

No	Questions	Bank's feedback
1	Could you please provide the geographical coordinates for each branch?	The addresses of all branches and the Head Office are included in the RFP documentation.
2	Does the Bank have floor plans of the premises available for the site survey? In addition, we will also need the floor plan of the premises, if you have it available.	The IT Department does not have floor plans of the premises. However, we can arrange site visits so that your technical team can assess each location directly.
3	The planned/required number of access points for each Bank location	Currently, Wi-Fi Internet is already implemented at our branch locations. Based on the existing setup and coverage, one access point per branch has been sufficient to provide the required Wi-Fi signal coverage. For the Head Office, a site survey should be conducted by the provider's engineers to assess the premises and determine the appropriate number and optimal positioning of access points.
4	The possibility to perform a site survey at the relevant locations so that we can determine the appropriate number and positioning of access points. We will need a contact person from your side who will be available to support the site survey at the requested locations. Further to your request for quotation, we would like to inform you that an on-site survey is required to assess the technical requirements and determine the appropriate solution for your premises. Kindly let us know when it would be convenient to conduct the survey and provide us with the contact person who will coordinate with our IT team	• Site surveys may be conducted at each branch. To make the necessary arrangements and notify the relevant branch in advance, please provide the following information for the engineers who will perform the survey: Full name and ID card details Proposed date and time Location or branch to be visited • For the Head Office site survey, please provide: Full name and ID card details of the visiting engineers Proposed date and time Bank authorized personnel will accompany the provider's engineers throughout the building and facilitate access to each floor so that the site survey can be completed.

5	Head Office Floor Plans Could you please provide us with the floor plans of Tirana Bank's Head Office (HQ), preferably including the layout of the different areas and floors? This information will allow us to properly design and dimension the Wi-Fi solution, with the objective of ensuring optimal wireless coverage, performance, and capacity throughout the premises.	At this stage, detailed floor plans of the Head Office are not available for sharing. We recommend that your engineering team perform an on-site wireless survey to validate the design assumptions and collect the necessary measurements for accurate Wi-Fi planning. Please note that the building contains a significant amount of glass partitions and other structural elements that may impact RF propagation and wireless performance. Therefore, the final Wi-Fi design and AP placement should be based on the results of the site survey. If you would like to perform a site survey, please provide the names and ID cards details of the engineers who will attend, together with the proposed date and time of the visit.
6	Branch Locations Could you please provide us with the complete list of locations/addresses of the Tirana Bank branches that are expected to be included in the scope of this project? If available, we would also appreciate receiving information regarding the approximate area, number of floors, and floor plans for each location, as this would support the accurate dimensioning of the proposed Wi-Fi solution.	Branch Locations The list of branch locations is included in the RFP documentation previously shared. Detailed floor plans for the branches are currently not available. Similar to the Head Office, we recommend conducting site surveys where required. Should you wish to arrange branch visits, please provide the details (ID cards, proposed date, and time) of the engineers who will attend. Based on our current deployment experience, a single Access Point has generally been sufficient to provide adequate wireless coverage in most branch locations. However, the final AP count and design should be validated through your assessment and site survey activities.
7	Number of Simultaneous Users Please provide the expected number of employees and customers/guests who may be simultaneously connected to the Wi-Fi network at each branch. For the Head Office, please also confirm whether the indicated 300 employees represent: • the total number of employees at the Head Office; or • the expected number of simultaneous Wi-Fi users.	Number of Simultaneous Users For branch locations, we estimate approximately 10-15 simultaneous Wi-Fi users per branch, including both employees and visitors. For the Head Office, we estimate approximately 300-420 simultaneous Wi-Fi users. Please note that this figure represents the expected number of simultaneous connected users rather than the total number of employees.
8	Wi-Fi Authentication Requirements Please confirm the required authentication method for each Wi-Fi network. For the employee Wi-Fi network, please confirm whether the preferred authentication method is: • a shared password; or • 802.1X authentication integrated with Active Directory. For the customer/guest Wi-Fi network, please confirm whether the required access method is: • open access; • password-based access; or • voucher/code-based access. If another authentication method is required, please specify accordingly.	Wi-Fi Authentication Requirements For the employee Wi-Fi network, the preferred authentication method is currently Pre-Shared Key (PSK). For customer/guest Wi-Fi access, we would consider either: • Password-based access; or • Voucher/code-based access. Additionally, if supported by the proposed solution, we would prefer the ability to manage guest access through individual user accounts and/or departmental administration, providing greater flexibility and simplified operational management. We also expect the solution to support more advanced authentication methods, such as 802.1X/RADIUS integration, should these be required in the future.

9	Existing SSIDs and Migration Requirements As part of the migration to the new Wi-Fi infrastructure, please confirm which existing SSIDs need to be retained and continue to be used after the migration. Additionally, please let us know if there are any specific requirements regarding the preservation of existing configurations or network segmentation.	Existing SSIDs and Migration Requirements As part of the migration process, only the newly created SSIDs for the new Wi-Fi infrastructure will remain active. Existing SSIDs do not need to be retained and will be decommissioned once the migration has been successfully completed. Any required network segmentation and access policies should be implemented within the new solution design
10	Target Go-Live Date Please confirm the expected/target Go-Live date for the new Wi-Fi solution, so that the implementation, configuration, testing, and migration activities can be planned accordingly.	Target Go-Live Date The target Go-Live date for the new Wi-Fi solution is: 15 December 2026 Implementation, testing, and migration activities should be planned accordingly to meet this target date.
11	Wi-Fi Controller Management Please confirm which party will be responsible for the ongoing management and administration of the Wi-Fi Controller following the implementation: • Tirana Bank; or • Vodafone. In case the controller will be managed by Tirana Bank, please specify the required access level and technical requirements, including the administrative roles, privileges, and functionalities that your team would need to access.	Wi-Fi Controller Management A shared management model is expected. Tirana Bank will require administrative access for day-to-day operational tasks, including: • SSID management; • Password management; • Guest access administration; • User access policies; • Whitelist/blacklist management; • URL Filtering • Monitoring and reporting functions as defined in the RFP. The provider will be responsible for platform-level management activities, including: • Wi-Fi Controller administration; • Software and firmware upgrades; • Security patches; • System maintenance; • Technical support and troubleshooting related to the platform infrastructure.
12	Captive Portal for Guest Wi-Fi As part of the proposed solution, we would also suggest considering the implementation of a Captive Portal for the Guest Wi-Fi network. Would Tirana Bank be interested in including this functionality within the proposed solution? The Captive Portal could serve as the initial interaction point for customers and visitors when connecting to the Guest Wi-Fi network and, depending on the selected platform and agreed requirements, could provide capabilities such as: • displaying Tirana Bank promotional content and advertisements;	Captive Portal for Guest Wi-Fi At present, a Captive Portal is not included in the project scope, nor has it been requested by the Bank's management. However, we would like the proposed solution to support Captive Portal functionality as an optional feature that can be enabled in the future if required, without significant architectural changes. If the proposed platform supports this capability, please indicate this within your proposal.

	• customizing the portal according to Tirana Bank's corporate branding; • collecting statistics related to Guest Wi-Fi usage; • generating reports and analytics; • supporting marketing-related activities based on the available information, subject to the applicable privacy, data protection, and information security requirements. Please confirm whether this functionality should be considered as part of the proposed solution.	
	Please confirm which version of the Information Security Technical Requirements questionnaire should be considered as the final and applicable version for this project. The documentation provided refers to "Information Security Technical Requirements 2026 May", while the invitation refers to the version "2025_New Website". Could you please confirm which of these versions should be considered the official and final version for the preparation of our technical response?	for the avoidance of any doubt, you should complete the excel "Information Security Technical Requirements 2026 May" that was attached in the invitation email.