

CARIBBEAN DIGITAL TRANSFORMATION PROJECT (P171528)
APPOINTMENT OF A SYSTEM INTEGRATOR FOR DESIGN, DEVELOPMENT, DEPLOYMENT, OPERATIONS AND MAINTENANCE OF THE BULK DIGITIZATION SYSTEM IN DOMINICA
PUBLICATION REFERENCE: DM-MPWDE-403084-NC-RFP
SUBJECT: RESPONSE TO CLARIFICATIONS NO. 4 - ISSUE DATE: JUNE 27, 2024

S.No.	Section/Clause/Page	Criteria	Clarification/Queries	Date of Submission	Response to the Clarification/Query
			Could you please clarify if the mobile application is expected to replicate all the functionalities that are available on the web platform? We seek to understand whether every feature on the web needs to be accessible and operational on mobile devices or if there are specific functionalities that are prioritized for mobile use.	12-Jun-24	The Mobile application will have functionalities that are suitable to be used in a mobile device. Exact Scope will be discussed during requirement gathering phase. General functionalities are mentioned in Section VII - Purchaser's Requirements - B. General Functionalities for mobile application (Pg. No. 198 of RFP)
			In the event of a disaster, we would like to confirm the operational expectations for the system's functionalities across both web and mobile platforms when offline. Are all features required to remain fully functional without internet connectivity? Additionally, will these offline capabilities need to support simultaneous access by multiple users?	12-Jun-24	In case of Mobile application, the application should show the data last synced before the disruption. In case of Web application 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.
3			Could you provide more details regarding the expected Service Level Agreement (SLA) for the support period post-implementation? Specifically, we are interested in the response times, availability requirements, and any specific performance metrics that need to be met during the support phase.	12-Jun-24	The O&M details are listed in Section 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.
4			Is there a maximum number of entities that can form a joint venture?	12-Jun-24	Maximum number of members in the JV shall be: 3
5			Is it possible to keep the local partner under a consortium agreement without including them in the joint venture?	12-Jun-24	This question seems to be for For Local representative. Yes for Local representative.
6			Is the bid bond (bank guarantee) validity for 120 days from the bid opening date?	12-Jun-24	The Proposal shall be valid until: 120 Days From Proposal submission deadline.
7			Is it possible to arrange a virtual technical discussion with GoCD? If yes kindly suggest us convenient date and time.	12-Jun-24	No. Pre Proposal Conference was held on May 23, 2024
8	Section III – Evaluation and Qualification Criteria, clause 2.2. Basis of Evaluation, S.No 7		Section III – Evaluation and Qualification Criteria, clause 2.2. Basis of Evaluation, S.No 7 introduces new evaluation criteria concerning the Capability Maturity Model Integration (CMMI) Certification. It is important to highlight that this model, originally developed by the US National Defense Industry Association, has seen predominant use exclusively within the US and Indian markets. In contrast, European companies employ distinctly different methods and frameworks to enhance quality and efficiency. CMMI has been subject to widespread public criticism for its potential drawbacks, including issues related to cost, rigidity, adaptability, and innovation. The incorporation of this evaluation criterion is not objective, potentially conferring an undue advantage to US and Indian companies. We strongly recommend a thorough review or complete removal of this criterion.	14-Jun-24	The clause remains unchanged.
9			Are there bilingual or multilingual requirements for the system?	14-Jun-24	No Bilingual or multilingual requirements.
10	Section VII, page 163		As per requirements "The system must be able to generate reports on beneficiaries.", "The system must Generate analytical reports on schemes including uptake and exits on the benefits.", "The system must generate detailed reports on beneficiary data to allow decision makers in expanding benefits to further eligible citizens.", "The system must Generate analytical reports on disbursement volumes, and more." (Section VII, page 163). Please specify how many reports will need to be generated, as this has a direct impact on the scope of the work.	14-Jun-24	Exact number of reports shall be provided during the Study and Requirements Gathering Phase.
11	page 165, Section VII		As per requirements "The system must be able to Generate and view detailed financial reports." and "The system must be able to Generate and view operational reports." (page 165, Section VII). Please specify how many financial and how many operational reports will need to be generated, as this has a direct impact on the scope of the work.	14-Jun-24	Exact number of reports shall be provided during the Study and Requirements Gathering Phase.
12	Section IX, GCC 19.6		Please clarify the requirement (Section IX, GCC 19.6) to provide "(ii) monthly training participants test results". We do not see a requirement to hold training every month.	14-Jun-24	Refer to Corrigendum No. 2.
13	Section VII, page 160		The requirements (Section VII, page 160) state that „The system should be able to provide different methods of applications through village council – A. Self-application by registering themselves to the village council. B. Application through recommendation of village council by providing details.“ Do we understand correctly that the data of the application submitted by the citizen to the village council will be entered into the BD system only by the users - Village council.	14-Jun-24	Yes, the understanding is correct.
14	(1) Section VII, page 157 (2) Section VII, page 169		Please clarify how self-applicant registration through eService will work? (1) Application forms will be completed in the eService environment (Section VII, page 157)? (2) eService Portal will act as an intermediary, directing citizens to the BD system for filling out forms (Section VII, page 169)?	14-Jun-24	The forms will be filled in the eService Portal
15	Section VII, page 167		Please clarify the requirement (Section VII, page 167) "The system must integrate with government systems for eligibility verification and comply with AML, KYC standards or as necessary by the purchaser." What government systems the BD system will need to be integrated with in order to meet the requirements of this clause?	14-Jun-24	Details of Integration Requirements specified in Section VII - Requirements of the Information System - Integration with External Systems (Pg. No. 156 of RFP)
16			Do we need to factor the WHT charges of purchaser's country in to our cost? If yes Please indicate the rate %.	13-Jun-24	Yes. Withholding Tax is charged at a rate of 15%. Please visit https://ird.gov.dm/tax-laws/withholding-tax for more information.
17			I am writing to request a 2-week extension for the submission deadline of the RFP - Bulk Disbursement Platform. This additional time will allow us to dispatch our proposal to you, considering that courier time is at least 10 days.	20-Jun-24	The date of submission is as per Corrigendum No 1.
18			As per requirements "The system must have reconciliation tools for beneficiary data." Are there specific types of reconciliation tools preferred (e.g., data matching, data cleansing, data visualization)?	21-Jun-24	The SI can propose tool as per functional requirement.
19			As per requirements "The system must have the analytical tools tailored for village councils' needs." Should the analytical tools allow for custom reporting and data filtering based on village-specific needs?	21-Jun-24	The Proposed Solution should have custom reporting and filtering based on functional requirements.
20			As per requirements "The system must have the tools for the security of user's data." Please specify what types of security tools are preferred (e.g., encryption, access controls, intrusion detection)?	21-Jun-24	The SI should implement security tools to protect data in Rest and Transit as per Global Standards and Guidelines.
21	Section III - Evaluation and Qualification criteria	2.3 Relevant experience and skills of proposed development team: Project Manager - Full time	Please clarify if the "Project Manager - Full time" can be offsite / remote / hybrid or onsite only? We kindly request that a response to this question be expedited if possible to facilitate adequate internal assessment and preparations.	21-Jun-24	The Project Manager can be in hybrid deployment. However, during the project, it is expected that during critical or project needs, the Project Manager should be available onsite for support.
22	Corrigendum 1	1 - Modified Clause - Original Clause: Advance against the advance bank guarantee (to be recovered or adjusted till (S.no 6) Capacity Building as per Sub Section 2.4: Training and Training Materials with 95% of success - bank guarantee will be returned)	Please clarify "95% of success" - Is this for completion of 95% of training requirements?	21-Jun-24	Refer to Corrigendum No.2.
23	Section VII Purchaser's requirements	Implementation Schedule Table: Liquidated Damages applicable for Sr 4 and Sr 10.	Is this for delay in submission? Are there any other conditions? Please help to define the conditions for imposing LD (Liquidated Damages).	21-Jun-24	This will be imposed as per delay in activities of IMPLEMENTATION SCHEDULE TABLE. However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract. This Clause shall not limit, however, any other rights or remedies the Purchaser may have under the Contract for other delays.
24	Section VII Purchaser's requirements	Implementation Schedule Table: Note: GoCD may decide to initially rollout the system to limited users in pilot mode for a period of 3 months and then go for full fledged rollout.	Please confirm the month for the pilot (if required). Is this M18?	21-Jun-24	Confirmed.
25	Section IX - Special Conditions of Contract	C. Payment	Please confirm whether the Purchaser will allow both Joint Venture partners to raise invoices individually directly to the Purchaser as per the payment milestone.	21-Jun-24	No. All payments will be made to the account of the Lead Member of the Joint Venture.
26	Section VII _ Requirements of the Information System	6 - System Integration and Connectivity - Payment Network Connectivity: Government and regulatory compliances: ATM and PoS Network Compatibility:	We request that you review all the requirements under 6 - System Integration and Connectivity. As per Clarification #3, we understand these are expected through the banking service provider / smartstream. BD system will not be responsible for these requirements. Smartstream and the banking service provider will be responsible. BD will be responsible for interfacing with smartstream, banks eService portal, UID, HMIS, CR, grievance management systems. Please confirm this is the correct understanding.	21-Jun-24	The disbursement to the bank against the benefits will be done by smartstream. However, the proposed solution should be able to provide integration with bank/prepaid card service provider as required.
27	Section VII _ Requirements of the Information System	5 - Cards and Wallet: The system must be capable to issue, activate, reload, and block prepaid cards linked to digital wallets.	Please confirm that there is a need to integrate with bank interfaces for this request. No additional effort needs to be considered within Bulk Disbursement platform.	21-Jun-24	The disbursement to the bank against the benefits will be done by smartstream. However, the proposed solution should be able to provide integration with bank/prepaid card service provider as required.
28	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM	Integration with External Systems--> Bulk Disbursement Digitization Functional Requirements Specification - Application through Village council on eligibility basis and assisted mode	Our understanding is that the existing ecosystem will be used in an assisted mode - i.e. a regular user (village council member) acts as an assisted admin to fill out the form and process it for end-users. Please confirm if our understanding is correct for this requirement.	21-Jun-24	The understanding is correct.
29	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM	Integration with External Systems--> Bulk Disbursement Digitization Functional Requirements Specification	Is an application submission filter required to categorize the application based on Village Council, Self Application, and Assisted Mode?	21-Jun-24	The functional requirement for the same is mentioned in section VII - 4 Requirement Specification-Bulk Disbursement (BD) System (Pg no 156) of RFP. However, the proposed solution can have design approach as per the understanding of the requirement.
30	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM	Cards and Wallets: ATM and PoS Network Compatibility: The system must ensure seamless transactions at ATMs and PoS terminals across the region.	Is the payment gateway integration seamless (data collected at merchant site) or non-seamless (redirected to payment gateway service provider) with the bulk disbursement system?	21-Jun-24	The payment gateway will be managed by the bank/prepaid service provider.

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31	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM	Cards and Wallets	Who ensures PCI DSS compliance in the integration process (Bulk Disbursement System with SmartStream)? Does the Bidder also need to adhere to specific standards when integrating any payment gateway?	21-Jun-24	The BD platform will have only beneficiary data captured and will be shared with treasury for disbursement schedule. However, payment and card/wallet details will be with Smartstream. Further, the proposed solution should adhere to compliance requirements of SmartStream if any.
32	Section VII _ Requirements of Purchaser	Grievance	What is the process expected from the grievance system? Is this grievance created automatically or will admin create/approve the grievance request based on tracking? How many levels of workflows are required to respond to the grievance until closure? Please explain the steps for the system.	21-Jun-24	Grievance will be created automatically and through assisted mode. However the grievance can be moderated and assigned to the respective departments/authority by the super user/admin, the system should also have configuration to route the grievances to the concerned departments/authorities/officers.