

Schedule No 2 - Clarifications for queries raised by the Bidders - IFB No: MTDI/GOSL/IS/ICB/2016/15 - Volume 2 (as at 01.06.2016)

Q#	Volume	Page Number	Item	Content detail	Questions	Responses/Clarifications
1	-	-	-	#VALUE!	The implementation of network components is not subject of this bid, since communication infrastructure based on national middleware infrastructure can be used. This is in contradiction to Page 12 3.4.1.7 where it listed as key activity of this proposal!	Item 3.4.1.7 is one item of the implementation approach. Please refer 3.5.9.
2	-	-	-	-	The bidder can rely on fully implemented NPP, NDT platform ready for use.	With Regard to NPP - answer is Yes. It is intended that key components of NDI/NDT platform shall be implemented via this contract. Please refer 4.4.26 and 8.1.8
3	-	-	-	-	Since the bidder has to provide a service to transfer funds based in NPP and NDT platforms our potential local partner ideally has implemented these platforms/has already significant knowledge of the implemented solutions Does the existing national middleware infrastructure ensure performing and reliable communication from all decentral to the central sites and vice versa.	Please refer 8.1.6 and 8.1.8
4	-	-	-	-	local partner has know-how about development of centralized financial transaction software system	not applicable
5	-	-	-	-	By digital identity for citizen you are referring to digital identity card for the citizens?	Please refer 3.5; including Items from 3.5.6 to 3.5.11
6	-	-	-	-	Can you please clarify the term household transfer management (HTM) system?	Please refer 4.1.33 Item 8, and 4.9
7	1	67	3.2..4.1	Experience under Information Technology Contracts in the role of Prime Contractor or Prime System Integrator for at least the last five (05) years prior to the Bid submission deadline, and with activity in at least six (6) months prior to the bid submission deadline.	Prime contractor/system integrator shall have experience under Information Technology for Critical Government Applications, due to the sensitivity of the program.	For Clarification for this query, please refer Scheduel No 1
8	1	20	19.5	A Preliminary Project Plan is required, the details of which are described in Volume 2 - Section VI (Schedule of Requirements).	If the preliminary plan is already part of the schedule of requirements, what should be provided by the bidder?	Refer 1.1..51 (Volume 03 of 03 of the bidding document)
9	1	26	23.7	The Bid Security of a JV shall be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of Bidding, the Bid Security shall be in the names of all future partners as named in the letter of intent referred to in ITB 4.1	Can the bid security be in the name of the Prime contractor defined in consortium agreement?	For Clarification for this query, please refer Scheduel No 1
10	1	64	3.2	Qualification of the Bidder	Partnership model is used in BDS - ITB 24.2 and Section III 3.1.8. This partnership model is not defined in the Qualification of the Bidder table. Please clarify.	For Clarification for this query, please refer Scheduel No 1

11	1	67	3.2.4.2	<p>(1) Specific experience: During the last five (05) years bidder must have successfully completed at least one (01) Contract of similar nature, with a value of LKR 5,000 Million or equivalent. The similarity shall be based on the physical size, complexity, methods/technology and other characteristics as described in the Bidding Document. The Bidder shall have completed national scale, biometric based, digital identity issuance solution involving personalization of</p>	<p>Specific experience shall be for : "The Bidder shall have completed national scale, biometric based, digital identity issuance solution involving personalization of any Government documents (such as ID Card, Passport, Driving License).</p>	For Clarification for this query, please refer Scheduel No 1
12	1	67	3.2.4.2	<p>Lead Bidder must meet requirements for one or more characteristics</p>	<p>In case of a Joint Venture, at least one of the member (lead or not lead) of the joint venture shall meet the requirement.</p>	For Clarification for this query, please refer Scheduel No 1
13	1	67	3.2.4.2	<p>(2) For the above Contracts executed during the period stipulated in 3.2.4.2 above, a minimum experience in the following key activities: (i) Design & implementation of Information systems for similar scope and size (ii) Implementation of a system handling data capturing, electronic storage and management of citizen's data. (iii) Provision of operational support and maintenance of IT systems and IT infrastructure related to electronic storage and management of</p>	<p>In case of a Joint Venture, at least one of the member (lead or not lead) of the joint venture shall meet the requirement and not only the Lead Bidder.</p>	For Clarification for this query, please refer Scheduel No 1

14	1	67	3.2.4.2	Lead Bidder must meet requirements for one or more characteristics	in case of a JV or partnership, we understand that the lead bidder shall only meet requirement (1) or (2)(i) or (2)(ii) or (2)(iii), the rest of the partners will be responsible in meeting the rest of the requirements. Is this correct? Please clarify	For Clarification for this query, please refer Schedule No 1
15	1	67	3.2.4.2	During the last five (05) years bidder must have successfully completed at least one (01) Contract of similar nature, with a value of LKR 5,000 Million or equivalent.	ePassport contracts with the same kind of system should be eligible to be of similar nature. Please confirm?	No comments
16	1	67	3.2.4.2	During the last five (05) years bidder must have successfully completed at least one (01) Contract of similar nature, with a value of LKR 5,000 Million or equivalent.	Can the LKR 5,000 Million be reached by accumulation of contract values?	For Clarification for this query, please refer Schedule No 1
17	2	40	4.6.32.3	The system shall be based on web application model and java object oriented software conforms to J2EE	J2EE is one paradigm of server oriented software development. Other paradigms are well known and as reliable as J2EE. Please open the requirement to other technologies.	Yes, "The system shall be based on web application model and java object oriented software conforms to J2EE or equivalent"
18	2	43	4.6.33.1	The bidder shall already have strong prior experience of minimum 2 post issuance solution deployment with more than 2000 post issuance points	There are no specifications of issuance points or kiosks defined in this tender. This clause is not relevant as there are no specifications on issuance points which are defined.	Rephrase: "The Bidder shall demonstrate in his proposal the capability to implement a large number of post issuance points"
19	2	86	7.5.3	Smart Cards – (Phase 1 Digital Transaction Card (DTCs))	No chip is defined in this phase 1 card. Please confirm no chip is needed	No chip required on phase 1 card.
20	2	86	7.5.3	Smart Cards – (Phase 1 Digital Transaction Card (DTCs))	Laser engraving on PVC card is not really common. Do you confirm this is what was intended by the Employer	You may provide PVC cards with a printer, Sample card to be attached which was produced by the proposed printer.
21	2	87	7.5.4.1.9	The card body must include a specific true-colour UV image with high brilliance, resolution and high colour reproduction. The image shall become visible under a UV light source at 365nm.	- Could you be more explicit on the required feature? What is the term "Specific" referring to? - As per our knowledge, the 365nm true-colour UV also refers to a proprietary vendor technology. - As per clause 19.7, page 20, volume 1, can the Bidder replace this feature by a bi-fluorescent UV printing which is a substitute alternative which can perform substantially equivalent to the mentioned proprietary technology?	Rephrase: "The card body must include true-colour UV image with high brilliance, resolution and high colour reproduction. The image shall become visible under a UV light source at 365nm or equivalent technology (specify and explain)"
22	2	88	18	The smart card manufacturer must submit their samples containing each of requested features along with the tender	We understand that the Smart Card manufacturer must supply a sample of card, with the listed set of features in a generic format. By generic, we mean no personalization such as CLI/MLI with shape of Sri Lanka government emblem outline or any other mentioned features. A separate design of the card and its security will be provided together with samples. Also, security features could be submitted on separate samples.	not applicable
23	2	114	10.7	Successful acceptance of the following: 1 DTC Phase 2 1.1 Batches of 1.1 Millions 1.2 Maximum of 14 batches	Could you provide the approximate date of the first delivery of DTC Phase 2?	Bidders may propose, in accordance with the implementation schedule. Also refer 4.6.16.

24	3	105	e	60% of each batch of one million DTC cards (project component 5)	Should it be mentioned 80% instead of 60%?	Appendix 7: Terms and Procedures for Payment/ (e) : Respective payment condition is applicable only for the first one million Cards. 100% will be paid for for each subsequent batch of one million DTC cards (Project component 5). (C - (iii)Delivery of (Phase 1) DTC cards (Project component 5)): Respective price, shall not exceed the price of the DTC (phase 2) card price.For Clarification for this query, please refer Scheduel No 1 as well
25	1	77	-	Bidding Form 2.1 Bidder Information Sheet.All Bidders whether they be individual firms, each partner of a Joint Venture, and a named, Sub-Contractor(s) for highly specialized components of the Products and/or Services, which are Bidding, must complete the information in this form. All Bidders that complete this sheet should also complete the further Qualification Forms provided in this section.	Please kindly specify which highly specialized components of the Products and/or Services are concerned.	No comments
26	2	19	-	4.1.19.8The contract end date shall be in accordance with the time duration specified in above points (4.1.16.1), (4.1.16.4) and (4.1.16.7)	There is no sub item found under 4.1.16 in the Bidding Documents.Please kindly confirm that this is a typo error and the bidders shall refer to points (4.1.19.1), (4.1.19.4) and (4.1.19.7) instead.	Yes
27	2	20	-	4.1.26. The bidder shall submit a detailed project proposal at the commencement of the project and shall obtain acceptance from employer. The project proposal should include all aspects up to the acceptance of the OAT.	Please kindly clarify what is expected as a project proposal and its content.	not applicable
28	2	23	-	4.2.1. The NDI solution including the enrolment software shall facilitate the collection of the following biometric data.4.2.1.1 2D Facial Image (Photo)4.2.1.2 Finger prints (10)4.2.1.3 Iris scan	Please kindly confirm that flat fingerprints shall be enrolled.	Yes. 10 fingers.
29	2	26	-	4.4.25. The NDI solution shall have adequate functions for the operator to generate a check-out report and other related MIS reports to be generated via the centralized reporting module.	Please kindly clarify what is expected as check-out report and the eventual number of reports	Solution should be capable of producing any dynamic reports as and when requested by the employer.
30	2	28	-	Figure 4: NDI core and NDT platform	Please kindly confirm that the voice modality which is shown as a raw biometrics in the figure is out of scope for this project.	Yes.
31	2	28	-	4.6.16 DTC (Phase 2) should be designed, reviewed and ready for the final approval from the employer within 5 months of the effective date.	Please kindly confirm that it is 5 months from the contract effective date.	Yes
32	2	42	-	4.6.32.12 Card lifecycle management system shall be able to handle multiple products (ie. Smart card products) simultaneously	Please kindly specify what are the other smart card products (and technology associated) to be supported other than the Digital Transaction Card.	Should be able to handle multiple products
33	2	54 57 64 65	-	5 Warranty and Service Level Agreement (SLA)	In the quoted pages for Warranty Support SLA 2, the table specifies a SLA from 8:00 am to 5:00 pm for severity level 'High' and 'Major'.Please kindly confirm that the SLA for major and high severities only applies from Monday to Friday, excluding public holidays.	Warranty Support SLA 2 (Page 54) - 5.1.4.2 / (Page 57) - 5.2.4.2 / (Page 64-65) - 5.5.4.2 : Major/High : From 08:30 AM to 05:30 PM Monday to Friday (excluding public holidays)

34	2	60 61	-	5.3 [Item 3] – Centralized NDI Software Solution 5.3.5 On-Call Services Requirements	'Table-1: Response Priority' does not show the response times for the Medium Support Level. Please kindly specify the response times for the Medium Support Level.	Support Level 2 : Medium: NDI solution interfaces accessed via NDF centers. (1) (page 61) Table-1: Response Priority: (a) Business Critical - Fatal : 120 minutes within Support Hours, (b) Business Critical - Impaired : 90 minutes within Support Hours, (c) Non-business Critical - Fatal : 180 minutes within Support Hours, (d) Non-business Critical - Impaired : 240 minutes within Support Hour
35	2	61	-	5.3 [Item 3] – Centralized NDI Software Solution 5.3.6 Problem Resolution and Penalties	Table-2: Resolution Time and Penalties' does not show the values for the Medium Support Level. Please kindly specify the resolution times and penalties for the Medium Support Level.	Support Level 2 : Medium: NDI solution interfaces accessed via NDF centers. (1) (page 61) Table-2: Resolution Time and Penalties: (a) Business Critical - Fatal : 8 Hours LKR 50,000.00 per hour, (b) Business Critical - Impaired : 15 Hours LKR 50,000.00 per hour, (c) Non-business Critical - Fatal : 15 Hours LKR 50,000.00 per hour, (d) Non-business Critical - Impaired : 20 Hours LKR 50,000.00 per hour
36	2	61	-	5.3 [Item 3] – Centralized NDI Software Solution 5.3.6 Problem Resolution and Penalties	Maximum penalty fee per incident and maximum penalty fee per year are not defined for Item 3. If applicable, please kindly define the maximum penalty fee per incident and the maximum penalty per year for Item 3.	Maximum penalty per year shall not exceed 1% of the total contract price
37	2	62	-	5.4 [Item 5] – Digital Transactions Card (DTC) and Personalization	Maximum penalty fee per late delivery and maximum penalty fee per year are not defined for Item 5. If applicable, please kindly define the maximum penalty fee per late delivery and maximum penalty fee per year for Item 5.	Maximum penalty per year shall not exceed 1% of the total contract price.
38	2	65	-	5.5 [Item 6 and 7] – NDI Hosting Infrastructure and Certificate Authority 5.5.5 Penalties	Maximum penalty fee per incident and maximum penalty fee per year are not defined for Items 6 and 7. If applicable, please kindly define the maximum penalty fee per incident and the maximum penalty per year for Items 6 and 7.	Maximum penalty per year shall not exceed 1% of the total contract price
39	2	67 68	-	5.6 [Item 8] – Household Transfer Management (HTM) System 5.6.4 Support Levels and 5.6.5 On-Call Services Requirements	The specified support level for the HTM system on page 67 is Level 2 - Medium whereas the specified response priorities in table 1 page 68 are for the High Support Level. Please kindly confirm that the 'Table 1 - Response priorities' shall be read as response times for the 'Support Level 2 - Medium' and not 'High' as specified in the RFP.	Yes
40	2	68	-	5.6 [Item 8] – Household Transfer Management (HTM) System 5.6.6 Problem Resolution and Penalties	Maximum penalty fee per incident and maximum penalty fee per year are not defined for Item 8. If applicable, please kindly define the maximum penalty fee per incident and the maximum penalty per year for Item 8.	Maximum penalty per year shall not exceed 1% of the total contract price
41	2	86	-	7.5.3 Smart Cards – (Phase 1 Digital Transaction Card (DTCs))	Please kindly provide the chip specifications for the DTC's in Phase 1, mainly:- Interface (contact or contactless)- Operating System- Memory size for user data	Policarbonate Card with a Chip, with basic design
42	2	86	-	7.5.3 Smart Cards – (Phase 1 Digital Transaction Card (DTCs))#4 White Color	Please kindly confirm that the PVC card for Phase 1 does not require any graphical design nor security feature, and shall be delivered in white color only.	Policarbonate Card with a Chip, with basic design

43	2	86	-	7.5.3 Smart Cards – (Phase 1 Digital Transaction Card (DTCs)) #5 Compatible with personalization machine (item 2)	Please kindly confirm that the personalization of PVC cards for Phase 1 shall be done using the laser engraving technology.	Policarbonate Card with a Chip, with basic design
44	2	86	-	7.5.3 Smart Cards – (Phase 1 Digital Transaction Card (DTCs))	Please kindly specify if there is any difference in terms of functionality between DTC Phase 1 and DTC Phase 2.	Policarbonate Card with a Chip, with basic design
45	3	85	-	SECTION VIII: PARTICULAR CONDITIONS13.3(d) The Performance Security will not be reduced until satisfactory completion of the contract and warranty period.	This condition is not consistent with the text of the template provided in SECTION IX: CONTRACT FORMS - 2.1 Performance Security Form (Bank Guarantee). In this form, it is specified that:"On the date of your issuing, to the Contractor, the Operational Acceptance Certificate for the IT Products and/or Services, the value of this guarantee will be reduced to any sum(s) not exceeding [amount(s)2 in figures and words]."Please kindly clarify if the Performance Security must be issued for 10% of the contract amount excluding recurrent part for all the contract duration including the warranty/SLA period, or if the Performance security will be effectively partially reduced on the date of your issuing of the Operational Acceptance Certificate ?	For Clarification for this query, please refer Scheduel No 1
46	3	98	-	5.1 Bid Security (Bank Guarantee)[...]This guarantee will expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the Contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; and (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy your notification to the Bidder of the name of thesuccessful Bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.	Common practices show that local banks generally require to stipulate a date of validity otherwise they refuse to issue the bank guarantee.Please kindly amend this paragraph of the Bid Security by adding the bold text below:"[...]"; or (ii) twenty-eight days after the expiration of the Bidder's Bid, i.e. on the dd/mm/yyyy, whether the original is returned to us or not."	For Clarification for this query, please refer Scheduel No 1
47	3	98	-	5.1 Bid Security (Bank Guarantee)[...]Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.	Mean of transmission of the claim for payment must be unambiguous to avoid fraud.Please kindly amend this paragraph of the Bid Security by adding the bold text below:"Consequently, any demand for payment under this guarantee must be received by registered mail with acknowledge of receipt by us at the office on or before that date."	For Clarification for this query, please refer Scheduel No 1
48	3	98	-	5.1 Bid Security (Bank Guarantee)[...]This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.	The last version of URDG is 758. Common practices show that local banks generally require the latest updated version otherwise they refuse to issue the bank guarantee.Please kindly modify the text to mention version No. 758 instead of version No. 458.	For Clarification for this query, please refer Scheduel No 1
49	3	116	-	2.1 Performance Security Form (Bank Guarantee)[...]We have been informed that on [date of award] you awarded Contract No. [Contract number] for [title and/or brief description of the Contract] hereinafter called "the Contract") to [complete name of Contractor] (hereinafter called "the Contractor"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.	Please kindly amend this paragraph of the Performance Security Form by adding the bold text below:"We have been informed that on [date of award] you awarded Contract No. [Contract number] for [title and/or brief description of the Contract] hereinafter called "the Contract") to [complete name of Contractor] (hereinafter called "the Contractor") for a total amount of xxxx. Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee representing xx% of the contract amountis required."	For Clarification for this query, please refer Scheduel No 1

50	3	116	-	2.1 Performance Security Form (Bank Guarantee)[...]On the date of your issuing, to the Contractor, the Operational Acceptance Certificate for the IT Products and/or Services, the value of this guarantee will be reduced to any sum(s) not exceeding [amount(s)2 in figures and words].	Please kindly amend this paragraph of the Performance Security Form by adding the bold text below:"On the date of your issuing, to the Contractor, the Operational Acceptance Certificate for theIT Products and/or Services, and upon presentation to us of a copy of such certificate, the value of this guarantee will be reduced to any sum(s) not exceeding [amount(s)2 in figures and words]. "	For Clarification for this query, please refer Scheduel No 1
51	3	116	-	2.1 Performance Security Form (Bank Guarantee)[...]On the date of your issuing, to the Contractor, the Operational Acceptance Certificate for the IT Products and/or Services, the value of this guarantee will be reduced to any sum(s) not exceeding [amount(s)2 in figures and words]. This remaining guarantee shall expire no later than [number and select: of months/of years (of the Warranty Period that needs to be covered by the remaining guarantee)] from the date of the Operational Acceptance Certificate for the IT Products and/or Services, and any demand for payment under it must be received by us at this office on or before that date.	Please kindly add the following sentence at the end of the paragraph:"Notwithstanding stated above, this guarantee will expire on dd/mm/yyyy whether the original is returned to us or not. After this date, we will be discharged of any liability under this guarantee and no claim will be receivable."dd/mm/yyyy is the date to be reckoned as the end of warranty period + 3 (three) months margin.	For Clarification for this query, please refer Scheduel No 1
52	3	116	-	2.1 Performance Security Form (Bank Guarantee)[...]This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458, except that subparagraph (ii) of Sub-article 20 (a) is hereby excluded.	The last version of URDG is 758. Common practices show that local banks generally require the latest updated version otherwise they refuse to issue the bank guarantee.Please kindly modify the text to mention version No. 758 instead of version No. 458.	For Clarification for this query, please refer Scheduel No 1
53	3	117	-	2.2 Advance Payment Security Form (Bank Guarantee)[...]Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of [amount in numbers and words, for each currency of the advance payment] is to be made to the Contractor against an advance payment guarantee.	Please kindly amend this paragraph of the Advance Payment Security Form by adding the bold text below:"Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of [amount in numbers and words, for each currency of the advance payment] representing 15% of Contract amount is to be made to the Contractor against an advance payment guarantee. "	For Clarification for this query, please refer Scheduel No 1
54	3	117	-	2.2 Advance Payment Security Form (Bank Guarantee)[...]For each payment after the advance payment, which you will make tith Contractor under this Contract, the maximum amount of this guarantee shall be reduced by the ninth part of such payment. At the time at which the amount guaranteed becomes nil, this guarantee shall become null and void, whether the original is returned to us or not.	Please kindly correct / amend this paragraph of the Advance Payment Security Form by adding the bold text below:"For each payment after the advance payment, which you will make to the Contractor under this Contract, the maximum amount of this guarantee shall be reduced by the xxx part of such Payment upon presentation to us of a copy of credit advice or similar document showing payment to Contractor. At the time at which the amount guaranteed becomes nil, this guarantee shall become null and void, whether the original is returned to us or not. Notwithstanding stated above, this guarantee shall become null and void, whether the original is returned to us or not :a) Upon presentation to us of a copy of the Operational Acceptance Certificate, orb) on dd/mm/yyyy, whichever occurs first. After this date, and we will be discharged of any liability under this guarantee and no claim will be receivable."dd/mm/yyyy is the date to be reckoned as the forecasted issuance date of Operational Acceptance Certificate [Effective Date of Contract+13months] + 3 months margin	For Clarification for this query, please refer Scheduel No 1

55	3	117	-	2.2 Advance Payment Security Form (Bank Guarantee)[...]This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.	The last version of URDG is 758. Common practices show that local banks generally require the latest updated version otherwise they refuse to issue the bank guarantee.Please kindly modify the text to mention version No. 758 instead of version No. 458.	For Clarification for this query, please refer Scheduel No 1
56	3	104	-	Appendix 7: Terms and Procedures for PaymentItem g. Achieving successful OAT (Operational Acceptance Test)Release of the remaining balances by retaining 5% of the total contract price being the retention.Release of the retention shall be after 6 months from the Operational Acceptance subject to receipt of unconditional bank guarantee for the same.	Please kindly clarify why an unconditional Bank Guarantee to release the remaining balances is required since:a) the Employer will keep the retention during 6 months from the Operational Acceptance dateb) the Employer will have the Performance Bank Guarantee which covers the 60 months warranty/SLA period.If this clause remains applicable, what would be the template of such Bank Guarantee and its validity period ?	For Clarification for this query, please refer Scheduel No 1
57	2	76 77	-	7.1.5 Dual Iris Scanner, 7.1.6 Camera 7.1.7 Fingerprint Scanner (10 Fingers)	Please kindly clarify whether the Interface can be done on USB2.0 or higher.	Yes, you can use USB2.0 or higher.
58	2	43	4.6.33.1		"The bidder shall already have strong prior experience of minimum 2 post issuance solution deployment with more than 2000 post issuance points". We don't see a direct relevancy of this mandatory requirement to the current Bid contents. Therefore, in order to allow a greater number of bidders to respond to the Bid, we kindly ask you to either: (i) Remove this pre-qualification requirement; or (ii) Change the requirement to read: "The Bidder shall demonstrate in his proposal the capability to implement a large number of post issuance points". Please amend accordingly.	Rephrase: "The Bidder shall demonstrate in his proposal the capability to implement a large number of post issuance points"
59	2	89	7.5.4.2		"The smart card manufacturer must master the full smart card value chain. The smart card manufacturer must have in house smart card operating system development and cryptographic library development". Usually the expertise of a card manufacturer is producing plastic cards, thus commonly it does not have the capability of development of software (operating system) and/or a cryptographic library. Therefore, in order for the proposals to be more flexible, may be even cheaper, and to increase the number of bidders, we kindly ask to change this mandatory pre-qualification requirement to be optional. Please Approve.	Rephrase: "The smart card manufacturer must master the full smart card value chain. The smart card manufacturer must have (Preferably in house developed) smart card operating system and cryptographic library."
60	2	-	3.5.7		"Biometrics (i.e. Iris, finger print, and face) collected from beneficiaries will be used for uniquely identifying the citizens before generating Public and a Private keys which will be issued to each citizen" Does the requirement to uniquely identify citizens mean that we should provide Automatic Biometric Identification System (ABIS) to check that citizen don't register twice under assumed identities? i.e., are Central AFIS, AFRS and IRIS Systems part of the scope of this tender and should be provided by the vendor? If ABIS is not required to be supplied, is there an existing ABIS to connect to or another authority doing this filtering of duplicates?	Yes, ABIS should be provided

61	2	-	4.4.28.2.1.1.3	"... authentications based on fingerprints." We assume that this type of authentication includes one unique identifier of the subject and one fingerprint, and that the operation to be performed is a 1:1 fingerprint comparison. Please confirm. The same question stands for all 3 biometric modalities (finger, face, iric).	Operation to be performed as One - to - Many comparison for all biometrics only at the time of registering citizens
62	2	-	4.6.32.3	Implementation technology (J2EE vs. .NET) is not dictated in the Bid, except for the Card lifecycle management system. We kindly request to remove this limitation on the implementation technology.	Bidder's are free to use equivalent technology.
63	2	-	4.7.6.	Figure 7, found in this paragraph, seems to imply that there are only two production sites for cards, while the Bid document mentions that there are 29 sites. Please clarify.	In figure 7, the "production site" means the live data center facility. Please refer 4.7.2
64	2	-	4.7.7	Figure 8 found in this paragraph, seems to imply that the production database should be a NoSQL database. Kindly please remove this limitation.	No change
8	2	-	7.1	We think that the specifications provided in this section, were copied from the data sheet of specific manufacturers (easily found via Google search). We assume that these are general specifications for these types of components and that there was no intention to point towards a specific component from a specific manufacturer? Please confirm.	Not applicable
65	2	-	7.5.4.1 item 10	"The card body must contain laser-engraved markings protecting against delamination, tampering and cutting attempts." The requirement is not clear enough Please elaborate	No change
66	2	-	Page 9, Figure 1 Page 27, Figure 3 Page 32, Figure 5	The text embedded in those figures (and in other figures of the Bid document) is not clear enough. Please provide figures with better visibility (higher resolution).	Bigger images shall be provided for the following; Page 9, Figure 1 Page 27, Figure 3 Page 32, Figure 5
67	2	18	4.1.19.2	Reasonable project duration can only be judged after an estimation and after collaborating with the partners. We request you to remove the 4 months duration from the 'Compliance Check List' as the time duration may vary.	No change
68	2	15	3.5.13	The stakeholder organisations are not clearly identified and listed in the BID document. The existing systems are not known and the level of improvement expected is also not known. The scope of the new system has to be identified as part of the RFP.	Please refer the bidding document carefully
69	-	-	-	The compliance checklist has some responsibilities of the Employer and some of the items are given just for information purposes. The entire checklist needs to be refined to have only the relevant contents for the bidder. The suggestion is to keep a separate compliance check list as an annexure	No change
70	2	24	4.3.7	4.3.7. The portable unit shall be easily carried, easily set-up and ready to use and all-in-one device. Portable unit described includes the integration of multiple physical devices. However it is expected to be all-in-one device in the RFP. More information on this requirement will be helpful for the bidders to understand the right expectation.	Please refer the bidding document carefully
71	2	26	4.4.21	4.4.21. The bidder shall provide appropriate tools for administering, monitoring and troubleshooting various software provided by them. RFP needs to define the expected level of Administration and Monitoring requirements of the system.	No change

72	2	26	4.4.20	4.4.20. The NDI solution shall have a Single-Sign-On (SSO) mechanism which will ensure that salient information and options are available to authorized users.	RFP does not provide any details on the purpose of a Single Sign On and the information on the systems that has to be integrated. Please share more information.	Please refer the bidding document carefully
73	2	29	4.4.27.2.4	4.4.27.2.4 Authentication biometrics - contains processed biometrics of the citizens that are used for authentication. Collected raw biometrics are converted using an algorithm which results processed biometrics.	RFP does not provide any indication on the preferred algorithm to convert the raw biometrics into processed biometrics. The accuracy of authentication and performance is heavily dependent on this algorithm. Please share information.	Bidder's responsibility
74	2	29	4.4.27.2.5	4.4.27.2.5 Public keys, Certificates – contains public keys, certificates of the citizens that are used for authentication and verifications. Public keys are generated through a personalization software during the time of registration that is used to issue smart cards to the citizens. Certificates will be provided by the NDI certification service provider	NDI certificate generation needs to be done through Certification Authorities such as VeriSign or self-Sign certificates are sufficient for this purpose. This needs to be mentioned in RFP.	Please refer the bidding document carefully
75	2	40	4.6.32		No clear Requirements on Card life cycle management system is not captured in the RFP.	Please refer the bidding document carefully
76	2	43	4.6.33.6		RFP needs to call out the top 10 OWASPs clearly as the order will change during the course of time.	Should consider the latest
77	2	48	4.9		RFP does not define the scope of HTM system clearly. Please share more information.	Please refer the bidding document carefully
78	-	-	-		RFP does not specify the basic UI requirements such as expected resolutions to be supported and does not call out the responsible party for the UI/UX design.	Bidder's responsibility
79	-	-	-		RFP should specify if HTML 5 needs to be used for the responsive site design as the effort and the supportable browsers may vary based on this decision.	Bidder's responsibility
80	-	-	-		Does the employer require the exact proposed architecture to be implemented or the vendor/bidder can suggest alternative architecture as part of the proposal?	Should comply to the proposed architecture, however improvements can be proposed.
81	-	-	-		The requirements are dispersed all over the RFP. The suggestion is to capture the requirements categorised into use cases in an annexure.	Bidder's responsibility
82	2	32	4.4.28.2.1.1	4.4.28.2.1.1.1 Minimum 1,000 authentications per second with response time less than 1 second based on NIC number 4.4.28.2.1.1.2 Minimum 1,000 authentications per second with response time less than 1 second based on User unique ID 4.4.28.2.1.1.3 Minimum 1,000 authentications per second with response time less than 1 second based on Finger prints	Response time of 1 sec for NIC, User unique ID and Finger print authentication is not realistic. 3 Seconds of response time would be achievable estimate.	No change

83	2	32	4.4.28.2.1.1	4.4.28.2.1.1.4 Minimum 1,000 authentications per second with response time less than 1 second based on IRIS recognition 4.4.28.2.1.1.5 Minimum 1,000 authentications per second with response time less than 1 second based on Face recognition 4.4.28.2.1.1.6 Minimum 1,000 authentications per second with response time less than 1 second based on Digital key based authentication.	Response time of 1 sec for IRIS recognition, Face Recognition, and Digital Key authentication is not realistic. 5 Seconds of response time would be achievable estimate.	No change
84	2	96	7.6.1		Would like to understand if we need to adhere to the configuration suggested in the RFP. Can we propose a better configuration if deemed more suitable?	Please refer the bidding document carefully
85	2	71	6.1.2.1		Is the service provider expected to procure, install and provide ongoing support for the infrastructure?	Please refer the bidding document carefully
86	2	71	6.1.2.1		If ongoing support is needed for the infrastructure, please provide the support coverage for Level 1,2 and 3.	Please refer the bidding document carefully
87	2	71	6.1.2.1		If ongoing support is needed for the infrastructure, please provide the respective SLA metrics.	Please refer the bidding document carefully
88	2	71	6.1.2.1		If ongoing support is needed for the infrastructure, is the service provider expected to bring in new ITSM ticketing tool, monitoring and other management tools?	Bidder's responsibility
89	2	71	6.1.2.1		If ongoing support is needed for the infrastructure, can a part of the support services be delivered from outside Sri Lanka?	Please refer the bidding document carefully
90	2	71	6.1.2.1		Is the service provider expected to procure connectivity between the two data centres?	Please refer the bidding document carefully. Please refer No 8.1
91	2	71	6.1.2.1		Please share the location of two datacentres	Within Colombo District
92	-	-	-		Are the 2 datacentres owned by Ministry of Telecom or co-located with other parties?	Responsibility of the Employer
93	2	71	6.1.2.1		If ongoing support is needed for the infrastructure, is support for the Datacentres in the scope of services to be delivered by the service provider?	Please refer the bidding document carefully
94	-	-	-		Is the service provider expected to provide field services support for IRIS scanner, finger print scanners and other end user devices?	Please refer the bidding document carefully
95	-	-	-		If the service provider expected to provide field services support for IRIS scanner, finger print scanners and other end user devices, please share the respective locations where such devices would be located.	Please refer the bidding document carefully
96					Assuming that the operational facilities will be located across Sri Lanka, whose responsibility is it to provide network connectivity across these locations?	Please refer the bidding document carefully. Please refer No 8.1
97	2	71	6.1.2.1		In addition to the hardware listed, can the service provider provision additional hardware for enhanced security and reliability, if deemed necessary?	Bidder's responsibility
98	2	101	7.8.2.6	7.8.2.6 How responsive UI templates were designed and implemented in order to facilitate different devices such as web and mobile.	"The section 7.8.2.6 mentions about the experience on how responsive UI templates were designed and implemented. Does this means HTM should support multiple mobile device browsers in addition to Desktop? if so, is there a preferred set of device matrix that is already in place?"	Please refer the bidding document carefully.
99	-	-	-		How NDI/HTM will be used if funds/subsidies are transferred to a beneficiary group or an organisation? Because the concept or the process of authenticating an individual might not be applicable in this scenario.	Please refer the bidding document carefully.

100	-	-	-		Are the current policies and procedures of government departments comply with the online fund transfers to individual bank accounts? As I know treasury runs on a very old finance act and it doesn't accept any digital proofs for online transactions (emails/online system statements/etc) as a valid proof. Please check whether the act supports this implementation.	Not applicable
101	2	10	3.2.1	3.2.1 As elaborated above, one of the main concerns of the government with regard to Pensions, Welfare and Safety Net programs, is the that there is a significant number of duplications among multiple beneficiary programmes where the exact number of beneficiaries cannot be ascertained due to the lack of an efficient and accurate monitoring system. As a result government funds may be wasted or misused.	According to RFP section 3.2.1, "there are significant number of duplications among multiple beneficiary programmes when it comes to funds management". Need to capture all the possible duplication scenarios and see how the proposed solution prevents all that.	Not applicable
102	-	-	-		Was there any feasibility analysis done to identify the adoptability to online interaction of citizens (specially the elderly citizens and the rural community)?	Not applicable
103	-	-	-		As I am aware, all online applications developed in public sector need to go through a security assessment/audit by the authorised institute (SL-CERT). How will it happen in this project? If it is required, which party is responsible of getting it done?	Bidder's responsibility

