkish National ID Number along with other details.	• What about international matches? Please clarify if you will force foreign fans to buy a card for access to the stadiums?	The law says every citizen or every foreigner needs to access to stadiums with a smart card.
41		Cause Reference: I.	18	The electronic access card shall be a mandatory requirement for gaining entry to the venues used for hosting football league matches in Turkey.	• What about the authorities? Please clarify if you will force people to purchase these VIP identification documents, requesting photo and personal data?	The entry requirements to the venue for all constituents shall be governed by law no. 6222
42		Cause Reference: I.	18	The electronic access card shall be a mandatory requirement for gaining entry to the venues used for hosting football league matches in Turkey.	• Is there another type of document access? Documents such as invitations, press accreditation, security, etc.. Please clarify if the support will always be a smart card?	All access control instruments will be driven by electronic access control.
43		Cause Reference: IV.	19	Stadium Access Control	• Running out offline. We think there will be problem in the offline mode of access control. If you have a loss of connection to the central system, and any registered fan can buy a ticket for any event in the country, you could not make any direct validation on the turnstail.	There is no clarification sought.

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44		Cause Reference: I.	18	The electronic access card printing process shall comprise of the following	• Can we use double technology card (barcode and chip for the EMV card)?	Requirements of EOI hold.
45		Cause Reference: Surveillance	26	Surveillance	• What is the real-time video analytics requirement? It this intelligent video? Which kind of events do they want to detect?	Details will be provided in the RPF that will be shared with the pre qualified bidders.
46		Cause Reference: 3.2	23	Overview of Solution components	• Please clarify the data protection restrictions for storage of personal data, and also for the cameras to be installed in the roads leading up to the stadium?	Details will be provided in the RPF that will be shared with the pre qualified bidders.
47	3.1		16		Will there be any case where a fan can still enter the stadium with a paper ticket along with his/her access card? In other words, will there be any case where a fan will use the TFF card for access purposes and a separate proof of the ticket to enter the match?	TFF card shall be the only instrument for access control. Supplementary identifiers like SMS/print outs could be used in certain scenarios.
48		3.1 V. 5th bullet item	20		What level of live feed is needed for the TFF Central monitoring location, police headquarters, and any external entities?	Details will be provided in the RPF that will be shared with the pre qualified bidders.
49	3.1		16		Will the spectator card be needed to enter the national team matches? Similarly will the card be needed for the Turkish Cup games? If yes, what will the fans of teams other than the Super and 1st League will use to enter the matches?	Yes, it is needed for the national and cup games.
50	3.1	3.1 II. 5th bullet item	18		Can a spectator card be issued without declaring a preferred club, i.e. for spectators who are not favoring any of the clubs?	Yes.
51	3.2		23		Is there a separate EOI document for selecting a FI?	The current EOI is for selection of the CSI.
52	3.2		23		What is the distinction between the responsibility of CSI and FI regarding the smart card? Can you please clarify?	Please refer to EOI document. Further details to be shared in the RFP with pre-qualified bidders.
53	3.1	3.1 VII 2nd bullet item	21		It has been mentioned that there will be an overarching TFF program, which clubs can participate in. In this context, we wanted to understand whether TFF is envisaging a common TFF program with a common rewards currency across all clubs? Or will clubs be able to utilize the TFF Loyalty platform to run their independent loyalty programs having their own rewards currency? If the latter then will the customer be able to participate in multiple such loyalty programs using one card?	TFF is envisaging a common loyalty program branding and platform that provide shared benefits and rewards along with a shared currency mechanism for participating clubs. However, individual clubs should also be able to conduct their own campaigns and promotions and recruit benefit partners as per their marketing plans leveraging the common platform.
54	3.1	3.1 VII 3rd bullet item	21		It has been mentioned that the Banks and existing clubs' loyalty schemes shall be able to integrate with the program. We wanted to understand the level of integration, is it mainly for exchanging rewards / point transfers, etc. or are there additional thoughts on the level of integration?	The exact level of integration for co-existing loyalty programs (TFF and those of clubs) will be defined once TFF completes discussions with each club. At present the expectation is to be able to integrate co-existing programs at the level of exchanging loyalty benefits.
55	3.1	3.1 VII 6th bullet item	21		The following has been mentioned - Use of all equipment (video walls, projection, TV, mini TV, etc.) inside and around the stadiums contributing to a visual communication with the audience for loyalty purposes shall be ensured. In this context we wanted to clarify that whether there are any loyalty platform integration expectations in regards to this visual communication or this was more from a perspective of marketing the loyalty program?	This is more from a perspective marketing the loyalty program.

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56		3.1 VII 4th bullet item	21		As we understand that the Loyalty Platform implementation requires all of these modules - Loyalty engine, CRM (campaign management), BI (data mining and operation, segmentation etc.), content management, call center, data warehouse, online shopping application. If so can you provide more details on the expectations from the online shopping application - is it mainly for redemption of points using a website or something else?	It includes earn and burn of points using a website.
57		(3.1)			what is the meaning of open-loop cards? Will it also be used outside of the stadiums?	Open loop cards can be used outside the stadium at other merchant locations accepting the EMV card.
58		(3.1 I)			Can you please define open-loop access control technology? Is it a standard or meaning of usage?	The following text in clause 3.1 (I): 'The electronic access card shall be based on pre paid EMV based open loop access card technology.' stands modified as: 'The electronic access card shall be based on EMV standards'
59		(3.1.I)			Who will be responsible for ordering the card side? Will the banks be responsible or the integrator company? If the banks will have the responsibility, does this mean, cards are outside the scope of this tender?	FI shall be responsible for supply of cards. Supply of cards is not part of the CSI scope.
60					Who will be responsible for personalising the cards? Banks or card manufacturers?	There are two stages of personalisation one to be delivered by the FI and the other to be delivered by the CSI.
61		Reference No: VIII. E-money system	21	All necessary infrastructure, hardware, and software needed for the E-Money Management System, advanced system for customer protection, software and applications that will enable central control of financial transactions, electronic on-line authorization and settlement mechanisms shall need to be planned by the FI.	According to this clause, will the FI just plan the related work, or will all the setup/integration process be realized by FI?	Integration responsibility is of CSI.
62		Page No: 17 Reference No: 3.1 Page No: 22 Reference No: 3.2 Page No: 36 Reference No: 4.1.1	17, 22, 36	The blank electronic access cards, with zero balance value, shall be provided by selected financial institutions to the CSI for issuance to fans. 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. As part of the scope, the CSI may have to interface with other service providers. For example – manufacturing, card personalization and zero balance personalization of the electronic access card may be undertaken by a Financial Institution hired by TFF separately.	While FI providing the smart card is stated as a requirement in the clauses on pages 17 and 22, with the expression "may be undertaken" on page 36, it is understood that there is a choice possibility. Is the CSI required to work with FI for the subjects of smart card? Is this a choice?	This is not choice. Details will be provided in the RFP to be shared with pre-qualified bidders.
63		Page No: 16 Reference No: Scheme 1 Page No: 19 Reference No: V. Stadium Surveillance (CCTV)	16, 19	Feed from all surveillance cameras shall be made available at TFF's Head office in Istanbul (offline and limited online) for monitoring, analytics and reference.	In the related graphic, while it is stated that image transfer should be online, in page 19, it is stated that it can be online of offline. Which one these technologies would be taken as principal?	Limited online' refers to LIVE feeds available at TFF Head office in Istanbul from certain number of concurrent cameras from the stadia in real time. 'Offline' refers to Recorded video feeds stored in stadium servers, made available at TFF Head Office in Istanbul.



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64		Page No: 16 Reference No: Scheme 1 Page No: 18 Reference No: IV. Stadium Access Control	16, 18	Access control to have linkage with the central TFF database for verification against list of blacklisted fans.	Is an online access control wanted at stadiums? Or can it be offline too?	Integration with list of blacklisted fans would happen at multiple stages e.g. ticket purchase, access control etc. In some occasions it will be online and in some cases offline. The same would be articulated in the business cases detailed in the RFP that will be shared with pre-qualified bidders.
65					Will an application on POS be developed for loyalty?	Yes, as POS should allow off-line redemption of loyalty points stored on the card.
66					Is pre-paid card meant by e-money system? If so, will the uploads be made over POS?	Yes the top ups would be enabled on POS and other kiosks.
4.Scope of Work						
67					Is constituting a data center for each stadium and a central data center in the scope of the project? Are the data center and the substitute / backup data center locations identified? Is there a specific expectation about the connection type between them?	Setting up of server rooms at stadium and data centre, DR site for central facilities shall be part of the scope of work. The locations details and specifications will be provided in the RFP.
68			36	Broad Scope of work of System Integrator	1. Is the CSI free to outsource any part of the Central SI's roles ? 2. Are there limitations? 3. Is it possible to change or add anykind of consortium or outsourcing parties after the EOI phase?	1. No. Sub-contractors are not allowed for scope of work areas enumerated in point II of Section 5.2 of the EOI. 2. Yes. Please see Pt 1 above 3. TFF shall evaluate the same on need basis after EOI phase
69	4.1.1	4.1.1	37	As part of the scope, the CSI may have to interface with other service providers. For example – manufacturing, card personalization and zero balance personalization of the electronic access card may be undertaken by a Financial Institution hired by TFF separately.	Who are the other service provider/integrator and stakeholder companies to work with? Can we propose other parties in agreement with TFF if there is a conflict of interest?i.e. Competition	Query not clear.
70		VIII	45	Manage the TFF's and Club's IT service providers and monitor their SLAs and Contract that have dependency on ETS	Are you expecting Central SI (MSE) to provide all 3rd party SLAs and back to back warranties, or shall provide only integration part SLA (based on a acceptance test) and 3rd parties directly provide their long term SLAs to TFF?	For the scope of work under CSI, it shall be the CSIs responsibility to provide end to end service levels.
71	4.2	4.2 No: IX Sub. 1	41		Tier 3 class data center installation is required. This requirement will increase costs. Each device must have redundant power supply and cooling systems in Tier 3. Up time is 99.741% in Tier 2 and 99.982% in Tier 2. Could be the data center Tier 2?	EOI requirements hold.
72		4.2 No : I	38		The document says "An indication of existing IT landscape view is provided at "8. Annexure" of this document ". There is no "8. Annexure". Where can we find this Annexure)	The phrase referred in the query stands deleted.
73		Page No: 34 Clause Reference: 4.1	34	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.	We are requesting information on how the new built stadiums and the stadiums of teams that join the top 2 leagues would be approached in this project's scope.	This current scope of work is for the identified stadiums. The process for additional stadiums would be articulated in the RFP that will be shared with pre-qualified bidders.
5. Instructions to the Respondents						
74	5.1	5.1, Item VII	50	The EOI Response to Part 1 on details of the company, conformance to prequalification criteria, past experience and consortium details, should be limited to 45 pages (60 pages, in case of a consortium) excluding the documentary evidences, which may be attached as Annexure.	There are contradictions regarding the total number of pages (36 or 45) for the response. We kindly request your clarification.	Condition stated at point VII of Clause 5.1 holds.

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75					Is there an obligation of stating the business associates' names that we might work with?	Yes, required for all consortium members, but not mandatory for subcontractors.
6. Prequalification criteria						
76	6	6, Item II	55	<p>The 'EOI Respondent' should have An average annual turnover of Euro 25 Million from its IT Business in Turkey, that includes system integration services, software development services, hardware supply, installation, commissioning, and facilities management services, in the last three completed Financial Years (i.e. FY 2010, 2011, 2012) with at least Euro 10 Million annual turnover in each year.</p> <p>OR</p> <p>An average annual global turnover of Euro 250 Million from its IT Business that includes system integration services, software development services, hardware supply.....</p>	<p>The acquisition of <COMPANY NAME MASKED BY TFF> by <COMPANY NAME MASKED BY TFF> formed a new company named <COMPANY NAMED MASKED BY TFF>. The financial information until July 2011 will belong to <COMPANY NAMED MASKED BY TFF>. We kindly request your acknowledgement.</p>	TFF shall evaluate based on the information provided in the Eoi Response.
77	6	6, Item III	56	<p>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</p> <p>a) System integration of electronic access control systems.</p> <p>OR</p> <p>b) System integration of surveillance systems including implementation of public and IT security infrastructure</p> <p>NOTE: This criteria has to be fulfilled by the Prime Respondent</p>	<p>We understand that, we can provide our global references. We kindly request your approval.</p>	The experience cited could include experience of Primary Respondent's current ultimate parent or ultimate parent's current subsidiary.
78	6	6, Item IV	56	<p>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</p> <p>OR</p> <p>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</p> <p>IN ADDITION TO MEETING SMART CARD CRITERION ABOVE,</p> <p>The 'EOI Respondent' should abide with the EMV guidelines, all relevant</p>	<p>1. Is it possible to provide this reference from sub-contractor? We kindly ask your clarification.</p> <p>2. "Should possess all the certifications required by such governing authorities "</p> <p>Can you provide the list of certifications mentioned above. ? We kindly ask your response.</p>	<p>1. No. This reference has to be from either the Prime Bidder or a consortium member.</p> <p>2. The Prime bidder or the consortium member should at least be certified by Visa and Mastercard. In addition, all other mandatory regulations must be adhered to.</p>



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79	6	6	58	The documentary proofs that are in language other than English, should be made available in an English translated version signed by the Authorized signatory.	Should the English translations of Turkish documents such as certificate of existence, certificate of registry, power of attorney be notarized? We kindly ask your clarification.	For the documents referred in the query, documents in Turkish are acceptable.
80					Consortium Participant Number – Since the scope and responsibility areas in the project are numerous, we think that limiting the number of participants to 4 would create risks. We think that more expert companies to be included in the consortium would be favorable. Could the number of participants for the consortium be increased?	EOI condition holds.
81					About Consortium Participants – 1 – The consortium that will be constitutes in this project's scope will completely work for this project. But since the project is not yet at the RFP stage, we think that the consortium members signing a 5 year contract is early. Would the agreement and commitment between the participants being made after the Eoi be acceptable?	The Respondent should provide a MoU which indicates the responsibilities assigned to each party. If pre-qualified, the same may be enhanced based on the details provided in the RFP.
82					About Consortium Participants- 2- Our process of determining consortium members is still continuing. In the Eoi document, for the members that are not yet identified, would the Main Participant's name taking place and stating the participant companies' names as they get clarified be accepted?	No.
83					Pre-Qualification Criteria – Turnovers 1 – We believe that the annual turnover criteria set for the main participant are too high. Would decreasing the turnover criteria be possible?	EOI condition holds.
84					Pre-Qualification Criteria – Turnovers2 – We think that looking to the competencies and to turnovers of overall groups (group companies) would be more appropriate. Can we declare group turnovers?	For annual Global turnover, the Eoi Respondent entity may consider the annual turnover of its ultimate parent and / or ultimate parent's subsidiaries.
85					Pre-Qualification Criteria – IT Implementation System Integration Project1 – Would the IT Implementation System Integration criterion to be met by a participant company rather than the main Consortium member be acceptable?	No.
86					We think that the defined turnover targets for the IT Implementation System Integration criterion is very high. Is it possible to lower the turnover target?	EOI condition holds.
87					We think that the stated 200 qualified technical staff in Turkey for the software development and IT integration services is very high. We are requesting you to consider that there may be firms in the consortium reflecting their international experiences. Is it possible to lower the technical personal number under 200 and define it in a way to incorporate overseas as well as Turkey?	EOI condition holds. The pre-qualification criteria provides the provision of including Individuals who are on existing contract with prime respondent or any consortium member working in Turkey under the specified work areas to be included in the count of 200 technical staff.
88	6.1	6.1	55	All of the members in the consortium should be actively in operation for the last 5 years as of 31.12.2012	Is this prerequisite valid for outsource/subcontracted companies as well?	This condition is not applicable for sub-contractors.



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89		Cause Reference: V.	57	The EOI Respondent firm or in case of consortium consortium member(s) who will be dedicated to software development & IT Integration services should have total number of at least 200 professionally qualified technical personnel on their contracts or permanent payroll working in the area of software development & IT Integration services in Turkey as at 31.12.2012	• Regarding the requirement V of the prequalification criteria "The EOI Respondent firm or in case of consortium consortium member(s) who will be dedicated to software development & IT Integration services should have total number of at least 200 professionally qualified technical personnel on their contracts or permanent payroll working in the area of software development & IT Integration services in Turkey as at 31.12.2012" we would like to clarify if this reference of professionals could be presented by a subcontractor of the Prime.	The 200 professionally qualified technical personnel of prime respondent or any consortium member working in Turkey under the specified work areas must be on contracts or permanent payroll.
90	6	6 No:3	56		Could be revised the Contract value Euro 10 Million OR TWO IT implementation / System Integration project of contract value Euro 7.5 Million each ?	EOI condition holds.
91	6	6 No: I	55		Could we give the Trade Registry Gazette including articles of association instead of articles of association	Yes, can be provided.
92	6		58		The document says "The documentary proofs that are in language other than or English should be made available in an English translated version signed by the Authorized signatory". Who is the Authorized signatory?	Person or persons authorized to bind the bidder to the contract. Such authority should be in the form of a written and duly stamped Power of Attorney or a Board Resolution duly certified by the Company's (Prime Respondent) competent authority.
7. Eoi Response Particulars - Submission Formats						
93					We think that in order to give details for the required technical response in FORM 5, an extensive study and evaluation should be conducted. We envisage that the conduct of these studies will be appropriate after the Eoi and before the tender. Is it possible for us to give the answers for FORM 5 after the Eoi?	FORM 5 shall not be used for pre-qualification and it has been used as an opportunity for the respondents to share their views/understanding of the project on the specific areas accordingly. They have to be answered as part of the Eoi.
94	7.5.2	7.5.2			In section 7.5.2 – TR1, it's been told that TFF considers EMV technology in card. Is it going to be a must or a proposition?	It is a mandatory requirement
95					Considering that both CSI and FI should be capable of EMV card issuing, is it possible for CSI to cooperate with a sub-contractor specialized in EMV card issuing and to express it in the response to Eoi, accordingly?	EOI condition holds.
96		(7.3.IV)			why it is required 7 years of experience for EMC card production and personalisation instead of 2 or 5 or 10 ?	EOI condition holds.
97		(7.5.2.B)			what do you mean by telling " support after producing the cards" ? what kind of support needed while using the cards on the field?	Specific details shall be shared in the RFP.
98					How many different type of cards are being mentioned in the tender? Or it will be only banking card with EMV ?	Specific details shall be shared in the RFP.
99		Page: 62 7.3 Form 3: Conformance to Prequalification Criteria Clause III	62		We will apply for Eoi for selection of eTicketing Project Central System Integrator as <COMPANY NAMED MASKED BY TFF>. In our submission, we plan to present the references of <COMPANY NAMED MASKED BY TFF> which is incorporated to our organization in 2011 and 100% a <COMPANY NAMED MASKED BY TFF> company. We are requesting clarification on the usage of <COMPANY NAMED MASKED BY TFF>'s references in case we provide official documents proving <COMPANY NAMED MASKED BY TFF> is 100% a <COMPANY NAMED MASKED BY TFF> company.	Using credentials of 100% acquired company is permissible however, TFF shall evaluate based on the information provided in the Eoi Response.