

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Date of Submission	Response to the Clarification/Query	Note
1	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM Track 2 - Deployment of Hardware & Software and O&M at Data Centre and DR	N/A	During the pre-bid conference call, it was advised that provision of hardware is not a requirement. Please confirm the same. Please confirm if the HW provisioning, OS installation, hardening, software installations will be supported by the DC / DR team. Vendor will be required to support and provide installation steps. We kindly request that a response to this question be expedited if possible to facilitate adequate internal assessment and preparations.	30-May-24	GoCD will provide Infra. VM/Server with OS will be provided. The bidder will have to install and configure all the software proposed as part of the solution.	
2	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM Track 2 - Deployment of Hardware & Software and O&M at Data Centre and DR	N/A	Kindly elaborate on the support to be expected from the DC/DR team and the shared responsibilities with respect to Track 2. We kindly request that a response to this question be expedited if possible to facilitate adequate internal assessment and preparations.	30-May-24	GoCD will provide Infra. VM/Server with OS will be provided. The bidder will have to install and configure all the software proposed as part of the solution.	
3	N/A	N/A	Our team wishes to respectfully enquire whether the Ministry can consider a 2-week extension of the deadline for submission (to a new date of 12 July 2024). Additional time would be beneficial for the required internal assessments and preparation of a comprehensive and customized response. We would be grateful for your consideration in this regard.	30-May-24	Refer to Corrigendum	
4	Section 3: Scope of Work Track 7: Go-Live of BD Software	It is suggested that once the UAT is signed off by GoCD, the BD software should be pilot run for a period of 3 months	How many schemes are expected to be onboarded during the pilot?	30-May-24	Number of Schemes will be less than equal to 5 during the Pilot.	
5	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM Section 4 - Requirements Specifications - BD system ->Functional Requirements Specifications -> E. Family details Management	1. The system must be able to use for add/edit family members details. 2. The system must be able to use for remove family members details. 3. The system must be able to Link family members to specific government schemes.	Please confirm which user will be having access to this feature - add / edit/ remove / link. Please confirm our understanding - family details will be shared by Government and will be uploaded to the system initially. We understand that post review by GoCD officials, the family details would be made available to BD system for updates.	30-May-24	Yes, User Will have access to this feature - add / edit/ remove / link. Citizens can apply for change in family, which can be validated and approved by authority.	
6	Section VII - Purchaser requirement Implementation Schedule Table	N/A	Please confirm the total duration of the project. Our understanding is 18 months for implementation phase and 36 months for warranty and support services.	30-May-24	Yes	

7	Section IX - Special conditions of contract C. Payment	Terms of payment	Payment schedule does not include the timelines for waraanty phase of 36 months duration. Please confirm the payment schedule and timelines for the same.	30-May-24	Refer to Corrigendum	
8	Section VII - Purchaser requirement Annexure B	A - • The system MUST have a noting system.	Please clarify the scope of the noting system and which core modules it is required for and for which users.	30-May-24	All the transations(e.g. approval, review, rejection, verification) in the proposed solutions should have provisions for Notes.	
9	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 4 Requirements specification	Notifications	Please confirm that eServices portal will have an interface which will be responsible for issuing email, sms notifications. Vendor will not be required to consider the costs ssoiated with these gateways. Please confirm.	30-May-24	The proposed system should provide notification functionality. The functionality should include capability of sending notification to other systems like eService as well as SMS/Whatsapp/email. The Gateways will be provided by GoCD	
10	Annex B - Minimum Functionality for BD A General functionalities for web application:	• The system MUST be interoperable and able to share data between the UID, Digital Signature, Smartstream, eService and eOffice, HM&IS & DMS and more as required systems by GoCD.	Our understanding is that the data exchange will be through API. Vendor will be responsible for developing APIs in BD system and not be required to make changes in other external systems. Please confirm.	30-May-24	SI has to develop APIs as per requirement.	
11	Annex B - Minimum Functionality for BD A General functionalities for web application:	• The system MUST have a noting system.	Please confirm where noting functionality will be required - This is not clear in the functional requirements	30-May-24	The requirement remains As Is.	
12	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 4 Requirements specification	V Card and Wallet	Please confirm that the card and wallet section is not applicable for BD system. This will be facilitated through a bank. BD system will be required to integrate with the bank covering bank transfers, prepaid wallets, card payments, ATM, POS transactions covered under V - Cards and Wallet. Please confirm.	30-May-24	The proposed system should have interface with the Banks/Prepaid Card providers. Last mile connectivity with POS will be handled by Banks/Prepaid Card Providers	
13	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 4 Requirements specification	V Card and Wallet	We understand system should have the capability to connect with banks for fund management and transfers through APIs. However, it is not clear how many banks are to be covered under the scope. Please clarify.	30-May-24	Currently there is one bank. However the solution should be able to connect with other providers	
14	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 4 Requirements specification	V Card and Wallet	Please clarify the scope and requirements for digital wallet. Is there an existing digital wallet which will be interfaced with our system?	30-May-24	Currently no digital wallet provder is identofied.	
15	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM 4 Requirements specification	V Card and Wallet	As per Figure 5 - Disbursement process, we understand that the disbursement process will be taken up by SmartStream system. BD system will not be required to manage the requirements for payments for digital wallets, prepaid cards, ATM, POS, etc. Please confirm.	30-May-24	Confirmed	
16	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM Integration with External Systems	To avail any services, citizens will enroll through eServices portal to Bulk Disbursement system or through offline centres by filling out forms.	We understand that vendor will not be responsible for creating forms on eServices portal or developing APIs. BD system should be capable of consuming APIs from eService portal for enrolment. Please confirm.	30-May-24	Proposed solution should have APIs for ingesting application Data from Eservice Portal	

17	SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM Functional Requirements	Beneficiary Management (Passbook) -The system must be able to show the transaction history of disbursements received by the recipient. -The system must be able to allow the citizens to download the receipt.	We understand that the citizens will receive the transaction history of disbursements. We need further clarification if the feature and the transaction history will be available through the e-Service Portal. Kindly clarify.	30-May-24	Yes, The transaction history will be available on the e-Service Portal as well as a dashbiard provided in the BDD System	
18			You have requested to integrate with Multiple Systems including eID, CRVS, eOffice, etc. Do you have a common Integration platform (e.g. API Management platform or a ESB) which we could utilize ?	6-Jun-24	Integration architecture specification will be provided to the successful bidder.	
19			In case you are having a platfrom for API integration , Please mention the name and the version of the solution.	6-Jun-24	Open Standard based REST APIs will be used for all Building Blocks.Integration architecture specification will be provided to the successful bidder.	
20			In terms of evaluating the integration feasibility we would like to know the products and versions used by the below systems HM&IS UID CRVS eService Portal Smartstream Payment Infrastrcture (whether you have a Payment Switch) Document Management System	6-Jun-24	The Integration will be based on REST APIs.Integration architecture specification will be provided to the successful bidder.	
21			Do you have a Information Security Agency such as a CERT which do the VAPT ? Or do you expect us to do the VAPT	6-Jun-24	The bidder is expected to conduct VAPT/Security Audit of the platform before Go-Live of the BDD System. In addition GoCD may conduct audit by Independent agency.	
22			Will you be able to provide the Test Systems of HM&IS, UID, CRVS , eServices Portal for integration ?	6-Jun-24	eService Portal is currently Live, Rest of the Building Blocks will be Implemented before/at the same time of BDD Implementation. Integration architecture	
23			Do you have an existing Backup and DR tools or do you expect us to provide a new solution for this platform ?	6-Jun-24	Not in the Scope.	
24	Page 158 onwards		You have listed a set of features under Functional Requirement Specification on Page 158 onwards. Some of these features may not be available or in the roadmaps. Would you accept such as solution ? Can we provide a compliance table highlighting the avialble features ?	6-Jun-24	The Bidder is allowed to propose a solution that meets the complaince requirements and can be built if not readily available. However, the availability of functional requirements shall impact the technical score awarded to bidder.	
25			In terms of the ATM and POS Terminals can you please let us know the Payment Switch you are using Including the vendor name and version ?	6-Jun-24	API Specification will be provided to the successful Bidder.	
26			Do you have any open APIs in terms of the Banking Integraiton (e.g. Open Banking APIs) or is it direct integration with the banks ?	6-Jun-24	API Specification will be provided to the successful Bidder.	
27			How many separate banks has to be taken to the scope for integration using APIs ? Or are you requiring only the capability to integrate ?	6-Jun-24	Currently there is one bank. However the solution should be able to connect with other providers	

28			You are requesting the BD system to remain operational during Natural calamity, power outage and network connectivity disruption. With our experience as a SI , this may require an Active Disaster recovery solution in a separate geographic Region. Best possible way to perform this is to purchase cloud services.	6-Jun-24	Essentially the system should work in offline mode in case of such events.	
29			Is GoCD Policies permit implementing a DR site on cloud ?	6-Jun-24	Can be discussed with successful Bidder.	
30			Are there any other recommendations to achieve this form GoCD ?	6-Jun-24	Question is not clear.	
31			In case of such as Solution can we provide the Cloud hosting Costs as a separate item ?	6-Jun-24	Cloud hosting cost is not required.	
32			As this is a critical system interfacing with the Citizens we recommend using Open Source Solutions with Commercial Support subscriptions to ensure security (At Least for the most critical components such as Load Balancers / WAF) and Databases to ensure the stable functioning. Is this accepted ?	6-Jun-24	Commercial support subscription is accepted. However the cost should be added in the License / warranty/ O&M Section as Applicable.	
33			You have requested for Analytics and Reporting Capabilities. Has GoCD already acquired any Analytical Tools (e.g .Tableau, PowerBI) which we may be able to reuse ?	6-Jun-24	GoCD currently does not have any Analytics Platform.	
34			You have requested Biometric Authentication, Fraud Detection and OTP Capabilities for the System. Do you have an existing Authentication Solution (E.g. KeyCloak) which supports some of these functions ? Or do you expect us to propose the same.	6-Jun-24	Refer to Corrigendum	
35			Please reconfirm the statement "SI shall deploy servers, storage and necessary hardware, cables" - How will this work - Will GoCD purchase the Hardware and expect us to deploy or the SI has to manage the Purchase, Delivery and Implementation of the hardware ?	6-Jun-24	Refer to Corrigendum	

36			In Terms of the Data Migration , Please provide information about the database , Amount of Records and Number of Tables to be migrated	6-Jun-24	GoCD currently does not have any existing Platform for Bulk Disbursement , Data will be available in digital file formats (csv,xls,txt,word etc).	
37	Pg 151: (16 in PDF) :		Pg 151: (16 in PDF) : Offline capabilities, it is stated that it should be for registration/application and for disaster situations, "during natural	6-Jun-24	Refer to Corrigendum	
38			the SI shall set up a HelpDesk - is there any specific requirements as to how queries shall be managed? timeframe? HDMS? Or is the SI free to propose? I understand that this is the L1 to be provided via a local partner in Dominica, correct?	6-Jun-24	Bidder can Propose any suitable solution. Bidder can engage local partners for L1 Support.	
39			All hardware to be provided by GoCD?	6-Jun-24	Yes.	
40			What's the data quality? These are needed for the data migration strategy to transition from existing systems to the new bulk disbursement system.	6-Jun-24	GoCD currently does not have any existing Platform for Bulk Disbursement , Data will be available in digital file formats (csv,xls,txt,word etc).	
41			Are there any specific legal, regulatory, or compliance requirements, such as the Data Protection Act, that the system must adhere to?	6-Jun-24	The proposed solution should provide functionality aligned with global standards and guidelines related to data privacy and security (e.g GDPR).	
42			Can you provide more detailed requirements for the system's reporting and analytics capabilities, including the types of reports, frequency of generation, and specific data visualization tools needed?	6-Jun-24	Refer to Section VII Requirements of the Information system - Requirement specification of BD system. (Page No. 163).	
43			Operations and Maintenance are expected over which period? Warranty period is foreseen for 36 months, shall this be part of the overall budget and timetable?	6-Jun-24	1) Operation and maintenance from start of system (Go-live) to end of the warranty. 2) The Warranty Period shall commence from the date of Operational Acceptance of the System as an integrated whole (all software, hardware, network equipment and other components of BDD System) and shall extend for thirty-six (36) months. The cost of Warranty services must be separately indicated in the Price Schedules. This will be part of overall budget and timetable. PRICE SCHEDULE FORMS should be filled up.	

44			the mobile app has to be in both Android and IOS. Or will GoCD indicate specs and maybe provide the devices to test the solution?	6-Jun-24	The App should run on all android and iOS devices. It should support atleast 5 earlier versions of Operating systems. GoCD may provide device at the time of UAT.	
45			We could not find the Annexure B in the documents kindly share	6-Jun-24	Refer to Annexure B. (Pg no. 197 of RFP)	
46			Considering the RFP requires physical submission of documents, can we request an extension of the submission deadline well in advance?	6-Jun-24	Refer to Corrigendum	

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