

CARIBBEAN DIGITAL TRANSFORMATION PROJECT (P171528)

Appointment of a System Integrator for Design, Development, Deployment, Operations and Maintenance of the Bulk Disbursement Digitization System in Dominica RFP No: DM-MPWDE-403084-NC-RFP
 SUBJECT: RESPONSE TO CLARIFICATIONS NO. 2 - ISSUE DATE: June 12, 2024

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Date of Submission	Response to the Clarification/Query	Note
1			Can you confirm that selection of the prepaid card provider will be done outside of this procurement process? Is the card provider known at the moment and is the card provider's API available for assessment? Please note that card provisioning system APIs differ in their principles of operation, interaction, and level of complexity, therefore the integration effort might differ significantly across different solutions.	7-Jun-24	It will be done outside the procurement process. The card provider is not selected yet. While GoCD may initially opt for one card provider. The Bidder has to provision Integration with multiple providers.	
2			Can you confirm that prepaid card acceptance at POS will be the responsibility of the financial service provider engaged to issue the prepaid cards?	7-Jun-24	Confirmed.	
3			Do you plan to support personalization of the prepaid cards whereas the prepaid cards will be ordered and consequentially produced for a specific beneficiary, or will the prepaid cards be anonymous and an assignment to the individual will be implemented by the Bulk Disbursement Digitization System?	7-Jun-24	The system should have provision for both.	
4			As per requirement V.1.1. "The system must be capable to issue, activate, reload, and block prepaid cards linked to digital wallets", shall such digital wallets be part of the card issuer's service, therefore shall the system interact with the issuers API to manage the wallet and initiate transactions such as transfers between wallets or disbursement to the wallets?	7-Jun-24	Actual activation/Deactivation will be done by the card issuer. The proposed solution should be able to send requisition list for activation/deactivation and other transactions.	
5			As per requirement V.1.2. "The system must enable cash withdrawals, transfers, PoS purchases, and transaction monitoring.". Shall such digital wallets be part of the card issuer's service? Shall the system provide access to the platform of the card issuer via dedicated APIs for such operations, or shall it implement digital wallet and wallet management operations directly? If the second option applies, what are the requirements for the APIs provided to the card issuer and API performance for the purpose of supporting card transactions, such as withdrawals and PoS payments?	7-Jun-24	The proposed solution in conjunction with smartstream system will transfer funds to bank/ card issuers. Actual financial transaction by the beneficiaries at PoS will be provided by the bank/card issuers.	
6			The requirement "integration with external Systems" specifies the external systems with which the BD system will have to be integrated. However, only one of the seven IS interface descriptions specifies that BD will need to use the API of the external system (UID System). It should be noted that the creation of the API directly affects the price, so please clarify the requirements by indicating how many APIS for integrations the Bidder will have to create.	7-Jun-24	The Bidder has to take in to consideration integration with all the external systems through API.	
7			Clarify the requirement "4. Prepare user manuals, FAQs, and deliver associated training to users at different levels and roles", how many groups formed considering the user levels and roles, the Bidder will have to train.	7-Jun-24	Maximum 5 groups	
8			Clarify the requirement "3. Repeating the training program on a periodic basis (or conducting refresher sessions)", how many such repeated trainings and for which groups, formed considering the users' level and roles, the Bidder will have to conduct.	7-Jun-24	Maximum 5 groups to include administrators of the system and operators of the system	

9			Clarify the term "redesigned" used in requirement "1. Usability Testing: Test the navigation between screens, user-friendliness, and workflows of each of the screens. Against this, if deficiencies are identified the interface may be redesigned during this testing phase based on feedback from the Client.". Please note that it may not be possible to fundamentally redesign the system frontend (GUI) during the testing phase, or it would be a very time- and cost-consuming task.	7-Jun-24	The idea is to comprehensively capture the purchaser's requirement. If any deficiencies found, the bidder is expected to redesign the deficient system and provide a comprehensive system.	
10			The requirements state that "The digital signature system is required to confirm the authenticity of documents by submitting the digital signatures of officials who participated in the application process." This will ensure a complete digital application processing process integrated with eOffice and DMS systems as required by GoCD." Confirm that the electronic signature verification system (Digital Signature System) has already been created, and, and the Bider's task will be integrated with the Bulk Disbursement system.	7-Jun-24	Digital signature system implementation is currently in process ,expected to be complete before BDD System Implementation.	
11			RFP Section III – Evaluation and Qualification Criteria, Clause 2.3 states that two Functional Experts are required and they should have the following qualifications: <ul style="list-style-type: none"> • At least Bachelor's Degree in Public Finance, Digital Economy, or related discipline. a) Could you please clarify whether: <ul style="list-style-type: none"> • A Degree in ICT field would be acceptable for this position? 	7-Jun-24	The criteria remain as it is. Any deviation may impact the scoring for the criteria.	
12	Pg 150		For registration purposes and particularly integration with UID system, does the prevalent regulation allows to query personal details (such as name, surname, ID number, Place and Date of Birth, etc.) of individual citizen? Would there be a need for the DB system to request individual citizen consent for his/her personal detail to be validated by the BD system?	7-Jun-24	Consent will be required and has to be built in the proposed system.	
13	Pg 150		Please define Offline Capabilities in details. It is mentioned that the Registration should be completed without network Connectivity? Please clarify. Is any other arrangement needed without the process of registration by the visiting Village Council or Social Service Office?	7-Jun-24	All the functionalities of the BD system must work in offline mode. Wherever integration with other system is required, data exchange can be done by manual file transfer/paper-based movement.	
14	Pg. 153/155 Pg. 198		As mentioned "Preparation of design document for the web and mobile BD application" - Need to define clearly that for Track 7 - Mobile version of Web or Mobile App is required.	7-Jun-24	The proposed system should have a mobile app (both android and iOS).	
15	Pg 156		What is the Period & Scope of Works for Operations & Maintenance tasks?	7-Jun-24	The period of O&M is as per the implementation schedule (36 months) and the scope of work for O&M is as per Track 9 of the RFP (pg. no 156). Further, to clarify on the scope, the O&M tasks shall include the maintenance of the application and associated software, resolving bugs/issues, in a time bound manner without impacting the business/operations of BD system.	
16	Pg 156		The required Operations & Maintenance tasks will be Onsite or Offsite? What is the number of Support resources required for the O&M?	7-Jun-24	The support can be provided remotely. The Bidder has to provision for onsite visit,incase the issue is not resolve remotely.	
17	Pg. 156 & Pg. 199		In Track # 9 & Implementation Schedule, the requirements of details O&M & SLA terms are not well defined. Need to clarify.	7-Jun-24	The O&M details are listed in Sectiob VII - Requirements of the Information Systems - Scope of Work - Track 9 of the RFP (Pg. no 156). The system is expected to be up and running without any disruptions to business or operations of BD System.	
18	Pg 156		Can you provide more details on the types of errors to be monitored during the pilot run of the BD software?	7-Jun-24	Any functional or non-functional issues to be resolved.	
19	Pg 156		What are the defined roles and responsibilities for the SI in the capacity-building track?	7-Jun-24	Refer Section VII Requirement of the Information System- Scope of work - Track 8 (Pg no 155)	

20	Pg 157		What are the specific APIs to be used for communication between the Bulk Disbursement System and the eService Portal?	7-Jun-24	API details to be provided to the successful bidder.	
21	Pg 158		What is the expected response time for the verification and validation processes from the UID System?	7-Jun-24	Maximum 2 Seconds.	
22	Pg 160		The Smartstream system will provide digital ledger for the BD system to process payments. Are there going to be need for post-payment processing reconciliation between the 2 systems?	7-Jun-24	Yes.	
23	Pg 169		What procedures are in place for handling discrepancies found during the reconciliation process?	7-Jun-24	Will be discussed during study and design phase.	
24	Pg 169		What are the expected formats and contents of the monthly disbursement reports?	7-Jun-24	Pdf and word are the formats of the monthly disbursement reports. Contents to be provided to the successful Bidders.	
25	Pg 195		Does the bidder supply & maintain DC & DR Hardware & 3rd Party Software?	7-Jun-24	Not in the scope.	
26	Pg 199		In Imp Schedule - # 9, it is mentioned that the T4.4 has LD implications and there are dependencies on T4.2 integrations with 3rd Party Systems. So how to measure if the delay occurs from the 3rd party side?	7-Jun-24	LD Implications are applicable to the delays caused by the SI. Any delay due to any dependency on external system will not be considered.	
27			Quantitative information needed for the estimation of the scale of the system users e.g Numbers of Banks, Mobile Wallet Operators, Numbers of Village Councils, maximum numbers of beneficiaries/users, Numbers of Inspectors of Social Service Office are not mentioned.	7-Jun-24	Currently number of users will be less than 10 thousands.	
28			Please confirm that within the scope of the proposal, the Bidder must not include in the evaluation the cost of purchasing and installing equipment, and have to provide only recommendations (according to the list of deliveries).	17-May-24	The cost of purchasing and installing equipment is not included in the scope of bidder. Further, the bidder may provide recommendations, if required.	

