

Schedule 9 - Clarifications - IFB No - MTDI/GOSL/IS/ICB/2016/15 - Volume 1, 2 & 3

Q #	Volume	Page #	Item	Content detail	Questions	Responses
1	2	20	4.1.28	The bidder shall be able to undertake maximum of 5-years post warranty support services. During this time period, the same warranty and SLAs for respective Items shall be applicable (What had been enforced / applicable during the 5-year services support period). The bidder shall provide pricing for the post warranty time period.	Whether 5 years Warranty Starts from after 6 + 12 months Implementation OR for the equipments installed & Supplied within first 6 months (Colombo DS + Mobile Units) and other regions including balance of 29 centers within next 12 months. OR From the day the client accepted the site is fully operational on individual site basis.	Refer item 4.2.10, 4.2.11 and 4.2.12 of the bidding document. 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. The bidder shall obtain UAT certificate for equipment and computing hardware (project component applicable) located at each NDF center prior to the launch of the respective center. The bidder shall comply with the Warranty and Service Level Agreement(s) from the date of UAT acceptance of each respective NDF center. (There was a question on the same during the 2nd pre-bid meeting.)
2	2	19	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.	<p>Call center + Maintenance requirements relevant to Enrollment operations are 24x7, which means is this includes non working and holidays . Enrollments are done during week days, 8am -5pm working hours during day time and enrollments are not going to happen during the night time as well as Public holidays and Saturday & Sundays. So if we calculate to look in to this requirement on 24x7x365 basis there will be a huge man power cost will coming for 5 years in to the project. Therefore please inform</p> <p>a. For the requirement for Applicant Enrollments purpose do we need to provide 24x7x365 help desk facility & Maintenance Support</p> <p>b. For Card Personalization Operation{ Card Printing, Quality Control & Dispatch} needs 24x7x365 operations & Maintenance Support</p>	<p>1) NDF centre support 1.a) First 2 years: 12 h x 7 d, from 8.00 am to 8.00 pm, Excluding public holidays 1.b) Remaining 3 years: 9 h x 5 d, from 8.00 am to 5.00 pm, Excluding public holidays</p> <p>2) NDF Personalisation unit 2.a) First 2 years: 24 h x 7 d, Excluding public holidays 2.b) Remaining 3 years: 24 h x 5 d, Excluding public holidays x next 3 years</p> <p>3) NDI Solution and systems infra and the Certificate Authority) - 24 h x 7 d x 365 for 5 years</p> <p>4) The HTM Solution : 9 h x 5 d, from 8.00 am to 5.00 pm, Excluding public holidays for 5 years.</p> <p>And addendum shall be issued.</p>

3	1	79	2.3.1	Financial Capability	Can you please confirm that a recently founded international bidder which has been established in 2015, since the founding companies have handed over the international governmental identification business completely to that above mentioned international bidder, would be regarded as an eligible bidder (prime bidder) to this tender procedure? This provides that the shareholders were active in governmental business and would pass on now their financial audited accounts and references, with projects of similar nature, to that before mentioned international bidder allowing a qualification in this tender?	Bidders must meet the requirements specified in the Bidding Documents and subsequent clarifications and Addenda issued. Employer cannot comment on this type of questions that are the sole responsibility of bidders to submit responsive bids. Responding to these type of questions may result in unforeseen expectations created with the bidders prior to submission of bids.
4	1	65	3.2.3.1	Financial Capability : Submission of audited balance sheets or other financial statements	In case a bidder has been recently founded in 2015 can you please confirm that being member of an intended Joint Venture the financial statement of the remaining members of the Joint Venture is sufficient to qualify in this tender procedure?	Bidders shall meet the evaluation and qualification criteria that have been clearly specified in the Bidding Document. Requirements to be met by Single bidder, all partners combined and each partner have clearly been specified. Employer can not comment on any clarifications sought seeking confirmation for any deviations.
5	1	67	3.2.4.1	General Experience	In case a bidder has been recently founded in 2015, can you please confirm that being a member of an intended JV, that the requirement of having experience under ICT contracts for at least the last (05) five years can be covered by all remaining members of the Joint Venture?	Bidders shall meet the evaluation and qualification criteria that have been clearly specified in the Bidding Document. Requirements to be met by Single bidder, all partners combined and each partner have clearly been specified. Employer can not comment on any clarifications sought seeking confirmation for any deviations.
6	Volume 02 Schedule 07	89/117 of Tab 4/5 row 21	Clause 7.5.4.2 (Item No 02)	Chip and operating system specification	Volume 2 page 89-7-5-4-2 only describe a contactless card. However Schedule No 7 and 8 states that you require a dual-interface card. Where can we find the specification for this dual-interface card? (eg. what is the chip size of the contact-based chip etc.)!!	Please refer Addendum 02.
7	1	28	5.1.	Bid Security (Bank Guarantee)(ii) twenty-eight days after the expiration of the Bidder's Bid	The local banks in Sri Lanka are requesting us to setup a deadline, i.e., date instead of Point (ii) mentioned in bid security format. Deadline for Proposal submission is July 29, 2016 and hence bid validity will be till Jan 20, 2017 (175 days from deadline for bid submission). Therefore Bid security should be valid till Feb 17, 2017 (28 days after the expiration of bid). Therefore, can we mention Feb 17, 2017 to be precise and acceptable to the local banks	Mentioning the date of the expiration of the Bid Security is acceptable.

8	3	105	Appendix 7	Terms and Procedures for Payment; Sl. No. (e) Description: Successful acceptance of the following: DTC (Phase 2) Cards (Project component 5); Payment: 60% of each batch of one million DTC cards (Project component 5)	Please let us know when the remaining 40% for DTC (Phase 2) cards will be paid	Payment schedule will be revised and forward with he Addendum 3.
9	Addendum 2	10	Clause 4.4.28.2.5.1.1	The Username / password combination and any biometric information shall be used to validate the user before logged in to the system. This shall be available to enrolment staff and enrolled users (citizens)	Kindly request you to share the use case wherein citizen logs into NDI infrastructure	Post issuance changes
10	Volume 02 Schedule 07	89/117 of Tab 4/5 row 21	Clause 7.5.4.2 (Item No 02)	Smart card shall be microprocessor based IC card with contactless interface complaint to ISO/IEC 14443-3 standard Revised BOM - item 5.3	Information contradicts We understand that this change might be motivated by your banking community advising that they have no infrastructure to support a contactless card. By simply having a dual interface card, does not mean that you automatically create a banking card. We would like to know if there are any banking applications that you will specify for use of the DTC in a banking context. If so, may we have those specifications please. If not then we are not quite sure how exactly you want the DTC to interact with the banking community. We can certain supply a dual interface card; it just will not be a dual interface card that can be used for banking.	There is no contradiction. With regard to existing banking applications, your assumption may be accurate. However please note that the DTC card will provide Digital Identity of a citizen for authentication purposes, which banks may need to upgrade /create their existing applications.
11	2				Can we have the floor plan for production site I and production site II? This is to plan the equipment fitting at the allocated space.	Employer will be facilitate datacenter space. Please refer "8 Facilities and services provided by the Employer".
12	1				In the event of an intention to create an Joint Venture or Consortium to whom do we need to give the POA; the Lead Bidder Company or Lead Bidder Companies representative?	Please refer the conditons stipulated in the Bidding document and it is the respnsibility of the bidder to check on the legal aspects of the arrangements with regard to JV and POA.
13	1	51	Bid data sheet ITB 24.2		In case the bidder is a JV/Consortium, it is understood that the Power of Attorney shall be signed by all the parties of the JV/Consortium. In the case where the JV/Consortium consist of a local Sri Lankan company and a foreign company, which country shall be considered as the "bidder's home country" please?	Please refer ITB 4.2
14					Do we need to register the Power of Attorneys in Sri Lanka (Including the Local and Foreign POA)	It is the respnsibility of the bidder to check on the legal aspects in regard to registration of POA

16	1	4	Invitation for bids, pt(f)		At time of bid submission, must the lead bidder and/or Consortium show proof of registered business in Sri Lanka?	Please refer the particular clause which clearly specifies the requirement.
17	1	9, 46	4.1 / ITB 4.1		Please clarify what is required to be submitted at time of bid submission - Letter of Intention of formation of JV or the agreement to form the JV?	Please refer the particular clause which clearly specifies the requirement.
18	2	104	8.2.1 figure / Addendum 2, Page 19-BOM	Proposed layout design of an enrolment station/desk / Photo Background of Light colour board with height of 6ft and RAL colour for Gray	what is the exact RAL color code? (there are at least 30 different shades of Grey).	RAL7047 color code
19	2	104	8.2.1 figure / Addendum 2, Page 19-BOM	Proposed layout design of an enrolment station/desk / Photo Background of Light colour board with height of 6ft and RAL colour for Gray	What is the width of the board?	3 feet
20	2				should secured storage facility for Smart cards be provided by the bidder?	Though the venue /location where the personalization takes place i.e. NDF District centers, are provided by the employer, the storing of cards in a secure manner at the NDF Centers will be one of the Bidder's responsibilities.
21	2	73	Schedule of Requirement, 7.Specifications	7.1.2 Scanner (Legal)	What is the exact reason to ask for a legal flatbed scanner? Can we propose only an ADF unit provided it can comply to all the features required in the specifications including legal size document scanning? Is there any particular document type which you have assumed that can't be scanned using the ADF? ADF can scan Legal size documents as well. if there is no special requirement to have a flatbed unit, we kindly request you to remove the word flatbed from the specification and leave only the general scanning features so bidders can quote either flatbed or ADF or an all in one unit.	Scan a thick document such as multiple passports and legal documents like birth certificates, the specified scanner is needed. Therefore no change in the specifications.
22	Addendum 2	10	Clause 4.4.28.2.5	The Username / password combination and any biometric information shall be used to validate the user before logged in to the system. This shall be available to enrolment staff and enrolled users (citizens)	Kindly request you to share the use case wherein citizen logs into NDI infrastructure	In case of post issuance changes such as address change by the citizen.

23	2	47	4.8.6	<p>NDI CSP comprises of the services CA, RA, Time Stamp Authority (TSA) OCSP /CRL, XKMS. On top of above Signing, Validation and Evidence services shall be established.</p>	<p>What is meant by Evidence Service and what shall be the acceptable evidence for the project?</p> <p>Also, kindly confirm the role of the XKMS service. Is it mandatory for this service to be available OR alternatively, any other platform based toolkits or APIS can interface with the CA for certificate enrollment.</p> <p><u>Response shared during the pre-bid session:</u> "Timestamp tokens" (A timestamp token is used as an evidence in electronic form, email, or other electronic transaction existed at a particular point in time) issued from the Secure Timestamping Authority shall be accepted as a "Valid" evidence, and a specific evidence service may not be required as such.</p> <p>XKMS service is used by the 3rd party developers to connect with the CA for certificate enrollment. Other similar platform based toolkits (Java and C) to connect to the CA and get the certificates shall be accepted. XKMS is not a mandatory service to comply.</p> <p>Kindly confirm if the above answers have been captured correctly.</p>	<p>It will serve as a forensic service. "Timestamp tokens" (A timestamp token is used as an evidence in electronic form, email, or other electronic transaction existed at a particular point in time) issued from the Secure Timestamping Authority shall be accepted as a "Valid" evidence, and a specific evidence service may not be required as such.</p> <p>XKMS service is used by the 3rd party developers to connect with the CA for certificate enrollment. Other similar platform based toolkits (Java and C) to connect to the CA and get the certificates shall be accepted. XKMS is not a mandatory service to comply.</p>
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24	2	47	4.8.6.1	<p>NDI CA core shall CWA 14167-1 compliant, supports x.509 v3, EV(DV,OV) Certificates.</p> <p>Bidder may propose AIPA/CICA , ETSI or equivalent compliance. Overall system should comply to 4.8.6.5.2 (Webtrust 2.0 or latest).</p>	<p>As, CWA 14167-1 is the compliant standard for the eSign software / Digital Signing solution and NOT for the CA software as such: Thus, please clarify if:</p> <p>1.) We need a specific eSign or Digital Signature application to cater to the requirement and what is the use case for the same.</p> <p>2.) Will it be fine if the CA software is compliant to the Common Criteria EAL 4+ standard?</p> <p>Certification Body for Common Criteria EAL 4+: Communications Security Establishment - Canadian Common Criteria Evaluation and Certification Scheme.</p> <p><u>Response shared during the pre-bid session:</u> A dedicated eSign application / solution is not required as such.</p> <p>Compliance of the CA software to the Common Criteria EAL 4+ standard shall be acceptable (as part of teh AIPA/CICA, ETSI or equivalent compliance), however, ICTA shall check and revert on the same. Overall system shall comply to Webtrust 2.0 or latest.</p> <p>Kindly check and share the final go ahead on the</p>	<p>(1) Re-phrase: NDI CA core shall supports x.509 v3, EV(DV,OV) Certificates.</p> <p>(2) No change</p>
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25	2	100	7.7	Backup Site shall be located at Production Site II.	<p>Is there a requirement ONLY for Production I and Production II (DR) sites, without any Test or Staging environments.</p> <p>Should the proposal include the Test or Pre-Production environments from Infrastructure perspective.</p> <p>If Live replication is to be adopted between Production I and Production II sites, then would the concerned department from the government shall provide the SAN replication mechanisms and the infrastructure equipments (Such as Load Balancer, DNS servers etc.) for real time traffic sharing between the mentioned sites.</p> <p><u>Response shared during the pre-bid session:</u> (1) HA within Production I and Live replication between Production I and Production II is to be provisioned. Proposing the Test or other environments are upto the bidders.</p> <p>Kindly confirm if the above understanding is correct.</p> <p>(2) Also, provide clarity on the responsibility of provisioning the SAN replication mechanisms between Production I and Production II sites. Would</p>	<p>(1) HA within Production I and Live replication between Production I and Production II is to be provisioned. Proposing the Test or other environments are upto the bidders.</p> <p>(2) Bidders Responsibility. Please refer Addendum 2.</p>
26	2				<p>1) Peak number of certificate requests per second that needs to be requested or validated is unknown and so the solution may have to be amended when based on the actual number of requests.</p> <p><u>Response shared during the pre-bid session:</u> Estimated traffic flow for the certificate requests is not available at this moemnt. Thus, the potential bidders shall make optimum assumptions for the proposed solution.</p> <p>As per teh expectation from ICTA, the proposed solution should be scalable in Design and Architecture.</p> <p>Kindly confirm.</p> <p>2) That means are we expected to be worked on that based on the pre-assumptions, experience and magnitude of the project as the starting point?</p>	<p>1) Estimated traffic flow for the certificate requests is not available at this moemnt. Thus, the potential bidders shall make optimum assumptions for the proposed solution.</p> <p>As per teh expectation from ICTA, the proposed solution should be scalable in Design and Architecture.</p> <p>2) Yes.</p>

27	2	48	4.8.6.2.5	CA, RA must support: Notifications through e-mail and SMS.	Is the support for SMS is mandatory? What is the use case here - What type of notifications are referred to and when is it required ?	Instances such as reminders of certificate expirations.
28	2	100	7.7	Client SDK.	What is the usage of the Client SDK? Is it the platform based Admin toolkits / SDK based on Java, C etc. that could be used by clients to connect with the CA?	Future 3rd party app integrations.
29	1	96	Section 4.3		Please explain and give examples for "Custom Documentation"	Please refer Volume 3, item 1.1.17. Example - training manuals, User Guides etc
30	1	96	Section 4.4		Please explain and give examples for "Other Required Information"	The whatever information required in terms of the bidding document and bidder is of the view that is relevant and important to the proposal.
31	Addendum 2	39	Clause 4.6.23		Please confirm that the Employer will provide a translation unit team at the NDI Center who will do the translation into Sinhala and Tamil	Data translation will be the responsibility of the employer.
32	Addendum 2	44	Clause 4.7.2		Do both Data Center Facilities provide services concurrently? Or there will be 1 site as a hot standby, and the other site providing services?	Yes. It should be active-active and should have active-active high availability within a data center.
33	3	21	12		Can you please confirm that a confirmed Letter of Credit (issued by a first class bank) will be issued by the employer against the value of outstanding payments and which is being reduced by each payment made by the employer to the contractor?	Please refer terms and conditions stipulated in the bidding document for payment. Under General Conditions, it has been specified that contract Price for Products supplied from outside the Employer's Country shall be made to the Contractor through the irrevocable letter of credit opened by an authorized bank. If confirmed letter of Credit is requested by the contractor, confirmation charges shall be borne by the contractor.
34	3	21	12		Can you please confirm that in case the employer will not issue a Letter of Credit, that the ministry of finance or the central bank of Sri Lanka will issue a guarantee to cover the total value of the contract between employer and contractor? Beneficiary of this guarantee shall be the contractor. The National Export Credit Agency requires either a Letter of Credit or a guarantee as described above.	No such guarantees shall be issued.
35	2	32	4.4.28.2.1.1		Can you please confirm that the matching speed of the ABIS has to be adequate towards the throughput requirement of the offered HTM system and its performance?	Matching speeds are specified in the Addendum 2.

36	1	77	2.1		Can you please confirm that the items in the 3 nd , 4 rd and 5 th , e.g. "Bidder's actual or intended country of registration", the following field "Lead Partner" should be renamed to "Bidder or Lead Partner"? Elsewise a bidder who is not in a JV can not fill the form in an orderly and appropriate manner.	2.1 Bidder's Information Sheet will be revised and forward with the Addendum 3
37	1	77	2.1		Can you please confirm that the items in the form mentioning "Other partner (s)" means "Other partner(s) or subcontractors"?	Other partners means Partners of JV
38	1	67	3.2.3.1		Can you please confirm that in case a bidder has been recently founded in 2015 it is either sufficient to show one years' turnover or show the annual turnover of the bidder's shareholders of the last three years allowing the bidder to qualify against this tender procedure?	Please note that the conditions stipulated in the bidding document shall stand.
39	1	79	2.3.1		Can you please confirm that a recently founded international bidder which has been established in 2015, since the founding companies have handed over the international governmental identification business completely to that above mentioned international bidder, would be regarded as an eligible bidder (prime bidder) to this tender procedure? This provides that the shareholders were active in governmental business and would pass on now their financial audited accounts and references, with projects of similar nature, to that before mentioned international bidder allowing a qualification in this tender?	Bidders must meet the requirements specified in the Bidding Documents and subsequent clarifications and Addenda issued. Employer cannot comment on this type of questions that are the sole responsibility of bidders to submit responsive bids. Responding to these type of questions may result in unforeseen expectations created with the bidders prior to submission of bids.
40	1	9	3.2.3.1		In case a bidder has been recently founded in 2015 can you please confirm that being member of an intended Joint Venture the financial statement of the remaining members of the Joint Venture is sufficient to qualify in this tender procedure?	Bidders shall meet the evaluation and qualification criteria that have been clearly specified in the Bidding Document. Requirements to be met by Single bidder, all partners combined and each partner have clearly been specified. Employer can not comment on any clarifications sought seeking confirmation for any deviations.
41	3				Does the International prime bidder should incorporate a company in Sri Lanka at the time of bidding or after successful award of the tender?	Please refer IFB clause F

Yes

42	1	67	3.2.4.1		In case a bidder has been recently founded in 2015, can you please confirm that being a member of an intended JV, that the requirement of having experience under ICT contracts for at least the last (05) five years can be covered by all remaining members of the Joint Venture?	Bidders shall meet the evaluation and qualification criteria that have been clearly specified in the Bidding Document. Requirements to be met by Single bidder, all partners combined and each partner have clearly been specified. Employer can not comment on any clarifications sought seeking confirmation for any deviations.
43	2	114	10.2 and 10.3		Since Colombo is the name of the city as well as the name of the district, kindly clarify whether the first major UAT will be performed at the Colombo city DS (one location only, with 3 enrollment stations) or in the Colombo district DS (13 locations as defined in page 108, item 9.3)?	This was also discussed during the Pre-bid Meeting. Views of bidders has been considered. The following will be confirmed via the next addendum. The first major UAT will be performed at a "NDF District Center" located in Colombo, where upon successful acceptance the project will be launched.
44	2	114	10.2 and 10.3		The locations for the first major UAT are the two data centres and DS, but the location for the perso center for the first major UAT is not provided. Please clarify if the first major UAT also includes a room for the perso center inside the Colombo District Centre?	This was also discussed during the Pre-bid Meeting. Views of bidders has been considered. The following will be confirmed via the next addendum. The first major UAT will be performed at a "NDF District Center" located in Colombo, where upon successful acceptance the project will be launched. A separate section is provided for the perso center at NDF District centers as indicated in the bidding document.
45					Due to multiple clarifications on high availability and active-active, the requirements are unclear. Kindly clarify whether the following is the requirement of the Employer: 1. EACH application (such as enrollment, biometric matching, citizen registry, CA, authentication services etc.) and EACH data repository should provide HIGH AVAILIBILITY within EACH data centre itself? i.e. have two such systems running inside each data centre.2. The two data centres should function in active-active mode i.e. master-master with bi-directional synchronization?3. Therefore, in total 4 instances of the same applications may be running (2 instances in each data centre for HA, and 2 data centres in active-active)	Every application need to be highly available and active-active within the data center and between two data centers.

46	Schedule 8	2	Item 8		For the HTM system (Item 8 only), kindly confirm that Bidders have to provide only the software and NOT the hosting infrastructure. In this case, it will be the Employer's responsibility to host the HTM Item 8 software on suitable hardware and software infrastructure like operating system etc.	Bidders have to provide ONLY the software and NOT the hosting infrastructure.
47					As some functions are time-critical, are Bidders allowed to propose connection to external NTP time servers or will the Employer provide an NTP server?	Employee can deploy an NTP server.
48	Addendum 2,	7	item 4.1.28		Kindly confirm that Bidders have to propose 5 years warranty and support, as well as 5 years extended warranty and support for all APPLICATION SOFTWARE	Confirmed .
49	Addendum 2,	7	item 4.1.28		Kindly confirm that Bidders have to propose 5 years warranty and support, but NO extended warranty and support for all INFRASTRUCTURE SOFTWARE components, such as operating systems, antivirus and security, hypervisors, databases etc.?	Confirmed for Hardware related software.
50					Kindly confirm that Bidders have to propose 5 years warranty and support, but NO extended warranty and support, for all HARDWARE components?	Confirmed .
51					In order to simplify warranty management in a fair way, kindly consider having ONLY 2 warranty start dates instead of having a different start date for each DS and District Centre site (which might result in over 300 start dates!): Start Date 1: the date of completion of the first main UAT: end of month 7 after contractStart Date 2: the date when the UAT is completed at ALL District Centers AND at the first 150 DS centers	It is only fair to commence the warranty at the date of UAT acceptance by the employer. Therefore no change to the requirement.

52	Addendum 2 & Vol 02	13 54		5.1.4.2	Having 24x7 support for Enrollment staff for CRITICAL security level will require Bidder to have help-desk staff working 24x7. However, enrollment is only during office hours, so there will likely never be a CRITICAL incident outside working hours. Therefore, having the staff 24x7 will simply increase the project cost which will be a waste. Kindly reconsider.	<p>1) NDF centre support 1.a) First 2 years: 12 h x 7 d, from 8.00 am to 8.00 pm, Excluding public holidays 1.b) Remaining 3 years: 9 h x 5 d, from 8.00 am to 5.00 pm, Excluding public holidays</p> <p>2) NDF Personalisation unit 2.a) First 2 years: 24 h x 7 d, Excluding public holidays 2.b) Remaining 3 years: 24 h x 5 d, Excluding public holidays x next 3 years</p> <p>3) NDI Solution and systems infra and the Certificate Authority) - 24 h x 7 d x 365 for 5 years</p> <p>4) The HTM Solution : 9 h x 5 d, from 8.00 am to 5.00 pm, Excluding public holidays for 5 years.</p> <p>And addendum shall be issued.</p>
53	2	54		5.1.4.2, 5.2.4.2, 5.3.4	In multiple places in Addendum 2 there is a requirement for Monday to Sunday SLA support. In reality, over a five year period, it is our experience from other projects that weekend and holiday support is not really needed and may be a waste of money for the Employer. Kindly consider changing this to 'Working Days SLA support from 8am to 5pm' during the project duration, and additional 'Weekend SLA support from 8am to 5pm' for a maximum of 52 weeks during the project duration.	<p>1) NDF centre support 1.a) First 2 years: 12 h x 7 d, from 8.00 am to 8.00 pm, Excluding public holidays 1.b) Remaining 3 years: 9 h x 5 d, from 8.00 am to 5.00 pm, Excluding public holidays</p> <p>2) NDF Personalisation unit 2.a) First 2 years: 24 h x 7 d, Excluding public holidays 2.b) Remaining 3 years: 24 h x 5 d, Excluding public holidays x next 3 years</p> <p>3) NDI Solution and systems infra and the Certificate Authority) - 24 h x 7 d x 365 for 5 years</p> <p>4) The HTM Solution : 9 h x 5 d, from 8.00 am to 5.00 pm, Excluding public holidays for 5 years.</p> <p>And addendum shall be issued.</p>
54	Addendum 2	8	item 1		Kindly reconfirm that a PINPAD may be proposed instead of the PINPRINTER.	Item requested in the Bid document (PIN Printer) is confirmed. However PINPAD can be supplied, in addition to the PIN Printer, as a value addition.
55	1	12	4.8		From one of the replies during the pre-bid conference on 12 July we understand that PCA registration may be required for some Bidders. Kindly clarify if sub-contractors are also required to have PCA registration prior to Bid submission? Do Subcontractors fall under sub Agents as per PCA ?	Please refer ITB 4.8 and Public Contract Act no 3 of 1987 for required details

56	Schedule 08 1	Tab 08	Qestion 1		<p>we have asked a simple and a reasonable question: "We assume that if the Lead Bidder has recently acquired (in 2015 & 2016) several companies, the average Annual Turnover (of the last 3 years) of those acquired companies, could be added and would be recognized as the total Annual Turnover of the Lead Bidder. Please approve." The answer was: "Refer the Bidding Document. No comment", which actually means, NO! This again prevents from some mid-sized bidders to participate in the tender process. Please approve this reasonable request.</p>	<p>The answer provided previously remains unchanged.</p>
57	Schedule 08	Tab 08	Question 2		<p>we have asked: "... we realize that a card manufacturer, who has "in-house" developed an Operating System and a cryptography library, will still gain evaluation preference. In order to allow all bidders to gain the same evaluation points, we kindly ask to: (i) Remove this entire requirement; or (ii) Clarify that such a card manufacturer (with "in-house" OS and Library) will not gain any preference (as this is not a mandatory requirement any more)." The answer was: " No change " . Again, this is biased in favor of the bid companies who will get evaluation preference as they have all the technologies "in house". Please approve this reasonable request.</p>	<p>Please refer Addendum 2. 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. If the OS is not developed by the same bidder in house, then, the bidder shall provide adequate documentation with regard to the security aspects of the CardOS integration with their Smartcards.</p>
58	Schedule 08	Tab 08	Question 4		<p>we have asked: " This requirement clearly points to the "Sealys Edge Sealer" unique in the market security feature, which is a patented feature by one vendor only (thus limits responsiveness to by additional bidders), as is clearly seen in the following link:http://www.gemalto.com/govt/security-features/sealys-edge-sealer ". In the answer the customer has cited three links to additional vendors who have the same security feature. After a thoroughly reviewing those links, we have realized that they have nothing to do with the required unique security feature ! This again points clearly that the bidder was already selected, and asking the other bidders "not to disturb"... We kindly ask that this requirement will be changed allowing the bidders to offer any security feature they want which still will serve the same target of "protecting against delamination, tampering and cutting attempts", as required.</p>	<p>The bidders assumption is wrong. Please refer the bidding document carefully. The bidding document requested the laser engraved markings at the body of the card or equivalent security feature. Sealys Edge Sealer is about the laser markings at the edge of the card. This feature is not requested in the bidding document. Therefore no patented technology is involved in this regard. So engraved makings can be either on the edge or middle of the card.</p>

59	Schedule 05 1	1	Question 4		Regarding answer to Question 4 in Schedule 5 Clarifications – We kindly ask to stick to the original requirement for clause 3.2.4.2 Specific Experience, i.e., that all partners combined including the Lead Bidder (in a JV/Consortium) must meet specific experience for all sub items (i), (ii) and (iii) requirements specified in item (2) – This will allow additional bidders to meet this revised requirement. Please approve this reasonable request.	Please refer addendum 2
60	Addendum 02	89	7.5.4.2		In the Addendum it is mentioned that items 1, 2 and 9 of the Chip and operating system specification are amended, but changes are specified only for items 1 and 2, while there is no change in item 9. Please clarify.	Typo error. No change in specification item #9.
61	Addendum 02	32	4.4.28.2.1.1.3		In Addendum 2 it is mentioned that the ABIS system should be sized to support 25 searches per second of type 1:N. In civil identification ABIS systems, like the one in this project, requests for 1:N (identification) are submitted every time that a new person is added to the database. After the initial 1:N operation we will only need 1:1 operations regarding said person. Based on the assumption that 14M people will be enrolled over 3 years, a year has 220 working days and a work day is 8 hours long, we can calculate that the enrolment rate of the system will be: Rate = $14,000,000 / 3 / 220 / 8 / 3600 = 0.74$ registrations / second. The requirement to build a system for 25 identifications per second means that the system is sized to be 34 times the actual load. This Page 2 of 3 kind of oversized system causes a needless increase in system cost and decrease in system reliability. Therefore, we recommend that the requirement of the ABIS processing power be changed to support 2 registrations per second (instead of 25), which is still 3 times the actual expected average rate of use of the system, which means that the system experience average load of only 35%. Please approve and amend accordingly.	No Change. Bidder's Responsibility It's better to use architecture that's scalable rather than keeping fixed instances to share the load.
62	Addendum 02 1				In this addendum a requirement to submit soft copies of the technical Bids and financial bids (in CDs) along with the Bids, was added. We assume that we may submit the soft copies of the Technical Bid and Financial Bid on Flash Disks (Disk on Keys), instead of on a CD Rom. Please approve	This is acceptable

63	1				When can we expect to receive the pre-bid meeting minutes (held on July 12, 2016)? Please kindly allow 2-3 weeks- time for the Bidders to fine-tune their proposals after the last set of answers is distributed. Please approve.	clarifications for the pre-bid meeting queries will be sent shortly.
64	2			7.2 [Item 2] - Portable Unit	The RFP requires a document scanner for the portable units. It is common practice in case of portable units to replace the regular flatbed scanner with smaller sheet-fed scanners which are lighter and manufactured for mobile use. Standard flatbed scanners have a large glass surface, which is far from ideal in mobile applications. An example of such a mobile scanner is https://www.amazon.com/Epson-WorkForce-DS-40-Sheet-FedB11B225201/dp/B00K33YZP0 , but there are other manufacturers of similar units. Please approve that it is acceptable to propose a mobile sheet-fed scanner for the portable units.	Acceptable.
65	1	Sect iv	6.2.1.	BIDDING FORMS IT Products and Services Provided and Installed	This section includes two price tables which are almost identical. Please approve using the first table only.	Table 6.2.1 is for IT Products and Services Provided and Installed. Table 6.2.2 is for IT Support Services.
66	1				Can you please confirm that a recently founded international bidder which has been established in 2015 would be regarded as an eligible bidder (Prime bidder) to this tender procedure provided that the shareholders were active in governmental businedd and would pass on now their financial audited accounts and references, with projects of similar nature, to above mentioned international bidder	No changes in the conditions stipulated in the bidding document.
67	Addendum 2	39	4.6.23		Please confirm that the Employer will provide a translation unit team at the NDI Center who will do the translation into Sinhala and Tamil	Data translation will be the responsibility of the employer.
68	Addendum 2	44	4.7.2		Do both Data Center Facilities provide services concurrently? Or there will be 1 site as a hot standby, and the other site providing services?	Concurrently high availability within a data center and between data centers (All active instances)
69	1	96	4.3		Please explain and give examples for "Custom Documentation"	Please refer Volume 3, item 1.1.17. Example - training manual,user guides etc
70	1	96	4.4		Please explain and give examples for "Other Required Information"	The whatever information required in terms of the bidding document and bidder is of the view that is relevant and important to the proposal.

71	1	60 & 61			Please see attached document. Section 1.0 Pricing formula ambiguity	We have noted your comments, but our intention is to get the best and a feature rich system. Therefore we do not believe there would be potential unfair advantages at the evaluation. We will be issuing an addendum in this regard.
72	1	57	Table 3.1		Please see attached document. Section 2.0 Table 3.1: Criteria and Maximum Score	We have noted your comments, but our intention is to get the best and a feature rich system. Therefore we do not believe there would be potential unfair advantages at the evaluation. We will be issuing an addendum in this regard.
73	1	28		5.1. Bid Security (Bank Guarantee)(ii) twenty-eight days after the expiration of the Bidder's Bid	The local banks in Sri Lanka are requesting us to setup a deadline, i.e., date instead of Point (ii) mentioned in bid security format. Deadline for Proposal submission is July 29, 2016 and hence bid validity will be till Jan 20, 2017 (175 days from deadline for bid submission). Therefore Bid security should be valid till Feb 17, 2017 (28 days after the expiration of bid). Therefore, can we mention Feb 17, 2017 to be precise and acceptable to the local banks	Mentioning the date of the expiration of the Bid Security is acceptable.
74	Volume 2 Schedule No 3 dated 07.06.2016 Addendum 02 dated 12.07.2016	62 7 of 8 16	item 5.4.4 Question 14 Amended clause for 5.4.4 (row 4)	DTC Quality Check error rate is 0.5% for a batch of 10,000 DTCs. Any batch exceeding this rate is charged with a penalty of LKR 10,000.00 per DTC. Permitted up to 3%, and all damage cards shall be replaced FOC by the bidder. Data entry errors shall not be considered as damaged cards DTC Quality Check error rate is 3% for a batch of 1,000,000 DTCs. Any batch exceeding this rate is charged with a penalty of LKR 10,000.00 per DTC. All quality check error cards shall be replaced free of charge by the bidder. Data entry errors shall not be considered as damaged cards	In Schedule #3, ICTA had also replaced Penalty of 10,000 LKR per card with FOC replacement that was very fair protecting interest of ICTA with compensation of free cards. We are however surprised that Addendum 2 has re-included penalty of 10,000 LKR per DTC and also maintained FOC replacement. This is double penalization for 1 (one) fault. Kindly note we understand that ICTA's best intention & interest is to have a high quality delivery at right prices. However keeping a penalty of 10,000 per DTC is unprecedented and never seen globally. If this is kept, Bidder's will be keeping provisions in their price offer that would increase cost when in reality it may not be needed. It is therefore requested that the high penalty clause of "Any batch exceeding this rate is charged with a penalty of LKR 10,000.00 per DTC" should be removed as ICTA's is being compensated with free of charge replacement. We request ICTA to revise the clause to <DTC Quality Check error rate is 3% for a complete batch. All error cards exceeding this rate in the batch must be replaced free of charge. Data entry errors shall not be considered as damaged cards >	DTC Quality Check error rate permitted is up to 3% for a batch of 1,000,000 DTCs. Any batch exceeding this rate is charged with a penalty of 1% of the value of a batch of 1,000,000 DTCs. All quality check error cards shall be replaced free of charge by the bidder immediately. Data entry errors shall not be considered as damaged cards.

76	Addendum 2		4.9.1	<p>Solutions should be able to scaleout and the applications should be hosted on virtual instances in a cloud environment. Operating System to be specified.</p> <p>Transaction flows should be automated according to the business rules created by administrators.</p>	<p>For the HTM system (item 8), can we assume that – next to the hardware and operating system - the Employer will also provide necessary database engine (e.g. PostgreSQL), web application server (e.g. JBoss) etc.</p> <p>and that the bidder has to clearly define all these required base software packages? If this is not the case and the bidder has to include these software packages in the offer (including 5+5 year warranty),</p> <p>please define exactly:</p> <p>a) In how many sites shall the HTM system be installed, including DR site</p> <p>b) What are the exact high availability requirements per site (active/passive, active/active)</p> <p>c) What are the exact performance requirements (HTM fund transfers per second)? As licenses nowadays are based on CPU cores, this will have a direct impact on license cost</p>	<p>Employer will only provide cloud instances all the applications/DBs/OS are bidders responsibility.</p> <p>A) HTM will be an only one instance</p> <p>b) active-active within a data center and active-active between datacenters.</p> <p>C) Application should be able to scale-out.</p>
77	Addendum 2		7.1.11	<p>Monitors (Enrolment stations and dispatch units)</p> <p>#4 – Interfaces: HDMI/VGA input</p>	<p>Kindly note that HDMI input is very uncommon for standard office monitors where the attachment of digital media players (e.g. DVD players, Beamers, Gaming consoles) is very unlikely. Based on internet research, such monitors are double in price than standard monitors. May we kindly ask to change this requirement to any of following, whereas the first is preferred:</p> <p>a) #4 – Interfaces: Any interface type compatible with the proposed notebook and supporting the required resolution</p> <p>b) #4 – Interfaces: HDMI or VGA input</p> <p>c) #4 – Interfaces: DVI and VGA input</p>	<p>Response is (b)</p>
78	2	105	8.2.4	<p>NDF center proposed layout at DS locations</p>	<p>DS - How many Enrolment Station per DS location – (As shown in diagram 3 counters but in BOM is 1 unit per location)</p>	<p>Three (3) enrolment desks per DS is proposed in the bidding document. In total (331x3 = 993 enrolment desks). Refer 4.1.32 NDF Centers. Refer BOM carefully. i.e. 1783 = 993 + 790 (Enr. Desks at NDF District centers).</p>

79	2		4.1.32	NDF District Centers (DC)	How many district under Type A, Type B, Type C and Type D (Please provide list of districts with Type A, B,C and D)	Please refer Table 01 in Annexure 01, attached herewith
80					Modifications to the Bid security form by the issuing bank	Included in the Bidding Document is the standard Form The bidder shall ensure that the requiremets specified are complied with.
81	7.1.1			Notebook	SSD Hard disks are very expensive and the inclusion of the 256 GB SSD hard disk will significantly increase the price of the Notebook (By Approx Rs 30,000.00 per Unit) and less capacity. 1 TB SATA Hard disk will cost significantly less than a 256 GB SSD hard Disk with 3 times more capacity.	No Change
82		Webcam			The Specifications also request a 2.0 Megapixel (1920 *1080); 960P webcam. This specification of webcam is only supplied by one manufacturer. May we suggest that this be amended to the standard Webcam Specification of 1.3 Megapixel (1280 * 960); 720P used by most manufacturers. Most importantly this webcam camera faces the laptop operator and it will not be used for enrolment. A separate 5 Megapixel USB camera will be supplied for the photographing of the applicant's Face.	Specs changed to 1.3MP
83	2	88	7.5.4.15		In Vol.2, page no. 88, clause no. 7.5.4.1.5, it is said that the body of the card should contain laser engrave markings to protect them against delamination, tamper and cutting attempts. Specification is needed confirming whether it is on the edges that the laser engrave markings are required. If it is on the edges, we will encounter with an issue related to patent.	The bidding document requested the laser engraved markings at the body of the card or equivalent security feature. Therefore no patented technology is involved in this regard. So engraved makings can be either on the edge or middle of the card
84					Is it allowed to have two separate devises in the portal kit for iris and fingerprint capturing, based on the fact that it would make the capturing faster than it is the case with a combined kit?	Agreed. But the priority will be given for those who come up with a combined kit

85				What the usage of SKMS is with related to CA service provider? Is there any possibility to go for an alternative in which the same functions can be found yet will be more standard compared to SKMS?	If an alternative, standard and open protocol is there, it can be proposed.
86				Is there any possibility to opt out for other standards none other than web trust 2.0?	It is suggested to stick with web trust 2.0, as the same will be used for other CAs also
87		26	4.4.17	As mentioned in page no 26, item 4.4.17, what is the number of logins should be there for NDI users?	A. Logins should be provided for all the citizens
88				With regard to unlimited license need for CAPKI for the issuance of certificates, can quantum be provided?	It's the bidders' responsibility to provide licenses on request.
89				During enrolment verification process, what is your workflow for verification failures and adjudication failures, in case it is found that the enrolled person has been reduplicated or some discrepancies have taken place which will stand as a hindrance in issuing a card?	The citizens will visit the NDF centers in order for enrolling themselves. Then there will be a verification process managed via the "NDI verification center" (Ref item 8.1). It is after that, that the information will pass on to the personalization unit located at the respective "NDF District Centers". That is where bidders responsibility comes in. This information can be considered as valid entries.
90		80	7.3.1	Page 80, item no 7.3.1, can we receive a clarification on cash/credit card collation?	A. Initially while the main focus of NDF centers is the enrolment; subsequently all the NDF centers will also function as post issuance centers. Therefore, once the NDF Centers are set up it will be a continuous thing. There could be a charge-imposed by the government to citizens obtaining services from the NDF centers.
91				What is the revenue indicative numbers of the anticipated traffic per min/per hour for HTM authentications?	It is difficult to specify any traffic indication numbers but the solution should be able to be scaled out
92				Is there any possibility for us to provide an issue-based line?	Yes. You should scale it out

93				<p>As the warranty will be commenced only upon deployment of a DS location, will the warranty dates for the 331 DS locations differ from one another?</p> <p>Suggestion 1 : In order to avoid any discrepancies, misinformation and disagreement taking place with regard to the warranty, can we agree on a middle date for tracking purpose so that the UTAs that are being completed early will have a slight extension in warranty compared to the UATs that will be completed later than the former?</p> <p>Suggestion 2 (deployment percentage of equipment) : consider 50% upon reaching 25 % of the deployment and for the rest of the 75% the next 50% to be considered.</p>	<p>Yes it may; depending on how the bidder intends to plan the deployments.</p> <p>It has been decided that there will be no change in the warranty as indicated in the bidding document.</p>
94				<p>How many enrolment centers will be included for the 1st UAT?</p>	<p>There will be three enrolment desks for the 1st UAT, which will be launched in the Colombo DS NDF center, and yet when the solution is being UAT'ed, it will be having its own performance parameters. So it will be a part of the process and it needs to be qualified and accepted. But with regard to the physical location, Colombo DS NDF Center will have three enrolment desks.</p> <p>Note: Based on this pre-bid meeting, it has been decided to conduct the 1st UAT at an "NDF District Center" located in Colombo, instead of the Colombo DS NDF center. This is to ensure the UAT of the personalization center, which is established only at District centers. A Type a NDF Center shall be established at Colombo</p>
95				<p>It is understood that there will be three enrolment stations for the Colombo DS, but is the full capacity that will be tested as part of UAT?</p>	<p>Yes.</p> <p>Note: Based on this pre-bid meeting, it has been decided to conduct the 1st UAT at an "NDF District Center" located in Colombo, instead of the Colombo DS NDF center. This is to ensure the UAT of the personalization center, which is established only at District centers. A Type a NDF Center shall be established at Colombo.</p>
96				<p>What would be the minimum availability of critical applications at a data center?</p>	<p>At least 4 instances need to be available including software and hardware</p>

97	2	69	5.7 4.1.26		In Vol.2 page no.69, section no. 5.7, it is stated that the Bidder needs to submit a detailed project plan before the signing of Contract. And likewise in page 20, section no. 4.1.26, it is mentioned about detailed warranty and service level proposal that needs to be submitted. Can we get a clarification on whether those can be submitted after the signing of the Contract?	At the stage of proposal, Bidders are expected to demonstrate their capabilities as to how all the aspects specified in page no.69 will be handled and undertaken with regards to support, help desk and etc. If one goes through the entire document, you will find that the content in the page 69 is recurring throughout the document. Consequently, the proposal should be submitted in compliance to that. With regard to the page no.20, the selected Bidder would go more into depth to know about the deployments and other aspects. So, in line with the initial proposal, which the Bidder has already committed, there might be some specific areas they want to refine and that will be the detailed proposal.
98					It is mentioned that hardware and software for both the data centers should be provided. Since HTM is to be installed somewhere else none other than in the two data centers, as the vendors, is it mandatory to provide software and hardware?	A. For HTM, it is supposed to be deployed probably in the Government cloud. The rest of the gamut (NDI solution) will be deployed in the hardware set up which will be provided by the Bidder.
99	Addendum 2	27			In the definition of DTC phase card 1, it has been clearly mentioned that it is required to have a dual interface card java card OS. As the 3rd requirement it has been mentioned the usable data for the phase 1 to be 32KB where as for the phase two it is 64 KB. Can we get it verified?	If the Addendum given today is thoroughly being read, it is clear as to what changes have been made. Initially the card in phase 1 was supposed to be a PVC card yet upon the request being made by the Bidders at the 1st pre-bid meeting telling that it is not pragmatic to have a PVC card, consequently, it was changed as "A polycarbonate card". So for phase 2 it is still 63KB and for the phase 1, it is only 32KB.
100					When it is said that 32 KB is needed for phase 1 and 64 KB for phase 2, is it about the memory that will be required after fulfilling the two obligations of loading fingerprints and demographic data that is referred to?	Yes.
101					With regard to component SQMS it has been mentioned that it is up to the 3rd party developers to hook up with CA for the certificate enrolment. If any other platform based on tool kits and APIs which can talk to CA for certificate enrolment, is the SQMS not supposed to be amended along with that?	Yes. It should be an open API
102					Webtrust 2.0 compliance is mainly for the host or cloud based solutions. So, whenever, a CNR structure is hosted over the cloud.	A. NDI CA should be Webtrust 2.0 certified for the compliance of NCA.
103					When the evidence service is present, can the presence of the time stamping considered to be not mandatory?	Yes
104	2	48	4.8.6.2.5		Referring to Vol. no. 2 page no.48 clause no. 4.8.6.2.5, Can you provide a clarification on as what is meant by the notifications should be send via e-mail and SMSs?	It is referred to that expiry of the certificates need to be notified via e-mail and SMSs both.

105					CWA14167-1, is a e-science software for distant signing solution	Re-phrase: NDI CA core shall supports x.509 v3, EV(DV,OV) Certificates.
106	2		Section 6	BOM	In Vol no. 2 section no. 6 “Bill of Material”, what is referred to as “enrolment station” and what is the equipment required for the same?	Here the word “enrolment stations” is referred to 1,783 enrolment desks that have been planned to have as independent units of which the entire responsibility is supposed to be undertaken by the Bidder. So all the equipment mentioned in this section should be made available in those enrolment desks.
107					When it comes to the selection, which staffs that can be allowed for training out of the 1,900 in number stated, does this also include supervisors?	The enrolment staff will be 1,703 and the rest could either be supervisors or shadow staff. However the total number of trainees is 1,900
108					How many persons will be allocated for cash and credit card collection at the enrolment NDF centers?	The issuance of receipts should be done over the enrolment desk.
109					Can we get it reconfirmed that data centers will be facilitated with cooling systems and stand by generators?	Yes. The space will be provided by the Government.
110					Is there a suitable telecom bandwidth available	Once your bandwidth and latest requirements are informed, those will be arranged.
111					What is the purpose of DTS phase 1 card	That will be for the testing purpose. Initially we were planning to have PVC cards yet with your recommendation we opted out for polycarbonate cards. We still want to have an accurate replica before moving into production. So it will be for the testing phases.
112					You have mentioned that there is no requirement to have branch level servers. Out of our experience, we can state that maintaining connectivity among data centers will definitely be challenging. So how will the connectivity related issues be handled and addressed?	A. The responsibility related to Connectivity issues will be borne by the employer and not by the Bidder. To address such potential issues we have planned on having a network operating centers and help desk from the employers end. Apart from that a tender has already been called for in order to upgrade the bandwidth. And also with the selected Bidder, it will be discussed in detailed the processes associated with issue resolution, in accordance with the SLA mentioned.
113					In the Bill of Material (BOM) the figure 1,783 is referred to number of enrolment centers or notebooks?	It is referred to as notebooks. As we will be having 1,783 enrolment desks, 1,783 notebooks and latch cables are needed.

114					<p>With regards to the connectivity aspect of the 331 NDF DS centers, what sort of a modem will be provided?</p>	<p>Providing the NDF DS centers with the Internet facility will be done by the LGN (Lanka government network) project. The enrolment will be done in two ways; one is through the portable kits and the other through the NDF centers. NDF centers will be having two versions, one is District office and the other is at DS office. Irrespective of the fact that it is a district office or DS office, the same connectivity will be given. As for the portable kit, we will specify and let you know. Note: Connectivity will be provided by the employer. Ports will be Ethernet.</p>
115					<p>In the earlier addendum the need to have an operating system and library in house had been specified whereas in this new addendum, it mentioned it to be not mandatory anymore. Are you still planning on granting marks in case those features are available?</p>	<p>Please refer the new addendum 2</p>
116					<p>The people who are going to be trained, will they be only beginners or ones with ICT literacy?</p>	<p>They should be having some kind of knowledge on ICT. However, it is your responsibility to train them with regards to enrolment process</p>