

CARIBBEAN DIGITAL TRANSFORMATION PROJECT (P171528)
DESIGN AND DEVELOPMENT OF AN AUTOMATED BORDER CONTROL (EGATE) SYSTEM
PUBLICATION REFERENCE: DM-MPWDE-467842-NC-RFP

SUBJECT: RESPONSE TO CLARIFICATIONS NO. 1 - ISSUE DATE: FEBRUARY 13, 2025

S.No.	Section/Clause/Page	Clarification / Queries	Response to the Clarification/Query
1	Section VIII - General conditions of contract 3 - Interpretation 3.9 Joint Venture	Our understanding is that company registration is not required for the JV between multiple entities. Please confirm that this understanding is correct.	<p>JV should be constituted by an agreement between the parties as per the Law of the Clients Land - It can be done by signing of agreement for the same by separate legal entities. So the JV may or may not be registered as company.</p> <p>The main provisions for JV are as Follows:-</p> <p>Proposer can be Joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the procurement process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the Data Sheet, there is no limit on the number of members in a JV.</p> <p>Proposals submitted by a JV shall include in the Technical Part a copy of the Joint Venture Agreement entered into by all members indicating at least the parts of the Information System to be executed by the respective members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful Proposal shall be signed by all members and submitted with the Proposal, together with a copy of the proposed Agreement indicating at least the parts of the Information System to be executed by the respective members.</p> <p>The Proposal Security or the Proposal-Securing Declaration of a JV shall be in the name of the JV that submits the Proposal. If the JV has not been legally constituted into a legally enforceable JV at the time of submission of Proposals, the Proposal Security or the Proposal-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITP 4.1 and ITP 11.5.</p> <p>In case the Proposer is a JV, the Proposal shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a Power of Attorney signed by their legally authorized representatives.</p> <p>Maximum number of members in the JV shall be: three (3) in this case.</p>
2	Section VIII - General conditions of contract 3 - Interpretation 3.9 Joint Venture	Please confirm whether the Purchaser may consider a request for direct payment to JV partners which will enable a reduction in international withholding taxes and provide for a more competitive bid price for GoCD.	Payment will only be made in JV Account or JV Lead Partner's Account as per JV Agreement.
3	Section VIII - General conditions of contract 3 - Interpretation 3.9 Joint Venture	Our professional services organization (comprising a network of firms) delivers work globally, and we typically contract through a single, local entity. We understand that each legal entity is required to be a part of the JV to consider their credentials and experience. Please confirm our understanding is correct.	If the JV is the Proposer, yes, each legal entity is required to be part of the JV to consider their credentials. Refer ITP 31.2. - The determination shall be based upon an examination of the documentary evidence of the Proposer's eligibility and qualifications submitted by the Proposer, pursuant to ITP 15. The determination shall not take into consideration the qualifications of other firms such as the Proposer's subsidiaries, parent entities, affiliates, subcontractors (other than Specialized Subcontractors if permitted in the request for proposals document), or any other firm.
4	Section VIII - General conditions of contract 12 -Terms of payment	Please confirm if there is an exemption on WHT for payments made under this contract.	No exemption on Withholding Tax. Please visit https://ird.gov.dm/tax-laws/withholding-tax for further information on Withholding Tax.
5	Section VII - Purchaser's requirement (Page 150 - 214)	Can the Ministry please share the editable (Word /Excel) functional and technical requirements to be used by bidders?	<p>The editable functional and technical requirements may be shared upon written request. Please send your request to the following email address: dtpprocurement@dominica.gov.dm with copy to jeanpierrej@dominica.gov.dm;</p> <p>Please note that any changes or alterations made by the Proposer will be considered void, and the original RFP will remain valid.</p>

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6	Section VII - Purchaser's requirement Section 3.1 Hardware requirements	We understand that the vendor will be responsible for providing estimate for the hardware specifications. GoCD will be responsible for the provisioning of the above infrastructure. The Vendor will be responsible for managing the infrastructure on their choice of cloud service provider at no additional cost to the Purchaser for the non-production environment only. Please confirm the understanding is correct.	The Hardware mentioned in 3.7 Annexure 1: Indicative list of equipment's (Pg no 242) and Section VII - 2.11 e-Gate System Hardware, Software Requirements Specification is provided by the Supplier. The rest of the hardware/networking infrastructure will be provided by GoCD at their DC and DR. The Supplier has to provide the requirement specification for the same.
7	Section VII - Purchaser's requirement Section 3.1 Hardware requirements	Please confirm if the security and safeguarding of the infrastructure (eGates and biometric readers) from the time of delivery to client will be the responsibility of the client. The Vendor will be dependent on the client for the safeguard, storage and security of the infrastructure components from delivery to installation.	The same will be guided by : Incoterms@ 2022. CIP will be used for Seller's and Purchaser's responsibility. Refer ITP 17 and GCC 3.5 , 22 of the RFP.
8	Section VII - Purchaser's requirement Section 2.7 Requirements of supplier technical team and page 255	Please confirm that the Vendor team can be deployed on a hybrid model (onsite/offsite) while ensuring availability for critical milestones. Please confirm the understanding that full time onsite deployment is not a requirement and that the total count of days (onsite and offsite) is expected to be aligned to the figures in page 255.	Proposers are required to submit a detailed proposal along with the detailed list of key experts and their deployment plan, which will be evaluated based on the grading criteria. The Team can be deployed on Hybrid Model. However, it is expected that the team will be present on site during study and implementation as per requirements.
9	Section VII - Purchaser's requirement Section 2.7 1.2.1.2. Track-2: Integration with other National Digital Platforms	The Vendor will be responsible for integrating with the proposed digital platforms through Open APIs. The Vendor will not be responsible for ensuring the availability of APIs or developing on behalf of these digital platforms. The cost for SMS gateway services will also be the responsibility of GoCD. Please confirm if our understanding is correct.	The vendor is expected to integrate the system to the available digital platforms of GoCD through open APIs. The SMS gateway will be provided by GoCD.
10	Section VII - Purchaser's requirement Section 2.7 1.2.1.2. Track-2: Integration with other National Digital Platforms	We understand that the vendor will not be required to integrate with individual national systems. All integrations will be managed through the Enterprise Service Bus. Our systems will be responsible for consuming and publishing APIs with the ESB. Please confirm if our understanding is correct.	APIs for integration with existing digital platforms will be provided to the successful Proposer. The Proposer is expected to integrate with APIs. The Proposer is expected to provide APIs in case required by other systems to consume services provided by the ABC System.
11	Section VII - Purchaser's requirement Section 2.7 1.2.1.2. Track-2: Integration with other National Digital Platforms	Specific requirements proposed under epayment integration will be made available through APIs. Please confirm this.	Yes. It will be made through APIs.

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12	Section III. Evaluation and Qualification Criteria; 1.4.2 Specific Experience	Due to the nature of these services (Border control and e-Gate systems), many of our projects/contracts are under very strict confidentiality agreements and documents such as Contracts and Work Orders may not be shared. Please elaborate on acceptable options for "documentation satisfactory to the Purchaser issued by the purchaser(s)", other than Operational Acceptance Certificates.	When Operational Acceptance Certificates cannot be shared due to confidentiality agreements, the following forms of documentation can be considered if signed or certified by the Purchaser. These documents should clearly demonstrate the credentials to the Purchaser. Options include: (1) Certificate of Conformance (CoC): This document certifies that the supplied products or services meet the specified requirements and standards. (2) Inspection and Receiving Reports: These reports confirm that the products or services have been inspected and received in good condition, meeting the contract requirements. (3) Delivery Receipts: Signed delivery receipts can serve as proof that the goods have been delivered and accepted by the Purchaser. (4) Completion Certificates: These certificates indicate that the project or service has been completed to the satisfaction of the Purchaser. (5) Performance Reports: Regular performance reports that detail the progress and quality of the work can also be used as acceptable documentation. (6) Invoices with Proof of Payment: Invoices that have been paid by the Purchaser can serve as evidence of acceptance and satisfaction with the delivered goods or services.
13	Section III. Evaluation and Qualification Criteria; 1.4.2 Specific Experience	Please consider the submission of anonymised credentials where we are bound by NDA or confidentiality agreements.	Refer to response to Clarification item no. 12 above.
14	Section III. Evaluation and Qualification Criteria; 1.4.2 Specific Experience	Could you please review the Joint Venture criteria for "At least one member"? It seems to be incomplete.	It is complete. To explain: If a bidder has bid in a Joint Venture (existing or intended), then: All members combined: This means that for the particular criteria, the credentials of all the bidders will be added up and considered. For example, if the criteria require a total turnover of \$10 million, and the joint venture consists of three companies with turnovers of \$4 million, \$3 million, and \$3 million respectively, their combined turnover of \$10 million will meet the criteria. Each member: This means that each member of the joint venture must individually meet the criteria. For example, if the criteria require each company to have a minimum turnover of \$5 million, then each member of the joint venture must have a turnover of at least \$5 million individually. At least one member: This means that if any one member of the joint venture meets the criteria, the joint venture as a whole is considered to meet the criteria. For example, if the criteria require a minimum turnover of \$10 million, and one member of the joint venture has a turnover of \$10 million, then the joint venture meets the criteria, regardless of the turnovers of the other members.
15	Section III - Evaluation and Qualification Criteria; 1.3 Key personnel	Team Leader and Border Control Specialist: Please consider changing from "Must have PMP or Prince 2 or equivalent certificates" to "Preferable to have PMP or Prince 2 or equivalent certificates". Border Control Specialists would not usually have project management expertise.	Please refer to Addendum No. 2
16	Section III - Evaluation and Qualification Criteria; 1.3 Key personnel	For the Senior Technical Support Engineer, please consider changing the qualifications from "ITIL, CCNA certificates" to "ITIL, CCNA or other relevant certificates". ITIL and CCNA may not be relevant for support engineers in this domain.	Please refer to Addendum No. 2

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S.No.	Section/Clause/Page	Clarification / Queries	Response to the Clarification/Query
17	Section III - Evaluation and Qualification Criteria; 1.3 Key personnel	For the Technical Support Engineer (TSE), please consider changing the qualifications from "ITIL, CCNA certificates" to "ITIL, CCNA or other relevant certificates". ITIL/CCNA may not be relevant for support engineers in this domain.	Please refer to Addendum No. 2
18	Section VII - B Functional, Architectural and Performance Requirements	We understand that both a mobile app and iris verification are not included in current scope of work. Please confirm our understanding is correct.	Mobile App is not in the current Scope of Work. The supply and installation of iris scanner and integration of the proposed system is part of the scope.
19	Section VII - B Functional, Architectural and Performance Requirements	Please could you expand on the Single Token Platform requirements. This is covered in the functional requirements 1.14 - Identity Management Platform but not available in the page 148 - Snapshot of ABC system and its sub-modules.	Single token platform is required and to be integrated with ABC Systems and its sub modules.
20	Section III - 1.4 sub-contractors / vendors / manufacturers(if any)	Minimum criteria to be met: "Should meet the Minimum Business Function Requirement ". Our understanding is that the sub-contractors/vendors/manufacturers(if any) should meet the specific requirements established in Part 2 - Purchaser requirements. They are not required to meet any of the minimum eligibility criteria as per section III . Please confirm that this is correct.	Yes. The understanding is correct.
21	Section VII - 3.7 Annexure 1 - Indicative list of equipment per site	This table mentions Iris scanner (4 units) per site. Our understanding is that iris is not covered in the current scope. Please clarify if this requirement is applicable.	The supply and installation of iris scanner and inetgration of the proposed system is part of the scope.
22	ITP 11.2 (j) - Preparation of Proposal	Re "(3) Preliminary technical specifications of ICT infrastructure" - We understand that GoCD has allowed the use of cloud OR on-premise infrastructure for the scope of this project. For either option, the Vendor is required to provide specifications and blueprints for the infrastructure and license requirements. Please confirm that this is correct.	The Hardware mentioned in 3.7 Annexure 1: Indicative list of equipment's (Pg no 242) and Section VII - 2.11 e-Gate System Hardware, Software Requirements Specification is provided by the supplier. Rest of the hardware/networking infrastructure will be provided by GoCD at the DC and DR. The Supplier has to provide the requirement specification for the same.
23	Section VII - D. TECHNOLOGY SPECIFICATIONS – SUPPLY & INSTALL ITEMS (page 241)	This section states: "Language Support: The ABC platform must provide support for the business language of the end-user i.e. English, French, Spanish". We understand that the multi-lingual requirement is specific for online citizen facing services. However, for all Immigration Officer specific interfaces, English will be the preferred language. Please confirm that our understanding is correct.	Language support is required for the proposed solution.
24	Section III - Evaluation and Qualification Criteria; 1.3 Key personnel	In the "Role" column for 2 Key Experts (Solution Architect and IT Security & Business Continuity/Disaster Recovery Architect), there are professional qualifications and experience instead. Can the descriptions for these experts be sent?	Please refer to Addendum No. 2
25	Section II – Proposal Data Sheet (PDS) – ITP 23.1: Proposal Submission Deadline	Due to the complexity of the project scope and the technical requirements, we kindly request an extension of the submission deadline by four weeks to ensure we can submit a well-considered and high-quality response.	Please refer to Addendum No. 2
26	Section VII – Purchaser's Requirements 1.2.1.1. Track-1: Implementation of ABC system d)	The operationalization of the solution needs civil, electrical and network support. Please confirm: a) civil, electrical and external network readiness will be the responsibility of GoCD b) any delay due to civil, electrical and external network readiness will not be attributed to the bidder.	Civil, electrical and external network support is not in the scope of the Proposer.
27	Section VII – Purchaser's Requirements 1.2.1.1. Track-1: Implementation of ABC system o)	We request the Tender inviting authority to provide the current technology stack of the National Portal and Mobile portal for better assessment of the integration requirements.	The integration will be through ESB/REST APIs. Understanding of the technology Stack is not required.
28	General Requirements of the ABC system Point No. 0.5	We request that you provide the envisaged role/process flow of the component-"Self-Bag Drop" in the solution.	Please refer to Annexure 1 of Addendum No. 2.
29	General Requirements of the ABC system Point No. 0.8	After undertaking the comprehensive assessment to ascertain the needs, wants, desires, operational process and usage patterns of the solution and project, our evaluation may impact our efforts and potentially project costs. We request clarification on whether any provision is present to include such cost escalations.	The Proposer is expected to have requisite experience of implementation of similar systems and hence assess the effort and cost accordingly. There is no scope for cost escalation.
30	General Requirements of the ABC system Point No. 0.16	We request that you provide a list of Health and Safety requirements that the solution has to comply with.	Please refer to Section VII - 3.0 General Technical Requirements (Page no 240) and section VII - 9. Supplier's Responsibilities (Page no 278)

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31	2.1 Integration Requirements Specification of the e-Gates Point No. 2.1.1	We request that you provide the technology stack of the Passenger Information system, Customs Control System, Passport System, Immigration Control System and any other supporting system envisaged to be integrated with the system.	Integration will be based on ESB/REST APIs.
32	2.4.5 Security Requirements for Cloud-Based System(s) Point No. 2.4.5.1	We request that you provide the yearly passenger inflow/outflow witnessed at each site for better assessment of Bill of Material provided, and provisioning of respective equipment.	Passenger inflow for Roseau Ferry Terminal from January to December 2024 is 48,080. Passenger inflow for Douglas-Charles Airport from January to December 2024 is 64,195.
33	2.3 System Environment Requirements Specification of the ABC system Point No. 2.3.19	We request that you provide a list of technology / COTS solutions the project implementation team has envisaged for the implementation of the Single Token Solution for better understanding and implementation.	The Proposer needs to bring solutions as per their understanding and experience.
34	2.4.1 Security Control Point No. 2.4.1.16	We request that you indicate the international directives on Data Privacy protection to be adhered to for data management.	An indicative list of Guidelines are provided below : 1.General Data Protection Regulation (GDPR) – European Union (2018) 2.Schengen Borders Code – European Union 3.EU Entry/Exit System (EES) Regulation (2017/2226) – European Union 4.EU Travel Information and Authorization System (ETIAS) Regulation (2018/1240) 5.Passenger Name Record (PNR) Directive (2016/681) – European Union 6.Advanced Passenger Information (API) Directive – European Union 7.Convention Implementing the Schengen Agreement (CISA) – European Union 8.International Civil Aviation Organization (ICAO) Doc 9303 – Machine Readable Travel Documents 9.International Civil Aviation Organization (ICAO) Passenger Data Exchange Guidelines 10.California Consumer Privacy Act (CCPA) – USA (2020) (If processing U.S. citizen data) Proposer is expected to provide detailed data privacy measures taken in the proposed solutions and compliance with international guidelines in line with above list of guidelines or (any other globally accepted guideline).
35	2.4.1 Security Control Point No. 2.4.1.11	We request that you elaborate on the format and construct of the Hazard Analysis expected with respect to Single Token Solution. In case the results of Hazard Analysis is not favouring a Single Token Solution, will the bidder be expected to suggest an alternative solution? Also, in case there are some financial implications associated with the alternative solution, is there any process for incorporation of the revised cost?	The Proposer is expected to propose mitigation strategy and system to the hazard that are associated with single token system.
36	3.1 Computing Hardware Specifications	"The Supplier shall propose a properly sized computing hardware specifications once the completion of the system study. Accordingly, GoCD will be able to provide hardware and necessary equipment as per the specifications to be finalized by the successful bidders within reasonable timeframe. Till the time development environment is provided by GoCD during the development stage, the Supplier shall make their own arrangements." The vendor will be responsible for arranging the dev environment and providing estimate of infrastructure, network and software licenses required to host the production solutions at GoCD DC. Please confirm the understanding is correct.	The Hardware mentioned in 3.7 Annexure 1: Indicative list of equipment's (Pg no 242) and Section VII - 2.11 e-Gate System Hardware, Software Requirements Specification is provided by the supplier. The rest of the hardware/networking infrastructure will be provided by GoCD at their DC and DR. The supplier has to provide the requirement specification for the same.
37	Page 155 - General requirements of ABC system - Point 24	"The Supplier should provide an extended three to five (3 to 5) years warranty on all installed equipment starting from the acceptance date." Please confirm the exact time duration (3 or 5 years) required for the warranty.	Please refer to Addendum No. 2
38	Page 155 - General requirements of ABC system - Point 24	We understand that any delays in acceptance not attributable to the vendor will not be considered for additional warranty period requirements by GoCD. Please confirm our understanding is correct.	Yes. The understanding is correct.

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39	Page 239 Non-Key personnel: Technical Support Engineer (TSE)	"This function is performed from the service desk and includes 24x7 monitoring of the system ..." Considering 24x7 monitoring requirements, kindly review the requirement for 2 TSE. Alternatively, please recommend the actual business hours for support requirements.	The actual business hours for support requirements depends on the schedule of the ferry or flights which vary.
40	1.1.28 (p159)	The e-Gate system must be able to early detect passengers (detection before reaching the moving gate panels) to allow early detection of possible fraud and to close panels to prevent such passage. Please provide more information/flow on early detection.	The Proposer should provide the flow and functionalities (indicating the types of frauds and detection mechanism).
41	1.1.29 (p159)	The e-Gate system must be able to provide an option of 'Stacking of passengers' during bar-code scanning process (not to be used initially but should be provided as an option or proven upgrade). "Stacking of passengers" is the processing of passengers in groups at a time such that the system recognizes groups (i.e. a family) passing through without having to open/close for each individual. Please provide more information/flow on the option of "Stacking of passengers".	The proposed solution provide functionalities related to stacking of passengers and explain the process flow in alignment to the proposed solution.
42	2.1.2 (p173)	The system must be able to integrate with variety of biometric technologies including facial, iris and/or fingerprint recognition. Do we need to include the solution of the Iris recognition feature, or should we only provide Iris recognition for future use?	The indicative list of equipment is mentioned in 3.7 Annexure 1: Indicative list of equipment's (per site) (Page no 241) of the RFP, which is to be supplied by the vendor and the same should be integrated with the system.
43	2.3.10 (p178)	The system must be able to allow passengers to use any Mobile device (IOS and/or Android). Is the mobile device used to show the QR code of the boarding pass?	Yes.
44	1.1.1 (p155)	The e-Gate system must be designed with configurations to support gate operations for multiple airlines. For the connection of the airline, do you have any requirements for a CUTE/CUPP certificate in order to integrate with the airline's system?	Please refer to Addendum No. 2.
45	A.I (p143)	As per recent GoCD policy, the passengers are not required to go through the Immigration desk verification for exit stamping/data entry. Would the ABC (eGate) System include the Immigration departure functions? According to recent GoCD policy, the passengers are NOT required to go through the Immigration desk verification for exit stamping/data entry. (p.143)	The ABC (egate) system would not include the Immigration departure functions since passengers are not required to go through Immigration for exit.
46	2.15 (p207)	Self-Bag Drop Kiosk (SBDK) Requirements Specification. Would the auto self-bag drop kiosk be part of the ABC (eGate) System?	Yes.
47	2.16.9 (p210)	The system must be capable of doing both 1:n and 1:1 recognition / matching mode. How is the 1:N database structured and what is the enrolment process for face, fingerprint and iris?	The Proposer is expected to provide the solution which will include details of database structure. The process of Registration is in line with the global practice followed for ABC Systems.
48	p227	(flow diagram) Flow diagram does not specify biometrics enrolment / matching process. Please confirm how it is utilized.	Please refer to Annexure 2 of Addendum No. 2.

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49	Page 255 - System Inventory Table	We refer to the table which lists the resources and total person days. Please confirm: a) The total person days are the minimum requirements across 24 months period b) the deployment will be hybrid (onsite and offsite) where resources would be available on ground for critical milestones	a) Yes, the total person days are the minimum requirements across 24 months period. b) Proposers are required to submit a detailed proposal along with the detailed list of key experts and their deployment plan, which will be evaluated based on the grading criteria. Team can be deployed on Hybrid Model. However, it is expected that the team will be present on site during study and implementation as per requirements.
50	Page 246 - Clause 5.3 Requirements of supplier technical teams	Please confirm: a) these resources are specifically required for the O&M phase of 12 months b) Helpdesk operator is required for onsite deployment c) Other resources may be proposed as hybrid OR offsite based for the 12 month O&M phase	a) Yes b) Yes, helpdesk operator is required for onsite deployment. c) Yes
51	Data Sheet - ITP 22.1 (pg 48)	The submission instructions in the Data Sheet are as follows: "In addition to the original of the Proposal, the number of copies is: two (2)". However, the presentation for the pre-proposal conference indicated that "Technical and Financial Proposals are to be submitted in 1 Original and 1 Copy and also on a flash drive". Please clarify how many copies are to be submitted.	The proposal number of copies is: two (2) and one technical proposal in flash drive. Financial proposal should not be on the flash drive.
52	ITP 23.1	We wish to enquire whether the Ministry can grant a minimum two-week extension to the deadline for submission (currently 25 February 2025). We request this additional time given several due diligence and national security factors to be addressed for such an engagement, and also considering postponement of the Pre-Proposal Conference.	Please refer to Addendum No. 2.