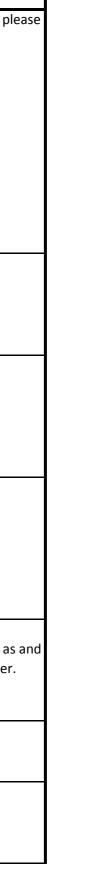
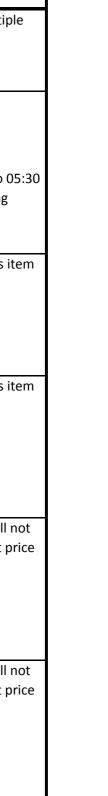
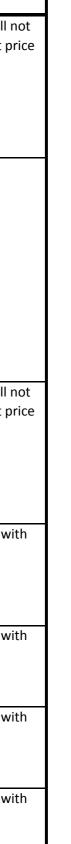
Q#	Volume	Page Number	Item	Content detail	Questions	Responses
1	1	77		Bidding Form 2.1 Bidder Information Sheet. All Bidders whether they be individual firms, each partner of a Joint Venture, and a named, Sub-Contractor(s) for highly specialized components of the Products and/or Services, which are Bidding, 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.	For Clarification for this query, pl refer Scheduel No 1
2	2	19	4.1.19.8	The 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
3	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
4	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.	Confirmed.
5	2	26	4.4.25	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 when requested by the employer
6	2	28	Figure 4:	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.	Confirmed.
7	2	38	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.	Confirmed.



Q#	Volume	Page Number	Item	Content detail	Questions	Responses
8	2	42	4.6.32.12		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 handdle multiple products
9	2	54 ; 57 ; 64 ; 65	<u>1</u>	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 09 PM Monday to Friday (excluding public holidays)
10	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 reponse times for the Medium Support Level.	Support level applicable for this it (Item3) is "High"
11	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 applicable for this it (Item3) is "High"
12	2	61	5.3 / 5.3.6	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 n exceed 1% of the total contract pr
13	2	62	5.4 [Item 5]	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 n exceed 1% of the total contract pr

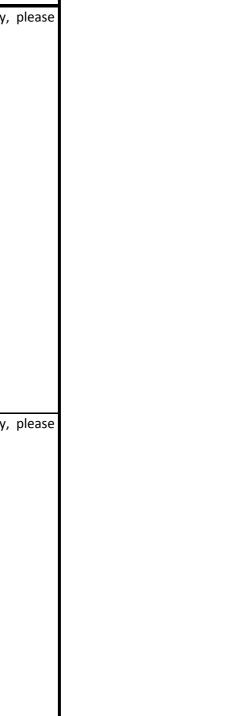


Q#	Volume	Page Number	Item	Content detail	Questions	Responses
14	2	65	5.5 / 5.5.5	5.5 [Item 6 and 7] – NDI Hosting Infrastructure and Certificate Authority 5.5.5 Penalties	Maximum penalty fee per incident and maximum penalty fee per year are not defined for Items 6 and 7.	Maximum penalty per year shall r exceed 1% of the total contract p
					If applicable, please kindly define the maximum penalty fee per incident and the maximum penalty per year for Items 6 and 7.	
15	2	67 ; 68	5.6.4 / 5.6.5	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.	Yes
					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.	
16	2	68	5.6 / 5.6.6	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 n exceed 1% of the total contract pr
17	2	86	7.5.3	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	Policabonate Card with a Chip, wi basic design
18	2	86	7.5.3	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.	Policabonate Card with a Chip, wir basic design
19	2	86	7.5.3	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.	Policabonate Card with a Chip, wi basic design
20	2	86	7.5.3	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.	Policabonate Card with a Chip, wind basic design



Q#	Volume	Page Number	Item	Content detail	Questions	Responses
21		85	13.3(d)	SECTION VIII: PARTICULAR CONDITIONS 13.3(d) The Performance Security will not	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, ple refer Scheduel No 1
22	3	98	5.1	is the successful Bidder, upon our receipt of copies of the Contract signed by the Bidder and the performance security	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, plo

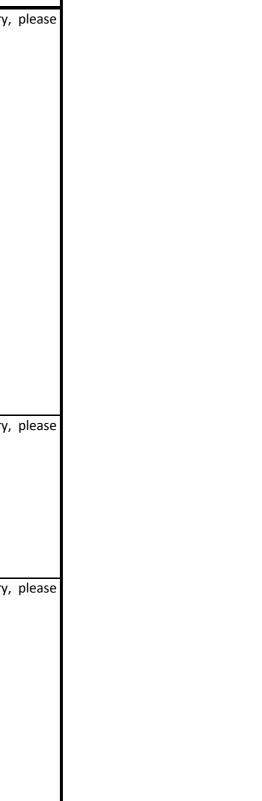
after the expiration of the Bidder's Bid.



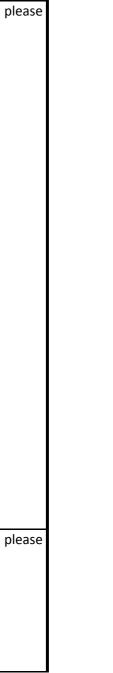
Q#	Volume	Page Number	Item	Content detail	Questions	Responses
23	3	98	5.1	5.1 Bid Security (Bank Guarantee) [] Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.	Mean of transmission of the claim for payment must be unambiguous to avoid 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, pl refer Scheduel No 1
24	3	98	5.1	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, pl refer Scheduel No 1
25	3	116	2.1	 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] the contract 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.	For Clarification for this query, pl refer Scheduel No 1
26	3	116	2.1	 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 the IT 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, pl refer Scheduel No 1

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Q#	Volume	Page Number	Item	Content detail	Questions	Responses
27	3	116	2.1	2.1 Performance Security Form (Bank	Please kindly add the following sentence at the	For Clarification for this query, p
				Guarantee)	end of the paragraph:	refer Scheduel No 1
				[]	"Notwithstanding stated above, this guarantee	
				On the date of your issuing, to the	will expire on dd/mm/yyyy whether the original	
				Contractor, the Operational Acceptance	is returned to us or not. After this date, we will	
				Certificate for the IT Products and/or	be discharged of any liability under this	
				Services, the value of this guarantee will be	guarantee and no claim will be receivable."	
				reduced to any sum(s) not exceeding		
				[amount(s)2 in figures and words]. This	dd/mm/yyyy is the date to be reckoned as the	
				remaining guarantee shall expire no later	end of warranty period + 3 (three) months	
l				than [number and select: of months/of	margin.	
l				years (of the Warranty Period that needs		
				to be covered by the remaining		
l				guarantee)] from the date of the		
				Operational Acceptance Certificate for the		
				IT Products and/or Services, and any		
ĺ				demand for payment under it must be		
				received by us at this office on or before		
				that date.		
28	3	116	2.1	2.1 Performance Security Form (Bank	The last version of URDG is 758. Common	For Clarification for this query, p
ĺ				Guarantee)	practices show that local banks generally require	refer Scheduel No 1
				[]	the latest updated version otherwise they refuse	
				This guarantee is subject to the Uniform	to issue the bank guarantee.	
				Rules for Demand Guarantees, ICC		
				Publication No. 458, except that	Please kindly modify the text to mention version	
				subparagraph (ii) of Sub-article 20 (a) is	No. 758 instead of version No. 458.	
				hereby excluded.		
29	3	117	2.2	2.2 Advance Payment Security Form (Bank	Please kindly amend this paragraph of the	For Clarification for this query, p
				Guarantee)	Advance Payment Security Form by adding the	refer Scheduel No 1
				[]	bold text below:	
				Furthermore, we understand that,	"Furthermore, we understand that, according to	
				according to the conditions of the	the conditions of the Contract, an advance	
				Contract, an advance payment in the sum	payment in the sum of [amount in numbers and	
				of [amount in numbers and words, for	words, for each currency of the advance	
				each currency of the advance payment] is	payment] representing 15% of Contract amount	
				to be made to the Contractor against an	is to be made to the Contractor against an	
				advance payment guarantee.	advance payment guarantee. "	



Q#	Volume	Page Number	Item	Content detail	Questions	Responses
30		117	2.2	 2.2 Advance Payment Security Form (Bank Guarantee) [] For each payment after the advance payment, which you will make tithe Contractor under this Contract, the maximum amount of this guarantee shall be reduced by the ninth part of such 	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, or b) 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	For Clarification for this query, pl refer Scheduel No 1
31	3	117	2.2	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, pl refer Scheduel No 1



Q# Volume Page Number Item **Content detail** Questions Responses For Clarification for this query, please 32 3 104 Appendix 7 Appendix 7: Terms and Procedures for Please kindly clarify why an unconditional Bank refer Scheduel No 1 Guarantee to release the remaining balances is Payment Item g. Achieving successful OAT required since: a) the Employer will keep the retention during 6 (Operational Acceptance Test) months from the Operational Acceptance date Release of the remaining balances by retaining 5% of the total contract price b) the Employer will have the Performance Bank being the retention. Guarantee which covers the 60 months Release of the retention shall be after 6 warranty/SLA period. months from the Operational Acceptance subject to receipt of unconditional bank If this clause remains applicable, what would be guarantee for the same. the template of such Bank Guarantee and its validity period ? 33 2 76:77 7.1.5/7.16/7.1.7 7.1.5 Dual Iris Scanner, Please kindly clarify whether the Interface can be Yes. USB2.0 or higher. done on USB2.0 or higher. 7.1.6 Camera 7.1.7 Fingerprint Scanner (10 Fingers) 34 **Bidders Responsibility** 2 The bidder shall formulate an "Operational Please kindly detail the list of stakeholders to be 18 Manual" outlining, among others, taken into consideration. maintenance and operational aspects. The operational manual shall include all relevant sub-manuals that would outline procedures and relevant criterions which would facilitate all stakeholders associated with this project for successful operational 35 23 4.2.10 Please kindly clarify if the UAT (or OAT?) shall be Refer Section 10 Implementation 2 4.2.10. For each NDF center setup, the Schedule (page 114) bidder shall obtain a UAT acceptance from executed for all NDF sites, meaning a total of the employer prior to commencing 29+331 sites, ie. 360 sites. operations. The maximum duration of the Please kindly clarify that this step shall be above UAT is 1 month. executed within 12 months from the date of successful UAT certification. 36 2 24 4.3.5 4.3.5. The portable units will be utilizing to Please kindly specify if the portable unit shall It should be online, Notebook may be installed with a VPN client to connect speed up the enrolment process and to work either online with the central system (real the infrastructure. reach citizens who are not able to visit the time processing of enrolment files) or offline NDF centers. (batch uploading of enrolment files at the end of the day).

4.4.28.2.5.1.1 Username / password

user before logged in to the system.

information shall be used to validate the

4.6.6 The bidder shall provide adequate

staff to ensure SLAs are met for the cards

combination and any biometric

personalization task.

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4.4.28.2.5.1.1

4.6.6

Schedule No 3 - Clarifications for gueries raised by the Bidders - IFB No: MTDI/GOSL/IS/ICB/2016/15 - Volume 2 (as at 07.06.2016)

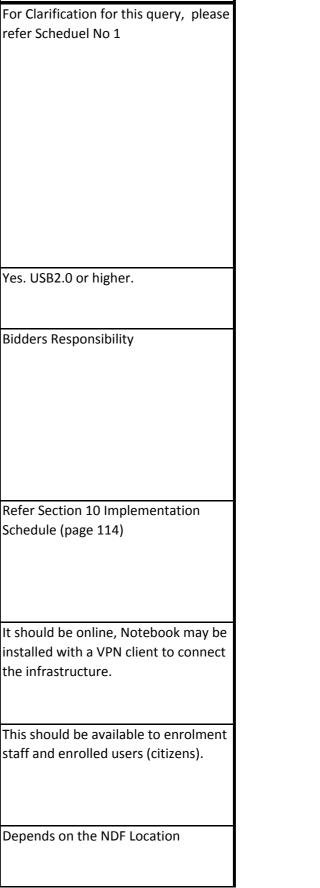
Please kindly confirm that this requirement only

applies to the Employer's and Vendor's staff but

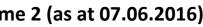
Please kindly specify the daily personalization

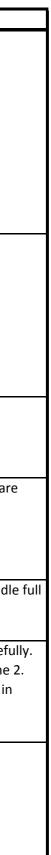
throughput per Distric Center / Perso Site

not to citizens and stakeholders.

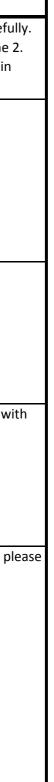


Q#	Volume	Page Number	Item	Content detail	Questions	Responses
39	2	37	4.6.7	4.6.7 However, with regard to DS NDF centers; the personalized DTCs will be issued only on the next working day. Therefore citizens who enroll from those DS locations are required to indicate at the time of enrollment whether they will collected their DTCs from the same DS, or from the District center. The bidder operations shall facilitate this process.	For next day delivery, please kindly specify: 1) What will be the cut off time of enrolment operations for which cards will be issued next day? 2) How will be the adjudication cases (or any other cases) that require manual intervention addressed before next day delivery?	As per the operational Manual
40	2	39	4.6.25	Bidder shall support the employer set procedures for ensuring citizens will be able to collect their personalized DTCs from the NDF district centers prior to leaving the venue.	 For same day delivery, please kindly specify: 1) What will be the cut off time of enrolment operations for which cards will be issued the same day? 2) How will be the adjudication cases (or any other cases) that require manual intervention addressed for same day delivery? 	As per the operational Manual
41	2	41	4.6.32.9.3	Consultation: provide access to Biometric info from fixed or mobile stations for officers	Please kindly specify the use case for providing access to biometric information to officers from the card lifecycle management system.	As per the operational Manual
42	2	43	4.6.33.4	 4.6.33.4 Post issuance shall be made possible through internet within: 4.6.33.4.1 Web-based interface available through a personal computer or a kiosk (Self-service) for user. 	Please kindly confirm that the provision of personal computer(s) and kiosk(s) related to this requirement is excluded from the scope of this contract.	Personal computers and Kiosk are excluded.
43	2	44	4.7.2	4.7.2 There will be two sites; - Live data center facility I - Live data center facility II	If one of the site has a failure, please kindly specify if the other center shall perform at full capacity or half capacity	Each site should be able to handle capacity
44	2	44	4.7.5.2	4.7.5.2 Authentication Front-End Software solution used for biometric and other personal identification data authentication during operations.	Please kindly clarify the use case or confirm that this authentication front-end will be used by the Employer's staff at NDF to authenticate the citizens prior to issuing their DTC's	Please refer the document carefu Refer Figure 1, Page 9 in Volume Also refer point 4.4.26 figure 3 in volume 2.
45	2	44	4.7.5.3	4.7.5.3 Enrolment Application Back End Solution to manage the enrolment data	Please kindly confirm that the Employer's staff will be responsible for enrolment backend operations related to managing data and performing checks before adjudicating DTC to a citizen (ie. Go for personalization	Bidders Responsibility





Q#	Volume	Page Number	Item	Content detail	Questions	Responses
46	2	80		Cash/Credit Card Collection: - Receipt shall be able to be Printed	Please kindly detail the use case for cash/credit card collection	Please refer the document carefu Refer Figure 1, Page 9 in Volume 2
				- Shall accept credit/debit cards automated		Also refer point 4.4.26 figure 3 in
				/ manual entries		volume 2.
47	2	81		Speed of Matching	Please kindly confirm that the matching speed	Confirmed.
				(1,000 per second)	will be measured from time the matching	
					request is received by the authentication engine	
					at the central site up to the time the matching	
					results are made available to other components	
					of the system (ie. pure matching time excluding	
					data coding, network communication, etc.)	
48	2	35	4.5.8	4.5.8 The bidder shall undertake any costs	Please kindly confirm that the bidder shall	Including enrolment staff.
				associated with the training programs. This	undertake costs related to food, accomodation	
				may include among others, training	and travelling for the bidder's staff only.	
				material, related devices, training center		
				costs (if outside DSs), food,		
				accommodation and travelling cost.		
49	2	86	7.5.3	7.5.3 Smart Cards – (Phase 1 Digital	Please kindly detail the use case for using PVC	Policabonate Card with a Chip, wi
				Transaction Card (DTCs))	cards.	basic design
				#3 Type : PVC Card		
					We kindly recommend to use polycarbonate	
					cards instead of PVC also in phase 1 for the UAT	
					and OAT since it is the same type of cards that	
	1	62	2 1 0	2.1.9. Domostia Professora	will be delivered in phase 2.	For Clarification for this quarter al
50	1	62	3.1.8.	3.1.8. Domestic Preference	The hardware/software required to execute this	For Clarification for this query, ple refer Scheduel No 1
					project are generally not manufactured/assembled/developed in Sri	
					Lanka. Therefore, domestic preference might	
					not be very effective. Our understanding is that	
					CIP price component of each of the IT product	
					offered from outside Sri Lanka will be increased	
					by applicable duty and other taxes payable by a	
					non-exempt importer or by 20% whichever is	
1					less. There are no other preferences for	
					domestically produced hardware/software. Is	
					our understanding correct?	



Q#	Volume	Page Number	Item	Content detail	Questions	Responses
51	-	-	-			For Clarification for this query, pl refer Scheduel No 1

