CARIBBEAN DIGITAL TRANSFORMATION PROJECT (P171528)
APPOINTMENT OF A SYSTEM INTEGRATOR FOR DESIGN, DEVELOPMENT, DEPLOYMENT, OPERATIONS AND MAINTENANCE OF THE UNIQUE IDENTIFICATION SYSTEM (UID),
CIVIL REGISTRY SYSTEM (CRS) AND VITAL STATISTICS SYSTEM (VSS) IN DOMINICA
PUBLICATION REFERENCE: DM-MPWDE-399440-NC-RFP
SUBJECT: CLARIFICATION NO. 1

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
1	SECTION II - PROPOSAL DATA SHEET (PDS) ITP 39.1	Discount Rate (I) for net present value calculations of recurrent costs (if any) is Not applicable. The weight to be given for cost, X is: 50%	We would like to know if it would be possible for your team to consider a 70/30 or 80/20 weightage, as this would likely ensure that there is a high quality of proposed systems.	The Evaluation Weightage Remains unchanged
2	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of Work	Track 1.1: Development of Standard Operating Procedures (SOPs)	It is our understanding that the chosen bidder will not be responsible for developing / recommending policy requirements; that this role will be undertaken by the Government. Please confirm.	The Understanding is Correct
3	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of Work	SOP for Data Centre and Disaster Recovery Centre Operations	We understand that the scope is limited to UID, CRS and VSS infrastructure and associated maintenance activities. Our scope will not extend beyond these. The Data Centre / DR operator will be responsible for developing the complete SOP, and we will then align to their SOPs, including our system specific requirements. Please confirm.	The scope of the SOP for the Bidder is Restricted to the Application, Data, Software and Hardware supplied and installed specific to this Scope.(UID, CRS & VSS). The Bidder is expected to Propose the SOP.
4	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of Work	Deployment of Hardware and Software for the UID project at the Data Center and Disaster Recovery Centre and O&M of the same	Our scope will be limited to procurement, commissioning, deployment and support for specific infrastructure provided for the project requirements. This does not cover civil works, racks, iPDUs as a part of scope of System Integrator. Please confirm.	The Understanding is Correct
5	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of Objective 1 - UID	Design, development and deployment of the authentication platform which can be used for authentication (can be demographic based, OTP based or a combination of 2 or more) and O&M of the same	There will be no biometric involvement / requirement in the enrolment process. Please confirm our understanding.	Biometric not required

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6	SECTION VII -REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of Objective 1 - Issuing UID cards	Proposed UID card layout	Please confirm we can propose alternate suggestions like QR Code instead of Barcode and MRZ. Please confirm.	Can propose alternate layouts however should be able to implement current layout
7	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 1. BACKGROUND AND INFORMATION MATERIALS	The government connectivity project includes development of a primary data center to host the government cloud and applications, as well as a secondary location to serve as a backup site.	We understand that the proposed solutions will be hosted in the DC / DR mentioned here. Please confirm that said sites will be available at the envisaged start of the project. If not, please suggest an alternative plan which will allow the project to proceed.	Bidders need to Build/Demonstrate/test the Application in their own platform. OAT and Production Release will be on the Infrastructure deployed on GoCD provided Data Center.
8	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM Track 1.6: Establishing Enrolment Centre	The premises and the following facilities shall be provided by GoCD	Reference is made to the lamination and PVC cards; these are not covered in the supply from Gov OR in the BOM requirements from SI. Please confirm who is responsible for lamination and PVC printouts.	Will be provided by GoCD
9	1.4.2 Specific Experience	Participation as a prime supplier, management contractor, JV member, sub-contractor, in at least 2 (two) contracts within the last 5 years, each with a value of at least USD 1,500,000.00 (USD One Million Five Hundred Thousand), that have been successfully and substantially completed and that are similar to the proposed Information System, as described in Section VII.	If feasible, we would like to request that the project value requirement to be reduced from USD 1,500,000 to USD 1,000,000 to ensure inclusive and wider participation.	Remains Unchanged
10	Performing Operations & Maintenance	Development and Deployment of UID Enrolment, Authentication Platform and Go-Live - T+3 Months - Page no. 207	We are of the opinion that the timeline for the UID platform development is too stringent. We are requesting that the development period be increased from 3 months to 6 months.	Please refer to the detailed timeline provided in the table given in page 261 in the RFP
11	ITP 17.6	Named place of final destination (or Project site) is: 6 Enrolment Centres in Commonwealth of Dominica (1 Permanent + 5 Mobile), 4 in foreign Location.	Where are the 4 foreign locations? Please clarify the role of the System Integrator in these foreign locations?	See Addendum No. 1 to RFP.

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12	n/a	Two different timelines for UID development.	There are two timelines, one is found at page no. 207 and another at 261, both talk about the development of UID platform. Please clarify.	Please refer to the detailed timeline provided in the table given in page 261 in the RFP
13	12.3 Terms of Payment	Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier	If possible, it is requested that a change be made to the payment period, from 45 days, to 30 days upon submission of a valid invoice.	Remains Unchanged
14	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of Objective 1 - UID	Provide Proof of Identity (PoI) & Proof of Address (PoA) documents for scanning once the resident confirms the correctness of the data. The EO shall scan the PoI and PoA and submits for EA for further processing. The platform will provide online validation with Civil Registry System (CRS)	How will the document be validated - will the EA user be responsible for cross-check if the data is not available in CRS?	See Addendum No. 1 to RFP.
15	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 3 - Scope of UID functional requirements	The system must be able to verify and authenticate submitted documents as proof using QR codes, bar codes, holograms, photo IDs, valid date of documents, etc. This will ensure the accuracy and authenticity of recorded data. It includes mechanisms to verify the identity of individuals during registration and authenticate supporting documents.	Please confirm the readiness of the back-end systems in terms of supporting use cases for verification of documents using QR code, bar code, hologram, etc. How is it proposed that the system be able to verify and authenticate submitted documents on the basis of photo id?	See Addendum No. 1 to RFP.
16	n/a	Seeding: The system must link the UID with other documents of the systems	We understand that this is an external capability wherein the dependency is on external systems. UID should have APIs to enable such functionality. Please confirm our understanding.	This is part of external integration. UID System Should Provide the requisite APIs.
17	n/a	The system must be integrated with a Payment Gateway	Please confirm that the payment gateway/ sms gateway will be provided by the client.	Will be provided by GoCD
18	Section 3, Scope of Work (Pg 158)	Scope of Work	Does GoCD have any existing mechanism for the enrollment of citizens in the system, i.e. is there any ID or registration number in existence for citizens?	Currently no Unique Identity exists.There is an existing CRS system available from where Data will be migrated to new system

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19	Section 3, (Pg 158)	Objective 2: To develop and establish a robust Civil Registry Systems (CRS) for registration and certification of important life events relating to birth, death, marriage etc. which is integrated with UID system and other external systems like HM&IS for notification of births and deaths occurring at health facilities. The platform will be an important data source for Vital Statistics System (VSS)	If yes to the above, does the existing ID or registration number need to be integrated or replaced with the proposed UID?	Any Existing ID in the migrated data should be retained for historical purpose.A new ID can be generated over and above the old ID .Detailed design can be deliberated during system study.
20	(Pg:161)	Track 1.1: Development of Standard Operating Procedures (SOPs) Track 1.2: Deployment of Hardware & Software for the identification system and O&M of the same at the Data Centre (DC) and Disaster Recovery (DR) Centre,	We note that the RFP only references demographic data. Is there any scope for the capture of biometric data in the generation of the UID for citizens?	Biometric not required
21	Section 3, (Pg 158)	Objective 1: To design, develop and establish an Identification and Authentication Platform to enroll & issue Unique Identifier to all residents, as well as issue persons above the age of 18 years with physical or digital ID credentials	Would UID enrollment be based on consent, or does the GoCD intend to make it mandatory for all citizens?	The platform will have provision for consent. However, whether it UID being made mandatory is a policy decision and is not relevant to the scope of the project
22	Section 6 – Purchaser's Requirements. (Pg. 157)	Component 4: Project Implementation Support C. Institutional Arrangements	Component 4 (Project Implementation Support) states that "When combined with an authentication layer and payment platform, it will facilitate digital public service delivery while maintaining the privacy of individuals' data". Please confirm if Payment Platform Integration activities are to be included in the Scope of Work?	Integration with Payment Platform is part of the scope
23	Section VII – Purchaser's Requirements, (Pg: 163)	Track 1.3.1 UID Enrolment Software	Please provide more clarity on the step "Take token" - would it be a physical token or a digital text/sms token? Which entity would be responsible for assigning the tokens to users?	The system should generate a token . Provision for sending the token over sms as well as providing a physical token(Printed slip) should be there.
24	Section VII – Purchaser's Requirements,(Pg: 163)	Track 1.3.1 UID Enrolment Software	Does GoCD have any existing integration with a telecom service provider to send SMS for various purposes to users?	To be provided by GoCD

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25	ITP 16.3 (Page 48)	In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders shall offer the following items: • Capacity Building and Training Module • Helpdesk with Help desk Management System	Please provide more detail if possible on the requirements for the Capacity Building and Training Module. Please also provide more detail if possible on the requirements for the Helpdesk Management System.	See Addendum No. 1 to RFB.
26	ITP 23.1 (Page 50)	The deadline for Bid submission is: Date: March 8, 2024 Time: 10:00 a.m. Eastern Caribbean Time	As the opportunity indicates three critical components like UID, CR and VS systems as well as a physical submission, hence we are requesting to extend the bid submission timeline till 31-March-2024	See Addendum No. 1 to RFP.
27	ITP 39.1 (Page 52)	Evaluation of Combined Technical and Financial Parts and Most Advantageous Proposal	Please confirm if this tender will be using a QCBS evaluation method? If yes, please share the respective weights (%) of the Technical and Financial proposals.	The evaluation method and criteria is clearly mentioned in : • ITP 39.1 (Pg no 52) • Section III - 2. Technical Evaluation (Pg no 57) •Section III - 4 Financial Evaluation (Pg no 67) • Section III - 5 Combined Evaluation (Pg no 67)
28	Page 56	1.4 Subcontractors/vendors/manufacturers	As this bid is asking to supply both hardware and software components, as well as Helpdesk support, we would like to request that subcontracting be allowed in order for bidders to be able to complete their internal compliance processes within the short timeframe.	Subcontracting is allowed
29	Page 62	Functional Experts (4 positions x 3 marks each) Minimum qualifications: •At least Bachelor's Degree in Public Finance, Digital Economy, or related discipline.	We are requesting to amend the minimum academic qualification of the Functional Experts as below in order to align more closely with the talent market: •At least Bachelor's Degree in Public Finance, Digital Economy, Engineering or related discipline.	See Addendum No. 1 to RFP.
30	Page 175	To provide e-government services in both the public and private sectors, the conceptual design proposes a web and mobile portal;	Please confirm our understanding that the development of a "Mobile App" is out of scope and that, instead, the Bidder has to follow the responsive design so that a web portal can be accessed easily through a mobile browser.	The Understanding is Correct

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
31		The SI shall also setup corresponding production environment and necessary backups in the disaster recovery site provided by GoCD. The SI shall deploy servers, storage and necessary hardware, cable, connectors, etc. along with the operating systems, preferably open source, drivers etc. to setup the above environment whereas the GoCD shall provide rack space, electrical power along with backup and other physical infrastructures for running the servers.	We are requesting that GoCD please take the responsibility for procuring all the software and hardware components, and the setup and maintenance of these components; while the Bidder is responsible for design, development and maintenance of the UID, CRS and VSS.	The scope remains unchanged.
32	Page 193	The system issuing the UID card Digitally on the portal and physically after the validation/verification process.	Please confirm our understanding that the system should provide the option to the citizen to download the pdf of the UID and that the Bidder will not be responsible for printing and supplying physical cards to the citizen in this SoW.	The Understanding is Correct
33	Page 194	The system must support various security mechanisms for login and access including (but not limited to) the one-time password (OTP) linked to phone number or UID number.	Please confirm our understanding that the GoCD will procure and supply the SMS and Email gateway and that the Bidder will be responsible for integrating the same in the proposed systems.	The Understanding is Correct
34	Page 198	The SI shall develop an Artificial Intelligence (AI) based DQC module that shall mark the errors in the data vis-à-vis scanned data. The marked data then shall be examined by UID authorized personnel for necessary rejection or approval.	Is the requirement to build the AI based DQC tool by using open source technology or is GoCD expecting to use commercial tools for this purpose? In the case of commercial tools, how many licenses are expected by GoCD?	The preference is towards open source technology.
35	Section VII, (Pg: 261)	Deliverables with Timeline	T3 is not defined in the section for deliverables with timeline. Please clarify how T3 will be calculated.	T3 can be derived from the latest of all the activities from T31 to T35.Timeline table with clarification is provided in Addendum No. 1 to RFP

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36	(a)Section VII – Purchaser's Requirements (Pg. 181) (b)Section VII – Purchaser's Requirements (Pg. 188) (c)Section VII – Purchaser's Requirements (pg. 174) (Performing Operations & Maintenance (Pg 207) (d)Section VII – Purchaser's Requirements (pg 261)	Track 3.9: Performing Operations & Maintenance Track 2.9: Performing Operations & Maintenance Track 1.14: Performing Operations & Maintenance (Performing Operations & Maintenance (Pg 207)	There are 3 different Timeline tables mentioned in Section VII [referenced (a), (b), (c) on the left]. There is also a deliverable table on page 261 [referenced (d) on the left]. Please confirm if the Timings are the same and if the table on page 261 is the complete Deliverable & Timeline?	Please refer to the detailed timeline provided in the table given in page 261 in the RFP.Timeline table with clarification is provided in Addendum No. 1 to RFP.
37	Track 2.3: Deploying the CRS application (Pg 178)	Data migration from the legacy system and testing of the same for correctness	For the deployment of the CRS application, please confirm the following: 1.Volume of data to be migrated; 2.That physical data/document migration is out of scope and that the Bidder will be responsible for digital data migration only; and 3.that the data migration activity will be applicable to the CRS only and no other systems.	1. Registration Data related to approx. 80,000 citizens to be considered for migration. 2.Migration is from the existing legacy CRS application. 3.The Understanding is correct.
38	Page 261	Deliverables with Timeline	As per the deliverables table on page 261 (and considering the timelines on pages 174, 181, 188 and 207), our understanding is that the duration of the Implementation Phase will be 18 Months and the Post Go-Live O&M phase will be 3 years, making the total duration of the engagement to be 4.5 years. Please confirm our understanding.	Please refer to the detailed timeline provided in the table given in page 261 in the RFP
39	Section VII – Purchaser's Requirements, Module 1.3.1.2: Deduplication Engine (Pg 167)	The details of Deduplication engine are mentioned in Track 1.10, later in this document. Deduplication is a process to be carried out post the enrolment activity of an individual, it is considered as a separate track as part of this document	Track 1.10 (Deduplication Engine) is not available in the Table of Contents there is Track 1.9 and then Track 1.11. What will be the deduplication logic? Is there any defined ID? Or will the SI define in SOPs during the implementations?	Deduplication functional requirement is provided in functional requirements in UID.The algorithm/logic and SOP will be defined during the implementation by the SI and vetted by GoCD.

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40	SECTION II - PROPOSAL DATA SHEET (PDS) A. General Page 50	ITP 2.1 The Borrower is: Ministry of Public Works, Public Utilities and the Digital Economy, Government of Commonwealth of Dominica Loan or Financing Agreement amount: SRD20.5 million or USD$28 million equivalent. The name of the Project is: Caribbean Digital Transformation Project	From the RFP, we understand that overall loan amount for the Caribbean Digital Transformation project is USD $ 28 Million. Request you to also provide the estimated project budget specific to this RFP for our reference.	The total loan financing for the Caribbean Digital Transformation Project (Dominica) is USD 28 million of which allocations are made for the UID, CR and VS System.
41	SECTION III - EVALUATION AND QUALIFICATION CRITERIA 2.3 Relevant Experience and Skills of the Proposed Development Team 3. Functional Experts (4 positions x 3 marks each) Page 62	Minimum qualifications: • Having overall work experience of minimum 10 years, with at least 8 years in the design and implementation of PFM systems (budget planning, execution, accounting, debt and asset management, project monitoring, etc.) and related areas.	Please clarify the need for experience in the PFM systems and related areas, which are different from the required scope of work. Request you to please amend this as: • Having overall work experience of minimum 10 years, with at least 8 years in the design and implementation of systems and related areas of e-Governance.	See Addendum No. 1 to RFP.
42	SECTION III - EVALUATION AND QUALIFICATION CRITERIA 2.3 Relevant Experience and Skills of the Proposed Development Team 6. Security and Authorizations Expert Page 64	Minimum qualifications: • At least Bachelor's Degree in Cyber Security, Engineering, Computer Science, or related discipline	Cybersecurity specialization is relatively recent and evolving, hence request you to amend these criteria as below: Minimum qualifications: • At least Bachelor's Degree in Cyber Security / Engineering, Computer Science, or related discipline	See Addendum No. 1 to RFP.
43	SECTION III - EVALUATION AND QUALIFICATION CRITERIA 2.3 Relevant Experience and Skills of the Proposed Development Team 7. System Integration and Testing Expert Page 65	• Proficiency in English language is mandatory, and Macedonian is desirable	Macedonian language is a specific ask. Please clarify the relevance of this language to the project requirement and delivery of scope of work by bidder	English is the Only mandatory criteria. See Addendum No. 1 to RFP.

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44	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference A.Background Page 154	The government connectivity project includes development of a primary data center to host the government cloud and applications, as well as a secondary location to serve as a backup site	• There is no mention of the RTO or RPO for the DC and DR set up. Request to please clarify this. • Also, the type of set up required for DC – DR is not specified. Request to please clarify it as well.	DC/DR Specification is already provided in Annexure A. Details of RTO/RPO is provided in Addendum No. 1 to RFP.
45	Section VII – Purchaser's Requirements UID Authentication Software (Page 205)	UID Authentication Software The UID authentication software shall have two types of authentication facilities provided by the CR Authority, namely— i. Yes/No authentication facility, which may be carried out using any of the modes specified in point ii; and ii. e-KYC (Know Your Customer) authentication facility, which may be carried out only using OTP authentication modes as described under A. Modes of Authentication i. An authentication request shall be entertained by the Authority only upon a request sent by a requesting entity electronically in accordance with these regulations and conforming to the specifications laid down by the CR Authority. ii. Authentication may be carried out through the following modes: a. Demographic authentication b. One-time pin-based authentication: c. Multi-factor authentication:	RFP does not include biometric mode of authentication. Hence, we wish to clarify whether only demographic data is to be captured for issuance of UID or whether capture of biometric data is to be considered as well. In case biometric data is to be captured, what will be biometric parameters that need to capture e.g., fingerprints, IRIS, etc?	Biometric not required

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
46	SECTION III - EVALUATION AND QUALIFICATION CRITERIA (WITHOUT PREQUALIFICATION) 2.3 Relevant Experience and Skills of the Proposed Development Team	The Bidder must propose a core Development Team (key experts) with qualified members experienced in the design and implementation of web based UID, CR & VS System Platforms including the development of web portals and data warehouse/business intelligence solutions, and the installation and maintenance of related hardware (servers, storage units, network equipment, monitoring tools, cyber security tools and more). Planning of the work of the team members should foresee their presence at the site, at maximum length– especially during the periods important for establishment, development, and testing of the system. The team should be composed of at least 14 key experts possessing the qualifications / experiences summarized below. The Bidder can propose a larger team to meet the requirements and complete the project in line with the Implementation Schedule and target go-live dates.	Please confirm whether team can be deployed in hybrid mode i.e. mix of on-site project management resources and remote development team to deliver the RFP scope of work	Team can be deployed on Hybrid Model. However, it is expected that the team will be present on site during study, implementation, Go Live as per requirements
47	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 1.6: Establishing Enrolment Centre Page 170	The SI shall setup 6 Enrolment Centers (1 permanent and 5 mobile) in the locations provided by the GoCD. Additionally, 4 enrolment centres shall be setup in foreign locations at the embassies / consulate offices of Dominica for enrolment.	Please clarify how many enrollment stations need to be configured in each enrollment centre i.e., how many simultaneous enrollments should take place, based on which we can estimate the no. of devices needed.	See Addendum No. 1 to RFP.

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48	Section VII – Purchaser's Requirements Terms Of Reference VS System Technical Requirements 4. Data Warehouse Page 254	Data Warehouse: The Data Warehouse for Vital Statistics System (VSS) is expected to serve as a structured repository designed specifically for analytical processing. It should facilitate complex queries, reporting, and business intelligence (BI) operations. For VSS, the Data Warehouse will be an essential component to transform raw data into actionable insights.	• With respect to scope for DW, ETL and visualization, please clarify whether open-source solutions can be considered by bidder vis a vis. licensed products. • Also request you to please shed light on use cases for a comprehensive DWH solution, i.e., what kind of BI dashboards are expected from this DWH solution.	Open Source will be considered. The bidder should showcase proposed solution in the presentation.The Indicative KPIs (not exhaustive) are provided in functional requirements of VS System at page 245 in the RFP.
49	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 1.6: Establishing Enrolment Centre Page 169	The SI shall setup 6 Enrolment Centers (1 permanent and 5 mobile) in the locations provided by the GoCD. Additionally, 4 enrolment centres shall be setup in foreign locations at the embassies / consulate offices of Dominica for enrolment.	We understand that the connectivity provided by GoCD will ensure that the locally captured data is transmitted to the DC for securing it.	Connectivity will be provided by GoCD
50	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference 4. Issuing UID Cards Page 202	Issuing UID Cards Once the UID number is generated by UIDD, it sends the information regarding the issue of UID cards which the residents can obtain in following manner: a. Downloading e-UID from the e-UID website b. Collecting laminated UID card from Enrolment Centre c. Collecting PVC UID card from Enrolment Centre	• Please clarify whether printing of physical card is in the scope of the bidder or GoCD. • What is the TAT for delivering the card and who will be responsible for delivery of the card to the citizens? • Please clarify the population count over 18 to factor in the required number of cards. • Please clarify how the department envisaged scenarios where in the resident turns 18 and how they are issued the cards. • Printing card for citizens who will turn 18 would be a continuous process and hence would be required in O&M phase and beyond. In this context, will the bidder need to procure card printer and hand over the same to GoCD after the designated O&M phase of 1 year or will it be acceptable for GoCD if the card printing is outsourced to external card printing vendor during the implementation and O&M phase. • Also, at the end of O&M phase will GoCD consider setting up their own process for card printing?	See Addendum No. 1 to RFP.

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51	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 1.3.1: UID Enrolment Software Page 163	The residents shall have to visit the nearest or mobile Enrolment Centre (EC). The UID enrolment process shall done once in the lifetime and once the UID is generated the residents will have an option to update the demographic details based on verification with Civil Registry (CR) & Passport as per the SoP. The process for enrolment is illustrated in the figure above and outlined as under: vii. Get SMS of UID generation once the UID number is generated after a vetting and deduplication process.	Please clarify if the department will provide the SMS service to be used by the bidder for triggering the alerts or if the SMS service needs to be factored in by the bidder. In that case, please	To be provided by GoCD
52	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 1.3.1: UID Enrolment Software Page 163	Application Numbers will be pre-generated and will be printed on Physical Application Forms. An inventory of Application Forms will be maintained	Maintaining a physical copy can be a tedious job. Request if a digital record can be stored. Also, please confirm the duration for which this storage will be required.	Enrollment Center will be operated by GoCD.
53	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Module 1.3.1.2: Deduplication Engine Page 167	Module 1.3.1.2: Deduplication Engine The details of Deduplication engine are mentioned in Track 1.10, later in this document. Deduplication is a process to be carried out post the enrolment activity of an individual, it is considered as a separate track as part of this document.	Track 1.10 is missing in the TOR. Hence, request to please provide the deduplication requirement to be considered by bidder.	Deduplication functional requirement is provided in functional requirements in UID.The algorithm/logic and SOP will be defined during the implementation by the SI and Vetted by GoCD.

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54	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 1.5: UAT of Enrolment Software Page 168	The test cycle should include the following: 5. Security Testing: Perform detailed security testing of the system to cover at least OWASP top ten risk (https://owasp.org/www-project-top-ten/). This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection, XSS attacks, cross-site scripting, command Injection, file path traversal etc. This shall be done by using threat detection and vulnerability scanning software. Security audit needs to be repeated every time there is a code change done.	Please clarify if there is any audit agency that will carry out this activity or if the bidder must factor in the relevant cost. Since code change can occur at any point in time, repeating the audit for each such change may not be a feasible solution. Request you to please specify the frequency of the security audit needs to be carried out.	There may be external audit agencies involved, who would conduct audit before Go-Live. Post Go-Live there will be periodic audits.The frequency of the post Go-Live audits will be discussed with the agency.
55	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 1.6: Establishing Enrolment Centre Page 169/170	The SI shall setup 6 Enrolment Centers (1 permanent and 5 mobile) in the locations provided by theGoCD. Additionally, 4 enrolment centres shall be setup in foreign locations at the embassies / consulate offices of Dominica for enrolment. The premises and the following facilities shall be provided by GoCD	• Please clarify who will be responsible for the overall physical security of the infrastructure at Enrolment center which • Also, kindly clarify if bidder is expected to travel to actual foreign locations for setting up the enrollment centers there. If yes, will GoCD bear the cost of travel and other expenses of the bidder?	See Addendum No. 1 to RFP.
56	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference 3. Scope of Work Pg 160	Brief description of the tracks for achieving Objective-1: To design, develop and establish a robust Unique Identification (UID) System where undertake enrolment of people in the system for UID issuance and Provide authentication Service to Other Systems. The SI shall perform end-to-end activities to roll-out the UID cards which includes the following: • Training and certification of the personnel (to be provided by GoCD) for conducting of enrolment	Please clarify on the number of personnel to be trained by the bidder	Twenty (20) to thirty (30) persons to be trained by the Supplier.

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
57	SECTION II - PROPOSAL DATA SHEET (PDS) D. Submission and Opening of Proposals Page 50	For Bid submission purposes only, the Purchaser's address is: Attention: Dr. Jermaine Jewel Jean-Pierre Project Manager, Project Implementation Unit Caribbean Digital Transformation Project (CARDTP) Ministry of Public Works, Public Utilities and the Digital Economy, 2nd Floor First Domestic Building, 19-21 King George V Street Roseau, 00109-8000 Commonwealth of Dominica The deadline for Bid submission is: Date: March 8, 2024 Time: 10:00 a.m. Eastern Caribbean Time	Given the large and multi-faceted nature of the RFP and considerable time required by bidders for developing a customized solution for the technical proposal, we request that the RFP submission deadline be extended by 2 weeks to 22nd March 2024	See Addendum No. 1 to RFP.
58	Page 45 Section II ITP 2.1	The total amount of budget for the Caribbean Digital Transformation Project is USD$ 28 million. In the last procurement plan available in the World Bank site web, issued on 2024.01.11, there is no line budget for this activity.	Could the Purchaser confirm the available budget planned in the procurem	The total loan financing for the Caribbean Digital Transformation Project (Dominica) is USD 28 million of which allocations are made for the UID, CR and VS System.
59	Page 49 Section II ITP 18.1	Section II ITP 18.1	Could you please confirm that for foreign companies payment will be done in the currency used in the Contract Agreement?	Refer ITP 18.1 and BDS 18.1
60	Page 50 Section II ITP 23.1	Section II ITP 23.1	Considering the level of complexity of this RFP, we request to extend the deadline submission for at least 3 weeks to ensure that all the bidders will have the time to prepare a high-quality bid. Could the Purchaser accept our request ?	See Addendum No. 1 to RFP.

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
61	Page 52 Section II ITP 39.9	The Purchaser reserves the right to organize a live demonstration session prior to Contract award with the Bidder with the Most Advantageous Bid.	Could the Purchaser provide to all bidder the procurement process timelines? When would this live demo take place? What happens if the demonstration does not meet the Purchaser's expectations? For more transparency in the procurement process, it would be fairer to organize this session with eligible bidders with a technical bid as responsive. Is this an option worth considering by the Purchaser?	Refer ITP 39.9 Page no. 52 in the RFP.
62	Page 62 Section III Evaluation and Qualification Criteria 2.3	Relevant Experience and Skills of the Proposed Development Team 3. Functional Experts	Could the Purchaser precise why the Functional Expert must have 8 years of experience in the design and implementation of PFM (Public Financial Management) system?	See Addendum No. 1 to RFP.
63	Page 63 to 65 Section III Evaluation and Qualification Criteria 2.3	Relevant Experience and Skills of the Proposed Development Team 4. System Programmers 6. Security and Authorization Expert 7. System Integration and Testing Expert 8. Change Management and Training Specialist	Could the Purchaser give the definition of "MIS Solution"? Could the Purchaser precise why those Experts must experience in this field?	See Addendum No. 1 to RFP.
64	Page 158 Section VII Purchaser's requirements 3. Scope of Work	Application Numbers will be pre-generated and will be printed on Physical Application Forms. An inventory of Application Forms will be maintained	Could the Purchaser provide its detail project organization?	N/A. Staff will be provided by the GoCD to manage the system.

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
65	Page 178 Section VII Purchaser's Requirements Track 2.3	Track 2.3 Deploying the CRS application.	We understand the awarded Bidder will have to prepare the migration plan and execute the data migration operation. Could the Purchaser confirm that our understanding is correct? If yes, bidders must have information about the data from the legacy system to consider it in their bids namely : the type, quality, quantity, and formats of the data to migrate. In the case of the CR a detail per vital event would be appropriate. Does the Purchaser have paper certificate to digitalize and integrate in the new CR system? If yes, please provide the following information: The volumes and type (birth, death…) of the certificate to be processed? The format of the certificate (and whether they are single or double-sided)? Any specific regulatory and legal frameworks related to the certificate: e.g., the possibility of relocating the certificates / the certificate's mobility zone? The management and integration with the CR system and the UID system: assignment of the Unique ID number for birth certificates?	1. Registration Data related to approx. 80,000 citizens to be considered for migration. 2.Migration is from the existing legacy CRS application.
66	Page 181 Section VII Purchaser's Requirements Track 2.9 Performing Operation & Maintenance	The Purchaser indicates that: "The SI shall carry-out the setup and development activity within 6 months of the contract signing". However, according to the table with the detail activities the SI will have 8.5 months between contract signing and the go live.	Could the Purchaser confirm the timelines? Additionally in the table the Purchaser indicates that "T4=T3 + 1 month" but T3 is not defined. Could the Purchaser clarify this point? Finally, we understand that the Purchaser is expecting to have 1 year maintenance and support after the go-live, but the Purchaser requests from bidder to quote 36 months. Could the Purchaser confirm if the bidder will have to consider 1 year or 36 months of support and maintenance from the go-live?	T3 can be derived from the latest of all the activities from T31 to T35. Please refer to the detailed timeline provided in the table given in page 261 in the RFP

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
67	Page 211 Section VII Purchaser's Requirements Key Architecture Principle	Purchaser's Requirements Key Architecture Principle	Compliance with Law: Could the Purchaser provide the applicable law that need to be met for the development of the CR system? Cloud Computing: Does the cloud infrastructure need to be implemented in the country? If not, does the Purchaser have any restriction on the place to implement the could infrastructure? Considering the Dominica context, we believe that in-premise infrastructure could be a better and easier option to implement. Does the Purchaser accept from bidder to propose in-premise infrastructure?	Compliance with Law: Can be deliberated post signing of the contract. Cloud Computing: solution will be hosted in data center of GoCD.
68	Page 213 Section VII Purchaser's Requirements Integration with the e-Services Portal	Purchaser's Requirements Integration with the e-Services Portal	We understand that awarded bidder will have to integrate the CR system with the eService Portal and the e-Payment platform. Could the Purchaser provide the functional and technical architecture (including technology stack) of both platforms? Could the Purchaser confirm that the updates and the maintenance of both platforms are out of the bidder scope? Could the Purchaser confirm that the e-services list is exhaustive: User registration, vital events registration (birth, death, and Marriage), request type (Reg, Certificate, Correction and Update, UIN? Could the Purchaser give detail regarding the e-service UIN? can an extension be granted?	The Integration with eService and ePayment platform will be through APIs.The specifications will be provided post awarding the contract.Operations and Maintenance of the above platform are not in the scope of this Bid.