Schedule No 4 - Clarifications for queries raised by the Bidders - IFB No: MTDI/GOSL/IS/ICB/2016/15 - Volume 2 (as at 17.06.2016)

Q#	Volume	Page Number	Item	Content detail	Questions	Responses
1	1	49	ITB 21.1 (b)	The currency to be used for quoting prices of the Goods and Services components of the System offered from within the Purchaser's Country, as well as local currency expenditures for local technical support, training, maintenance, transportation, insurance, and other local services incidental to delivery, installation and operation of the System, is the currency of the employer's country	If the contract is entered between ICTA and qualified foreign bidder, can ICTA make the payments corresponding to ITB 21.1 (b) directly to the local office/local supplier/local partner?	For Clarification for this query, please refer Scheduel No 5
2	2	27, 50	Figure 3, Figure 11		Quality of these figures is not good. Text and connections are not clearly visible. Can we get better quality Figures?	Attached herewith better quality images.
3	2	21	Table 3	NDF Centres	Please help to provide the number of expected daily enrolment for each NDF district centers and NDF centers at Divisional Secretariats.	Anticipated no of daily enrolments for all NDF District/DS centers (1,783 enrolment desks) is approximately 57,056. Depending on the no of enrolment desk at each center this figure varies. Pls. refer XX
4	2	37	Table 4	DTC Personalization	From table 4, please help to clarify is each NDF center under Type A has 2 personalization machines? Whereas Type B, C and D will has 1 personalization machines.	It is anticipated that one(1) personalization machine is adequate for NDF centers having upto 40 enrolment desks. Therefore for 'Type A' NDF centers, 2 machines requested. It is Bidderes responsibility to uphoald the SLAs.
5	2	108	9.1	9.1 The Employer will setup NDF data collection centers throughout the country. NDF Centre at each district - 29+ centres NDF center at each DS - 331 centers	Please help clearly indicate the numbers of the NDF center, as the listed District Centers on 9.2 is 25.	Based on Population, Colombo and Gampaha Districts may have additional 2 NDF District centers in each district : 25 + 4 = 29

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6	3	104	Appendix 7: No. (d)	Successful UAT sign-off	Kindly confirm the payment milestone for both Item 1 and Item 4. Can it be invoiced as and when rollout happens at NDF centres (after launch)?	For Clarification for this query, please refer Scheduel No 5
7	3	104, 105	Appendix 7: No. (c) and €	Project Component 5	Only cards are included here. Please confirm that 80% of the total price inclusive of Personalization System will be paid after successful UAT sign-off i.e. No. (c)	For Clarification for this query, please refer Scheduel No 5
8	3	105	Appendix 7:	Successful aceptance of DTC (Phase 2) cards	Kindly specify when the remaining 40% will be paid	For Clarification for this query, please refer Scheduel No 5
9	2	70	6	Bill of Material (BOM): PIN Printer 1783 Nos	Kindly request you to share the use case for PIN printer with the enrollment station	"Bidders are to propose a suitable printer to print PIN number for the smart card. PIN generation, printing should comply the ISO 9564. PIN number should be printed in a secure envelope, designed so that it can be printed without the PIN being visible (even at printing time) until the envelope is opened. (Envelope cost will be beard by the employer)"
10	2	47	4.8.6.1	NDI CA core shall CWA 14167-1 compliant, supports x.509 v3, EV(DV,OV) Certificates	Kindly confirm our understanding that the CA product included in our solution should be able to produce EV compliant certificates	Yes
11	2	100	7.7 - Item 7	NDI Certification Service Provider (Certification Authority) and Services: Licensing - Unlimited Certificates	This seems to be unrealistic as Certification Authorities don't provide unlimited licenses. Kindly request you to provide us an estimate of maximum number of certificates to be issued within the contract period. It might depend on (a) Number of certificates issued to citizens (one for encryption and one for signing)?, (b) Estimation on number of certificates that might be revoked/reissued, (c) Renewal cycle of certificates (typically 5	No change.

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1	2	43	4.6.33.1	"The bidder shall already have strong prior experience of minimum 2 post issuance solution deployment with more than 2000 post issuance points".	We don't see a direct relevancy of this mandatory requirement to the current Bid contents. Therefore, in order to allow a greater number of bidders to respond to the Bid, we kindly ask you to either: (i) Remove this pre-qualification requirement; or (ii) Change the requirement to read: "The Bidder shall demonstrate in his proposal the capability to implement a large number of post issuance points". Please amend accordingly.	Rephrased: "The Bidder shall demonstrate in his proposal the capability to implement a large number of post issuance points"
2		89	7.5.4.2	"The smart card manufacturer must master the full smart card value chain The smart card manufacturer must have in house smart card operating system development and cryptographic library development"	Usually the expertise of a card manufacturer is producing plastic cards, thus commonly it does not have the capability of development of software (operating system) and/or a cryptographic library. Therefore, in order for the proposals to be more flexible, may be even cheaper, and to increase the number of bidders, we kindly ask to change this mandatory pre-qualification requirement to be optional. Please approve.	Rephrased: "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."
3	2	14	3.5.7	⬜ Biometrics (i.e. Iris, finger print, and face) collected from beneficiaries will be used for uniquely identifying the citizens before generating Public and a Private keys which will be issued to each citizen.	Does the requirement to uniquely identify citizens mean that we should provide Automatic Biometric Identification System (ABIS) to check that citizen don't register twice under assumed identities? i.e., are Central AFIS, AFRS and IRIS Systems part of the scope of this tender and should be provided by the vendor? If ABIS is not required to be supplied, is there an existing ABIS to connect to or another authority doing this filtering of duplicates?	Yes, ABIS should be provided

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4	2		4.4.28.2.1.1.3	"... authentications based on fingerprints".	We assume that this type of authentication includes one unique identifier of the subject and one fingerprint, and that the operation to be performed is a 1:1 fingerprint comparison. Please confirm. The same question stands for all 3 biometric modalities (finger, face, Iris).	Operation to be performed as One - to - Many comparison for all biomatrics only at the time of registrating citizens
5	2	40	4.6.32.3	The system shall be based on web application modle java object oriented software conforms to J2EE	Implementation technology (J2EE vs. .NET) is not dictated in the Bid, except for the Card lifecycle management system. We kindly request to remove this limitation on the implementation technology.	Bidder's are free to use equivalent technology.
6	2	45	4.7.6	Figure 7	Figure 7, found in this paragraph, seems to imply that there are only two production sites for cards, while the Bid document mentions that there are 29 sites. Please clarify.	In figure 7, the "production site" means the live data center facility. Please refer 4.7.2
7	2	46	4.7.7	Figure 8	Figure 8 found in this paragraph, seems to imply that the production database should be a NoSQL database. Kindly please remove this limitation.	No change
8	2		7.1		We think that the specifications provided in this section, were copied from the data sheet of specific manufacturers (easily found via Google search). We assume that these are general specifications for these types of components and that there was no intention to point towards a specific component from a specific manufacturer? Please confirm.	Not applicable
9	2	87	7.5.4.1		"The card body must contain laser-engraved markings protecting against delamination, tampering and cutting attempts." The requirement is not clear enough. Please elaborate.	No change

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10	2	9,27, 32		Figure 1, 3, 5	The text embedded in those figures (and in other figures of the Bid document) is not clear enough. Please provide figures with better visibility (higher resolution).	Bigger images shall be provided for the following; Page 9, Figure 1 Page 27, Figure 3 Page 32, Figure 5
11	-	-	-	-	We have submitted our 1st round of questions back on May 9th, 2016 (about three weeks ago), and so far we have not got any answers to those questions. The questions are attached once again. Please advise.	Already responded and distributed to all bidders who purchsed the Bidding Document.
12	-	-	-	-	We have participated in the Pre-bid meeting held on May 13, 2016 in Colombo. During that meeting, we understood that a Pre-bid Meeting Minutes will be distributed to the Bidders after the meeting. Up to date we have not received any minutes of that meeting, addressing questions and clarifications which were discussed during that face-to-face meeting. Please advise when we can expect to receive those minutes.	Already responded and distributed to all bidders who purchsed the Bidding Document.

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Q#	Volume	Page Number	Item	Content detail	Questions	Responses
1	2				Is implementation of Certificate based on X.509 available in the smart card level ? It is advisable that the certificate implemented on Smart Card to enhance the security practice against malware in the PC for every holder. Additional data formatting might occur to save space in the smart card.	Yes.
2	2				Is combination of Fingerprint Verification and Certificate will also be in implemented in the smart card ? The benefit of having on-card biometric verification combine with the certificate is to prove that the card and the card holder is the valid owner.	Yes.
3	2				Is it possible to have multiple CA Root in the design ? Mostly the term root is the one and only but in this case, having multiple trusted root to avoid the key it-self being compromise and to scale up the PKI structure for government and shit the responsibility to other root.	At the moment it should go with NCA(National Certificate Authority)
4	2				Is it possible to have cross-certificate between department ? If this option is enabled, the government expand the trust between its own department and adding benefit to the citizen to validate that cross to different department within the organization. This is important as well to be used during G2G transaction.	Yes, Bidder may facilitate.
5	2				Is it possible to have cross-certificate from other trusted party ? Having trusted signed certificate outside the government and validated by government will expand the network of trust of the organization outside the government and this will lead to the advancement of security as a nation.	No.

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Q#	Volume	Page Number	Item	Content detail	Questions	Responses
6	2				Any CA-Bridge to manage cross-certificate from other trusted party ? Other trusted party is advisable to be manage by government through CA-Bridge. This will leverage the responsibility, management and also strengthen the trust between other party and government.	No
7	2				How are the possible features for Certificate Management System ? it is advisable that all the features for certificate management system which are published, temporarily or permanently suspended, renewed or revoked all available in the system. Certificate management systems do not normally delete certificates because it may be necessary to prove their status at a point in time, perhaps for legal reasons. A CA (and perhaps an RA) will run certificate management systems to be able to keep track of their responsibilities and liabilities.	Bidder may specify extra fetures other than listed in the document.

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Q#	Volume	Page Number	Item	Content detail	Questions	Responses
1	1	67			We need to clarify whether the minimum annual turnover mentioned here should be relevant only to: I. Specific experience (biometric based, digital identity issuance solution, personalization of smart cards and electronically transmitting the benefits to the resident), IT and IT related infrastucture nature of the work required in the tender documents; OR II. Generic experience: Whether it could be any other business activity, ie. could be generic in nature.	For Clarification for this query, please refer Scheduel No 5
2	1	66	3.2.3.2	Minimum average annual turnover of LKR 5,000 Million or equivalent, calculated as total certified payments received for Contracts in progress or completed, within the last 3 years	This is with the reference to the tender of the GDSS Volume 1 of page 63, under the heading 3.2 Qualification of the Bidder, sub heading 3.2.3.2 average annual turnover (Page 66). We request you to clarify the Minumum average turnover LKR 5,000 million or equivalent , calculated as total certified payments received for contract in progress or completed within last 3 year	For Clarification for this query, please refer Scheduel No5
3	1	67	3.2.4.1	Experience under Information Technology Contracts in the role of Prime Contractor or Prime System Integrator for at least the last five (05) years prior to the Bid submission deadline, and with activity in at least six (6) months in each year.	1. The compliance requirment states that each partner needs to meet the requirement of having experience under Information Technology contracts. 2. Why is there a requirement for all parties in the joint venture or consortium to meet this requirement? For example, if a card manufacturer is part of the joint venture or consortium, why is it necessary for the card manufacturer to have Information Technology contract experience? 3. Consequently, we request you to allow that the compliance requirement for general experience should be met by any member of a joint venture / consortium partners.	For Clarification for this query, please refer Scheduel No 1

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4	1	67	3.2.4.2	Specific experience: During the last five (05) years bidder must have successfully completed at least one (01) Contract of similar nature, with a value of LKR 5,000 Million or equivalent. The similarity shall be based on the physical size, complexity, methods/technology and other characteristics as described in the Bidding Document. The Bidder shall have completed national scale, biometric based, digital identity issuance solution involving personalization of smart cards.	1. Why are you restricting under the compliance requirement that the specific experience will only be restricted to the lead bidder. Since you are allowing joint venture or consortium applications, where the intention of joint venture or consortium formation is for different entities to comply indivually as well as jointly to the specific experience of the tender requirements. 2. As you have mentioned, this is a project of complex metodology, technology and charactersitics, as described in the Bidding Documents, having a national scale biometric based, digital identiy issuance solution involving personalization of smart cards AND creating the infrastructure for transferring household benefit management system. Therefore, it is hard to believe that: a. a single entity; OR b. a lead bidder / prime bidder of a joint venture / consortium, will meet ALL of these requirements, as stipulated under section (1) and (2). 3. Consequently, we request you to allow that the compliance requirement for specific experience should be met by any member of a joint venture / consortium partners.	For Clarification for this query, please refer Scheduel No 1
5	2	12	3.5.10	Integrated transaction platform for facilitating direct transfer of funds to beneficiary accounts. (Currently being implemented)	1. It has been mentioned in 3.5.10 that the integrated transaction platform for facilitating direct transfer of funds to beneficiary accounts is currently being implemented AND NPP is part of the proposed National Digital Transaction (NDT) platform. 2. Therefore, we would like to clarify whether all the necessary APIs be provided for creating the NDI payment bridge between NDI and NPP? 3. We would like to clarify whether the NPP is already implemented and working.	2. Yes. 3. Will be implemented before awarding.

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6	2	87	7.5.4.1	Smart card for this project shall manufactured in a manufacturing site which has valid ISO 9001, ISO 14001 & ISO 27001, ISO 14298 or CWA 14641 certificates.	1. Is it mandatory to have ISO 14298 if the company has PCI-CP Certification (EMV Certification)? 2. At the time of submission does it meet the requirements for the manufacturer to submit the proof of above certificates or proof of application?	1. Yes. 2: Yes
7	2	90	7.5.4.2	MATCH ON CARD APPLICATION - Point 19-23	1. Why are we only restricted to fingerprints, whereas we can do match on card with IRIS? 2. The IRIS authentication solution, in the match on card application, has to be as per IREX, ISO/IEC 19794-6:2011 (E) and NIST Mobile ID Device Best Practice recommendation version 2.0 (November 2015).	1. Bidder may propose as an additional feature. 2. Bidder may propose.

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1	2	18	4.1.19	The total project duration	The project implementation, including UAT and OAT intervals are very short: 4 months for project implementation and 1 month for UAT. We request to change these dates for longer periods or include more flexible dates (for example implementation between 4 – 12 months). The project and key milestones duration may and should be estimated after the succesfull bidder examine the existing system and its specifics. The current system and level of improvement is not known therefore implementation of the new system in 4 months deadline is a conditions difficult to meet.	No change in the project implementation duration specified in the Bidding Document
2	2				Test cards: is it possible to use equivalent contactless chip than mentioned in specification? what is the requested quantity of sample cards?	Policabonate Card with a Chip, with basic design
3	3	18	9.6		is it already specified how the inspection will be held? What will be the scope and conditions of inspection?	For Clarification for this query, please refer Scheduel No 5
4	1				Bid security validity: bid security will be valid for 203 days from the date of deadline of submission of bids inclusive of the deadline for submission of bids.	For Clarification for this query, please refer Scheduel No 5
5	1				According to our finance dept. the bank guarantee should be compliant with Uniform Demand Guarantees Rules 758, the one attached is compliant with URDG 458. Could you advise on this?	For Clarification for this query, please refer Scheduel No 5
6	3				Also bank guarantee mentioned in Volume 3 page 116 is compliant to old regulation URDG 458 & should be compliant to the newer version URDG 758- could you advise on this?	For Clarification for this query, please refer Scheduel No 5
7	1				Is it possible to add second currency to the contract: for example USD?	For Clarification for this query, please refer Scheduel No 5
8	3				Can the successful bidder add new points into conditions of contract (volume 3)?	For Clarification for this query, please refer Scheduel No 5

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9	3	39	24.1		IT products and/or Services: who will examine if the prices are not too high, is there any fee in case of noncompliance? Could you explain this point?	For Clarification for this query, please refer Scheduel No 5
10	3	40	25.8		what does it mean "reasonable period of time"?	For Clarification for this query, please refer Scheduel No 5

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1	2	89			During the pre-bid meeting a number of questions were posed, some of which were responded to in the session; there were also a number of questions which were posed in the pre-bid meeting which were deferred to a later stage, but again, we have not received any correspondence with answers to these viz • There was a question relating to page 89 section 7.5.4.2 posed by Supercom which you indicated will be responded to writing.	Already responded and distributed to all the bidders who purchased the Bidding Document.
2	2				A question was asked relating to page 114 (point 6) regarding payment schedules which you indicated that a response will be sent in writing.	Already responded and distributed to all the potential bidders.
3	2				• There was a question relating to your requirement to have both Polycarbonate and PVC cards, you indicated that you will respond to this question at a later stage – has a decision been made and if so, what is the decision?	Already responded and distributed to all the bidders who purchased the Bidding Document.
4	2				• EOH asked the question regarding the 4 month timeline and a number of other bidders also indicated their concern regarding this. Your indication was that we will receive a response in writing later but that you would prefer that the timeline is stuck to. Have you subsequently reached a final decision on this and if so, what is it?	No change in the project implementation duration specified in the Bidding Document
5	2				Is there an existing database which can be loaded onto registration machines which can be used for an indicative immediate verification of an applicant?	No
6	2				Can the data from an existing database be used for preregistration (i.e data population) making the registration quicker?	No
7	2				If an existing database exists, does it contain any facial images (such as driver licence facial images)? What is the quality of the facial images? Is it possible to get a sample?	No
8	2				Is Data Migration in scope for Citizen Benefits to the new Solution?	No

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9	2				Is there an existing Financial Management system being used for social grants and is there an expectation to integrate into this?	Need to integrate with ITMIS(Treasury)
10	2				Biometric and Demographic data is captured at fixed locations. Mobile units are used to capture data at remote areas. In both solutions, data is sent to the central site using a secure network or a manual process making use of a data storage medium.	You may use LGN VPN connectivity.
11	2				The registration software also contains a module for card issuance. Ideal would be to approve the new applicant immediately o What is the coverage area of the existing network? o Is it a mobile type network which will require a specific modem in our solution? o What is the bandwidth capabilities at low / medium / high peak hours	LGN would've island wide coverage.

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1	2	52	5.1.1.	Warranty Requirements	5.1.1.2 States that he warranty to be 60 Months comprehensive onsite and shall commence from the acceptance of the goods by the employer. Please clarify the term acceptance. Is this the date that the equipment is handed over to the customer or the date of completion of the UAT	Please refer Bidding Document
2	2	72	7.1.1	Specification - Notebook	The specifications requests an Optical Drive (DVD+ RW Super Mini DL) for the enrolment Notebooks. This is not required, and will not be used during enrolment. This optical drive could be used by the staff for unauthorized use of the notebook, which could lead to infest the system with viruses etc.	No change.
3	2	73	7.1.2	Specification - Scanner (Legal)	Bit Depth 48-bit Minimum - All standard scanners scan at resolutions of 24 Bits which provides high resolution scans in Color or Black and white. Only a few manufacturers manufacture scanners with a bit depth of 48 bits and are very expensive. As this project requires a large quantity of scanners, this will impact the project cost.	Bit Depth : 24-bits
4	2	73	7.1.2	Specification - Scanner (Legal)	2. The tender requests for 1200dpi which is not available in rotary scanners. This resolution is not required for this project, Can we substitute this with 600dpi which is the standard used in all commercially available scanners	Flatbed: 1200dpi , ADF:600dpi
5	2	73	7.1.2	Specification - Scanner (Legal)	The specification calls for a flatbed scanner with an Automatic Document Feeder with a scan speed of 50 ppm. This is a high end scanner specification that will be expensive and take up a lot of desk space. A rotary scanner can scan legal size and go up to 60ppm if required. In Rotary Scanners Small documents like the identity card, Driver' License, Passport can be scanned using a clear folder rather taking photocopies and scanning.	No Change.
6	2	73	7.1.2	Specification - Scanner (Legal)	Scan formats: - The specifications require scanning in HTM, RTM , XML and OPF which are not relevant in this project please confirm if this is mandatory as it is not supported in standard new generation of scanners.	HTM, OPF removed.

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7	2	73	7.1.2	Specification - Scanner (Legal)	Support for MAC OS - This requirement is not relevant to the application	No change.
8	2	74	7.1.3	Specification - POS printer	Please confirm that the requirement is for the POS printers only ,ie the Paper rolls (Consumables) is the responsibility of the Client	Yes.
9	2	74	7.1.3	Specification - POS printer	Compliance — Standards compliance certificate to be provided from suitably qualified third party Please confirm if this refers to CE , ISO etc if not please specify	Not restricted.. Any acceptable 3rd party.

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1	2	70	6	USB 1 Finger scanner (1783 Units)	There doesn't seem to be any requirements on this. Please check and revert back.	No change
2	2	70	6	Portable Units (331 Units)	There is a Fingerprint Scanner requirement here but it is not clear how many fingers is expected. The requirement is seeking slap and roll prints, Please check and revert back.	10 Finger scanner(4+4+2)
3	2	81	7.3.2	Minimum 1,000 Authentications per second with response time less than 1 second based on Finger Prints (Any 4 Fingers)	It is not clear to me whether the system is requiring a 1:1 or 1:N matching. If it is indeed 1:N, do note that their requirement for "Minimum 1,000 Authentications per second with response time less than 1 second based on Finger Prints (Any 4 Fingers)" is quite impossible to achieve. Please check and revert back as to why they need such a fast response time.	Both 1:1 and I:N (One to many)
4	2	33	4.4.28.2.2	Accuracy	The Tender stated the definitions of FAR/FRR (Vol 2 Page 33) but did not state what is the expected accuracy. Please check with customer.	Bidder may specify the values of the NDI solution.

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1	1	116	11.2.2	Any license required for the system shall be perpetual and shall cover installation and usage across all entities under the line ministry, provincial ministries ministry or at any vother site where the proposed system or part of it is installed. All licenses shall not be based on number of users or sites.	In case the numbers of users and sites defined in this RFP will be increased by Sri Lanka government, is it acceptable to be charged the cost for that by vendors?	No
2	2	72	7.1.1.	Integrated Media Card Reader	Is it specification same as "7.5.1 USB Card Reader"?	Media= SD, SDHC, SDXC
3	2	72	7.1.1. Revised Bill of Material-Volume 02 of Bidding Document - MTDI-GOSL-IS-ICB-2016-15	PIN Printer	What is "PIN Printer"? Is it a device for inputting PIN by citizen?	"Bidders are to propose a suitable printer to print PIN number for the smart card. PIN generation, printing should comply the ISO 9564. PIN number should be printed in a secure envelope, designed so that it can be printed without the PIN being visible (even at printing time) until the envelope is opened. (Envelope cost will be beard by the employer)"
4	1	82	2.3.4 (Credit Facilities)	Evidence of Access to or availability of credit facilities	What should be the amount that needs to provided to meet the working capital requirements for executing to the above contract during the contract period. - Is it LKR 70 million or LKR 3500 million, Please	For Clarification for this query, please refer Scheduel No 5