

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

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, please 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 and 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.

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8	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
9	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)
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 item (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 item (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 not exceed 1% of the total contract price
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 not exceed 1% of the total contract price

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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.  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
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.  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
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 not exceed 1% of the total contract price
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	Policarbonate Card with a Chip, with 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.	Policarbonate Card with a Chip, with 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.	Policarbonate Card with a Chip, with 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.	Policarbonate Card with a Chip, with basic design

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21	3	85	13.3(d)	SECTION VIII: PARTICULAR CONDITIONS 13.3(d) The Performance Security will not be reduced until satisfactory completion of the contract and warranty period.	<p>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]."</p> <p>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 ?</p>	For Clarification for this query, please refer Scheduel No 1
22	3	98	5.1	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 the successful Bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.	<p>Common practices show that local banks generally require to stipulate a date of validity otherwise they refuse to issue the bank guarantee.</p> <p>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."</p>	For Clarification for this query, please refer Scheduel No 1

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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, please 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, please 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"). 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
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, please refer Scheduel No 1

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27	3	116	2.1	<p>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.</p>	<p>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.</p>	<p>For Clarification for this query, please refer Scheduel No 1</p>
28	3	116	2.1	<p>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.</p>	<p>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.</p>	<p>For Clarification for this query, please refer Scheduel No 1</p>
29	3	117	2.2	<p>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.</p>	<p>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. "</p>	<p>For Clarification for this query, please refer Scheduel No 1</p>

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30	3	117	2.2	<p>2.2 Advance Payment Security Form (Bank Guarantee) [...] 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 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.</p>	<p>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</p>	<p>For Clarification for this query, please refer Scheduel No 1</p>
31	3	117	2.2	<p>2.2 Advance Payment Security Form (Bank Guarantee) [...] This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.</p>	<p>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.</p>	<p>For Clarification for this query, please refer Scheduel No 1</p>

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32	3	104	Appendix 7	Appendix 7: Terms and Procedures for Payment Item 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 date b) 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
33	2	76 ; 77	7.1.5/7.16/7.1.7	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. USB2.0 or higher.
34	2	18		The bidder shall formulate an "Operational Manual" outlining, among others, 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	Please kindly detail the list of stakeholders to be taken into consideration.	Bidders Responsibility
35	2	23	4.2.10	4.2.10. For each NDF center setup, the bidder shall obtain a UAT acceptance from the employer prior to commencing operations. The maximum duration of the above UAT is 1 month.	Please kindly clarify if the UAT (or OAT?) shall be executed for all NDF sites, meaning a total of 29+331 sites, ie. 360 sites. Please kindly clarify that this step shall be executed within 12 months from the date of successful UAT certification.	Refer Section 10 Implementation Schedule (page 114)
36	2	24	4.3.5	4.3.5. The portable units will be utilizing to speed up the enrolment process and to reach citizens who are not able to visit the NDF centers.	Please kindly specify if the portable unit shall work either online with the central system (real time processing of enrolment files) or offline (batch uploading of enrolment files at the end of the day).	It should be online, Notebook may be installed with a VPN client to connect the infrastructure.
37	2	33	4.4.28.2.5.1.1	4.4.28.2.5.1.1 Username / password combination and any biometric information shall be used to validate the user before logged in to the system.	Please kindly confirm that this requirement only applies to the Employer's and Vendor's staff but not to citizens and stakeholders.	This should be available to enrolment staff and enrolled users (citizens).
38	2	37	4.6.6	4.6.6 The bidder shall provide adequate staff to ensure SLAs are met for the cards personalization task.	Please kindly specify the daily personalization throughput per Distric Center / Perso Site	Depends on the NDF Location



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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 collect 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 full 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 carefully. Refer Figure 1, Page 9 in Volume 2. 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

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46	2	80		Cash/Credit Card Collection: - Receipt shall be able to be Printed - Shall accept credit/debit cards automated / manual entries	Please kindly detail the use case for cash/credit card collection	Please refer the document carefully. Refer Figure 1, Page 9 in Volume 2. Also refer point 4.4.26 figure 3 in volume 2.
47	2	81		Speed of Matching (1,000 per second)	Please kindly confirm that the matching speed 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.)	Confirmed.
48	2	35	4.5.8	4.5.8 The bidder shall undertake any costs associated with the training programs. This may include among others, training material, related devices, training center costs (if outside DSs), food, accommodation and travelling cost.	Please kindly confirm that the bidder shall undertake costs related to food, accomodation and travelling for the bidder's staff only.	Including enrolment staff.
49	2	86	7.5.3	7.5.3 Smart Cards – (Phase 1 Digital Transaction Card (DTCs)) #3 Type : PVC Card	Please kindly detail the use case for using PVC cards.  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 will be delivered in phase 2.	Polycarbonate Card with a Chip, with basic design
50	1	62	3.1.8.	3.1.8. Domestic Preference	The hardware/software required to execute this 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 less. There are no other preferences for domestically produced hardware/software. Is our understanding correct?	For Clarification for this query, please refer Scheduel No 1

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51	-	-	-		Can a qualified foreign bidder enter into contract directly with ICTA and establish an office in Sri Lanka with adequate staff and resources prior to commencement of works for implementation, providing support for project management, maintaining warranty, providing technical support and maintenance of the system for a minimum period of five years? There will be a separate contract between the qualified foreign bidder and its office in Sri Lanka to carry out these tasks.	For Clarification for this query, please refer Scheduel No 1