



COMMONWEALTH OF DOMINICA  
MINISTRY OF PUBLIC WORKS, PUBLIC UTILITIES AND DIGITAL ECONOMY  
**CARIBBEAN DIGITAL TRANSFORMATION PROJECT**

**Addendum No. 1**  
**to**  
**Request for Bids**  
**For**  
**Procurement of:**

**Appointment of a System Integrator for Design, Development, Deployment, Operations and Maintenance of the Unique Identification (UID), Civil Registry (CR) and Vital Statistics (VS) System in Dominica**

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**Purchaser:** Ministry of Public Works, Public Utilities and the Digital Economy  
**Project:** Caribbean Digital Transformation Project  
**Contract title:** Appointment of a System Integrator for Design, Development, Deployment, Operations and Maintenance of the UID, CR and VS System in Dominica  
**Country:** Commonwealth of Dominica  
**Loan No.:** IDA-66850-DM  
**SBD No:** DM-MPWDE-399440-NC-RFP  
**Issued on:** February 27, 2024

## Addendum No. 1

### Appointment of a System Integrator for Design, Development, Deployment, Operations and Maintenance of the UID, CR and VS System in Dominica

Pursuant to Section 1 – Instructions to Proposers (ITP) Clause 8.1, 8.2 and 8.3 of the Request for Proposals (RFP), the Client hereby issues Addendum No. 1:

### Responses to Clarifications Sought by Proposers:

Sr. No.	Criteria	Response
1	Enrollment Center:	<p>Setting up the enrollment center, deployment of manpower and supply &amp; Installation of Hardware in the enrollment centers is out of scope of the SI. The following sections should be ignored:</p> <ul style="list-style-type: none"> <li><i>i. Section IV: 3.2 - Page no. 124</i></li> <li><i>ii. Section IV: 3.4 (E) - Page no. 131</i></li> <li><i>iii. Section IV: 3.4 (E) - Page no. 132</i></li> <li><i>iv. Section VII: 3 - Scope of Work (A) Track 1.4 - Page no. 168</i></li> <li><i>v. Section VII: 3 - Scope of Work (A) Track 1.6 - Page no. 169</i></li> <li><i>vi. Section VII: 3 - Scope of Work (A) Track 1.7 - 2. Supervisor - Page no. 171</i></li> <li><i>vii. Section VII: 3 - Scope of Work (A) Track 1.7 - 3. Technical Personnel - Page no. 172</i></li> <li><i>viii. Section VII: 3 - Scope of Work (A) Track 1.8 - Page no. 174</i></li> <li><i>ix. Section VII: Requirement specification (A) Unique Identification system (UID) - Page no 197</i></li> </ul>
2	<ul style="list-style-type: none"> <li>i) Capacity Building and Training Module</li> <li>ii) Helpdesk with Help Desk Management System</li> </ul>	Details provided in <b>Annexure 1</b>
3	Page 62 – Functional Experts (4 positions x 3 marks each)	Revised details provided in <b>Annexure 2</b>
4	Deliverable timelines	The revised timeline and deliverable table provided in <b>Annexure 3</b>
5	SECTION III - EVALUATION AND QUALIFICATION CRITERIA	Revised details provided in <b>Annexure 2</b>

Sr. No.	Criteria	Response
	<ul style="list-style-type: none"> <li>• 2.3. Relevant Experience and Skills of the Proposed Development Team</li> <li>• 6. Security and Authorizations Expert - Page 64</li> </ul>	
6	Page 64 - System Integration and Testing Expert	Revised details provided in <b>Annexure 2</b>
7	RTO/RPO	RTO <= 2 hours RPO <= 30 Minutes
8	Section II – Proposal Data Sheet – ITP 23.1: Bid Submission Deadline	Revised date for bid submission is <b>29<sup>th</sup> March 2024, 10:00 a.m.</b> (Eastern Caribbean Time)
9	Section II – Proposal Data Sheet – ITP 26.1: Opening of Technical Proposals	Revised date for Opening of Technical Proposals is <b>29<sup>th</sup> March 2024, 10:30 a.m.</b> (Eastern Caribbean Time)
10	Section II – Proposal Data Sheet – ITP 36.2	The date for the exchange rate shall be: <b>March 29, 2024</b>
11	Section II – Proposal Data Sheet – ITP 7.1	Deadline for receipt of clarifications: 21 days prior to Bid Submission <b>Date: March 8, 2024</b>
12	Section III - Evaluation and Qualification Criteria – Sub section 2.2 – Basis for evaluation	Details provided in <b>Annexure 4</b>
13	Section VII – Purchaser’s Requirements System Terms Of Reference 4. Issuing UID Cards	The Bidder is expected to develop UID system which is capable of issuing printable UID cards. The operational tasks for Issuance of UID cards including but not limited to printing and delivery is not in scope for Bidder and will be handled by GoCD.

## **Annexure 1: Indicative Functional Requirements for Capacity Building and Training Module**

**Note:** Capacity Building & Training and Helpdesk Modules are **not part** of the solution proposed by the bidder; hence the bidders are free to propose solutions of their choice (Opensource/COTS/SaaS/Bespoke etc.)

Indicative functionalities required from operations perspective are mentioned below:

### **a) Capacity Building and Training Module**

#### **1. Content Management:**

- Ability to easily upload, organize, and manage training materials, including documents, videos, interactive content, and webinars.
- Support for various file formats (e.g., PDF, DOCX, PPTX, MP4).

#### **2. User Access Control:**

- Secure login and user authentication.
- Role-based access to training materials based on user profiles or job functions.

#### **3. Search and Navigation:**

- Intuitive search functionality to help users quickly find specific training materials.
- Easy navigation through categories, tags, or a structured course catalog.

### **b) Helpdesk Module**

#### **1. Ticket Creation and Submission:**

- Users should be able to submit tickets via multiple channels, including email, web-based forms, and possibly API integrations.
- Automatic conversion of emails to tickets.

#### **2. Ticket Assignment and Routing:**

- Automatic ticket assignment to appropriate staff or departments based on predefined criteria such as issue type, urgency, or user group.
- Manual ticket assignment and transfer capabilities for staff.

#### **3. Ticket Thread and History:**

- Each ticket should maintain a detailed history of all interactions, updates, and status changes, visible to both staff and users.

#### **4. Custom Fields and Forms:**

- Ability to customize ticket submission forms and fields to capture specific information required for different types of requests or issues.

**Annexure 2: Revision to Detailed evaluation criteria for the Development Team**

#	Position	Development Team Qualifications	Score
3.	Functional Experts (4 positions x 3 marks each)	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> <li>• At least Bachelor’s Degree in Public Finance/ Digital Economy/Engineering or related discipline.</li> <li>• Having overall work experience of minimum 10 years, with at least 8 years in the design and implementation of systems and related to e-Governance/Digital Public Good/SDG Domains.</li> <li>• Experience of implementing at least one (1) Digital Platforms related to eGovernance / Digital Public Good / SDG Domains solution as a Functional Expert / Business Analyst.</li> <li>• Certified and/or trained in eGovernance / Digital Public Good / SDG Domains.</li> <li>• Proficiency in English language is mandatory.</li> </ul> <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> <li>• Experience in implementing more than one Digital Platform similar to the Purchaser’s requirements (1 mark per additional project, max 2 projects), not more than 2 marks.</li> </ul>	12
6.	Security and Authorizations Expert	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> <li>• At least Bachelor’s Degree in Cyber Security/ Engineering/Computer Science or related discipline.</li> <li>• Having overall work experience of minimum 10 years, with at least 7 years in cyber security tools, authorization tools, technical training, and related areas.</li> <li>• Experience of implementing at least two (2) solutions related to information security projects and authorization tools as a Cyber Security Expert.</li> <li>• Certified and/or trained in cyber security solutions.</li> <li>• Proficiency in English language is mandatory.</li> </ul> <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> <li>• Experience in implementing more than two solution related to information security projects similar to the Purchaser’s requirements (1 mark per additional project, max 2 projects), not more than 2 marks</li> </ul>	3
7	System Integration and Testing Expert	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> <li>• At least Bachelor’s Degree in Engineering/Computer Science, or related discipline.</li> <li>• Having overall work experience of minimum 8 years, with at least 5 years in system integration, testing, operations, and related areas.</li> <li>• Experience of implementing at least one (1) MIS solution</li> </ul>	3

		<p>as System Integration and Testing Expert for similar projects.</p> <ul style="list-style-type: none"><li>• Proficiency in English language is mandatory.</li></ul> <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"><li>• Experience in implementing more than one MIS projects similar to the Purchaser's requirements (1 mark per additional project,max 2 projects), not more than 2 marks.</li><li>• Experience in implementation of platform related to UID/CR/VSS will be preferred.</li></ul>	
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### Annexure 3: Deliverables with Timelines

Indicative Activities	Time Period	
Contract Effectiveness	T0	
Project Plan	T01 = T0 + 1 month	
Study of the departments and submission of the Detailed Analysis, Physical Design and Integrated system documents as defined under section C, Sub Section 2.1: System Analysis, Design and Customization/ Development;	T1 = T01 + 6 months	
Development of technical specifications for the hardware and software for development, testing, staging and production environment	T11 = T01 + 2 months	
Setting up the development, staging and testing environment in the Data Center and Disaster Recovery Centre	T2 = T11 + 2 month	
Design, development/customization, testing - UID	T3*	T31 = T1 + 2 months
Design, development/customization, testing – CR		T32 = T31 + 3 months
Design, development/customization, testing – VSS		T33 = T32 + 2 months
Data Migration from Legacy System - CR		T34 = T33 + 1 month
Integration – UID, HMIS, CR & VSS		T35 = T34 + 2 month
Setting up the production environment in the Data Centre, Disaster Recovery Centre and other installation sites	T4 = T11 + 6 months	
Capacity Building as per Sub Section 2.4.: Training and Training Materials	T5 = T3 + 1 month	
OAT of the entire UID, CR & VSS and Issuance of the Operational Acceptance Certificate	T6 = T3 + 1 month	
Warranty Services, Software Licenses and Updates, Technical Support Services/ Helpdesk and Post Operational Acceptance Technical Assistance	T7 = T6 + 36 months	

**Note: \*The start date for T3 is the earliest start date for all the activities under T3 and the End date is the latest of all the activities.**

**Annexure 4: Section III – Evaluation and Qualification – Sub-section 2.2 – Basis for evaluation**

#	Basis for Evaluation	Score
1	Understanding of UID, CR & VS System Platforms functional and technical requirements (quality and comprehensiveness of the technical responsiveness checklist)	20
2	Detailed explanation of the implementation approach	5
3	Detailed solution architecture with all its software, hardware, networking, security, and other components	5
4	UID, CR & VS System Platforms integration approach and methodology	5
5	Detailed explanation of warranty maintenance and support services, as well as post-warranty services	5
6	Clarity of the Preliminary Project Plan in line with the indicated implementation schedule and milestones for going live.	5
7	Capability Maturity Model Integration (CMMI) Certification: <ul style="list-style-type: none"> <li>• Level 3 – 2 Marks</li> <li>• Level 5 – 5 marks</li> </ul>	5
Total		<b>50</b>

Acknowledge receipt of this Addendum in writing. Failure to do so may subject Proposer to disqualification.



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**JERMAINE JEWEL JEAN-PIERRE, PhD**  
**PROJECT MANAGER**  
**CARIBBEAN DIGITAL TRANSFORMATION PROJECT**