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	61	3.15	Evaluation Criteria	For such advanced technical projects, the technical quality of the bid is critical to ensure a successful and timely rollout. Therefore, it is normally seen that the international practice is to evaluate such bids using an 80% weight for technical and 20% for price components. Kindly consider changing the evaluation weightage accordingly in line with international practice to ensure the success of the project.	For Clarification for this query, please refer Scheduel No 1
2	2	26	4.4.17	The NDI solution shall be a multi-user application where the application shall support multiple concurrent users to login and operate the application concurrently and simultaneously.	Kindly clarify how many concurrent users are expected to login and operate the application concurrently.	Please refer the bidding document carefully.
3	2	13/105	3.5.6 / 8.2.5		Regarding the setting up of NDF centers: kindly clarify whether Bidder or Employer will be responsible to provide each of the following: Civil work: partitioning, ceiling, wall painting, securing windows and doors etc. Electrical : Raw power, UPS power, lighting, etc Airconditioning Data cabling inside the centre: for workstations and other network equipment Physical security and safety equipment: CCTV, Fire alarm, extinguishers etc. In case the Bidder is responsible for any of the above, are there any specifications for these items?	Employers Responsibility
4	2	18	4.1.12	4.1.12. Further to above, the bidder should carry out integrations such as connectively to LGN network	Regarding the integration of NDF centers via LGN network: kindly clarify whether the Bidder or Employer will be responsible for supplying & configuring LAN/WAN equipment like switches, router, firewall, etc.	Employers Responsibility

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5	2	19	4.1.22	4.1.22. The bidder shall ensure 24x7 available helpdesk and issue reporting system. The helpdesk shall support three languages (English/ Sinhala and Tamil), and shall be efficient. The bidder shall provide an SLA for the operations of the helpdesk which shall complement the overall project SLAs.	Kindly clarify whether the Employer will provide the space furniture etc. for the Bidder to setup the Helpdesk. Also, who is responsible for recruiting staff for the helpdesk?	Bidders responsibility. The bidder shall provide 24x7 Help Desk support. At the end of the contract period, the bidder shall ensure that the support knowledge shall be transferred to a party specified by the employeer.
6	2	19	4.1.22	4.1.22. The bidder shall ensure 24x7 available helpdesk and issue reporting system. The helpdesk shall support three languages (English/ Sinhala and Tamil), and shall be efficient. The bidder shall provide an SLA for the operations of the helpdesk which shall complement the overall project SLAs.	We understand that the purpose of the Helpdesk is for supporting the Enrollment Staff for operating the Enrollment Stations, including the enrollment hardware and software. Kindly clarify/confirm if our understanding is correct.	Please refer the bidding document carefully.
7	2	17	4.1.2	4.1.2. Supply, Delivery, Installation and Commissioning of data collection equipment, computer hardware and furniture at enrolment Stations located at NDF centers.	For the equipment for enrollment stations at NDF centres, kindly clarify whether bidder needs to supply ONLY the computer hardware and furniture as indicated in BOM(page 70 item 1) or any additional other items?	Please refer the bidding document carefully.
8	2	88	Page 9 of 9		Regarding the setting up of Live Data Center Facility 1 & Live Data Center Facility 2: kindly clarify whether Bidder or Employer will be responsible to provide each of the following: Civil Work: Raised floor, partitioning, ceiling, trunking, wall painting, securing windows and doors etc. Electrical: Raw power, UPS power, lighting, etc Airconditioning Physical security and safety: Access control, CCTV, Security guards, Fire Alarm & protection Data center monitoring system	This will be provided in a existing datacenters as a separate cage. Bidder should ensure the security(Access control, CCTV), environment monitoring, etc. withn the cage.

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9	2	7, 8	2.1 / 2.2		As per our understanding, Bidder's responsibility is to deliver the proposed NDT platform solution with required APIs for 3rd party system integrations. Implementations of system integrations are out of scope under this contract. Please clarify whether our understanding is correct? In case the implementations of system integrations are within the scope, kindly provide the specifications of the external systems with which the Bidders have to integrate.	Yes, Except for HTM solution integration with the NPP, to send requests for fund transfers. Pre definded rest APIs for NPP will be provided.
10	2	19	4.1.20	During the UAT / OAT period there shall not be any issues of severity levels 1 or 2 reported / identified. If so it is considered as a failure.	Kindly clarify what is the definition of severity level 1 and 2.	Severity level 01: Total system inoperability, Severity level 02: Partial system inoperability
11	2	23	4.2.5	The bidder shall ensure that the NDF centers are setup with relevant equipment and computing devices in order to achieve the above.	This section specifies that, "The bidder shall ensure that the NDF centers are setup with relevant equipment and computing devices in order to achieve the above." However, as per section 8.1.4 specified that "The employer will procure ICT equipment for the staff located at NDI verification centers. Further, employer will procure ICT equipment required for the management staff at NDF centers." As per these two statements, it confused the scope of the Bidder under this contract. Kindly clarify the scope.	This is applicable for the procureing items listed in the BOM.
12	2	13	3.5.5	National policy on collection, storage, sharing and use of citizens' personal data	Does the project design and implementation need to wait for the formulation of this National Policy ? If yes, what is the expected date of completion/publication of the policy?	Employer shall ensure that there shall be no dependency
13	2	14	3.57	Issuance of unique digital identifier to beneficiaries	Will the Bidder have to only supply the NDI CA hardware and software only, or will the Bidder also have to operate and manage the CA operations as well?	Employer shall manage. Bidder should support on issues,
14	2	15	3.5.10	Integrated transaction platform for facilitating direct transfer of fund s to beneficiary accounts. (Currently being implemented)	When will the NPP be completed and available for integration with this project?	Employers responsibility

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15	2	15	3.5.13	Improvements to the systems at stakeholder organizations ⬛ The employer will procure service providers in order for integrating existing solutions or for	Is it correct to assume that 'Improvements to the systems at stakeholder organizations associated with beneficiary programs' is not within the scope of the Bidder for this project?	Yes
16	2	34	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.	We understand that Bidder must take care of food accomodation and travelling costs for Bidder's staff (Trainers), but not for Employer staff (Trainees). Kindly confirm if our understanding is correct?	Bidder should bare all costs associated with Training.
17	2	20	4.1.30	Warranty and Service Levels are applicable from the date of UAT acceptance certificate is issues to the bidder.	This section states that, "Warranty and Service Levels are applicable from the date of UAT acceptance certificate is issues to the bidder". Our understanding is that, this is a generic statement and the respective warranty and SLA terms applicable for individual deliverables are listed under section 5 (Warranty and Service Level Agreement (SLA)). Please confirm whether our understanding is correct.	Refer Section 5: Warranty and Service Level Agreement (SLA)
18	2	33	4.4.28.2.3	Availability System would be designed in a way to support high availability through clustering capabilities and maximum downtime < 1 hour	This section states that, " System would be designed in a way to support high availability through clustering capabilities and maximum downtime < 1 hour". Our understanding is that, this is a generic statement and the respective warranty and SLA terms applicable for individual deliverables are listed under section 5 (Warranty and Service Level Agreement (SLA)). Please confirm whether our understanding is correct.	This Item is Rephased: "Availability: System would be designed in a way to support high availability through clustering capabilities and maximum downtime < 1 minute"

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19	2	33	4.4.28.2.4	4.4.28.2.4 Recoverability System shall be designed in a way to recover at any failure scenario with maximum downtime < 3 hrs	This section states that, "System shall be designed in a way to recover at any failure scenario with maximum downtime < 3 hrs". Our understanding is that this is a generic statement, but the actual warranty and SLA terms that are applicable for individual deliverables are the ones listed under section 5 (Warranty and Service Level Agreement (SLA)). Please confirm whether our understanding is correct.	This item is Rephased: "Recoverability System shall be designed in a way to recover at any failure scenario with maximum downtime < 15 minutes"
20	2	60	5.3.4	Support Levels	Under this section, two support levels are defined as High & Medium with respective Component/ Service details as follows: Support Level 1: High Component/ Service: Centralized NDI Solution Support Level 2: Medium Component/ Service: NDI solution interfaces accessed via NDF centers. Does this mean that all incidents reported against Centralized NDI Solution will always be raised with SLA 1 (High)? And, NDI solution interfaces related incidents will always be raised with SLA 1 (Medium)? Is our understanding correct? Kindly clarify.	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
21	2	60	5.3.5	5.3.5 On-Call Services Requirements	Our understanding is that this section specifies 4 sub SLA levels under Support Level 1: High, and their respective response times are given. This means that, there will be 4 SLA levels for Centralized NDI Solution related incidents. Is our understanding correct? Secondly, we can't find the response time details for Support Level 2: Medium Category. Does this mean that for Support Level 2: Medium for NDI solution interfaces there is no specific response time?	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

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22	2	61	5.3.6	Problem Resolution and Penalties	Our understanding is that this section specifies 4 sub SLA levels under Support Level 1: High and respective resolution times are given. This means that, there will be 4 SLA levels for Centralized NDI Solution related incidents. Is our understanding correct? Secondly, we can't find the resolution time details for Support Level 2: Medium Category. Does this mean that for Support Level 2: Medium for NDI solution interfaces there is no specific resolution time?	Please refer above for Support Level 2: Medium, Table-1 and Table-2
23	2	63	5.5.1.1	The warranty period shall be sixty months (60 months) comprehensive on-site bidder authorized warranty (Labor and Parts) with one to one backup in case workshop attention is required for all hardware components.	This section states that "The warranty period shall be sixty months (60 months) comprehensive on-site bidder authorized warranty (Labor and Parts) with one to one backup in case workshop attention is required for all hardware components." and this section is under the NDI Hosting Infrastructure and Certificate Authority. However, in Section 8.5.1 on page 107, it is mentioned that "The Employer will provide an ICT infrastructure facility to host the entire system with highly available and high performance hardware". If the Employer will provide the ICT infrastructure facility with hardware, the Bidder's scope is conflicting/confusing. Kindly clarify.	This is applicable for the procureing items listed in the BOM.
24	2	65	5.5.5	Penalties	In this section, the maximum penalties per incident/per year are not defined. As it is common practice in such project tenders to define maxium penalties, kindly clarify.	Maximum penalty per year shall not exceed 1% of the total contract price
25	2	67	5.6.4	Support Levels	Only Support Level 2: Medium is specified under this section. Does that mean all incidents reported under HTM solution will be classified under Support Level 2: Medium? Kindly confirm.	Yes
26	2	68	5.6.5	On-Call Services Requirements	In this point, the table is for Support Level: High, but the previous point 5.6.4 specifies that the Support for HTM is Level 2: Medium. Kindly clarify the Support Level and expected response	Support level applicable for "Table-1: Response Priority" is Medium.

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27	2	117	11.2.4	The entire solution shall be web based and web-enabled and shall not require installation of any software / library at the employer systems.	Kindly note that similar well-proven solutions deployed around the world always include certain software elements (like drivers for biometric devices, specific security components etc.) that need to be installed on the client machines, Therefore even solutions that are designed as web applications can never be 'pure' web-based. Kindly confirm that this is acceptable.	This is applicable only for the enrolment front-end software.