MINISTRY OF PUBLIC WORKS, PUBLIC UTILITIES, AND THE DIGITAL ECONOMY
CARIBBEAN DIGITAL TRANSFORMATION PROJECT

CLARIFICATION #1
To:

Procurement of Hardware Equipment and Supplies for Health Management and Information Systems
Ref No.: DM-MPWDE-475075-GO-RFB

The Project Implementation Unit of the Caribbean Digital Transformation Project (CARDTP)-Dominica issues Clarification No. 1 dated August 05, 2025 as follows:

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
1	Section VII - Schedule of Requirements	Web Application Firewall	Please provide estimated throughput requirements for the Web Application Firewall (WAF).	Refer to Addendum No. 1
2	Section VII - Schedule of Requirements		Can we propose a cloud-based solution to provide complete visibility of the security fabric?	As per project requirements, all components including logging, threat analytics, and policy management must be hosted on-premises.
3	Section VII - Schedule of Requirements		We require some additional information to size the Network Access Control (NAC) device correctly. The NAC device is sized based on the total number of ports in the network where 1 Port in the network = total number of switch ports + maximum number of concurrent wireless connections. Please suggest which one of the three options below best suit the environment:	Request For Bids (RFB) prevails.
			Up to 5,000 ports	
			Up to 15,000 ports	
			Up to 25,000 ports	

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
4	Bid Data Sheet, Page 37, ITB Clause 20.3		On the Bid Data Sheet, pg. 37, ITB 20.3, it states "The written confirmation of authorization to sign on behalf of the Bidder shall consist of: Power of Attorney." Can the following options be considered? "The written confirmation of authorization to sign on behalf of the Bidder shall consist of: Power of Attorney or Notice of Directors or Articles of Incorporation, or an organizational document, board resolution or its equivalent specifying the representative's authority to sign the bid on behalf of, and to legally bind the Bidder."	The written confirmation of authorization to sign on behalf of the Bidder shall consist of: **Power of Attorney.**
5	Section VII - Schedule of Requirements, Item Numbers 22 and 23	Microsoft Exchange Server Enterprise 2019	Given the approaching EOL of this platform, can the Bidder offer alternatives to these line items?	RFB prevails
6	ITB 16.4, Page 39	Period of time the Goods are expected to be functioning (for the purpose of spare parts): Five (5) Years	Request for Clarification on Warranty Duration: We have noted an inconsistency in the tender documents regarding the warranty period for the hardware and associated components: 1. ITB Clause 16.4 specifies a five (5) year warranty. 2. ITB Clause 17.2(b) refers to a three (3) year warranty. 3. The Scope of Work (from Page No. 93 onward) also appears to indicate a three (3) year warranty requirement. Request to clarify the period of the warranty duration.	1) The warranty duration for hardware and associated components shall be three (3) years, as specified in ITB Clause 17.2(b) and reiterated in the Scope of Work. 2) The reference to five (5) years in ITB Clause 16.4 pertains solely to the expected functional lifespan of the goods for spare parts provisioning and does not override the defined warranty period.
7	3.1 Qualification Criteria point No.(g), Page 45	Manufacturer's Authorization	(g) Manufacturer's authorization: *"A Bidder who does not manufacture an item/s where a manufacturer authorization is required in accordance with BDS ITB 17.2 (a), the Bidder shall*	Bidders who are not the original manufacturers of the goods may submit bids, provided they can demonstrate sufficient technical competence and commercial capacity to supply, install, commission, and maintain the goods as specified in the contract.

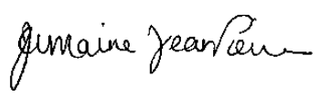
S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
			provide evidence of being duly authorized by a manufacturer (Manufacturer's Authorization Form, Section IV, Bidding Forms), meeting the criteria in (d) (i) and (ii) above, to supply the Goods". Considering the international nature of procurement and the practical difficulty in obtaining Manufacturer Authorization Forms from OEMs in other countries, this requirement must be waived. Bidders may instead submit alternative documentary proof of authorized supply and support capability, such as channel partnership, authorized reseller certificates, or contractual arrangements with the OEM or its regional distributor.	Such bidders shall provide suitable evidence confirming their capability to procure the goods through qualified manufacturers or authorized supply channels, including but not limited to channel partnership certificates, authorized reseller agreements, distributor contracts, or valid agreements with authorized System Integrators. In instances where the bidder (such as a System Integrator) is not directly registered or present in the country of origin of the goods, the bidder shall clearly document the authorization of their sourcing arrangement and confirm their rights to supply and support the proposed solution. Acceptance of such authorization documentation shall be at the Purchaser's discretion, subject to technical and commercial verification, ensuring the bidder's ability to fulfill all contractual obligations, including performance guarantees and post-delivery support.
8	Section VII – Schedule of Requirements, Page 71	Exchange Server Enterprise 2019 only License	Our understanding is the department need to implement Microsoft mailing solution DC-DR environment and for same, we recommend total 6 server (3 DC- 3 DR) along with min. 16Vcpu+128GB RAM / each in order for running of the application after consuming 5000 Cals licenses	RFB prevails
9	Section VII – Schedule of Requirements, Page 74	Production + DR Server	We would like to bring to your attention that the Intel Xeon Gold 6426Y processor mentioned is from an older generation (N-2) and supports only 2 sockets per server. Given its specifications, a single server with this processor can support a maximum of 32 physical cores (16 cores × 2 sockets), which typically equates to 64 vCPUs assuming a 1:2 core-to-vCPU ratio. To meet the requirement of 120 vCPUs, a minimum of 3 servers with similar configuration would be necessary or allow us to quote higher CPU version to meet the requirement. We kindly request you to review and confirm this	Refer to Addendum No. 1

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
			assessment, and accordingly amend the server requirement to reflect realistic hardware sizing and availability.	
10	Hardware Recommendations for IT infrastructure, Page 93	Technical Specifications	In the RFP OEM Make is mentioned. We kindly request you to remove the OEM-specific restriction mentioned for certain categories (such as Dell, Cisco, Synology, Array, Microsoft, Kaspersky, HPE, Fortinet), as it limits fair competition and may favor a single OEM, thereby restricting wider participation from other technically compliant and reputed vendors. We suggest allowing equivalent or better products from any OEM meeting the required technical specifications and standards, to promote a more competitive, transparent, and inclusive bidding process. We respectfully request that the RFP be amended accordingly, should the Procuring Entity deem it appropriate and in line with applicable procurement guidelines.	Wherever brand names (e.g., Dell, Cisco, Synology, Array, Microsoft, Kaspersky, HPE, Fortinet) are mentioned in Section VII – Schedule of Requirements, bidders may offer equivalent or superior products from other OEMs. Such alternatives must meet all specified technical, functional, compatibility, certification, and support requirements. Final acceptance is subject to Purchaser's technical evaluation and compliance verification.
11	Section VII – Schedule of Requirements, Page 91	Technical Specification of Software and Licenses	Please confirm the final quantity requirement since it is not matching with the detail requirement in technical specification ref. page. 71	In case of any discrepancy between quantities mentioned in the Technical Specifications (starting Page 71) and the Schedule of Requirements, the quantities provided in the Schedule of Requirements shall be treated as final for bid submission and evaluation purposes.
12	Section VII – Schedule of Requirements, Page 93	Technical Specification of Software and Licenses	We request clarification regarding the total core requirements for the following database licenses listed in the RFP: (1) SQL Server Enterprise Edition, (2) SQL Server Standard Edition; (3) PostgreSQL; (4) MySQLAs. These licenses are typically core-based (especially in the case of SQL Server Enterprise and Standard editions), and the RFP currently mentions only the quantity of licenses without specifying the number of cores. We kindly	Refer to Addendum No. 1

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
			request you to confirm: (1) The exact number of cores to be licensed for each database product. (2) Whether the mentioned quantities refer to the number of server instances or the core licenses required per instance. This information is essential for accurate cost estimation and license compliance.	
13		Firewalls	Where will the firewall be positioned in the network, i.e. Core or Edge?	Core
			What type of traffic will the firewall be processing? For example, voice, video, browsing	Application Traffic - Primarily
			Please confirm that the firewall needs to cater for 1000 users.	As per the requirement mentioned in the RFB
14		NAC	Please confirm how many endpoints are currently on the network?	End points count is provided in the RFB
			Do you expect this number to increase in the near future?	No
			What type of switches are currently installed on the network?	L2 & L3
			Will the NAC be used to support both the wired and wireless network?	NAC will be used to support both the wired and wireless network
			Do you prefer a physical or virtual device?	Physical device is preferred for NAC
15		EDR	Will this software be installed on premise, or can it be Cloud hosted?	All software related to the project will be installed on premise
16		WAF	What type of applications needs to be protected by the WAF?	All applications will be protected by the WAF
			Are there any compliance standards that you must comply with?	PCI DSS, OWASP, NIST Framework, HIPAA are a few of the compliances the WAF should be compliant with.
			Will the web traffic be proxied through the WAF or will they be transparently protected?	It would be proxied
17		Load Balancer	Please identify the type of traffic that needs to be load balanced.	Network traffic
18		Logging	Please identify if there is a logging solution / SIEM in place.	It must capture and log endpoint events and forensic data in near real-time.

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
			If yes, can you specify the solution?	Must support Syslog and integration with SIEM tools and required to produce comprehensive security logging and reporting.
19			The document lists the place of destination as Dominica-China Friendship Hospital; are all good to be delivered to that location until the purchaser requests final destination delivery?	Yes
20			Once landed, when would the inspection of the equipment commence and where?	At given location mentioned in the RFB.
21			Can a subcontractor be listed on more than one (1) bid?	Yes, a subcontractor may participate in more than one bid.
22			Should the VAT amount be listed separately on the supplied costings?	Bidders of the Purchaser's country who are VAT registered must clearly state the VAT amount in the Price Schedules. However, the evaluation of prices shall not take into account VAT.
23	Purchaser's Requirement	Computer on wheels, Item 3 & 4	What Operating system is required for the computers? (Medical devices usually comes in Window 10 or 11 IOT.)	As per the requirement mentioned in the RFB
24		Large pharmacy label includes carbon roll, Item 19	Is this label going to be handwritten or printed?	Printed
25		Server 7 infrastructure Hardware Requirements, Item 26	Specific brands were outlined in the specifications for different components of the server. Would a product of similar or equivalent technical specs suffice?	Refer to Addendum No. 1
26		ITB 14.7	According to the BDS reference for ITB 14.7, it states that incoterms to be used is DDP thus affecting the final bid price. However, ITB 14.8(b) - which is appropriate for our business- states that the prices are to quote CIP. Furthermore, the price schedule does not cater for duties and taxes. This appears to be contradictory and some clarifications on how duties and import taxes should be treated would be appreciated.	Refer to Addendum No. 1.

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to Clarification
27	Page 95, point 11	Pre-Configuration & Imaging (Optional)	Please clarify what are considered hospital software images.	RFB prevails
28	Page 95, point 15	Replacement During Repair (If Critical)	Kindly identify the devices that are considered critical which standby units will be needed to be provided for during downtime.	The bidder must ensure availability of support parts and manage downtime for all supplied devices. Standby units should be arranged for all critical equipment to maintain uninterrupted operations.
29			"We would like to kindly seek clarification on whether biometric equipment—such as fingerprint scanners, biometric enrolment kits, or biometric-enabled tablets—are included within the scope of this procurement, or if they are being considered for future phases of the Caribbean Digital Transformation Project (CARDTP) in Dominica, particularly with regard to patient identification and authentication components in the HMIS. If biometric identity devices are anticipated in later components or under complementary sub projects, we would be grateful for any guidance on timelines or upcoming procurement rounds".	RFB prevails



……

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

Please confirm in writing, receipt of this Clarification No. 1:

Name of Bidder:	**Bidder's Representative:**
_____ _____ _____	Print Name: _____ Title of Bidder's Representative: _____ _____ Signature: _____ Date: _____