

**CARIBBEAN DIGITAL TRANSFORMATION PROJECT (P171528)**

**APPOINTMENT OF A SYSTEM INTEGRATOR FOR DESIGN, DEVELOPMENT, DEPLOYMENT, OPERATIONS AND MAINTENANCE OF THE UNIQUE IDENTIFICATION SYSTEM (UID), CIVIL REGISTRY SYSTEM (CRS) AND VITAL STATISTICS**

**PUBLICATION REFERENCE: DM-MPWDE-399440-NC-RFP**

**SUBJECT: CLARIFICATION NO. 2 - ISSUE DATE: MARCH 7, 2024**

S.No.	Section/Clause/Page	Criteria	Clarification / Queries	Response to the Clarification/Query
1	Page 211 of 407	Section VII – Purchaser’s Requirements - B. Civil Registry System(CRS) Functional Requirements of Civil Registry System (CRS) - Key Architecture Principles	Regarding the data interoperability the Purchaser request: “The CR systems will be interoperable with the UID and HM&IS systems.” Could the Purchaser provide information regarding the technological stack used by the HM&IS system to evaluate the integration work ?	Integration will be based on APIs hence technology stack of the application is not required for the proposed solution architecture.
2	Page 212 of 407	Section VII – Purchaser’s Requirements - B. Civil Registry System(CRS) Functional Requirements of Civil Registry System (CRS) - Key Architecture Principles	Regarding the scalability the Purchaser request: “The system should be designed to easily scale up for national coverage through the straightforward addition of more hardware and software. This will ensure the system can handle a large volume of users and transactions efficiently.” Could the Purchaser provide to the bidders the following information: -Number of current users per group (citizens, registrars, operators, system administrators...)? Expected increase in the 5 coming years? -Current annual registration volume per vital events? Expected increase in the 5 coming years?	There are approximately 80,000 citizens in Commonwealth of Dominica. The growth in population is not expected to increase beyond 5%.
3	Page 212 of 407	Section VII – Purchaser’s Requirements - B. Civil Registry System(CRS) Functional Requirements of Civil Registry System (CRS) - Key Architecture Principles	Regarding the Reliability and Availability of the CRS, we understand that the Purchaser do not have any specific requirement and is expecting form bidders to propose the best approach. Could the Purchaser confirm our understanding?	The bidder is supposed to propose solution in conformance with the industry best practices. RTO & RPO are explicitly mentioned in the Addendum No. 1.
4	Page 215 of 407	Section VII – Purchaser’s Requirements - B. Civil Registry System(CRS) Functional Requirements of Civil Registry System (CRS) -Core Requirements C. Validation	The Purchaser request: “The system must be able to verify and authenticate submitted documents as proof using QR codes, bar codes, holograms, photo IDs, valid date of documents, etc. This will ensure the accuracy and authenticity of recorded data. It includes mechanisms to verify the identity of individuals during registration and authenticate supporting documents.” Could the Purchaser describe the use case for a birth registration?	Integration & Data Exchange between HMIS & Proposed solution is explained in the <b>Page 213</b> of the RFP. For documents that are submitted/uploaded, the system should have capability to read QR codes, bar codes, holograms, photo IDs, valid date of documents, etc. from the uploaded/submitted document and verify with reference document/data if available.
5	Page 215 of 407	Section VII – Purchaser’s Requirements - B. Civil Registry System(CRS) Functional Requirements of Civil Registry System (CRS) -Core Requirements C. Validation	The Purchaser also request: “The system must be able to validate submitted data against same items of information in accompanying documents.” Could the Purchaser describe the use case for a birth registration?	Integration & Data Exchange between HMIS & Proposed solution is explained in the <b>Page 213</b> of the RFP. For documents that are submitted/uploaded the system should have capability to read QR codes, bar codes, holograms, photo IDs, valid date of documents, etc. from the uploaded/submitted document and verify with reference document/data if available.
6	Page 216 of 407	Section VII – Purchaser’s Requirements - B. Civil Registry System(CRS) Functional Requirements of Civil Registry System (CRS) - SysAdmin Functionalities - A. General Functionalities	The Purchaser request: “The system must handle the long-term storage and retention of vital event records, defining archival policies and disposal procedures.” Could the Purchaser provide the details of archival policies and disposal procedures? Indeed, those policies and procedures will have impact on the design and architecture of the proposed CR system.	The retention/archival policy should not have any impact on solution architecture/design. The indicative hardware should be adequate for storage of active data. GoCD can provide if additional storage is required for archival beyond indicative capacity.

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7			Are there any local tax laws in the Commonwealth of Dominica bidders need to be mindful of in providing costing ?	Please refer to Appendix II of Minutes of Pre-Proposal Conference Meeting for information on tax obligations of the Supplier.
8	Pg 25 of 407	Section 21.3	Typed or written in indelible ink – What must be typed or written in indelible ink ?	The proposal shall be clear, readable and could not be erased or fade.
9	Pg 45 of 407	ITP 2.1	What about is budgeted for this project ?	In the Procurement Plan, the estimated cost is USD 1.5 Million which can be changed subject to change in scope or re-estimation and other causes. The bidder has to provide their best cost for the assignment.
10	Pg 50 of 407	ITP21.3	ITP21.3 – in a JV situation, do ALL JV members required to have a Power of Attorney ?	The Legal authorized person of each member of the JV shall give Power of Attorney to authorized representative of the JV. The
11	Pg 57 of 407	1.6 « In the case of a Proposer not doing business within the Purchaser's country, the Proposer shall submit documentary evidence in its Proposal to establish to the Purchaser's satisfaction that it is or will be (if awarded the Contract) represented by an agent in that country who is equipped and able to carry out / manage the Proposer's maintenance, technical support, training, and warranty repair obligations specified in the Purchaser's Requirements (including any response time, problem-resolution norms or other aspects that may be specified in the Contract) »	In the case of a Proposer not doing business within the Purchaser's country, the Proposer shall submit documentary evidence in its Proposal to establish to the Purchaser's satisfaction that it is or will be (if awarded the Contract) represented by an agent in that country who is equipped and able to carry out / manage the Proposer's maintenance, technical support, training, and warranty repair obligations specified in the Purchaser's Requirements (including any response time, problem-resolution norms or other aspects that may be specified in the Contract)  Can you please elaborate.	The Agent of the Proposer should be in the country of Purchaser before the award of contract to successful bidder..
12	Pg 79 of 407		The name of the proposer is the name of the JV. Do an authorizing member of each member of a JV need to sign or one person/ prime bidder ?	The Legal authorized person of each member of the JV shall give Power of Attorney to authorized representative of the JV. The Proposal shall be signed by an authorized representative of the JV on behalf of the JV.
13	Pg 80 of 407	Form ELI 1.1.1 & ELI 1.1.2	Is Form ELI 1.1.1 to be completed by a JV or just Form ELI 1.1.2 ? If ELI 1.1.1 is required to be completed, do all members of the JV need to complete it ?	Incase of single entity - Form ELI 1.1.1 is required. Incase of JV - Form ELI 1.1.1 is required from JV and Form ELI 1.1.2 by all members of JV
14	Pg 95 of 407		What start date to use ?	Start date on which the expert has joined the said position.

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15	Pg 98 of 407	« Code of Conduct for Supplier's Personnel Form »	Where does the « Code of Conduct for Supplier's Personnel Form » fit in the technical proposal ? Do each employee have to complete it ?	As per the RFP All supplier's personnel.
16	Pg 112 of 407		Each of the UID, CRVS has many sub-sections in the technical requirements section. This format is to be used in what elements of each section E.g. the UID, the table on pg 192-196 ? Each track etc ?	The format should be used separately for each track.
17	Pg 122 of 407		If different vendors from different countries are responsible for the same line item, the assumption is different currencies related to each respective vendor can be used related to the work each vendor performs. Eg A US firm may include their fee for integration as a USD value ; A european firm also involved in integration, would include their fee in EUR. Is this correct ? If so, in the Letter of Proposal – Financial Part, what currency to convert into – or just include the amount for each currency ?	Refer ITP 18.1 of BDS Refer ITP 36.2 of BDS
18	Pg 125 of 407	Table 3.3 (4.b)	Table 3.3(4.b)-Equipment – Apart from the equipment from the various sites, can the servers etc be on the cloud OR on-prem or hybrid ? Is this a choice bidders can make or must it be on prem as alluded to in the RFP – although there is reference to cloud pg 191 – Cloud Computing.	The Hardware are to be deployed at the Data Centers provided by GoCD.
19	Pg 139 of 407	Price Schedule Forms	Where do we get country codes from ?	<a href="https://wits.worldbank.org/WITS/wits/WITSHELP/Content/Codes/Country_Codes.htm">Country Codes (worldbank.org) https://wits.worldbank.org/WITS/wits/WITSHELP/Content/Codes/Country_Codes.htm</a>  <a href="#">World bank website</a>
20	Pg 143 of 407		Is this something that must be included in the proposal ?	Question is not clear.
21	Pg 170 of 407		The Supervisor and technical person is a cost the bidders must include?	Yes
22	Pg 173 of 407		Are those days or hours in the table re the duration of the training?	Question is not clear.

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23			How many hard cards will be required for each type– both laminated and PVC? Are bidders responsible for both?	Printing and issuing cards are not in scope of the bidder. Please refer to Addendum No. 1.
24	Pg 264 of 407		Are bidders responsible for firewall, HSM etc ?	Firewall & HSM will not be in the scope of delivery. Please Refer to Addendum/Corrigendum No. 2.
25	Section VII – Purchaser's Requirements SYSTEM Terms Of Reference Track 2.8: Capacity building of CRS operations Page 181	3. The SI shall setup a Help Desk to resolve the queries, escalations, from the CRS software users as well as the citizens. It is suggested that the SI may deploy a Help Desk Management Software (HDMS) to manage the queries	<ul style="list-style-type: none"> <li>• Please provide the functionality of the HDMS application required by the department.</li> <li>• Please clarify if an open-source tool can be provisioned.</li> <li>• Please clarify if it has to be a centralized HDMS or has to be established across the enrolment centers.</li> <li>• Please clarify, whether department will provide the number for Helpdesk operations, or the bidder has to factor it?</li> <li>• How many resources are required to be provisioned for the helpdesk support and the work timings for its operations.</li> </ul>	Details Provided in Addendum 1 (Annexure -1).Open Source Software Allowed.

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26	Section VII – Purchaser's Requirements SYSTEM  Terms Of Reference 3. Scope of Work Pg 160	The SI shall perform end-to-end activities to roll-out the UID cards which includes the following: Transferring the encrypted enrolment data to the data centre for processing of the same for generation of UID	We understand that the connectivity is provided by GoCD from the enrolment center. Please clarify on the expectations regarding transferring of the encrypted data.	Connectivity will be provided by GoCD from enrollment center. The platform should provide necessary encryption.
27	Section VII – Purchaser's Requirements SYSTEM  Terms Of Reference Track 1.1: Development of Standard Operating Procedures (SOPs) Page 161	It is necessary to develop Standards Operating Procedures (SOPs) to drive the entire initiative smoothly. The SI shall develop SOPs including but not limited to the following:  1.SOP for Enrolment Process 2.SOP for Data Updating Process (update of demographic data) 3.SOP for Enrolment Centre Operations 4.SOP for Exception Handling 5.SOP for Grievance Redressal 6.□. 13. Any other SOP as relevant	•While the bidder can create SOPs for the mentioned process, please confirm whether department will be providing the process workflows for the same. •Also, in reference to #13, request to that all envisaged SOPs be clarified as we need to factor and budget the corresponding efforts to create these documents.	Department will provide the bidder understanding on the process flows. However, the bidder is expected to formulate process workflows and formulate SOPs accordingly in conjunction with the platform developed.
28	Section VII – Purchaser's Requirements SYSTEM  Terms Of Reference Track 1.3: Deploying UID	The SI needs to develop detailed SoPs of all the above scenarios before proceeding to the enrolment process.	While the bidder can create SOPs for the mentioned process, please confirm whether department will be providing the process workflows for the same	Department will provide the bidder understanding on the process flows. However, the bidder is expected to formulate process workflows and formulate SOPs accordingly in conjunction with the platform developed.

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29	<p>Section VII – Purchaser’s Requirements SYSTEM</p> <p>Terms Of Reference ANNEXURE A: INDICATIVE HARDWARE AND SOFTWARE LIST FOR DC AND DR</p> <p>Indicative Hardware and Software for UID and Civil Registry (CRS) and Vital Statistics (VS) System roll-out</p>	<p>I. Indicative Hardware and Software for UID and Civil Registry (CRS) and Vital Statistics (VS) System roll-out</p> <p>S. No. Item Quantity</p> <p>1 Physical Blade Server plus AMC for 5 years4</p> <p>2 Windows / Unix / Linux OS (16 Core)4</p> <p>3 Virtualization Software4</p> <p>4 Firewall Hardware4</p> <p>5 Antivirus licenses10</p> <p>6 Database license plus AMC (5 years)4</p> <p>7 Hardware Security Module (HSM)2</p> <p>8 Backup software license1</p> <p>9 DR Orchestration software1</p> <p>10 De-duplication engine plus support for 12 months1</p>	<p>Please clarify the AMC period to be considered for all the HW/ SW components mentioned in Annexure A.</p>	<p>AMC period to be considered for all items in Annexure- A and Revised Annexure -A is provided in Addendum/Corrigendum No. 2.</p>
30	<p>SECTION II - PROPOSAL DATA SHEET (PDS)</p> <p>D. Submission and Opening of Proposals Page 50</p>	<p>For Bid submission purposes only, the Purchaser’s address is:                      Attention: Dr. Jermaine Jewel Jean-Pierre                      Project Manager, Project Implementation Unit                      Caribbean Digital Transformation Project (CARDTP)                      Ministry of Public Works, Public Utilities and the Digital Economy, 2nd Floor First Domestic Building,                      19-21 King George V Street                      Roseau, 00109-8000                      Commonwealth of Dominica                      The deadline for Bid submission is:                      Date: March 8, 2024                      Time: 10:00 a.m. Eastern Caribbean Time</p>	<p>Given the large and multi-faceted nature of the RFP and considerable time required by bidders for developing a customized solution for the technical proposal, we request that the RFP submission deadline be extended by 2 weeks to 22nd March 2024</p>	<p>New proposal submission deadline provided in Addendum No. 2.</p>

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31	SECTION II - PROPOSAL DATA SHEET (PDS)  D. Submission and Opening of Proposals Page 50	For Bid submission purposes only, the Purchaser's address is: Attention: Dr. Jermaine Jewel Jean-Pierre Project Manager, Project Implementation Unit Caribbean Digital Transformation Project (CARDTP) Ministry of Public Works, Public Utilities and the Digital Economy, 2nd Floor First Domestic Building, 19-21 King George V Street Roseau, 00109-8000 Commonwealth of Dominica The deadline for Bid submission is: Date: March 8, 2024 Time: 10:00 a.m. Eastern Caribbean Time	Kindly Extend the last date of bid submission by at least 4 weeks i.e. up to 7th April 2024.	New proposal submission deadline provided in Addendum No. 2.
32	Pg 45 of 407	ITP 2.1	We are in process of preparing the Technical bid and commercials and here I m writing in reference to the <b>response of Q5 in "Minutes of Pre-Proposal Meeting"</b> . For offering best commercials, we require budgeted cost and hence it is requested you to kindly share the value of Budget for this Procurement activity.	In the Procurement Plan, the estimated cost is USD 1.5 Million which can be changed subject to change in scope or re-estimation and other causes. The bidder has to provide their best cost for the assignment.