



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

Request for Proposals Information Systems Design, Supply, and Installation (Single Stage)

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*

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
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PART 1 – REQUEST FOR PROPOSALS PROCEDURES

SECTION I - INSTRUCTIONS TO PROPOSERS (ITP)

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Section I - Instructions to Proposers

A. GENERAL

- 1. Scope of Proposal**
- 1.1. The Purchaser, as indicated in the PDS, or its duly authorized Purchasing Agent if so specified in the PDS (interchangeably referred to as “the Purchaser” issues this request for proposals document for the supply and installation of the Information System as specified in Section VII, Purchaser’s Requirements. The name, identification and number of lots (contracts) of this RFP are specified in the PDS.
- 1.2. Unless otherwise stated, throughout this request for proposals document definitions and interpretations shall be as prescribed in the Section VIII, General Conditions of Contract.

Throughout this request for proposals document:

- (a) the term “in writing” means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the PDS, distributed or received through the electronic-procurement system used by the Purchaser) with proof of receipt;
- (b) if the context so requires, “singular” means “plural” and vice versa; and
- (c) “Day” means calendar day, unless otherwise specified as “Business Day”. A Business Day is any day that is an official working day of the Borrower. It excludes the Borrower’s official public holidays.
- (d) “ES” means environmental and social (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));
- (e) “Sexual Exploitation and Abuse” “(SEA)” means the following:
- Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
- Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- (f) “Sexual Harassment” “(SH)” is defined as unwelcome sexual advances, requests for sexual favors, and other verbal

or physical conduct of a sexual nature by the Supplier's Personnel with other Supplier's Personnel or Purchaser's Personnel.

(g) "Supplier's Personnel" is as defined in GCC Clause 1.1; and

(h) "Purchaser's Personnel" is as defined in GCC Clause 1.1.

A non-exhaustive list of (i) behaviors which constitute SEA and (ii) behaviors which constitute SH is attached to the Code of Conduct form in Section IV

- 2. Source of Funds**
- 2.1. The Borrower or Recipient (hereinafter called "Borrower") indicated in the PDS has applied for or received financing (hereinafter called "funds") from the International Bank for Reconstruction and Development or the International Development Association (hereinafter called "the Bank") in an amount specified in the PDS toward the project named in the PDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) for which this request for proposals document is issued.
- 2.2. Payments by the Bank will be made only at the request of the Borrower and upon approval by the Bank in accordance with the terms and conditions of the Loan (or other financing) Agreement between the Borrower and the Bank (hereinafter called the Loan Agreement), and will be subject in all respects to the terms and conditions of that Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of equipment, materials or any other goods, if such payment or import is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan (or other financing) Agreement or have any claim to the funds.
- 3. Fraud and Corruption**
- 3.1. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in Section VI.
- 3.2. In further pursuance of this policy, Proposers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any initial selection process,

prequalification process, bid submission, proposal submission and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

- 4. Eligible Proposers**
- 4.1. A Proposer may be a firm that is a private entity, a state-owned enterprise or institution subject to ITP 4.6, or any combination of such entities in the form of a 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 PDS, there is no limit on the number of members in a JV.
- 4.2. A Proposer shall not have a conflict of interest. Any Proposer found to have a conflict of interest shall be disqualified. A Proposer may be considered to have a conflict of interest for the purpose of this procurement process, if the Proposer:
- (a) directly or indirectly controls, is controlled by or is under common control with another Proposer; or
 - (b) receives or has received any direct or indirect subsidy from another Proposer; or
 - (c) has the same legal representative as another Proposer; or
 - (d) has a relationship with another Proposer, directly or through common third parties, that puts it in a position to influence the Proposal of another Proposer, or influence the decisions of the Purchaser regarding this procurement process; or
 - (e) any of its affiliates participates as a consultant in the preparation of the design or technical specifications of the Information System that are the subject of the Proposal; or
 - (f) or any of its affiliates has been hired (or is proposed to be hired) by the Purchaser or Borrower as Project Manager for the Contract implementation; or
 - (g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the

project specified in the PDS ITP 2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or

- (h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the request for proposals document or specifications of the Contract, and/or the Proposal evaluation process of such Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.
- 4.3. A firm that is a Proposer (either individually or as a JV member) shall not participate as a Proposer or as JV member in more than one Proposal except for permitted alternative Proposals. Such participation shall result in the disqualification of all Proposals in which the firm is involved. However, this does not limit the participation of a Proposer as subcontractor in another Proposal or of a firm as a subcontractor in more than one Proposal.
- 4.4. A Proposer may have the nationality of any country, subject to the restrictions pursuant to ITP 4.8. A Proposer shall be deemed to have the nationality of a country if the Proposer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed sub-contractors or sub-consultants for any part of the Contract including related Services.

- 4.5. A Proposer that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI paragraph 2.2 d., shall be ineligible to be initially selected for, prequalified for, bid for, propose for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. The list of debarred firms and individuals is available at the electronic address specified in the PDS.
- 4.6. Proposers that are state-owned enterprises or institutions in the Purchaser's Country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Purchaser.
- 4.7. A Proposer shall not be under suspension from bidding or submitting proposals by the Purchaser as the result of the operation of a Bid-Securing Declaration or Proposal-Securing Declaration.
- 4.8. Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of goods or the contracting of works or services required; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.
- 4.9. This request for proposal process is open for all eligible Proposers, unless otherwise specified in ITP 15.2.
- 4.10. A Proposer shall provide such documentary evidence of eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.
- 4.11. A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower's request, is satisfied that the debarment; (a) relates to fraud or corruption,

and (b) followed a judicial or administrative proceeding that afforded the firm adequate due process.

5. Eligible Goods and Services

- 5.1. The Information Systems to be supplied under the Contract and financed by the Bank may have their origin in any country in accordance with Section V, Eligible Countries.
- 5.2. For the purposes of this request for proposals document, the term “Information System” means all:
- (a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to design, supply and install under the Contract, plus all associated documentation, and all other materials and goods to be designed, supplied, installed, integrated, and made operational; and
 - (b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Proposer and as specified in the Contract.
- 5.3. For purposes of ITP 5.1 above, “origin” means the place where the goods and services making the Information System are produced in or supplied from. An Information System is deemed to be produced in a certain country when, in the territory of that country, through software development, manufacturing, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

B. CONTENTS OF THE REQUEST FOR PROPOSALS DOCUMENT

6. Sections of the Request for Proposals Document

- 6.1. The request for proposals document consists of Parts 1, 2, and 3, which include all the sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITP 8:

PART 1 - Request for Proposals Procedures

Section I - Instructions to Proposers (ITP)

Section II - Proposal Data Sheet (PDS)

Section III - Evaluation and Qualification Criteria

Section IV - Proposal Forms

Section V - Eligible Countries

Section VI - Fraud and Corruption

PART 2 - Purchaser's Requirements

Section VII - Requirements of the IS, including:

- Technical Requirements
- Implementation Schedule
- System Inventory Tables
- Background and Informational Materials

PART 3 - Contract

Section VIII - General Conditions of Contract

Section IX -Special Conditions of Contract

Section X - Contract Forms

- 6.2. The Specific Procurement Notice – Request for Proposals (RFP) issued by the Purchaser is not part of this request for proposals document.
- 6.3. Unless obtained directly from the Purchaser, the Purchaser is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Proposal meeting (if any), or Addenda to the request for proposals document in accordance with ITP 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.
- 6.4. The Proposer is expected to examine all instructions, forms, terms, and specifications in the request for proposals document and to furnish with its Proposal all information or documentation as is required by the request for proposals document.

- 7. Clarification of Request for Proposals Document, Site Visit, Pre-Proposal Meeting**
- 7.1. A Proposer requiring any clarification of the request for proposals document shall contact the Purchaser in writing at the Purchaser’s address specified in the PDS or raise its enquiries during the pre-Proposal meeting if provided for in accordance with ITP 7.4. The Purchaser will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Proposals within a period specified in the PDS. The Purchaser’s shall forward copies of its response to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3, including a description of the inquiry but without identifying its source. If so specified in the PDS, the Purchaser shall also promptly publish its response at the web page identified in the PDS. Should the Purchaser deem it necessary to amend the request for proposals document as a result of a request for clarification, it shall do so following the procedure under ITP 8 and ITP 23.2.
- 7.2. The Proposer may wish to visit and examine the site where the Information System is to be installed and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Proposal and entering into a contract. The costs of visiting the site shall be at the Proposer’s own expense.
- 7.3. The Proposer and any of its personnel or agents will be granted permission by the Purchaser to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the Proposer, its personnel, and agents will release and indemnify the Purchaser and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.
- 7.4. The Proposer’s designated representative is invited to attend a pre-Proposal meeting and/or a site visit, if provided for in the PDS. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.
- 7.5. The Proposer is requested, as far as possible, to submit any questions in writing, to reach the Purchaser not later than one week before the meeting.
- 7.6. Minutes of the pre-Proposal meeting, including the text of the questions raised without identifying the source, and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3. Any

modification to the request for proposals document that may become necessary as a result of the pre-Proposal meeting shall be made by the Purchaser exclusively through the issue of an Addendum pursuant to ITP 8 and not through the minutes of the pre-Proposal meeting.

7.7. Nonattendance at the pre-Proposal meeting will not be a cause for disqualification of a Proposer.

8. Amendment of Request for Proposals Document

8.1. At any time prior to the deadline for submission of Proposals, the Purchaser may amend the request for proposals document by issuing addenda.

8.2. Any addendum issued shall be part of the request for proposals document and shall be communicated in writing to all who have obtained the request for proposals document from the Purchaser in accordance with ITP 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser’s web page in accordance with ITP 7.1.

8.3. To give prospective Proposers reasonable time in which to take an addendum into account in preparing their Proposals, the Purchaser may, at its discretion, extend the deadline for the submission of Proposals, pursuant to ITP 23.2.

C. PREPARATION OF PROPOSALS

9. Cost of Proposals

9.1. The Proposer shall bear all costs associated with the preparation and submission of its Proposal, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Request for Proposals process.

10. Language of Proposal

10.1. The Proposal, as well as all correspondence and documents relating to the Proposal exchanged by the Proposer and the Purchaser, shall be written in the language specified in the PDS. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the PDS, in which case, for purposes of interpretation of the Proposal, such translation shall govern.

11. Documents Comprising the Proposal

11.1. The Proposal shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope procurement process). One envelope shall contain only information relating to the Technical Part and the other, only information relating to the Financial Part. These two envelopes

shall be enclosed in a separate sealed outer envelope marked “Original Proposal”.

11.2. The Technical Part shall contain the following:

- (a) **Letter of Proposal**-Technical Part, prepared in accordance with ITP 12;
- (b) **Proposal Security or Proposal-Securing Declaration** in accordance with ITP 20;
- (c) **Alternative Proposal**- Technical Part: if permissible, in accordance with ITP 13, the Technical Part of any Alternative Proposal;
- (d) **Authorization**: written confirmation authorizing the signatory of the Proposal to commit the Proposer, in accordance with ITP 21.3;
- (e) **Eligibility of Information System**: documentary evidence established in accordance with ITP 14.1 that the Information System offered by the Proposer in its Proposal or in any alternative Proposal, if permitted, are eligible;
- (f) **Proposer’s Eligibility and qualifications**: documentary evidence in accordance with ITP 15 establishing the Proposer’s eligibility and qualifications to perform the contract if its Proposal is accepted;
- (g) **Conformity**: documentary evidence established in accordance with ITP 16 that the Information System offered by the Proposer conform to the **request for proposals** document;
- (h) **Subcontractors**: list of subcontractors, in accordance with ITP 16.4;
- (i) **Intellectual Property**: a list of: Intellectual Property as defined in GCC Clause 15;
 - (i) all Software included in the Proposal, assigning each item to one of the software categories defined in GCC Clause 1.1 (c):
 - a. System, General Purpose, and Application Software;
or
 - b. Standard and Custom Software;
 - (ii) all Custom Materials, as defined in GCC Clause 1.1 (c), included in the Proposal;

All Materials not identified as Custom Materials shall be deemed Standard Materials, as defined in GCC Clause 1.1 (c);

Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the Information System); and

- (j) any other document required **in the PDS**.

11.3. The Financial Part shall contain the following:

- (a) Letter of Proposal – Financial Part: prepared in accordance with ITP 12 and ITP 17;
- (b) Schedule: Price Schedules completed in accordance with ITP 12 and ITP 17;
- (c) Alternative Proposal - Financial Part: if permissible in accordance with ITP 13, the Financial Part of any Alternative Proposal; and
- (d) any other document required in the PDS.

11.4. The Technical Part shall not include any information related to the Proposal price. Where material financial information related to the Proposal price is contained in the Technical Part the Proposal shall be declared non-responsive.

11.5. In addition to the requirements under ITP 11.2, 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.

11.6. The Proposer shall furnish in the Letter of Proposal - Financial Part information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this procurement process.

12. Letters of Proposal and Price Schedules

12.1. The Letter of Proposal - Technical Part, Letter of Proposal-Financial Part and Price Schedules shall be prepared using the relevant forms furnished in Section IV, Proposal Forms. The forms must be completed without any alterations to the text, and no

substitutes shall be accepted except as provided under ITP 21.3. All blank spaces shall be filled in with the information requested.

13. Alternative Proposals

- 13.1. The PDS indicates whether alternative Proposals are allowed. If they are allowed, the PDS will also indicate whether they are permitted in accordance with ITP 13.3, or invited in accordance with ITP 13.2 and/or ITP 13.4.
- 13.2. When alternatives to the Time Schedule are explicitly invited, a statement to that effect will be included in the PDS, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.
- 13.3. Except as provided under ITP 13.4 below, Proposers wishing to offer technical alternatives to the Purchaser's requirements as described in the request for proposals document must also provide: (i) a price at which they are prepared to offer an Information System meeting the Purchaser's requirements; and (ii) all information necessary for a complete evaluation of the alternatives by the Purchaser, including drawings, design calculations, technical specifications, breakdown of prices, and proposed installation methodology and other relevant details. Only the technical alternatives, if any, of the Proposer with the Most Advantageous Proposal conforming to the basic technical requirements shall be considered by the Purchaser.
- 13.4. When Proposers are invited in the PDS to submit alternative technical solutions for specified parts of the system, such parts shall be described in Section VII, Purchaser's Requirements. Technical alternatives that comply with the performance and technical criteria specified for the Information System shall be considered by the Purchaser on their own merits, pursuant to ITP 32.

14. Documents Establishing the Eligibility of the Information System

- 14.1. To establish the eligibility of the Information System in accordance with ITP 5, Proposers shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Proposal Forms.

15. Documents Establishing the Eligibility and Qualifications of the Proposer

- 15.1. To establish its eligibility and qualifications to perform the Contract in accordance with Section III, Evaluation and Qualification Criteria, the Proposer shall provide the information requested in the corresponding information sheets included in Section IV, Proposal Forms.
- 15.2. In the event that prequalification of potential Proposers has been undertaken as stated in the PDS, only Proposals from prequalified

Proposers shall be considered for award of Contract. These qualified Proposers should submit with their Proposals any information updating their original prequalification applications or, alternatively, confirm in their Proposals that the originally submitted prequalification information remains essentially correct as of the date of Proposal submission.

- 15.3. Any change in the structure or formation of a Proposer after being prequalified and invited to submit Proposals, if applicable, (including, in the case of a JV, any change in the structure or formation of any member and also including any change in any specialized subcontractor whose qualifications were considered to prequalify the Applicant) shall be subject to the written approval of the Purchaser prior to the deadline for submission of Proposals. Such approval shall be denied if (i) a Proposer proposes to associate with a disqualified Proposer or in case of a disqualified joint venture, any of its members; (ii) as a consequence of the change, the Proposer no longer substantially meets the qualification criteria; or (iii) in the opinion of the Purchaser, the change may result in a substantial reduction in competition. Any such change should be submitted to the Purchaser not later than fourteen (14) days after the date of the notice for RFP sent to the prequalified Proposers.

**16. Documents
Establishing
Conformity of
the
Information
System**

- 16.1. Pursuant to ITP 11.2 (g), the Proposer shall furnish, as part of its Proposal, documents establishing the conformity to the request for proposals documents of the Information System that the Proposer proposes to design, supply and install under the Contract.
- 16.2. The documentary evidence of conformity of the Information System to the request for proposals documents including:
- (a) Preliminary Project Plan describing, among other things, the methods by which the Proposer will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Proposer proposes to use. The Preliminary Project Plan must also address any other topics specified in the PDS. In addition, the Preliminary Project Plan should state the Proposer's assessment of what it expects the Purchaser and any other party involved in the implementation of the Information System to provide during implementation and how the Proposer proposes to coordinate the activities of all involved parties;
 - (b) written confirmation that the Proposer accepts responsibility for the successful integration and inter-operability of all

- components of the Information System as required by the request for proposals documents;
- (c) an item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the Information System offered to those requirements. In demonstrating responsiveness, the Proposer should use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Proposal Forms (Section IV). The commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the Proposal. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the Proposal, the item-by-item commentary shall prevail;
 - (d) support material (e.g., product literature, white papers, narrative descriptions of technologies and/or technical approaches), as required and appropriate; and
 - (e) any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2 requires Proposers to propose.
- 16.3. References to brand names or model numbers or national or proprietary standards designated by the Purchaser in the request for proposals documents are intended to be descriptive and not restrictive. Except as specified in the PDS for specific items or standards, the Proposer may substitute alternative brand/model names or standards in its Proposal, provided that it demonstrates to the Purchaser's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.
- 16.4. For major items of the Information System as listed by the Purchaser in Section III, Evaluation and Qualification Criteria, which the Proposer intends to purchase or subcontract, the Proposer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Proposer shall include in its Proposal information establishing compliance with the requirements specified by the Purchaser for these items. Quoted rates and prices will be deemed to apply to whichever subcontractor is appointed, and no adjustment of the rates and prices will be permitted.
- 16.5. The Proposer shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITP 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITP 5 and ITP 16.1.

- 17. Proposal Prices**
- 17.1. All Goods and Services identified in the Supply and Installation Cost Sub-Tables in System Inventory Tables in Section VII, and all other Goods and Services proposed by the Proposer to fulfill the requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below.
- 17.2. Unless otherwise specified in the PDS, the Proposer must also propose Recurrent Cost Items specified in the Technical Requirements, Recurrent Cost Sub-Table of the System Inventory Tables in Section VII (if any). These must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:
- (a) if specified **in the PDS**, the Proposer must also propose separate enforceable contracts for the Recurrent Cost Items not included in the main Contract;
 - (b) prices for Recurrent Costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the Information System and, if appropriate, of the Proposer's own allowance for price increases;
 - (c) prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in GCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xiii), shall be quoted as Service prices on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals.
- 17.3. Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the contract, in accordance with the Implementation Schedule in Section VII), and with GCC and SCC Clause 12 – Terms of Payment. Proposers may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables
- 17.4. The price of items that the Proposer has left blank in the cost tables provided in the Sample Proposal Forms (Section IV) shall be assumed to be included in the price of other items. Items omitted altogether from the cost tables shall be assumed to be omitted from the Proposal and, provided that the Proposal is substantially

responsive, an adjustment to the Proposal price will be made during Proposal evaluation in accordance with ITP 34.1.

17.5. The prices for Goods components of the Information System are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of Incoterms specified in the PDS, as follows:

(a) Goods supplied from outside the Purchaser's country:

Unless otherwise specified **in the PDS**, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The named place of destination and special instructions for the contract of carriage are as specified in the SCC for GCC 1.1 (e) (iii). In quoting the price, the Proposer shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Proposer may obtain insurance services from any eligible source country;

(b) Locally supplied Goods:

Unit prices of Goods offered from within the Purchaser's Country, shall be quoted on an EXW (ex factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, if the Contract is awarded;

(c) Inland transportation.

17.6. Unless otherwise stated in the PDS, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITP 17.5, whether the Goods are to be supplied locally or from outside the Purchaser's country, except when these costs are already included in the price of the Goods, as is, e.g., the case, when ITP 17.5 (a) specifies CIP, and the named places of destination are the Project Sites.

17.7. The price of Services shall be separated into their local and foreign currency components and where appropriate, broken down into unit prices. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/or apply in the Purchaser's country on/to the price of the Services invoiced to the Purchaser, if the Contract is awarded.

- 17.8. Unless otherwise specified in the PDS, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Purchaser or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these request for proposals documents (as, e.g., a requirement for the Proposer to include the travel and subsistence costs of trainees).
- 17.9. Unless otherwise specified in the PDS, prices quoted by the Proposer shall be fixed during the Proposer's performance of the Contract and not subject to increases on any account. Proposals submitted that are subject to price adjustment will be rejected.
- 18. Currencies of Proposal and Payment**
- 18.1. The currency(ies) of the Proposal and currencies of payment shall be the same. The Proposer shall quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in the currency of the Purchaser's Country, unless otherwise specified in the PDS.
- 18.2. The Proposer may express the Proposal price in any currency. If the Proposer wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three foreign currencies in addition to the currency of the Purchaser's Country.
- 19. Period of Validity of Proposals**
- 19.1. Proposals shall remain valid until the date specified in the PDS or any extended date if amended by the Purchaser in accordance with ITP 8. A Proposal that is not valid until the date specified in the PDS, or any extended date if amended by the Purchaser in accordance with ITP 8, shall be rejected by the Purchaser as nonresponsive.
- 19.2. In exceptional circumstances, prior to the date of expiry of the Proposal validity, the Purchaser may request Proposers to extend the date of validity until a specified date. The request and the responses shall be made in writing. If a Proposal Security is requested in accordance with ITP 20, it shall also be extended for twenty-eight days (28) beyond the deadline of the extended validity period. A Proposer may refuse the request without forfeiting its Proposal Security. A Proposer granting the request shall not be required or permitted to modify its Proposal, except as provided in ITP 19.3.
- 19.3. If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial Proposal validity specified in

accordance with ITP 19.1, the Contract price shall be determined as follows:

- (a) in case of fixed price contracts, the contract price shall be the Proposal price adjusted by a factor or factors specified **in the PDS**;
- (b) in the case of an adjustable price contracts, no adjustments shall be made;
- (c) in any case, Proposal evaluation shall be based on the Proposal Price without taking into consideration the applicable correction from those indicated above.

20. Proposal Security

- 20.1. The Proposer shall furnish as part of the Technical Part of its Proposal, either a Proposal-Securing Declaration or a Proposal Security as specified in the PDS, in original form and, in the case of a Proposal Security, in the amount and currency specified in the PDS.
- 20.2. A Proposal-Securing Declaration shall use the form included in Section IV, Proposal Forms.
- 20.3. If a Proposal Security is specified pursuant to ITP 20.1, the Proposal security shall be a demand guarantee in any of the following forms at the Proposer's option:
 - (a) an unconditional guarantee issued by a non-bank financial institution (such as an insurance, bonding or surety company);
 - (b) an irrevocable letter of credit;
 - (c) a cashier's or certified check; or
 - (d) another security indicated **in the PDS**,

from a reputable source from an eligible country. If an unconditional guarantee is issued by a non-bank financial institution located outside the Purchaser's Country the issuing non-bank financial institution shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable unless the Purchaser has agreed in writing, prior to Proposal submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Proposal Security shall be submitted either using the Proposal Security Form included in Section IV, Proposal Forms or in another substantially similar format approved by the Purchaser prior to Proposal submission. In either case, the form must include the complete name of the Proposer. The Proposal Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Proposal validity, or beyond any extended date if requested under ITP 19.2.

- 20.4. If a Proposal Security or a Proposal-Securing Declaration is specified pursuant to ITP 20.1, any Proposal not accompanied by a substantially responsive Proposal Security or Proposal-Securing Declaration shall be rejected by the Purchaser as non-responsive.
- 20.5. If a Proposal Security is specified pursuant to ITP 20.1, the Proposal Security of unsuccessful Proposers shall be returned as promptly as possible upon the successful Proposer's furnishing of the Performance Security pursuant to ITP 48.
- 20.6. The Proposal Security of the successful Proposer shall be returned as promptly as possible once the successful Proposer has signed the Contract and furnished the required Performance Security.
- 20.7. The Proposal Security may be forfeited:
 - (a) if a Proposer withdraws its Proposal prior to the expiry date of Proposal validity specified by the Proposer on the Letter of Proposal or any extended date provided by the Proposer;
or
 - (b) if the successful Proposer fails to:
 - (i) sign the Contract in accordance with ITP 47; or
 - (ii) furnish a performance security in accordance with ITP 48.

20.8. 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.

20.9. If a Proposal Security is not required in the PDS, and;

- (a) if a Proposer withdraws its Proposal prior to the expiry date of the Proposal validity specified by the Proposer on the Letter of Proposal, or any extended date provided by the Proposer; or
- (b) if the successful Proposer fails to: sign the Contract in accordance with ITP 47; or furnish a Performance Security in accordance with ITP 48;

the Purchaser may, if provided for **in the PDS**, declare the Proposer disqualified to be awarded a contract by the Purchaser for a period of time as stated **in the PDS**.

21. Format and Signing of Proposal

21.1. The Proposer shall prepare one original and copies/sets of the documents comprising the Proposal as described in ITP 11 and Proposer22.

21.2. Proposers shall mark as “CONFIDENTIAL” information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.

21.3. The original and all copies of the Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Proposer. This authorization shall consist of a written confirmation as specified in the PDS and shall be attached to the Proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Proposal where entries or amendments have been made shall be signed or initialed by the person signing the Proposal.

- 21.4. 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.
- 21.5. Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

D. SUBMISSION OF PROPOSALS

22. Submission, Sealing and Marking of Proposals

- 22.1. The Proposer shall deliver the Proposal in two separate, sealed envelopes (the Technical Part and the Financial Part). These two envelopes shall be enclosed in a separate sealed outer envelope marked “Original PROPOSAL”. In addition, the Proposer shall submit copies of the Proposal in the number specified in the PDS. Copies of the Technical Part shall be placed in a separate sealed envelope marked “COPIES: TECHNICAL PART”. Copies of the Financial Part shall be placed in a separate sealed envelope marked “COPIES: FINANCIAL PART”. The Proposer shall place both of these envelopes in a separate, sealed outer envelope marked “PROPOSAL COPIES”. In the event of any discrepancy between the original and the copies, the original shall prevail.
- 22.2. If alternative Proposals are permitted in accordance with ITP 14, the alternative Proposals shall be submitted as follows: the original of the alternative Proposal Technical Part shall be placed in a sealed envelope marked “ALTERNATIVE PROPOSAL – TECHNICAL PART” and the Financial Part shall be placed in a sealed envelope marked “ALTERNATIVE PROPOSAL – FINANCIAL PART” and these two separate sealed envelopes then enclosed within a sealed outer envelope marked “ALTERNATIVE PROPOSAL – ORIGINAL”, the copies of the alternative Proposal will be placed in separate sealed envelopes marked “ALTERNATIVE PROPOSAL – COPIES OF TECHNICAL PART”, and “ALTERNATIVE PROPOSAL – COPIES OF FINANCIAL PART” and enclosed in a separate sealed outer envelope marked “ALTERNATIVE PROPOSAL - COPIES.
- 22.3. The envelopes marked “ORIGINAL PROPOSAL” and “PROPOSAL COPIES” (and, if appropriate, a third envelope marked “ALTERNATIVE PROPOSAL”) shall be enclosed in a separate sealed outer envelope for submission to the Purchaser.
- 22.4. The inner and outer envelopes shall:
 - (a) bear the name and address of the Proposer;
 - (b) be addressed to the Purchaser in accordance with ITP 23.1;

- (c) bear the specific identification of this request for proposals process indicated in accordance with ITP 1.1; and
 - (d) bear a warning not to open before the time and date for Proposal opening.
- 22.5. If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the Proposal.
- 23. Deadline for Submission of Proposals**
 - 23.1. Proposals must be received by the Purchaser at the address and no later than the date and time indicated in the PDS. When so specified in the PDS, Proposers shall have the option of submitting their Proposals electronically. Proposers submitting Proposals electronically shall follow the electronic Proposal submission procedures specified in the PDS.
 - 23.2. The Purchaser may, at its discretion, extend this deadline for submission of Proposals by amending the request for proposals documents in accordance with ITP 8, in which case all rights and obligations of the Purchaser and Proposers will thereafter be subject to the deadline as extended.
- 24. Late Proposals**
 - 24.1. The Purchaser shall not consider any Proposal that arrives after the deadline for submission of Proposals, in accordance with ITP 23. Any Proposal received by the Purchaser after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.
- 25. Withdrawal, Substitution, and Modification of Proposals**
 - 25.1. A Proposer may withdraw, substitute, or modify its Proposal after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITP 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be:
 - (a) prepared and submitted in accordance with ITP 21 and ITP 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” “SUBSTITUTION,” “MODIFICATION;” and
 - (b) received by the Purchaser prior to the deadline prescribed for submission of Proposals, in accordance with ITP 23.

- 25.2. Proposals requested to be withdrawn in accordance with ITP 25.1 shall be returned unopened to the Proposers.

No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the date of expiry of the Proposal validity specified by the Proposer on the Letter of Proposal or any extended date thereof.

E. PUBLIC OPENING OF TECHNICAL PARTS OF PROPOSALS

26. Public Opening of Technical Parts of Proposals

- 26.1. Except as in the cases specified in ITP 24 and ITP 25.2, the Purchaser shall conduct the Proposal opening in public, in the presence of Proposers` designated representatives and anyone who chooses to attend, and at the address, date and time specified in the PDS. Any specific electronic Proposal opening procedures required if electronic submission of proposals is permitted in accordance with ITP 23.1, shall be as specified in the PDS.
- 26.2. First, envelopes marked “Withdrawal” shall be opened and read out and the envelope with the corresponding Proposal shall not be opened but returned to the Proposer. No Proposal withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Proposal opening.
- 26.3. Next, envelopes marked “Substitution” shall be opened and read out and exchanged with the corresponding Proposal being substituted, and the substituted Proposal shall not be opened, but returned to the Proposer. No Proposal substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Proposal opening.
- 26.4. Envelopes marked “Modification” shall be opened and read out with the corresponding Proposal. No Proposal modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Proposal opening. Only Proposals that are opened and read out at Proposal opening shall be considered further.
- 26.5. Next, all other envelopes marked “Technical Part” shall be opened one at a time. All envelopes marked “Second Envelope: Financial Part” shall remain sealed and kept by the Purchaser in safe custody until they are opened at a later public opening, following the evaluation of the Technical Part parts of the Proposals. On opening the envelopes marked “Technical Part” the Purchaser shall read out: the name of the Proposer, the presence or the absence of a Proposal Security, or Proposal-Securing Declaration,

if required, and whether there is a modification; and Alternative Proposal - Technical Part; and any other details as the Purchaser may consider appropriate.

- 26.6. Only Technical Parts of Proposals and Alternative Proposal - Technical Parts that are read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal-Technical Part and the separate sealed envelope marked “Second Envelope: Financial Part” are to be initialed by representatives of the Purchaser attending Proposal opening in the manner specified in the PDS.
- 26.7. The Purchaser shall neither discuss the merits of any Proposal nor reject any Proposal (except for late Proposals, in accordance with ITP 24.1).
- 26.8. The Purchaser shall prepare a record of the Proposal opening that shall include, as a minimum:
 - (a) the name of the Proposer and whether there is a withdrawal, substitution, or modification;
 - (b) any alternative Proposals; and
 - (c) the presence or absence of a Proposal Security or a Proposal-Securing Declaration.
- 26.9. The Proposers’ representatives who are present shall be requested to sign the record. The omission of a Proposer’s signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

F. EVALUATION OF PROPOSALS- GENERAL PROVISIONS

- 27. Confidentiality**
- 27.1. Information relating to the evaluation of the Technical Part shall not be disclosed to Proposers or any other persons not officially concerned with the procurement process until the notification of evaluation of the Technical Part in accordance with ITP 33. Information relating to the evaluation of Financial Part, the evaluation of combined Technical Part and Financial Part, and recommendation of contract award shall not be disclosed to Proposers or any other persons not officially concerned with the RFP process until the Notification of Intention to Award the Contract is transmitted to Proposers in accordance with ITP 42ProposerProposer.
 - 27.2. Any effort by a Proposer to influence the Purchaser in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

27.3. Notwithstanding ITP 27.2, from the time of Proposal opening to the time of Contract award, if any Proposer wishes to contact the Purchaser on any matter related to the procurement process, it should do so in writing.

28. Clarification of Proposals

28.1. To assist in the examination, evaluation, and comparison of the Proposals, and qualification of the Proposers, the Purchaser may, at its discretion, ask any Proposer for a clarification of its Proposal. Any clarification submitted by a Proposer that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Proposals, in accordance with ITP 35.

28.2. If a Proposer does not provide clarifications of its Proposal by the date and time set in the Purchaser's request for clarification, its Proposal may be rejected.

29. Deviations, Reservations, and Omissions

29.1. During the evaluation of Proposals, the following definitions apply:

- (a) "Deviation" is a departure from the requirements specified in the request for proposals document;
- (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the request for proposals document; and
- (c) "Omission" is the failure to submit part or all of the information or documentation required in the request for proposals document.

29.2. Provided that a Proposal is substantially responsive, the Purchaser may waive any nonmaterial nonconformities in the Proposal.

Provided that a Proposal is substantially responsive, the Purchaser may request that the Proposer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Proposal related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

G. EVALUATION OF TECHNICAL PART OF PROPOSALS

- 30. Determination of Responsiveness**
- 30.1. The Purchaser's determination of the Technical Part's responsiveness shall be based on the contents of the Proposal, as specified in ITP 11.
- 30.2. Preliminary examination of the Technical Part shall be carried out to identify proposals that are incomplete, invalid or substantially nonresponsive to the requirements of the request for proposals documents. A substantially responsive Proposal is one that materially confirms to the requirements of the request for proposals document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,
- (a) if accepted, would:
 - (i) affect in any substantial way the scope, quality, or performance of the Works specified in the Contract; or
 - (ii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract; or
 - (iii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract; or
 - (b) if rectified, would unfairly affect the competitive position of other Proposers presenting substantially responsive Proposals.
- 30.3. If the Technical Part is not substantially responsive to the requirements of the request for proposals document, it shall be rejected by the Purchaser and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.
- 31. Eligibility and Qualifications of the Proposer**
- 31.1. The Purchaser shall determine to its satisfaction whether the Proposers that have been assessed to have submitted substantially responsive Proposals are eligible, and either continue to meet (if prequalification applies) or meet (if prequalification has not been carried out), the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.
- 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.

- 31.3. Prior to Contract award, the Purchaser will verify that the successful Proposer (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Purchaser will conduct the same verification for each subcontractor proposed by the successful Proposer. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Proposer to propose a replacement subcontractor.
- 31.4. Only substantially responsive Proposals submitted by eligible and qualified Proposers shall proceed to the detailed technical evaluation specified in ITP 32.
- 31.5. The Purchaser’s evaluation of Technical Part will be carried out as specified in Section III, Evaluation and Qualification Criteria.

**32. Detailed
Evaluation of
Technical Part**

- 32.1. The scores to be given to technical factors and sub factors are specified in the PDS.

H. NOTIFICATION OF EVALUATION OF TECHNICAL PARTS AND PUBLIC OPENING OF FINANCIAL PARTS

**33. Notification of
Evaluation of
Technical Parts
and Public
Opening of
Financial Parts**

- 33.1. Following the completion of the evaluation of the Technical Parts of the Proposals, the Purchaser shall notify in writing those Proposers whose Proposals were considered substantially non-responsive to the request for proposals document or failed to meet the eligibility and qualification requirements, advising them of the following information:
 - (a) the grounds on which their Technical Part of Proposal failed to meet the requirements of the request for proposals document;
 - (b) their envelopes marked “SECOND ENVELOPE: FINANCIAL PART” will be returned to them unopened after the completion of the selection process and the signing of the Contract; and

- (c) Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked ‘Financial Part’’, or;

Option 2: when BAFO or negotiations apply as specified in the PDS, notify them that: (i) the envelopes marked ‘Financial Part’ will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued.

- 33.2. The Purchaser shall, simultaneously, notify in writing those Proposers whose Technical Part have been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements, advising them of the following information:
- 33.3. their Proposal has been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements;
- 33.4. Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked ‘Financial Part’’, or;

Option 2: when BAFO or negotiations apply as specified in the PDS, notify them that: (i) the envelopes marked ‘Financial Part’ will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued.

- 33.5. When BAFO or negotiations do not apply as specified in the PDS, the Financial Part of the Proposal shall be opened publicly in the presence of Proposers’ designated representatives and anyone who chooses to attend.
- 33.6. The opening date shall be not less than ten (10) Business Days from the date of notification of the results of the technical evaluation, specified in ITP 33.1 and 33.2. However, if the Purchaser receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITP 50.1.

- 33.7. At this public opening, the Financial Parts will be opened by the Purchaser in the presence of Proposers, or their designated representatives and anyone else who chooses to attend. Proposers who met the eligibility and qualification requirements and whose Proposals were evaluated as substantially responsive will have their envelopes marked “SECOND ENVELOPE: FINANCIAL PART” opened at the second public opening. Each of these envelopes marked “SECOND ENVELOPE: FINANCIAL PART” shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall read out the names of each Proposer, the technical score and the total Proposal prices, per lot (contract) if applicable, including any discounts and Alternative Proposal - Financial Part, and any other details as the Purchaser may consider appropriate.
- 33.8. Only envelopes of Financial Part of Proposals, Financial Parts of Alternative Proposals and discounts that are opened and read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal – Financial Part and the Price Schedules are to be initialed by a representative of the Purchaser attending the Proposal opening in the manner specified in the PDS.
- 33.9. The Purchaser shall neither discuss the merits of any Proposal nor reject any envelopes marked “SECOND ENVELOPE: FINANCIAL PART” at this public opening.
- 33.10. The Purchaser shall prepare a record of the Financial Part of the Proposal opening that shall include, as a minimum: (a) the name of the Proposer whose Financial Part was opened; (b) the Proposal price, per lot (contract) if applicable, including any discounts; and (c) if applicable, any Alternative Proposal – Financial Part.
- 33.11. The Proposers whose envelopes marked “SECOND ENVELOPE: FINANCIAL PART” have been opened or their representatives who are present shall be requested to sign the record. The omission of a Proposer’s signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.
- 33.12. When, as specified in the PDS, BAFO or negotiations apply the Financial Parts will not be opened in public and will be opened in the presence of a probity auditor appointed by the Purchaser.
- 33.13. At the opening each of the envelopes marked “Financial Part” shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall record the names of each Proposer, and the total Proposal prices and any other details as the Purchaser may consider appropriate. The Letter of Proposal - Financial Part and

the Price Schedules are to be initialed by a representative of the Purchaser attending the opening and by the probity auditor.

- 33.14. The Purchaser shall prepare a record of the opening of the Financial Part envelopes that shall include, as a minimum:
- (a) the name of the Proposers whose Financial Part was opened;
 - (b) the Proposal prices including any discounts. and
 - (c) The Probity Auditor’s report of the opening of the Financial Part.
- 33.15. The probity auditor shall sign the record. The contents of the envelopes marked ‘Financial Part’ and the record of the opening shall be kept in safe custody by the Purchaser and not disclosed to anyone until the time of the transmission of the Notification of Intention to Award the contract.

I. EVALUATION OF FINANCIAL PART OF PROPOSALS

- 34. Adjustments for Non-material Nonconformities**
- 34.1. Provided that a Proposal is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Proposal Price. To this effect, the Proposal Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component by adding the average price of the item or component quoted by substantially responsive Proposers. If the price of the item or component cannot be derived from the price of other substantially responsive Proposers, the Purchaser shall use its best estimate.
- 35. Correction of Arithmetic Errors**
- 35.1. In evaluating the Financial Part of each Proposal, the Purchaser shall correct arithmetical errors on the following basis:
- (a) where there are errors between the total of the amounts given under the column for the price breakdown and the amount given under the Total Price, the former shall prevail and the latter will be corrected accordingly;
 - (b) where there are errors between the total of the amounts of Schedule Nos. 1 to 5 and the amount given in Schedule No. 6 (Grand Summary), the former shall prevail and the latter will be corrected accordingly; and
 - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

**36. Evaluation of Proposals
Financial Part**

- 35.2. Proposers shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITP 35.1, shall result in the rejection of the Proposal.
- 36.1. To evaluate the Financial Part, the Purchaser shall consider the following:
- (a) the Proposal price, excluding provisional sums and the provision, if any, for contingencies in the Price Schedules;
 - (b) price adjustment for correction of arithmetic errors in accordance with ITP 35.1;
 - (c) price adjustment due to discounts offered in accordance with ITP 26;
 - (d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITP 34.1;
 - (e) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITP 36.2; and
 - (f) the evaluation factors indicated in the PDS and detailed in Section III, Evaluation and Qualification Criteria.
- 36.2. For evaluation and comparison purposes, the currency(ies) of the **Proposal** shall be converted into a single currency **as specified in the PDS**.
- 36.3. No margin of domestic preference shall apply.
- 36.4. If price adjustment is allowed in accordance with ITP 17.7, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Proposal evaluation.
- 36.5. If this request for proposals document allows Proposers to quote separate prices for different lots (contracts), each lot will be evaluated separately to determine the Most Advantageous Proposal using the methodology specified in Section III, Evaluation and Qualification Criteria. Discounts that are conditional on the award of more than one lot or slice shall not be considered for Proposal evaluation.
- 36.6. The Purchaser will evaluate and compare the Proposals. The evaluation will be performed assuming either that:

- (a) the Contract will be awarded to the Most Advantageous Proposal for the entire Information System; or
- (b) if specified **in the PDS**, Contracts will be awarded to the Proposers for each individual Subsystem, lot, or slice defined in the Technical Requirements whose Proposals result in the Most Advantageous Proposal/Proposals for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Proposals. Such discounts will be considered in the evaluation of Proposals as specified **in the PDS**.

37. Abnormally Low Proposals

- 37.1. An Abnormally Low Proposal is one where the Proposal price in combination with other constituent elements of the Proposal appears unreasonably low to the extent that the Proposal price raises material concerns as to the capability of the Proposer to perform the Contract for the offered Proposal Price.
- 37.2. In the event of identification of a potentially Abnormally Low Proposal, the Purchaser shall seek written clarifications from the Proposer, including detailed price analyses of its Proposal price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the request for proposals document.
- 37.3. After evaluation of the price analyses, in the event that the Purchaser determines that the Proposer has failed to demonstrate its capability to perform the Contract for the offered Proposal Price, the Purchaser shall reject the Proposal.

38. Unbalanced or Front Loaded Proposals

- 38.1. If the Proposal that is evaluated as the lowest evaluated cost is, in the Purchaser's opinion, seriously unbalanced or front loaded the Purchaser may require the Proposer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Proposal prices with the scope of information systems, installations, proposed methodology, schedule and any other requirements of the request for proposals document.
- 38.2. After the evaluation of the information and detailed price analyses presented by the Proposer, the Purchaser may:
 - (a) accept the Proposal; or

- (b) if appropriate, require that the total amount of the Performance Security be increased, at the expense of the Proposer, to a level not exceeding twenty percent (20%) of the Contract Price; or
- (c) reject the Proposal.

J. EVALUATION OF COMBINED TECHNICAL AND FINANCIAL PARTS, MOST ADVANTAGEOUS PROPOSAL AND NOTIFICATION OF INTENTION TO AWARD

39. Evaluation of combined Technical and Financial Parts, Most Advantageous Proposal

- 39.1. The Purchaser's evaluation of responsive Proposals will take into account technical factors, in addition to cost factors in accordance with Section III Evaluation and Qualification Criteria. The weight to be assigned for the Technical factors and cost is specified in the PDS. The Purchaser will rank the Proposals based on the evaluated Proposal score (B).
- 39.2. Best and Final Offer (BAFO): After completion of the combined technical and financial evaluation of proposals, If specified in the PDS, the Purchaser may invite those Proposers to submit their BAFOs. The procedure for submitting BAFOs will be specified in the PDS. BAFO is a final opportunity for Proposers to improve their Proposals without changing the specified business function and performance requirements in accordance with the invitation to Submit Second Stage Combined Technical and Financial Proposals, Proposers are not obliged to submit a BAFO. Where BAFO is used there will be no negotiation after BAFO.
- 39.3. BAFO will apply a two envelope procurement process. The submission of BAFOs, opening of the Technical Parts and Financial Parts and the evaluation of Proposals will follow the procedures described for the Technical, Financial and Combined evaluation above, as appropriate.
- 39.4. The Purchaser shall determine the Most Advantageous Proposal. The Most Advantageous Proposal is the Proposal of the Proposer that meets the Qualification Criteria and whose Proposal has been determined to be substantially responsive to the request for proposals document and is the Proposal with the highest combined technical and financial score.
- 39.5. If specified in the PDS, the Purchaser may conduct negotiations following the evaluation of the proposals and before the final

contract award. The procedure of the negotiations will be specified in the PDS.

- 39.6. Negotiations shall be held in the presence of probity auditor appointed by the Purchaser.
- 39.7. Negotiations may address any aspect of the contract so long as they do not materially change the specified business function and performance requirements.
- 39.8. The Purchaser may negotiate first with the Proposer that has the Most Advantageous Proposal. If the negotiations are unsuccessful the Purchaser may negotiate with the Proposer that has the next best Most Advantageous Proposal, and so on down the list until a successful negotiated outcome is achieved.
- 39.9. Unless otherwise specified in the PDS, the Purchaser will NOT carry out tests prior to Contract award, to determine that the performance or functionality of the Information System offered meets those stated in the Technical Requirements. However, if so specified in the PDS the Purchaser may carry out such tests as detailed in the PDS.
- 39.10. Proposer.
- 39.11. Prior to Contract award, the Purchaser may carry out visits or interviews with the Proposer's clients referenced in its Proposal and site inspections.
- 39.12. The capabilities of the manufacturers and subcontractors proposed by the Proposer that is determined to have offered the Most Advantageous Proposal for identified major items of supply or services will also be evaluated for acceptability in accordance with Section III, Evaluation and Qualification Criteria. Their participation should be confirmed with a letter of intent between the parties, as needed. Should a manufacturer or subcontractor be determined to be unacceptable, the Proposal will not be rejected, but the Proposer will be required to substitute an acceptable manufacturer or subcontractor without any change to the Proposal price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or subcontractors for each item concerned.

**40. Purchaser's
Right to Accept
Any Proposal,
and to Reject
Any or All
Proposals**

- 40.1. The Purchaser reserves the right to accept or reject any Proposal, and to annul the procurement process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to Proposers. In case of annulment, all Proposals submitted and specifically, Proposal securities, shall be promptly returned to the Proposers.

- 41. Standstill Period** 41.1. The Contract shall not be awarded earlier than the expiry of the Standstill Period. The Standstill Period shall be ten (10) Business Days unless extended in accordance with ITP 46. The Standstill Period commences the day after the date the Purchaser has transmitted to each Proposer the Notification of Intention to Award the Contract. Where only one Proposal is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply.
- 42. Notification of Intention to Award** 42.1. The Purchaser shall send to each Proposer the Notification of Intention to Award the Contract to the successful Proposer. The Notification of Intention to Award shall contain, at a minimum, the following information:
- (a) the name and address of the Proposer submitting the successful Proposal;
 - (b) the Contract price of the successful Proposal;
 - (c) the total combined score of the successful Proposal;
 - (d) the names of all Proposers who submitted Proposals, and their Proposal prices as readout and as evaluated prices and technical scores;
 - (e) a statement of the reason(s) the Proposal (of the unsuccessful Proposer to whom the notification is addressed) was unsuccessful;
 - (f) the expiry date of the Standstill Period; and
 - (g) instructions on how to request a debriefing or submit a complaint during the standstill period;

K. AWARD OF CONTRACT

- 43. Award Criteria** 43.1. Subject to ITP 40, the Purchaser shall award the Contract to the successful Proposer. This is the Proposer whose Proposal has been determined to be the Most Advantageous Proposal.
Proposer.
- 44. Purchaser's Right to Vary Quantities at Time of Award** 44.1. The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) for items as indicated in the PDS.

45. Notification of Award

- 45.1. Prior to the date of expiry of the Proposal validity and upon expiry of the Standstill Period, specified in ITP 41.1 or any extension thereof, and, upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Purchaser shall notify the successful Proposer, in writing, that its Proposal has been accepted. The notification letter (hereinafter and in the Contract Forms called the “Letter of Acceptance”) shall specify the sum that the Purchaser will pay the Supplier in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called “the Contract Price”).
- 45.2. Within ten (10) Business days after the date of transmission of the Letter of Acceptance, the Purchaser shall publish the Contract Award Notice which shall contain, at a minimum, the following information:
- (a) name and address of the Purchaser;
 - (b) name and reference number of the contract being awarded, and the selection method used;
 - (c) names of all Proposers that submitted Proposals, and their Proposal prices as read out at Proposal opening, and as evaluated;
 - (d) name of Proposers whose Proposals were rejected and the reasons for their rejection;
 - (e) the name of the successful Proposer, the final total contract price, the contract duration and a summary of its scope; and
 - (f) successful Proposer’s Beneficial Ownership Disclosure Form.
- 45.3. The Contract Award Notice shall be published on the Purchaser’s website with free access if available, or in at least one newspaper of national circulation in the Purchaser’s Country, or in the official gazette. The Purchaser shall also publish the Contract Award Notice in UNDB online.
- 45.4. Until a formal contract is prepared and executed, the Notification of Award shall constitute a binding Contract.

46. Debriefing by the Purchaser

- 46.1. On receipt of the Purchaser’s Notification of Intention to Award referred to in ITP 42, an unsuccessful Proposer has three (3) Business Days to make a written request to the Purchaser for a debriefing. The Purchaser shall provide a

debriefing to all unsuccessful Proposers whose request is received within this deadline.

- 46.2. Where a request for debriefing is received within the deadline, the Purchaser shall provide a debriefing within five (5) Business Days, unless the Purchaser decides, for justifiable reasons, to provide the debriefing outside this timeframe. In that case, the standstill period shall automatically be extended until five (5) Business Days after such debriefing is provided. If more than one debriefing is so delayed, the standstill period shall not end earlier than five (5) Business Days after the last debriefing takes place. The Purchaser shall promptly inform, by the quickest means available, all Proposers of the extended standstill period.
- 46.3. Where a request for debriefing is received by the Purchaser later than the three (3) Business Day deadline, the Purchaser should provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of Public Notice of Award of contract. Requests for debriefing received outside the three (3)-day deadline shall not lead to extension of the standstill period.
- 46.4. Debriefings of unsuccessful Proposers may be done in writing or verbally. The Proposer shall bear their own costs of attending such a debriefing meeting.

47. Signing of Contract

- 47.1. The Purchaser shall send to the successful Proposer the Letter of Acceptance including the Contract Agreement, and a request to submit the Beneficial Ownership Disclosure Form providing additional information on its beneficial ownership. The Beneficial Ownership Disclosure Form shall be submitted within eight (8) Business Days of receiving this request.
- 47.2. The successful Proposer shall sign, date and return to the Purchaser, the Contract Agreement within twenty-eight (28) days of its receipt.
- 47.3. Notwithstanding ITP 47.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the Information System to be supplied, where such export restrictions arise from trade regulations from a country supplying those Information System, the Proposer shall not be bound by its Proposal, always provided, however, that the Proposer can demonstrate to the satisfaction of the Purchaser and of the Bank that signing of the Contract Agreement has not been prevented by any lack of diligence on

the part of the Proposer in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the Information System under the terms of the Contract.

48. Performance Security

- 48.1. Within twenty-eight (28) days of the receipt of the Letter of Acceptance from the Purchaser, the successful Proposer shall furnish the performance security in accordance with the General Conditions, subject to ITP 38.2 (b), using for that purpose the Performance Security Form included in Section X, Contract Forms, or another form acceptable to the Purchaser. If the Performance Security furnished by the successful Proposer is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Proposer to be acceptable to the Purchaser. A foreign institution providing a Performance Security shall have a correspondent financial institution located in the Purchaser's Country.
- 48.2. Failure of the successful Proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security. In that event the Purchaser may award the Contract to the Proposer offering the next Most Advantageous Proposal.

49. Adjudicator

- 49.1. Unless the PDS states otherwise, the Purchaser proposes that the person named in the PDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 43.1. In this case, a résumé of the named person is attached to the PDS. The proposed hourly fee for the Adjudicator is specified in the PDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the PDS. If a Proposer does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Proposal Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Proposer and the Adjudicator nominated in the PDS happen to be from the same country, and this is not the country of the Purchaser too, the Purchaser reserves the right to cancel the Adjudicator nominated in the PDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Proposer have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the

SCC clause relating to GCC Clause 43.1.4, or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.

**50. Procurement
Related
Complaint**

- 50.1. The procedures for making a Procurement-related Complaint are as specified in the PDS.

SECTION II - PROPOSAL DATA SHEET (PDS)

The following specific data for the Information System to be procured shall complement, supplement, or amend the provisions in the Instructions to Proposers (ITP). Whenever there is a conflict, the provisions in the PDS shall prevail over those in ITP.

ITP Reference	A. General
ITP 1.1	<p>The reference number of the Request for Proposals is: DM-MPWDE-399440-NC-RFP</p> <p>The Purchaser is: Ministry of Public Works, Public Utilities and the Digital Economy</p> <p>The name of the RFP is: <i>Appointment of a System Integrator for Design, Development, Deployment, Operations and Maintenance of the UID, CR and VS System in Dominica.</i></p> <p>The Purchaser <i>shall not</i> accept bid for multiple lots under this bidding document. The lots are: <i>not applicable</i></p>
ITP 1.3 (a)	<p>Electronic Procurement <i>shall not</i> be applicable to this procurement.</p> <p>The Purchaser shall use the following electronic-procurement system to manage this procurement process: <i>“not applicable”</i>.</p> <p>The electronic-procurement system shall be used to manage the following aspects of the Procurement process <i>“not applicable”</i>.</p>
ITP 2.1	<p>The Borrower is: Ministry of Public Works, Public Utilities and the Digital Economy, Government of Commonwealth of Dominica</p> <p>Loan or Financing Agreement amount: SRD20.5 million or USD\$28 million equivalent.</p> <p>The name of the Project is: <i>Caribbean Digital Transformation Project.</i></p>
ITP 4.1	Maximum number of members in the JV shall be: 3
ITP 4.5	A list of debarred firms and individuals is available on the Bank’s external website: http://www.worldbank.org/debarr .
B. Request for Proposals Document	
ITP 7.1	<p>For <u>Clarification of Proposal purposes</u> only, the Purchaser’s address is:</p> <p><i>Attention: Dr. Jermaine Jewel Jean-Pierre</i></p>

	<p>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 Telephone: 1-767-266-3840/3841/3844 Email: jeanpierrej@dominica.gov.dm; cc to dtpprocurement@dominica.gov.dm</p> <p>Requests for clarification should be received by the Purchaser no later than: 21 days prior to the deadline for submission of Bids in accordance with ITB 23. Date: February 16, 2024</p>
ITP 7.1	<p>ITB 7.1 should now read:</p> <p>“A Bidder requiring any clarification of the bidding document shall contact the Purchaser in writing at the Purchaser’s address specified in the BDS or raise its enquiries during the Pre-Bid meeting if provided for in accordance with ITB 7.4. The Purchaser will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Bids within a period specified in the BDS. The Purchaser’s response will include a description of the inquiry but without identifying its source.</p> <p>The Purchaser shall promptly publish its response at the following web pages www.cardtp.gov.dm; www.dominica.gov.dm. Bidders shall be responsible for consulting these web pages to see if clarifications or amendments to the bidding document have been issued. Should the Purchaser deem it necessary to amend the bidding document as a result of a request for clarification, it shall do so following the procedure under ITB 8 and ITB 23.2.</p>
ITP 7.4	<p>A Pre-Proposal meeting <i>shall</i> take place at the following date, time and place: Date: February 7, 2024 Time: 9:30 a.m. Eastern Caribbean Time Address: 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</p>

	<p>The Zoom link for the Pre-Proposal Meeting is as under:</p> <p>Join Zoom Meeting https://us02web.zoom.us/j/89260461102?pwd=OENHQi9rU3A0Tkw0Q1E0VDVwaXhrZz09</p> <p>Meeting ID: 892 6046 1102 Passcode: 599236</p> <p>A site visit conducted by the Purchaser shall be organized, if required.</p>
ITB 7.6	ITB 7.6 shall now read: Minutes of the Pre-Bid meeting, including the text of the questions raised without identifying the source, and the responses given, together with any responses prepared after the meeting, will be published promptly at the web pages specified in ITB 7.1 Bidders shall be responsible for consulting these web pages to see if the minutes of the pre-bid meeting have been issued. Any modification to the bidding document that may become necessary as a result of the pre-Bid meeting shall be made by the Purchaser exclusively through the issue of an Addendum pursuant to ITB 8 and not through the minutes of the pre-Bid meeting.
ITB 8.2	ITB 8.2 shall now read: Any addendum issued shall be part of the bidding document. The Purchaser shall promptly publish the addendum on the Purchaser's web page in accordance with ITB 7.1. Bidders shall be responsible for consulting these web pages specified in ITB 7.1 to see if any amendment to the bidding document has been issued.
C. Preparation of Proposals	
ITP 10.1	<p>The language of the Bid is: <i>English</i>.</p> <p>All correspondence exchange shall be in the <i>English</i> language.</p> <p>Language for translation of supporting documents and printed literature is <i>English</i></p>
ITP 11.2 (j)	<p>The Proposer shall submit with its Proposal the following additional documents the Technical Part of its Proposal:</p> <p>Code of Conduct for Supplier's Personnel (ES)</p> <p>The Proposer shall submit its Code of Conduct that will apply to the Supplier's Personnel (as defined in GCC Clause 1.1) employed in the execution of the Contract at the Project Site/s to ensure compliance with the Supplier's Environmental and/or Social obligations under the Contract, as applicable. The Proposer shall use for this purpose the Code of Conduct form provided in Section IV. No substantial modifications shall be made to this form, except that the Proposer may introduce additional requirements, including as necessary to take into account specific Contract issues/risks.</p> <p>"Cyber security management strategies and implementation plans</p>

	<p>The Proposer shall submit method statement, management strategies and implementation plans and innovations to manage cyber security risks.”</p> <p>Preliminary technical specifications of ICT infrastructure (hardware, software and other products) and any licenses to be procured by the Purchaser under separate contracts in accordance with the technical specifications developed by the Supplier and approved by the Purchaser. The preliminary specifications should also include high level designs of the ICT infrastructure for the production environment.</p>
ITP 11.3(d)	The Proposer shall submit the following additional documents in the Financial Part of its Proposal: <i>List any additional document not already listed in ITP 11.3 that must be submitted with the Financial Part.</i>
ITP 13.1	<i>Alternative Bids are not permitted.</i>
ITP 13.2	Alternatives to the Time Schedule <i>are not</i> permitted.
ITP 13.4	Alternative technical solutions shall be permitted for the following parts of the Information System: <i>none</i>
ITP 15.2	Prequalification <i>has not</i> been undertaken.
ITP 16.2 (a)	<p>In addition to the topics described in ITB Clause 16.2 (a), the Preliminary Project Plan must address the following topics:</p> <p><i>(i) Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);</i></p> <p><i>(ii) Implementation Sub-Plan;</i></p> <p><i>(iii) Training Sub-Plan to include Capacity Building and Training Module;</i></p> <p><i>(iv) Testing and Quality Assurance Sub-Plan;</i></p> <p><i>(v) Warranty Defect Repair and Technical Support Service Sub-Plan</i></p>
ITP 16.3	<p>In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders shall offer the following items:</p> <ul style="list-style-type: none"> • <i>Capacity Building and Training Module</i> • <i>Helpdesk with Help desk Management System</i>
ITP 17.2	The Proposer <i>must</i> propose Recurrent Cost Items
ITP 17.2	The Proposer <i>must not</i> propose for contracts for Recurrent Cost Items not included in the main Contract.
ITP 17.5	The Incoterms edition is: Not applicable.

ITP 17.5 (a)	Named place of destination is: For Incoterm - not applicable - as no goods received.
ITP 17.6	Named place of final destination (or Project site) is: 6 Enrollment Centers in Commonwealth of Dominica (1 Permanent + 5 Mobile), 4 in foreign Location.
ITP 17.8	ITB 17.8 is modified as follows: There are no modifications to ITB 17.8.
ITP 17.9	The prices quoted by the Bidder <i>shall not</i> be subject to adjustment during the performance of the Contract
ITP 18.1	<p>The Proposer <i>is not</i> required to quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in that currency.</p> <p>Payment for Goods and Services to Suppliers registered in the Purchaser's country (including a Joint Venture in which a partner in charge is a firm registered in the Purchaser's country):</p> <p>If the contract is denominated in a foreign currency, payment will be effected after conversion into XCD at the exchange rate fixed by the Eastern Caribbean Central Bank (ECCB) at the date of payment in accordance with the national rules and regulations in force at the time of payment.</p> <p>A Supplier registered in the Purchaser's country will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to, for Goods and Services supplied locally or from outside the Purchaser's Country, and the conversion between this currency and XCD for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate fixed by the ECCB.</p>
ITP 19.1	The Proposal shall be valid until: 120 Days from Bid submission deadline.
ITP 19.3 (a)	The Proposal price shall be adjusted by the following factor(s): <i>"not applicable"</i> .
ITP 20.1	<p>A <i>Bid Security shall be</i> required.</p> <p>The amount and currency of the Bid Security shall be USD 30,000.00.</p>
ITP 20.3 (d)	Other types of acceptable securities: <i>Bank Guarantee using the form given in Section IV Bidding Form.</i>
ITP 20.9	If the Bidder performs any of the actions prescribed in ITB 20.9 (a) or (b), the Purchaser will declare the Bidder ineligible to be awarded contracts by the Purchaser for a period of three (3) years starting from the date the Bidder performs any of the actions.

ITP 21.3	<p>The written confirmation of authorization to sign on behalf of the Bidder shall consist of: <i>Power of Attorney to demonstrate the authority of the signatory to sign the Bid</i></p> <p><i>Failure to provide Power of Attorney and any other required document as per the requirements of the RFB will lead to disqualification.</i></p>
D. Submission and Opening of Proposals	
ITP 22.1	<p>In addition to the original of the Proposal, the number of copies is: One</p> <p>The bidders shall submit the following:</p> <ul style="list-style-type: none"> • One (1) original Bid, • One (1) Copy of the bid, and; • One (1) electronic version on CD or flash drive
ITP 23.1	<p>For Bid submission purposes only, the Purchaser's address is:</p> <p>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</p> <p>The deadline for Bid submission is:</p> <p>Date: March 8, 2024</p> <p>Time: 10:00 a.m. Eastern Caribbean Time</p>
ITP 23.1	Bidders <i>shall not</i> have the option of submitting their Bids electronically.
E. Public Opening of Technical Parts of Proposals	
ITP 26.1	<p>The Technical Proposal Opening shall take place at:</p> <p>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</p>

	<p>Date: March 8, 2024</p> <p>Time: 10:30 a.m. Eastern Caribbean Time</p> <p>The Technical Proposal Opening will also be conducted via “Zoom” Video Communication, without screen sharing but reading out loud the information as in in any normal proposal opening. The Zoom Meeting link is as under:</p> <p>Join Zoom Meeting https://us02web.zoom.us/j/87292840515?pwd=VFIGTnhsS1V3RlhJSzN5bUdhMVFxQT09</p> <p>Meeting ID: 872 9284 0515 Passcode: 492015</p>
ITP 26.1	The electronic Proposal opening procedures shall be: <i>“not applicable”</i> .
G. Evaluation of Technical Part of Proposals	
ITP 32.2	<p>The technical factors (sub-factors) and the corresponding weight out of 100% are: Given Details at Para 2 Section III – Technical Evaluation.</p> <p>The technical proposal scoring methodology is specified in Section III- Evaluation and Qualification Criteria.</p>
H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts	
ITP 33.8	The Letter of Proposal – Financial Part and the Price Schedules shall be initialed by two (2) representatives of the Purchaser conducting Proposal Opening. <i>Each Financial Part of Proposal shall be initialed by all representatives and shall be numbered, any modification to the unit or total price shall be initialed by the Representative of the Purchaser.</i>
I. Evaluation of Financial Part of Proposals	
36.1(f)	As in Section III, Evaluation and Qualification Criteria: <i>Section III, Evaluation and Qualification Criteria.</i>
ITP 36.2	<p>The currency(ies) of the Proposal shall be converted into a single currency as follows: <i>Eastern Caribbean Dollar (XCD)</i></p> <p>The currency that shall be used for Proposal evaluation and comparison purposes to convert all Proposal prices expressed in various currencies into a single currency is: <i>Eastern Caribbean Dollar (XCD)</i></p> <p>The source of exchange rate shall be: <i>Eastern Caribbean Central Bank (ECCB)</i></p>

	The date for the exchange rate shall be: March 8, 2024
J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Proposal	
ITP 39.1	Discount Rate (I) for net present value calculations of recurrent costs (if any) is Not applicable . The weight to be given for cost, X is: 50%
ITP 39.2	BAFO does not apply.
ITP 39.5	Negotiation as per ITP 39.
ITP 39.9	As additional qualification measures, the Information System (or components/parts of it) offered by the Bidder with the Most Advantageous Bid may be subjected to the following tests and performance benchmarks prior to Contract award: <i>A live demo session could be organized to allow the Purchaser to see the software capabilities and ask questions through a virtual session, before contract signature.</i>
K. AWARD OF CONTRACT	
ITP 44	The maximum percentage by which quantities may be increased is: Not Applicable The maximum percentage by which quantities may be decreased is: Not Applicable
ITP 49	The proposed Adjudicator is: Mr. Craig Nesty The proposed hourly fee is: USD 60.00
ITP 50.1	The procedures for making a Procurement-related Complaint are detailed in the “ Procurement Regulations for IPF Borrowers (Annex III).” A Procurement-related Complaint may challenge any of the following: The terms of the Bidding Documents; and The Purchaser’s decision to award the contract. If a Bidder wishes to make a Procurement-related Complaint, the Bidder should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to: 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,

	<p>19-21 King George V Street Roseau, 00109-8000 Commonwealth of Dominica Telephone: 1-767-266-3840/3841/3844 Email: jeanpierrej@dominica.gov.dm;cc dtpuprocurement@dominica.gov.dm</p>
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Résumé of the proposed Adjudicator.



Craig Nesty IT MANAGEMENT | DEVELOPER

OBJECTIVE

To further advance my consultation and mediation practices especially in the information, communications and technology landscape. To work with local and international leaders in the ICT space which would allow me to leverage my diverse skill set while affording me the opportunity to grow technically and administratively.

SKILLS

Independent learner and effective communicator. An extensive array of IT, Software Development, Documentation and Policy skills. Completed 7 of the 10 courses required to satisfy the Ms in CS.

EXPERIENCE

EXECUTIVE DIRECTOR • NTRC • 2009 – CURRENT

Provided overall leadership and guidance for the institution and transformed it into a more functional and relevant institution. Led an initiative to pioneer the creation of mobile applications on the island and won the PitchIT World Bank local hub initiative. Won the FRIDA grant to implement internet of things in schools. Led the implementation of Alfresco Document Management System which streamlined the storage and retrieval of Documents at the NTRC.

TELECOMMUNICATIONS CONSULTANT • CLARA LIONEL FOUNDATION • 2020 – 2021

Prepared a desk review of the state of telecommunications in both Dominica and Barbados outlining coverage of various services, network robustness and resilience, regulatory frameworks and emergency communication services.

EASTERN CARIBBEAN SUPREME COURT APPOINTED MEDIATOR • 2016 – CURRENT

Conducted several successful mediations for the Eastern Caribbean Supreme Court involving a wide array of matters involving defamation, and property rights. Mediated issues concerning anti competitive practises, harmful frequency interference between telecommunications companies

INDEPENDENT CONTRACTOR • UNDP • 2017 – 2018

Provided Technical Support and Quality Control/Quality Assurance for the Building Damage Assessment National Survey. Used Python, R and PowerBI to provide comprehensive analyses of over 1 million records of building damage data collected and hosted in the Building Damage Management Information System.

IP AND DATA MANAGER • CABLE & WIRELESS(FLOW) • 2002 – 2009

Developed a customer tracking dashboard by mining data from the Customer Information Management System which informed monthly meetings by summarizing KPIs. Successfully implemented the eService and billing platform



ONESTY@ECTEL.INT



CRAIGITY



+1(767)2351245



Craig Nesty IT MANAGEMENT | DEVELOPER

PROJECT ENGINEER • DOWASCO • 1995 – 2001

Designed and constructed water distribution networks, storage tanks, pump stations and intakes. Developed a database that tracked all material used on the 30 Million dollar rural water project.

AUTOCAD CONSULTANT • CARIBBEAN DATA SERVICES • 2000 – 2001

Provided consulting services to an American Offshore GIS firm by writing AutoLisp routines in AutoCAD which facilitated conversion of raster aerial photographs to vector drawings.

EDUCATION

MASTER OF SCIENCE IN COMPUTER SCIENCE • 2023 • GEORGIA INSTITUTE OF TECHNOLOGY, ATLANTA, GEORGIA

MASTER OF ENGINEERING IN INTERNETWORKING • 2003 • UNIVERSITY OF DALHOUSIE, HALIFAX, NOVA SCOTIA

BACHELORS OF APPLIED SCIENCES CIVIL ENGINEERING • 1995 • UNIVERSITY OF WATERLOO, WATERLOO, ONT.
FIRST CLASS HONORS, DEAN'S LIST.

VOLUNTEER EXPERIENCE OR LEADERSHIP

Initiated the Dominica Internet Society Chapter
President of the Dominica Association of Professional Engineers
Member of the Rotary Club

REFERENCES

WILLIAM ROBERTSON, PROGRAM DIRECTOR, DAL CANADA TEL: +1902 494 2702
JEFFREY BAPTISTE, GENERAL MANAGER, FLOW DOMINICA TEL: +1767 2351244



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SECTION III - EVALUATION AND QUALIFICATION CRITERIA (WITHOUT PREQUALIFICATION)

This Section contains all the criteria that the Purchaser shall use to evaluate Proposals and qualify Proposers. No other factors, methods or criteria shall be used. The Proposer shall provide all the information requested in the forms included in Section IV, Proposal Forms.

1. Qualification

1.1 Qualification Requirements

The Proposer's qualification shall be assessed in accordance with the Qualification table included in this section.

1.2 Financial Resources – Not Applicable

Using the relevant Form, FIN 1.3.3 in Section IV, Proposal Forms, the Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet:

(i) the following cash-flow requirement:

and

(ii) the overall cash flow requirements for this contract and its current supply and services' commitment.

1.3 Key Personnel

The Proposer must demonstrate that it will have suitably qualified key personnel. The Proposer shall complete the relevant Forms in Section IV, Proposal Forms.
Requirement has been specified at Para 2 – Technical Evaluation.

1.4 Subcontractors/vendors/manufacturers

Not Applicable

1.5 Manufacturer's authorization

For all powered (active) hardware and/or software components of the Information System which the Proposer does not itself produce, by submission of documentary evidence in its Proposal, the Proposer must establish to the

Purchaser's satisfaction that it is not prohibited to supply those components in the Purchaser's country under the Contract(s) that may result from this procurement.

- (i) In the case of powered (active) hardware and other powered equipment, this must be documented by including Manufacturer's Authorizations in the Proposal (based on the sample found in the Sample Proposal Forms in Section IV.);
- (ii) In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Proposer does not manufacture itself and for which the Proposer has or will establish an Original Equipment Manufacturer (OEM) relationship with the manufacturer, the Proposer must provide Manufacturer's Authorizations;
- (iii) In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Proposer does not manufacture itself and for which the Proposer does not or will not establish an OEM relationship with the manufacturer, the Proposer must document to the Purchaser's satisfaction that the Proposer is not excluded from sourcing these items from the manufacturer's distribution channels and proposing offering these items for supply in the Borrower's Country.
- (iv) In the case of open-source software, the Proposer must identify the software item as open source and provide copies of the relevant open-source license(s).

The Proposer is responsible for ensuring that the manufacturer or producer complies with the requirements of ITP 4 and ITP 5 and meets the minimum criteria listed above for that item.

1.6 Local Representative

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).

2. Technical Evaluation

If, in addition to the cost factors, the Purchaser has chosen to give weight to important technical factors, the total technical points assigned to each Bid in the Evaluated Bid Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Bid **in accordance with the BDS** and the scoring methodology below:

The evaluation of the technical proposal will incorporate assessment of the following important technical factors, in addition to the assessment of technical responsiveness to all “Mandatory” UID, CR & VS System Platform functional and technical requirements presented in Section VII:

- i) Quality of the proposed UID, CR & VS System Platform development and integration approach and the preliminary project plan as evidenced by the thoroughness, reasonableness, and responsiveness of: (a) the task and resource schedules, both general and specific, for the development of UID, CR & VS System Platform; and (b) the proposed arrangements for management and coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge, and other such activities as specified by the Purchaser in Section VII, Technical Requirements or proposed by the Bidder based on the Bidder’s experience; and
- ii) Relevant experience and skills of the proposed development team (key experts) that exceed the levels specified as mandatory in the UID, CR & VS System Platform technical requirements.

The technical evaluation criteria are presented below:

No	Technical features	Score	Basis for calculation
1	Quality of the proposed UID, CR & VS System Platforms development and integration approach and the preliminary project plan.	50	1.2 Quality of the proposed UID, CR & VS System Platforms development and integration approach and the preliminary project plan
2	Relevant experience and skills of the proposed development team (key experts) that exceed the levels specified as mandatory in the UID, CR & VS System Platforms technical requirements.	50	1.3 Relevant experience and skills of the proposed development team
Total		100	

Evaluated Technical Score (T) = Sum of the bidder’s score against all the parameters 1 to 3 listed in the table above.

2.1 Performance, capacity, and functionality features

Evaluation regarding the degree to which the Bidder's proposal meets or exceeds the Purchaser's functional and technical requirements detailed in Section VII shall be performed as follows:

- Bidders shall complete the technical responsiveness checklist (Section IV) to respond to all uniquely numbered functional and technical requirements included in Section VII.
- Substantial non-compliance to 'Mandatory' requirements may lead to the declaration of the bid as non-responsive (at least 90% of the responses should meet or exceed the Purchaser's requirements for substantial compliance).

The Bidder is obligated to present the correct technical responses to the Purchaser's satisfaction. Any false claim made by the Bidder may result in a non-responsive bid.

2.2 Quality of the proposed UID, CR & VS System Platforms Development and Integration Approach and the Preliminary Project Plan

Technical factors regarding the quality and comprehensiveness of the Bidder's proposed UID, CR & VS System Platforms development and integration approach and the preliminary project plan shall be evaluated based on the following parameters:

#	Basis for Evaluation	Score
1	Understanding of UID, CR & VS System Platforms functional and technical requirements (quality and comprehensiveness of the technical responsiveness checklist)	25
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
	Total	50

2.3 Relevant Experience and Skills of the Proposed Development Team

The Bidder must propose a core Development Team (key experts) with qualified members experienced in the design and implementation of web-based UID, CR & VS System Platforms including the development of web portals and data warehouse/business intelligence solutions, and the installation and maintenance of related hardware (servers, storage units, network equipment, monitoring tools, cyber security tools and more). Planning of the work of the team members should foresee their presence at the site, at maximum length – especially during the periods important for establishment, development, and testing of the system. The team should be composed of **at least 14 key experts** possessing the qualifications / experiences summarized below. The Bidder can propose a larger team to meet the requirements and complete the project in line with the Implementation Schedule and target go-live dates.

Relevant experience and skills of the proposed Development Team that exceed the levels specified as mandatory in the UID, CR & VS System Platforms technical requirements will be evaluated as follows:

S. No.	Development Team & Qualification Requirements	Score
1	Project Manager (full time)	8
2	Technical Manager (software, hardware, system integration)	6
3	Functional Experts (4 positions x 3 marks each)	12
4	System Programmers (4 positions x 3 marks each)	12
5	Data Warehouse Expert	3
6	Security and Authorizations Expert	3
7	System Testing and Integration Expert	3
8	Change Management and Training Specialist	3
Total		50

Notes: The latest CVs shall be submitted for above positions in specified format including customer references especially for completed similar Digital Platforms (related to eGovernance/Digital Public Good/SDG Domains) projects ([See Section IV](#)).

Detailed evaluation criteria for the Development Team are presented below:

#	Position	Development Team Qualifications	Score
1	Project Manager (full time)	Minimum qualifications: <ul style="list-style-type: none"> At least Bachelor's Degree in Engineering, Computer Science, Public Administration, Digital Economy, or related discipline. 	8

		<ul style="list-style-type: none"> • Having overall work experience of minimum 15 years, with at least 10 years in managing information system projects including Digital platforms (citizen centric portals/mobile & web Apps/Analytics Platforms) related to eGovernance/Digital Public Good/SDG domains is required • Experience of implementing at least two (2) Digital platforms (citizen centric portals/mobile & web Apps/Analytics Platforms) related to eGovernance/Digital Public Good/SDG domains is required including custom software development as Project Manager or Team Leader for projects similar to the Purchaser's requirements. • Proficiency in English language is mandatory. <p>Technical score for meeting these minimum qualifications is: 2 marks</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> • Experience in implementing more than two Digital Platforms (related to eGovernance/Digital Public Good/SDG Domains) projects similar to the Purchaser's requirements (1 mark per additional project, max 2 projects), not more than 2 marks. • Project Management Professional (PMP) certification or equivalent (2 marks) • Experience in implementation of platform related to UID/CR/VSS (2 marks) 	
2	Technical Manager (software, hardware, network, system integration)	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • At least Bachelor's Degree in Engineering, Computer Science, or related discipline. • Having overall work experience of minimum 10 years, with at least 8 years in managing information system projects including Digital platforms (citizen centric portals/mobile & web Apps/Analytics Platforms) related to eGovernance/Digital Public Good/SDG domains is required. • Experience of implementing at least two (2) Digital platforms (citizen centric portals/mobile & web Apps/Analytics Platforms) related to eGovernance/Digital Public Good/SDG domains is required as Technical Lead or Software Architect for 	6

		<p>projects similar to the Purchaser's requirements.</p> <ul style="list-style-type: none"> • Proficiency in English language is mandatory. <p>Technical score for meeting these minimum qualifications is: 2 marks</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> • Experience in implementing more than two Digital platforms (citizen centric portals/mobile & web Apps/Analytics Platforms) related to eGovernance/Digital Public Good/SDG domains projects similar to the Purchaser's requirements (1 marks per additional project, max 2 projects), not more than 2 marks. • Software development and/or hardware / networking certifications (1 mark) • Experience in implementation of platform related to UID/CR/VSS will be preferred (1 Mark) 	
3.	Functional Experts (4 positions x 3 marks each)	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • At least Bachelor's Degree in Public Finance, Digital Economy, or related discipline. • Having overall work experience of minimum 10 years, with at least 8 years in the design and implementation of PFM systems (budget planning, execution, accounting, debt and asset management, project monitoring, etc.) and related areas. • Experience of implementing at least one (1) Digital Platforms (related to eGovernance/Digital Public Good/SDG Domains) solution as a Functional Expert / Business Analyst for projects similar to the Purchaser's requirements. • Certified and/or trained in related to eGovernance/Digital Public Good/SDG Domains. • Proficiency in English language is mandatory. <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> • Experience in implementing more than one Digital Platform (related to eGovernance/Digital Public Good/SDG 	12

		Domains) project similar to the Purchaser's requirements (1 mark per additional project, max 2 projects), not more than 2 marks.	
4.	System Programmers (4 positions x 3 marks each)	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • At least Bachelor's Degree in Engineering, Computer Science, or related discipline. • Having overall work experience of minimum 8 years, with at least 5 years in the design and implementation of web-based MIS for public sector clients including web portal and interface/API development, and related areas. • Experience of implementing at least two (2) MIS solutions as a System Programmer for projects similar to the Purchaser's requirements. • Certified and/or trained in related programming languages and software development platforms. • Proficiency in English language is mandatory. <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> • Experience in implementing more than two MIS projects similar to the Purchaser's requirements (1 mark per additional project, max 2 projects), not more than 2 marks. • Experience in implementation of platform related to UID/CR/VSS will be preferred 	12
5.	Data Warehouse Expert	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • At least Bachelor's Degree in Data Science, Engineering, Computer Science, or related discipline. • Having overall work experience of minimum 10 years, with at least 7 years in the design and implementation of data warehouse (DW) / business intelligence (BI) tools, and related areas. • Experience of implementing at least two (2) DW/BI solutions as a DW Expert for projects similar to the Purchaser's requirements. • Certified and/or trained in related DW/BI platforms. • Proficiency in English language is mandatory. 	3

		<p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> • Experience in implementing more than two DW/BI projects similar to the Purchaser's requirements (1 mark per additional project, max 2 projects), not more than 2 marks • Experience in implementation of platform related to UID/CR/VSS will be preferred 	
6.	Security and Authorizations Expert	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • At least Bachelor's Degree in Cyber Security, Engineering, Computer Science, or related discipline. • Having overall work experience of minimum 10 years, with at least 7 years in cyber security tools, authorization tools, technical training, and related areas. • Experience of implementing at least two (2) MIS solutions including information security and authorization tools as a Cyber Security Expert for similar projects. • Certified and/or trained in cyber security solutions. • Proficiency in English language is mandatory. <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> • Experience in implementing more than two MIS projects similar to the Purchaser's requirements (1 mark per additional project, max 2 projects), not more than 2 marks • Experience in implementation of platform related to UID/CR/VSS will be preferred. 	3
7.	System Integration and Testing Expert	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • At least Bachelor's Degree in Engineering, Computer Science, or related discipline. • Having overall work experience of minimum 8 years, with at least 5 years in system integration, testing, operations, and related areas. • Experience of implementing at least one (1) MIS solution as System Integration and Testing Expert for similar projects. 	3

		<ul style="list-style-type: none"> Proficiency in English language is mandatory, and Macedonian is desirable. <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> 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 <p>Experience in implementation of platform related to UID/CR/VSS will be preferred</p>		
8.	Change Management and Training Specialist	<p>Minimum qualifications:</p> <ul style="list-style-type: none"> At least Bachelor's Degree in Engineering, Computer Science, Social Sciences or related discipline. Having overall work experience of minimum 8 years, with at least 5 years in change management, training, and related areas. Experience of implementing at least two (2) MIS solutions including as a Change Management Expert for similar projects. Proficiency in English language is mandatory. <p>Technical score for meeting these minimum qualifications is: 1 mark</p> <p><u>Additionally:</u></p> <ul style="list-style-type: none"> Experience in implementing more than two MIS projects similar to the Purchaser's requirements (1 mark per additional project, max 2 projects), not more than 2 marks <p>Experience in implementation of platform related to UID/CR/VSS will be preferred</p>	3	

The total technical points assigned to each Proposal in the Evaluated Proposal Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Proposal **in accordance with the PDS** and the scoring methodology below:

Technical Proposal Scoring Methodology

- (a) During the evaluation process, the evaluation committee will assign each desirable/preferred feature a whole number score from 0 to 4, where 0 means that the feature is absent, and 1 to 4 either represent predefined values for desirable features amenable to an objective way of rating (as is the case for, e.g., extra memory, or extra mass storage capacity, etc., if these extras would be conducive

for the utility of the system), or if the feature represents a desirable functionality (e.g., of a software package) or a quality improving the prospects for a successful implementation (such as the strengths of the proposed project staff, the methodology, the elaboration of the project plan, etc., in the proposal), the scoring will be 1 for the feature being present but showing deficiencies; 2 for meeting the requirements; 3 for marginally exceeding the requirements; and 4 for significantly exceeding the requirements.

- (b) The score for each feature (i) within a category (j) will be combined with the scores of features in the same category as a weighted sum to form the Category Technical Score using the following formula:

$$S_j \equiv \sum_{i=1}^k t_{ji} * w_{ji}$$

where:

t_{ji} = the technical score for feature “i” in category “j”

w_{ji} = the weight of feature “i” in category “j”

k = the number of scored features in category “j”

and $\sum_{i=1}^k w_{ji} = 1$

- (c) The Category Technical Scores will be combined in a weighted sum to form the total Technical Proposal Score using the following formula:

$$T \equiv \sum_{j=1}^n S_j * W_j$$

where:

S_j = the Category Technical Score of category “j”

W_j = the weight of category “j” as specified in the PDS

n = the number of categories

and $\sum_{j=1}^n W_j = 1$

3. Technical alternatives

None

4. Financial Evaluation

The following factors and methods will apply:

- (a) **Time Schedule:** - Not Required.
- (b) **Recurrent Costs – Not Required**

5. Combined Evaluation

The Purchaser will evaluate and compare the Proposals that have been determined to be substantially responsive.

An Evaluated Proposal Score (B) will be calculated for each responsive Proposal using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Proposal:

$$B \equiv \frac{C_{low}}{C} * X * 100 + \frac{T}{T_{high}} * (1 - X) * 100$$

where

C = Evaluated Proposal Price

C_{low} = the lowest of all Evaluated Proposal Prices among responsive Proposals

T = the total Technical Score awarded to the Proposal

T_{high} = the Technical Score achieved by the Proposal that was scored best among all responsive Proposals

X = weight for the Cost as specified in the PDS

The Proposal with the best evaluated Proposal Score (B) among responsive Proposals shall be the Most Advantageous Proposal provided the Proposer was prequalified and/or it was found to be qualified to perform the Contract.

1. Qualification

Factor	1.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
All members combined			Each member	At least one member		
1.1 <u>Nationality</u>	Nationality in accordance with ITP 4.4.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1 and 1.2, with attachments
1.2 <u>Conflict of Interest</u>	No- conflicts of interests as described in ITP 4.2.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.3 <u>Bank Ineligibility</u>	Not having been declared ineligible by the Bank as described in ITP 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.4 <u>State owned Entity of the Borrower country</u>	Compliance with conditions of ITP 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1 and 1.2, with attachments

Factor	1.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
All members combined			Each member	At least one member		
1.1.5 <u>United Nations resolution or Borrower’s country law</u>	Not having been excluded as a result of prohibition in the Borrower’s country laws or official regulations against commercial relations with the Proposer’s country, or by an act of compliance with UN Security Council resolution, both in accordance with ITP 4.8	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal

Factor	1.2 HISTORICAL CONTRACT NON-PERFORMANCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
All members combined	Each member		At least one member			
1.2.1 History of non-performing contracts	Non-performance of a contract ¹ did not occur as a result of Proposer's default since 1 st January 2018.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement ²	N / A	Form CON - 2
1.2.2 Suspension	Not under suspension based on execution of a Proposal Securing Declaration or Proposal Securing Declaration pursuant to ITP 4.7 and ITP 20.10	Must meet requirement	N / A	Must meet requirement	N / A	Letter of Proposal

¹ Nonperformance, as decided by the Purchaser, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Purchaser decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

² This requirement also applies to contracts executed by the Applicant as JV member.

1.2.3 Pending Litigation	Proposer's financial position and prospective long-term profitability still sound according to criteria established in 2.3.1 below and assuming that all pending litigation will be resolved against the Proposer.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement	N / A	Form CON – 2
1.2.4 Litigation History	No consistent history of court/arbitral award decisions against the Proposer ³ since 1 st January 2018	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2
1.2.5 Bank's SEA and/or SH Disqualification ⁴	At the time of Contract Award, not subject to disqualification by the Bank for non-compliance with SEA/ SH obligations	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Letter of Proposal, Form CON-3

³ The Proposer shall provide accurate information on the related Letter of Proposal about any litigation or arbitration resulting from contracts completed or ongoing under its execution over the last five years. A consistent history of awards against the Proposer or any member of a joint venture may result in failure of the Proposal.

Factor	1.3 FINANCIAL SITUATION							
Sub-Factor	Criteria					Documentation Required		
	Requirement	Proposer						
		Single Entity	Joint Venture (existing or intended)					
			All members combined	Each member	At least one member			
1.3.1 Historical Financial Performance	Submission of audited balance sheets or if not required by the law of the Proposer’s country, other financial statements acceptable to the Purchaser, for the last 5 years to demonstrate the current soundness of the Proposers financial position and its prospective long-term profitability. The Purchaser has positive net profits during last 5 Years. Positive net worth in last year.	Must meet requirement	N / A	Must meet requirement	N / A	Form FIN – 1.3.1 with attachments		
1.3.2 Average Annual Turnover	Minimum average annual turnover of USD 3,000,000, calculated as total certified payments received for contracts in progress or completed, within the last three (3) years	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.2		

Factor	1.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
All members combined			Each member	At least one member		
1.3.3 Financial Resources	The Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: USD 375,000.00.	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.3

Factor	1.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
All members combined			Each member	At least one member		
1.4.1 General Experience	Experience under Information System contracts in the role of prime supplier, management contractor, JV member, or subcontractor for at least the last 5 years prior to the applications submission deadline.	Must meet requirement	N / A	Must meet requirement	N / A	Form EXP-1.4.1
1.4.2 Specific Experience	Participation as a prime supplier, management contractor, JV ⁵ member, sub-contractor, in at least 2 (two) contracts within the last 5 years, each with a value of at least USD 1,500,000.00 (USD One Million Five Hundred Thousand), that have been successfully and substantially completed and that are similar to the proposed Information System, as described in Section VII. The successfully completed similar	Must meet requirement	Must meet requirements	N / A	Must meet the following requirement <i>[specify any key requirement to be met by one member]</i>	Form EXP 1.4.2

⁵ For contracts under which the Proposer participated as a joint venture member or sub-contractor, only the Proposer’s share, by value, and role and responsibilities shall be considered to meet this requirement.

Factor	1.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
All members combined			Each member	At least one member		
	contracts shall be documented by a copy of an Operational Acceptance Certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).					

SECTION IV - PROPOSAL FORMS

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Letter of Proposal- Technical Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.

Note: All italicized text is to help Proposers in preparing this form.

Date of this Proposal submission: *[insert date (as day, month and year) of Proposal submission]*

RFP No.: *[insert number of RFP process]*

Alternative No.: *[insert identification No if this is a Proposal for an alternative, otherwise state "not applicable"]*

We, the undersigned, declare that:

To: *[insert complete name of Purchaser]*

- (a) **No reservations:** We have examined and have no reservations to the request for proposals document, including Addenda issued in accordance with Instructions to Proposers (ITP 8);
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITP 4;
- (c) **Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Purchaser based on execution of a Proposal-Securing Declaration or Proposal-Securing Declaration in the Purchaser's Country in accordance with ITP 4.7;
- (d) **Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH):** *[select the appropriate option from (i) to (v) below and delete the others. In case of JV members and/or subcontractors, indicate the status of disqualification by the Bank of each JV member and/or subcontractor].*

We, including any of our subcontractors:

- (i) [have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]
- (ii) [are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]
- (iii) [had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.]

- (e) **Conformity:** We offer to provide design, supply and installation services in conformity with the request for proposals document of the following: *[insert a brief description of the IS Design, Supply and Installation Services]*;
- (f) **Proposal Validity:** Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1]*, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (g) **Performance Security:** If our Proposal is accepted, we commit to obtain a Performance Security in accordance with the request for proposals document;
- (h) **One Proposal Per Proposer:** We are not submitting any other Proposal(s) as an individual Proposer, and we are not participating in any other Proposal(s) as a Joint Venture member, and meet the requirements of ITP 4.3, other than alternative Proposals submitted in accordance with ITP 13;
- (i) **Suspension and Debarment:** We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Purchaser's Country laws or official regulations or pursuant to a decision of the United Nations Security Council;
- (j) **State-owned enterprise or institution:** *[select the appropriate option and delete the other: We are not a state-owned enterprise or institution / We are a state-owned enterprise or institution but meet the requirements of ITP 4.6]*;
- (k) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount

[If none has been paid or is to be paid, indicate "none."]

- (l) **Binding Contract:** We understand that this Proposal, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;

- (m) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Proposal, the Most Advantageous Proposal or any other Proposal that you may receive; and
- (n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

Name of the Proposer: **[insert complete name of the Proposer]*

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ***[insert complete name of person duly authorized to sign the Proposal]*

Title of the person signing the Proposal: *[insert complete title of the person signing the Proposal]*

Signature of the person named above: *[insert signature of person whose name and capacity are shown above]*

Date signed *[insert number]* day of *[insert month]*, *[insert year]*

*: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer

** : Person signing the Proposal shall have the power of attorney given by the Proposer to be attached with the Proposal

FORM ELI 1.1.1- PROPOSER INFORMATION FORM

[Note: The Proposer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Proposal submission]*

RFP No.: *[insert number of Request for Proposals process]*

Alternative No.: *[insert identification No if this is a Proposal for an alternative] otherwise state “not applicable”*

Page _____ of _____ pages

1. Proposer’s Name <i>[insert Proposer’s legal name]</i>
2. In case of JV, legal name of each member : <i>[insert legal name of each member in JV]</i>
3. Proposer’s actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Proposer’s year of registration: <i>[insert Proposer’s year of registration]</i>
5. Proposer’s Address in country of registration: <i>[insert Proposer’s legal address in country of registration]</i>
6. Proposer’s Authorized Representative Information Name: <i>[insert Authorized Representative’s name]</i> Address: <i>[insert Authorized Representative’s Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative’s telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative’s email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITP 4.4. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITP 4.1. <input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITP 4.6 documents establishing: <ul style="list-style-type: none"> • Legal and financial autonomy

- Operation under commercial law
 - Establishing that the Proposer is not under the supervision of the Purchaser
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

FORM ELI 1.1.2- PROPOSER’S JV MEMBERS INFORMATION FORM

[The Proposer shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Proposer and for each member of a Joint Venture].

Date: *[insert date (as day, month and year) of Proposal submission]*

RFP No.: *[insert number of Request for Proposals process]*

Alternative No.: *[insert identification No if this is a Proposal for an alternative, otherwise state “not applicable”]*

Page _____ of _____ pages

1. Proposer’s Name: <i>[insert Proposer’s legal name]</i>
2. Proposer’s JV Member’s name: <i>[insert JV’s Member legal name]</i>
3. Proposer’s JV Member’s country of registration: <i>[insert JV’s Member country of registration]</i>
4. Proposer’s JV Member’s year of registration: <i>[insert JV’s Member year of registration]</i>
5. Proposer’s JV Member’s legal address in country of registration: <i>[insert JV’s Member legal address in country of registration]</i>
6. Proposer’s JV Member’s authorized representative information Name: <i>[insert name of JV’s Member authorized representative]</i> Address: <i>[insert address of JV’s Member authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV’s Member authorized representative]</i> Email Address: <i>[insert email address of JV’s Member authorized representative]</i>

7. Attached are copies of original documents of *[check the box(es) of the attached original documents]*
- Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITP 4.4.
 - In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Purchaser in accordance with ITP 4.6.
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership for each JV member using the Beneficial Ownership Disclosure Form.]*

FORM CON – 2- HISTORICAL CONTRACT NON-PERFORMANCE, PENDING LITIGATION AND LITIGATION HISTORY

In case a prequalification process was conducted this form should be used only if the information submitted at the time of prequalification requires updating

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: _____ *[insert date]*

JV member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Non-Performed Contracts in accordance with Section III, Evaluation and Qualification Criteria			
<input type="checkbox"/> Contract non-performance did not occur since 1 st January <i>[insert year]</i> specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.2.1.			
<input type="checkbox"/> Contract(s) not performed since 1 st January <i>[insert year]</i> specified in Section III, Evaluation and Qualification Criteria, requirement 1.2.1			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria			
<input type="checkbox"/> No pending litigation in accordance with Sub-Factor 1.2.3.			
<input type="checkbox"/> Pending litigation in accordance with Sub-Factor 1.2.3 as indicated below.			

Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
<i>[specify year]</i>	<i>[specify amount and currency]</i>	Contract Identification: <i>[insert Contract ID]</i> Name of Employer: <i>[insert Name of Employer]</i> Address of Employer: <i>[insert Address of Employer]</i> Matter in dispute: <i>[describe Matter of dispute]</i> Party who initiated the dispute: <i>[specify Initiator of dispute]</i> Status of dispute: <i>[specify Status of dispute]</i>	<i>[specify total contract amount and currency, USD equivalent and exchange rate]</i>
<i>[specify year]</i>	<i>[specify amount and currency]</i>	Contract Identification: <i>[insert Contract ID]</i> Name of Employer: <i>[insert Name of Employer]</i> Address of Employer: <i>[insert Address of Employer]</i> Matter in dispute: <i>[describe Matter of dispute]</i> Party who initiated the dispute: <i>[specify Initiator of dispute]</i> Status of dispute: <i>[specify Status of dispute]</i>	<i>[specify total contract amount and currency, USD equivalent and exchange rate]</i>
Litigation History in accordance with Section III, Evaluation and Qualification Criteria			
<input type="checkbox"/> No Litigation History in accordance with Sub-Factor 1.2.4.			
<input type="checkbox"/> Litigation History in accordance with Sub-Factor 1.2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
<i>[specify year]</i>	<i>[specify percentage of net worth]</i>	Contract Identification: <i>[insert Contract ID]</i> Name of Employer: <i>[insert Name of Employer]</i> Address of Employer: <i>[insert Address of Employer]</i>	<i>[specify total contract amount and currency, USD equivalent and exchange rate]</i>

FORM CON – 3

SEXUAL EXPLOITATION AND ABUSE (SEA) AND/OR SEXUAL HARASSMENT PERFORMANCE DECLARATION

[The following table shall be filled in by the Proposer, each member of a Joint Venture and each subcontractor proposed by the Proposer]

Proposer’s Name: *[insert full name]*
 Date: *[insert day, month, year]*
 Joint Venture Member’s or Subcontractor’s Name: *[insert full name]*
 RFP No. and title: *[insert RFP number and title]*
 Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration in accordance with Section III, Qualification Criteria, and Requirements
We: <ul style="list-style-type: none"> <input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations <input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations <input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
<i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i>

FORM EXP 1.4.1- GENERAL EXPERIENCE

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Starting Month / Year	Ending Month / Year	Years *	Contract Identification	Role of Proposer
<i>[insert month / year]</i>	<i>[insert month / year]</i>	<i>[insert numbe r of years]</i>	Contract name: <i>[insert Name of Contract]</i> Brief Description of the Information System performed by the Proposer: <i>[describe Information System]</i> Name of Purchaser: <i>[insert Name of Purchaser]</i> Address: <i>[insert Address of Purchaser]</i>	<i>[describe role of Proposer under the contract]</i>
<i>[insert month / year]</i>	<i>[insert month / year]</i>	<i>[insert numbe r of years]</i>	Contract name: <i>[insert Name of Contract]</i> Brief Description of the Information System performed by the Proposer: <i>[describe Information System]</i> Name of Purchaser: <i>[insert Name of Purchaser]</i> Address: <i>[insert Address of Purchaser]</i>	<i>[describe role of Proposer under the contract]</i>
<i>[insert month / year]</i>	<i>[insert month / year]</i>	<i>[insert numbe r of years]</i>	Contract name: <i>[insert Name of Contract]</i> Brief Description of the Information System performed by the Proposer: <i>[describe Information System]</i> Name of Purchaser: <i>[insert Name of Purchaser]</i> Address: <i>[insert Address of Purchaser]</i>	<i>[describe role of Proposer under the contract]</i>
<i>[insert month / year]</i>	<i>[insert month / year]</i>	<i>[insert numbe r of years]</i>	Contract name: <i>[insert Name of Contract]</i> Brief Description of the Information System performed by the Proposer: <i>[describe Information System]</i> Name of Purchaser: <i>[insert Name of Purchaser]</i> Address: <i>[insert Address of Purchaser]</i>	<i>[describe role of Proposer under the contract]</i>

*List calendar year for years with contracts with at least nine (9) months activity per year starting with the earliest year

FORM EXP 1.4.2- SPECIFIC EXPERIENCE

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Similar Contract Number: ___ of ___ required.	Information		
Contract Identification	<i>[insert Contract ID]</i>		
Award date	<i>[insert Date of Award]</i>		
Completion date	<i>[insert Date of Completion]</i>		
Role in Contract	<input type="checkbox"/> Prime Supplier	<input type="checkbox"/> Management Contractor	<input type="checkbox"/> Subcontractor
Total contract amount			
If member in a JV or subcontractor, specify participation of total contract amount			
Purchaser's Name:	_____		
Address:	_____		
Telephone/fax number:	_____		
E-mail:	_____		

FORM EXP 1.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.)

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Similar Contract No. <i>[insert specific number]</i> of <i>[insert total number of contracts]</i> required	Information
Description of the similarity in accordance with Sub-Factor 1.4.2 of Section III:	
Amount	<i>[insert contract amount and currency and USD equivalent and exchange rate]</i>
Geographical Scope	<i>[describe geographic scope of the users of the information system]</i>
Functional Scope	<i>[describe the functionalities provided by the information system]</i>
Methods/Technology	<i>[describe methodologies and technologies used to implement the information system]</i>
Key Activities	<i>[describe the key activities of the Proposer under the contract]</i>

FORM CCC- SUMMARY SHEET: CURRENT CONTRACT COMMITMENTS / WORK IN PROGRESS

[Proposers and each partner to a Joint Venture should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.]

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Name of contract	Purchaser, contact address/tel./fax	Value of outstanding Information System (current US\$ equivalent)	Estimated completion date	Average monthly invoicing over last six months (US\$ equivalent/month)
1. <i>[insert Name of Contract]</i>	<i>[insert Name of Purchaser, contact address, telephone / fax number]</i>	<i>[insert Total Outstanding Contract Value of the information system in USD equivalent and exchange rate]</i>	<i>[insert Estimated completion date]</i>	<i>[insert Average monthly invoices in USD equivalent and exchange rate]</i>
2. <i>[insert Name of Contract]</i>	<i>[insert Name of Purchaser, contact address, telephone / fax number]</i>	<i>[insert Total Outstanding Contract Value of the information system in USD equivalent and exchange rate]</i>	<i>[insert Estimated completion date]</i>	<i>[insert Average monthly invoices in USD equivalent and exchange rate]</i>
3. <i>[insert Name of Contract]</i>	<i>[insert Name of Purchaser, contact address, telephone / fax number]</i>	<i>[insert Total Outstanding Contract Value of the information system in USD equivalent and exchange rate]</i>	<i>[insert Estimated completion date]</i>	<i>[insert Average monthly invoices in USD equivalent and exchange rate]</i>
...				

FORM FIN 1.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Financial information in US\$ equivalent	Historic information for previous <i>[insert number]</i> years (US\$ equivalent in 000s)						
	Year 1	Year 2	Year 3	Year ...	Year n	Avg.	Avg. Ratio
Information from Balance Sheet							
Total Assets (TA)							
Total Liabilities (TL)							
Net Worth (NW)							
Current Assets (CA)							
Current Liabilities (CL)							
Information from Income Statement							
Total Revenue (TR)							
Profits Before Taxes (PBT)							

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following conditions:

- (a) Must reflect the financial situation of the Proposer or member to a JV, and not sister or parent companies
- (b) Historic financial statements must be audited by a certified accountant
- (c) Historic financial statements must be complete, including all notes to the financial statements

- (d) Historic financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted)

FORM FIN 1.3.2- AVERAGE ANNUAL TURNOVER

[To be completed by the Proposer and, if JV, by each member]

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

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Annual turnover data (applicable activities only)		
Year	Amount and Currency	US\$ equivalent
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
*Average Annual Turnover	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>

*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.3.2.

FORM FIN 1.3.3- FINANCIAL RESOURCES

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

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Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria

Source of financing	Amount (US\$ equivalent)
1. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>
2. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>
3. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>
4. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>

PERSONNEL CAPABILITIES- KEY PERSONNEL

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

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Proposers should provide the names and details of the suitably qualified Personnel to perform the Contract. The data on their experience should be supplied using the Form PER-2 below for each candidate.

Key Personnel

1.	Title of position: <i>[insert Title of position / role in team]</i>	
	Name of candidate: <i>[insert Name of Candidate]</i>	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>
2.	Title of position: <i>[insert Title of position / role in team]</i>	
	Name of candidate: <i>[insert Name of Candidate]</i>	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>

3.	Title of position: Cyber security Expert/s <i>[Include as required]</i>	
	Name of candidate: <i>[insert Name of Candidate]</i>	
	Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
	Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
	Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>

Candidate Summary

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

Position; <i>[insert Title of Position]</i>		Prime <input type="checkbox"/> Alternate
Candidate information	Name of candidate <i>[insert Name Candidate]</i>	Date of birth <i>[insert Date of Birth]</i>
	Professional qualifications <i>[describe Professional qualifications]</i>	
Present employment	Name of Employer <i>[insert Name of Present Employer]</i>	
	Address of Employer <i>[insert Address of Present Employer]</i>	
	Telephone <i>[insert Telephone of Contact]</i>	Contact (manager / personnel officer) <i>[insert Name]</i>
	Fax <i>[insert fax of Contact]</i>	email <i>[insert email of Contact]</i>
	Job title of candidate <i>[insert Job Title Candidate]</i>	Years with present Employer <i>[insert Number of years]</i>

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experience
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the RFP]</i>
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the RFP]</i>
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the RFP]</i>
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the RFP]</i>

CODE OF CONDUCT FOR SUPPLIER’S PERSONNEL FORM

Note to the Purchaser:

The following minimum requirements shall not be modified. The Purchaser may add additional requirements to address identified issues, informed by relevant environmental and social assessment.

Delete this Box prior to issuance of the Request for Proposals document.

Note to the Proposer:

The minimum content of the Code of Conduct form as set out by the Purchaser shall not be substantially modified. However, the Proposer may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Proposer shall initial and submit the Code of Conduct form as part of its proposal.

CODE OF CONDUCT FOR SUPPLIER’S PERSONNEL

We are the Supplier, [enter name of Supplier]. We have signed a contract with [enter name of Purchaser] for [enter description of the Information System]. The Information System will be supplied to and installed at [enter the Project Site/s]. Our contract requires us to implement measures to address environmental and social risks.

This Code of Conduct identifies the behavior that we require from Supplier’s Personnel employed in the execution of the Contract at the Project Site/s.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

Supplier’s Personnel employed in the execution of the Contract at the Project Site/s shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Supplier’s Personnel and any other person;
3. maintain a safe working environment including by:

- a. ensuring that workplaces, machinery, equipment and processes under each person’s control are safe and without risk to health;
 - b. wearing required personal protective equipment;
 - c. using appropriate measures relating to chemical, physical and biological substances and agents; and
 - d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
 5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
 6. not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Supplier’s or Purchaser’s Personnel;
 7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
 8. not engage in in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
 9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
 10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse, and Sexual Harassment (SH);
 11. report violations of this Code of Conduct; and
 12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Purchaser, or who makes use of the grievance mechanism for Supplier’s Personnel or the project’s Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Supplier’s Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Supplier to handle these matters*] in writing at this address [] or by telephone at [] or in person at []; or

2. Call [] to reach the Supplier’s hotline (*if any*) and leave a message.

The person’s identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by the Supplier’s Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR SUPPLIER’S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Supplier’s contact person(s) with relevant experience*] requesting an explanation.

Name of Supplier’s Personnel: [*insert name*]

Signature: _____

Date: (day month year): [*insert date*]

Countersignature of authorized representative of the Supplier:

Signature: _____

Date: (day month year): [*insert date*]

ATTACHMENT 1: Behaviors constituting SEA and behaviors constituting SH

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM**BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA)
AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Supplier's Personnel tells a member of the community that he/she can get them jobs related to the project site in exchange for sex.
- A Supplier's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Supplier's Personnel denies a person access to the Project Site/s unless he/she performs a sexual favor.
- A Supplier's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- A Supplier's Personnel comment on the appearance of another Supplier's Personnel (either positive or negative) and sexual desirability.
- When a Supplier's Personnel complains about comments made by another Supplier's Personnel on his/her appearance, the other Supplier's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Supplier's Personnel or Purchaser's Personnel by another Supplier's Personnel.
- A Supplier's Personnel tells another Supplier's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

TECHNICAL CAPABILITIES

[Note: To be completed by the Proposer and, if JV, by each member]

Proposer's Legal Name: *[insert Proposer's Legal Name]*

Date: *[insert Date]*

JV Member Legal Name: *[insert JV Member Legal Name]*

RFP No.: *[insert RFP number]*

Page _____ of _____ pages

The Proposer shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. The Proposer should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Proposer proposes to utilize in the execution of the Contract or Contracts.

MANUFACTURER’S AUTHORIZATION

[Note: This authorization should be written on the letterhead of the Manufacturer and be signed by a person with the proper authority to sign documents that are binding on the Manufacturer.]

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number**]*

To: *[Purchaser insert: **Purchaser’s Officer to receive the Manufacture’s Authorization**]*

WHEREAS *[insert: **Name of Manufacturer**]* who are official producers of *[insert: **items of supply by Manufacturer**]* and having production facilities at *[insert: **address of Manufacturer**]* do hereby authorize *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the “Proposer”) to submit a proposal and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby confirm that, in case the request for proposals process results in a Contract between you and the Proposer, the above-listed products will come with our full standard warranty.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer**]*

Signed _____

Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Manufacturer**]*

Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.

[add Corporate Seal (where appropriate)]

SUBCONTRACTOR'S AGREEMENT

Note: This agreement should be written on the letterhead of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number**]*

To: *[Purchaser insert: **Purchaser's Officer to receive the Subcontractor's Agreement**]*

WHEREAS *[insert: **Name of Subcontractor**]*, having head offices at *[insert: **address of Subcontractor**]*, have been informed by *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the "Proposer") that it will submit a proposal in which *[insert: **Name of Subcontractor**]* will provide *[insert: **items of supply or services provided by the Subcontractor**]*. We hereby commit to provide the above named items, in the instance that the Proposal is awarded the Contract.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer**]*

Signed _____

Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Subcontractor**]*

Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.

[add Corporate Seal (where appropriate)]

List of Proposed Subcontractors

	Item	Proposed Subcontractor	Place of Registration & Qualifications

INTELLECTUAL PROPERTY FORMS

Notes to Proposers on working with the Intellectual Property Forms

In accordance with ITP 11.1(j), Proposers must submit, as part of their proposals, lists of all the Software included in the proposal assigned to one of the following categories: (a) System, General-Purpose, or Application Software; (b) Standard or Custom Software; (c) Proprietary or Open Source. Proposers must also submit a list of all Custom Materials. These categorizations are needed to support the Intellectual Property in the GCC and SCC. The Proposer must also include the text of the software licenses for the software titles proposed.

Software List

Title	(select one per title)			(select one per title)		(select one per title)	
	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Attachments: Proposed Software Licenses

List of Custom Materials

Custom Materials
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>

CONFORMANCE OF INFORMATION SYSTEM MATERIALS

Format of the Technical Proposal

In accordance with ITP 16.2, the documentary evidence of conformity of the Information System to the request for proposals documents includes (but is not restricted to):

- (a). The Proposer’s Preliminary Project Plan, including, but not restricted, to the topics specified in the PDS ITP 16.2. The Preliminary Project Plan should also state the Proposer’s assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Proposer’s proposed means for coordinating activities by each of the involved parties to avoid delays or interference.
- (b). A written confirmation by the Proposer that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Technical Requirements.
- (c). Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements.

In demonstrating the responsiveness of its proposal, the Proposer must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Proposer’s Technical Proposal will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Proposer’s Technical Proposal.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Proposer’s response must provide clear evidence for the evaluation team to assess the credibility of the response. A response of “yes” or “will do” is unlikely to convey the credibility of the response. The Proposer should indicate *that* – and to the greatest extent practical – *how* the Proposer would comply with the requirements if awarded the contract. Whenever the technical requirements relate to feature(s) of existing products (e.g., hardware or software), the features should be described and the relevant product literature referenced. When the technical requirements relate to professional services (e.g., analysis, configuration, integration, training, etc.) some effort should be expended to describe how they would be rendered – not just a commitment to perform the [cut-and-paste] requirement. Whenever a technical requirement is for the Supplier to provide certifications (e.g., ISO 9001), copies of these certifications must be included in the Technical Proposal.

Note: As required in PDS 11.2 (j), include method statement, management strategies and implementation plans and innovations, to manage cyber security risks.

Note: The Manufacture’s Authorizations (and any Subcontractor Agreements) are to be included in Attachment 2 (Proposer Qualifications), in accordance with and ITP 15.

Note: As a matter of practice, the contract cannot be awarded to a Proposer whose Technical Proposal deviates (materially) from the Technical Requirements – *on any Technical Requirement*. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.

- (d). Supporting materials to underpin the Item-by-item Commentary on the Technical Requirements (e.g., product literature, white-papers, narrative descriptions of technical approaches to be employed, etc.). In the interest of timely proposal evaluation and contract award, Proposers are encouraged not to overload the supporting materials with documents that do not directly address the Purchaser’s requirements.
- (e). Any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2 required Proposers to propose.

Note: To facilitate proposal evaluation and contract award, Proposers encouraged to provide electronic copies of their Technical Proposal – preferably in a format that the evaluation team can extract text from to facilitate the proposal clarification process and to facilitate the preparation of the Proposal Evaluation Report.

Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: <i>[insert: abbreviated description of Requirement]</i>
Proposer's technical reasons supporting compliance:	
Proposer's cross references to supporting information in Technical Proposal:	

[Note to the Purchaser: The Technical Responsiveness tables submitted by each Proposer can help structure the Purchaser's technical evaluation. In particular, the Purchaser can append rows to each of the Proposer's submitted responsiveness tables to record the Purchaser's assessment of the compliance, partial compliance, and non-compliance of the Proposer's response to the specific Technical Requirement – including the Purchaser's rationale for its conclusion (including, as appropriate, clear indications of the gaps in the Proposer's response/supporting documentation). These assessments can provide a standardized presentation of the detailed underlying logic of the Purchaser's final assessment of the responsiveness / non-responsiveness of the Proposer's technical proposal. Typically, the detailed response/assessment tables would appear as an attachment to the Proposal Evaluation Report].

FORM OF PROPOSAL SECURITY (BANK GUARANTEE)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[Purchaser to insert its **name and address**]*

RFP No.: *[Purchaser to insert reference **number for the RFP**]*

Alternative No.: *[Insert identification No if this is a Proposal for an alternative]*

Date: *[Insert **date of issue**]*

PROPOSAL GUARANTEE No.: *[Insert **guarantee reference number**]*

We have been informed that *[insert **name of the Proposer**, which in the case of a joint venture shall be the name of the joint venture (whether legally constituted or prospective) or the names of all members thereof]* (hereinafter called “the Applicant”) has submitted or will submit the Beneficiary its proposal (hereinafter called “the Proposal”) for the execution of *[insert **Name of Contract**]* under Request for Proposals No. *[insert **number**]* (“the RFP”).

Furthermore, we understand that, according to the Beneficiary’s, Proposals must be supported by a Proposal guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures** (**insert amount in words**)]* upon receipt by us of the Beneficiary’s complying demand supported by the Beneficiary’s statement, whether in the demand itself or a separate signed document accompanying the demand, stating that either the Applicant:

- (a) has withdrawn its Proposal prior to the Proposal validity expiry date set forth in the Applicant’s Letter of Proposal, or any extended date provided by the Applicant; or
- (b) having been notified of the acceptance of its Proposal by the Beneficiary prior to the expiry date of the Proposal validity or any extension thereof provided by the Applicant has failed to: (i) execute the Contract Agreement, if required, or (ii) furnish the performance security, in accordance with the Instructions to Proposers (“ITP”) of the Beneficiary’s request for proposals document.

This guarantee will expire: (a) if the Applicant is the successful Proposer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security issued to the Beneficiary in relation to such Contract Agreement; or (b) if the Applicant is not the successful Proposer, upon the earlier of (i) our receipt of a copy of the Beneficiary’s

notification to the Applicant of the results of the request for proposals process; or (ii) twenty-eight days after the expiry date of the Proposal validity.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No. 758.

[signature(s)]

FORM OF PROPOSAL SECURITY (PROPOSAL BOND)

BOND NO. *[insert number]*

BY THIS BOND *[insert Name]* as Principal (hereinafter called “the Principal”), and *[insert Name]*, **authorized to transact business in** *[insert Jurisdiction]*, as Surety (hereinafter called “the Surety”), are held and firmly bound unto *[insert Purchaser Name]* as Obligee (hereinafter called “the Purchaser”) in the sum of *[insert amount in figures]*¹ (*[insert amount in words]*), for the payment of which sum, well and truly to be made, we, the said Principal and Surety, bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

WHEREAS the Principal has submitted or will submit a written Proposal to the Purchaser dated the *[insert ordinal number]* day of *[insert month]* *[insert year]*, for *[insert name of Contract]* (hereinafter called the “Proposal”).

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that if the Principal:

- (a) withdraws its Proposal prior to the Proposal validity expiry date set forth in the Principal’s Letter of Proposal, or any extended date provided by the Principal; or
- (b) having been notified of the acceptance of its Proposal by the Purchaser prior to the expiry date of the Proposal validity or any extension thereto provided by the Applicant has failed to; (i) execute the Contract Agreement, or (ii) furnish the Performance Security in accordance with the Instructions to Proposers (“ITP”) of the Purchaser’s request for proposals document.

then the Surety undertakes to immediately pay to the Purchaser up to the above amount upon receipt of the Purchaser’s first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser shall state that the demand arises from the occurrence of any of the above events, specifying which event(s) has occurred.

The Surety hereby agrees that its obligation will remain in full force and effect up to and including the date 28 days after the date of expiry of the Proposal validity set forth in the Principal’s Letter of Proposal or extended thereto provided by the Principal.

¹ The amount of the Bond shall be denominated in the currency of the *Purchaser’s* Country or the equivalent amount in a freely convertible currency.

IN TESTIMONY WHEREOF, the Principal and the Surety have caused these presents to be executed in their respective names this *[insert **number** day of [insert **month**] [insert **year**]*.

Principal: _____

Surety: _____

Corporate Seal (where appropriate)

(Signature)

(Signature)

(Printed name and title)

(Printed name and title)

FORM OF PROPOSAL-SECURING DECLARATION

[The Proposer shall fill in this Form in accordance with the instructions indicated.]

Date: *[insert date (as day, month and year)]*

Proposal No.: *[insert number of request for proposals process]*

Alternative No.: *[insert identification No if this is a Proposal for an alternative]*

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

We understand that, according to your conditions, Proposals must be supported by a Proposal-Securing Declaration.

We accept that we will automatically be suspended from being eligible for bidding or submitting proposals in any contract with the Purchaser for the period of time specified in Section II – Proposal Data Sheet, if we are in breach of our obligation(s) under the proposal conditions, because we:

- (a) have withdrawn our Proposal prior to the expiry date of the Proposal validity specified in the Letter of Proposal or any extended date provided by us; or
- (b) having been notified of the acceptance of our Proposal by the Purchaser prior to the expiry date of the Proposal validity in the Letter of Proposal or any extended date provided by us, (i) fail to sign the Contract agreement; or (ii) fail or refuse to furnish the Performance Security, if required, in accordance with the ITP.

We understand this Proposal-Securing Declaration shall expire if we are not the successful Proposer, upon the earlier of (i) our receipt of your notification to us of the name of the successful Proposer; or (ii) twenty-eight days after the expiry date of the Proposal validity.

Name of the Proposer* *[insert Name of Proposer]*

Name of the person duly authorized to sign the Proposal on behalf of the Proposer***[insert Name of authorized person]*

Title of the person signing the Proposal*[insert Title of authorized person]*

Signature of the person named above _____

Date signed *[insert ordinal number]* day of *[insert month]* , *[insert year]*

*: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer

** : Person signing the Proposal shall have the power of attorney given by the Proposer attached to the Proposal

[Note: In case of a Joint Venture, the Proposal-Securing Declaration must be in the name of all members to the Joint Venture that submits the Proposal.]

Letter of Proposal - Financial Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.

Note: All italicized text is to help Proposers in preparing this form.

Date of this Proposal submission: *[insert date (as day, month and year) of Proposal submission]*

Request for Proposal No.: *[insert identification]*

Alternative No.: *[insert identification No if this is a Proposal for an alternative]*

To: *[insert complete name of Purchaser]*

We, the undersigned, hereby submit the second part of our Proposal, the Proposal Price and Priced Activity Schedule. This accompanies the Letter of Proposal- Technical Part.

In submitting our Proposal, we make the following additional declarations:

- (a) **Proposal Validity:** Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1]*, and it shall remain binding upon us and may be accepted at any time on or before this date;
- (b) **Total Price:** The total price of our Proposal, excluding any discounts offered in item (c) below is: *[Insert one of the options below as appropriate]*

[Option 1, in case of one lot:] Total price is: [insert the total price of the Proposal in words and figures, indicating the various amounts and the respective currencies];

Or

- [Option 2, in case of multiple lots:]* (a) Total price of each lot *[insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies]*; and (b) Total price of all lots (sum of all lots) *[insert the total price of all lots in words and figures, indicating the various amounts and the respective currencies]*;
- (c) **Discounts:** The discounts offered and the methodology for their application are:
- (i) The discounts offered are: *[Specify in detail each discount offered]*
- (ii) The exact method of calculations to determine the net price after application of discounts is shown below: *[Specify in detail the method that shall be used to apply the discounts]*;
- (d) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*.

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate “none.”)

Name of the Proposer: **[insert complete name of the Proposer]*

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ******
[insert complete name of person duly authorized to sign the Proposal]

Title of the person signing the Proposal: *[insert complete title of the person signing the Proposal]*

Signature of the person named above: *[insert signature of person whose name and capacity are shown above]*

Date signed [*insert date of signing*] **day of** [*insert month*], [*insert year*]

*: In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer.

** : Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules

PRICE SCHEDULE FORMS

Notes to Proposers on working with the Price Schedules

General

1. The Price Schedules are divided into separate Schedules as follows:
 - 3.1 Grand Summary Cost Table
 - 3.2 Supply and Installation Cost Summary Table
 - 3.3 Recurrent Cost Summary Table
 - 3.4 Supply and Installation Cost Sub-Table(s)
 - 3.5 Recurrent Cost Sub-Tables(s)
 - 3.6 Country of Origin Code Table

[insert: any other Schedules as appropriate]
2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Proposers shall have read the Technical Requirements and other sections of these request for proposals documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Proposers are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Proposers in the request for proposals documents prior to submitting their proposal.

Pricing

4. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Proposer. As specified in the Proposal Data Sheet, prices shall be fixed and firm for the duration of the Contract.
5. Proposal prices shall be quoted in the manner indicated and in the currencies specified in ITP 18.1 and ITP 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these request for proposals documents.
6. The Proposer must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of proposals has passed. A single error in specifying a unit price can therefore change a Proposer's overall total proposal price substantially, make the proposal noncompetitive, or subject the Proposer to possible loss. The Purchaser will correct any arithmetic error in accordance with the provisions of ITP 32.
7. Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITP 18.2, no more than three foreign currencies may be used.

3.1 Grand Summary Cost Table

		<i>[insert: Local Currency] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>	<i>[insert: Foreign Currency C] Price</i>
1.	Study, Design, Development, Implementation Cost for UID CR and VSS (from Study, Design, Development, Implementation Cost Table)				
2.	Recurrent Costs (from Recurrent Cost Summary Table)				
4.	Grand Totals (to Proposal Submission Form)				

Name of Proposer:		
Authorized Signature of Proposer:		

3.2 Study, Design, Development, Implementation Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and 18.

Line Item No.	Subsystem / Item	Supply and Installation Cost Sub-Table No.	Supply & Installation Prices				
			Locally supplied items	Items supplied from outside the Purchaser's Country			
			<i>[insert: Local Currency]</i> Price	<i>[insert: Local Currency]</i> Price	<i>[insert: Foreign Currency A]</i> Price	<i>[insert: Foreign Currency B]</i> Price	<i>[insert: Foreign Currency C]</i> Price
1	System Study, Design, Development, Implementation for UID	3.4 A	--	--	--	--	--
2	System Study, Design, Development, Implementation for CR	3.4 B					
3	System Study, Design, Development, Implementation for VSS	3.4 C					
4	Data Migration						
5	Integration						
6	Deployment at DC/DR						
7	Training	3.4 D					
8	Software licences						
9	Setting up Enrollment Centers	3.4 E					

			Supply & Installation Prices				
			Locally supplied items	Items supplied from outside the Purchaser’s Country			
Line Item No.	Subsystem / Item	Supply and Installation Cost Sub-Table No.	<i>[insert: Local Currency]</i> Price	<i>[insert: Local Currency]</i> Price	<i>[insert: Foreign Currency A]</i> Price	<i>[insert: Foreign Currency B]</i> Price	<i>[insert: Foreign Currency C]</i> Price
10	Equipment’s for enrolment center	3,4 F					
11	Other cost						
SUBTOTALS							
TOTAL (To Grand Summary Table)							

Note: - - indicates not applicable. “Indicates repetition of table entry above. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Proposer:		
Authorized Signature of Proposer:		

3.3 Recurrent Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and ITP 18.

Line Item No.	Subsystem / Item	Recurrent Cost Sub-Table No.	<i>[insert: Local Currency] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>	<i>[insert: Foreign Currency C] Price</i>
1	Operation & Maintenance for Application & Platform (36 Months) UID					
2	Operation & Maintenance for Application & Platform (36 Months) CR					
3	Operation & Maintenance for Application & Platform (36 Months) VSS					
4	Operation & Maintenance for Enrollment Centers (36 Months)	-	-	-	-	
4.a	Manpower					
4.b	Equipment					
4.c	Warranty/Maintenance					
	Subtotals (to Grand Summary Table)					

Note: Refer to the relevant Recurrent Cost Sub-Tables for the specific components that constitute the Subsystem or line item in this summary table.

Name of Proposer:		
Authorized Signature of Proposer:		

3.4 A. Supply and Installation Cost Sub-Table [UID]

Line item number: *[specify: relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)]*

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country			Supplied Locally	Supplied from outside the Purchaser's Country				
Component No.	Component Description	Country of Origin Code	Quantity	<i>[insert: local currency]</i>	<i>[insert: local currency]</i>	<i>[insert: foreign currency A]</i>	<i>[insert: foreign currency B]</i>	<i>[insert: foreign currency C]</i>	<i>[insert: local currency]</i>	<i>[insert: local currency]</i>	<i>[insert: foreign currency A]</i>	<i>[insert: foreign currency B]</i>	<i>[insert: foreign currency C]</i>
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to <i>[insert: line item]</i> of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.4 B. Supply and Installation Cost Sub-Table [CR]

Line item number: [specify: *relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)*]

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country			Supplied Locally	Supplied from outside the Purchaser's Country				
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to [insert: <i>line item</i>] of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.4 C. Supply and Installation Cost Sub-Table [VSS]

Line item number: *[specify: relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)]*

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country			Supplied Locally	Supplied from outside the Purchaser's Country				
Component No.	Component Description	Country of Origin Code	Quantity	<i>[insert: local currency]</i>	<i>[insert: local currency]</i>	<i>[insert: foreign currency A]</i>	<i>[insert: foreign currency B]</i>	<i>[insert: foreign currency C]</i>	<i>[insert: local currency]</i>	<i>[insert: local currency]</i>	<i>[insert: foreign currency A]</i>	<i>[insert: foreign currency B]</i>	<i>[insert: foreign currency C]</i>
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to <i>[insert: line item]</i> of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.4 D. Supply and Installation Cost Sub-Table [Training]

Line item number: [specify: *relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)*]

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country			Supplied Locally	Supplied from outside the Purchaser's Country				
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to [insert: <i>line item</i>] of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.4 E. Supply and Installation Cost Sub-Table [Setting up Enrollment Centers/ supply and Installation of enrolment center]

Line item number: [specify: *relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)*]

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to [insert: <i>line item</i>] of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]
	Scanner for scanning documents during enrolment												
	etc												
Subtotals (to [insert: <i>line item</i>] of Supply and Installation Cost Summary Table)													

Note: - - indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.4 F. Supply and Installation Cost Sub-Table [Software licences]

Line item number: [specify: *relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)*]

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country			Supplied Locally	Supplied from outside the Purchaser's Country				
Component No.	Component Description	Country of Origin Code	Quantity	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]	[insert: local currency]	[insert: local currency]	[insert: foreign currency A]	[insert: foreign currency B]	[insert: foreign currency C]
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to [insert: <i>line item</i>] of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.4 G. Supply and Installation Cost Sub-Table

[Separate sheets if required for data Migration / Integration / Deployment of DC/DR etc]

Line item number: *[specify: relevant line item number from the Supply and Installation Cost Summary Table (e.g., 1.1)]*

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Unit Prices / Rates					Total Prices				
				Supplied Locally	Supplied from outside the Purchaser's Country				Supplied Locally	Supplied from outside the Purchaser's Country			
Component No.	Component Description	Country of Origin Code	Quantity	<i>[insert: local currency]</i>	<i>[insert: local currency]</i>	<i>[insert: foreign currency A]</i>	<i>[insert: foreign currency B]</i>	<i>[insert: foreign currency C]</i>	<i>[insert: local currency]</i>	<i>[insert: local currency]</i>	<i>[insert: foreign currency A]</i>	<i>[insert: foreign currency B]</i>	<i>[insert: foreign currency C]</i>
X.1	_____	--	--	--	--	--	--	--					
Subtotals (to <i>[insert: line item]</i> of Supply and Installation Cost Summary Table)													

Note: -- indicates not applicable.

Name of Proposer:	
Authorized Signature of Proposer:	

3.5 Recurrent Cost Sub-Table [*insert: identifying number*] -- Warranty Period

Lot number: [*if a multi-lot procurement, insert: lot number, otherwise state “single lot procurement”*]

Line item number: [*specify: relevant line item number from the Recurrent Cost Summary Table – (e.g., y.1)*]

Currency: [*specify: the currency of the Recurrent Costs in which the costs expressed in this Sub-Table are expressed*]

[*As necessary for operation of the System, specify: the detailed components and quantities in the Sub-Table below for the line item specified above, modifying the sample components and sample table entries as needed. Repeat the Sub-Table as needed to cover each and every line item in the Recurrent Cost Summary Table that requires elaboration.*]

Costs MUST reflect prices and rates quoted in accordance with ITP 17 and ITP 18.

Component No.	Component	Maximum all-inclusive costs (for costs in [<i>insert: currency</i>])						Sub-total for [<i>insert: currency</i>]
		Y1	Y2	Y3	Y4	...	Yn	
1.	Hardware Maintenance	Incl. in Warranty	Incl. in Warranty	Incl. in Warranty				
2.	Software Licenses & Updates	Incl. in Warranty						
2.1	System and General-Purpose Software	Incl. in Warranty						
2.2	Application, Standard and Custom Software	Incl. in Warranty						
3.	Technical Services							

Component No.	Component	Maximum all-inclusive costs (for costs in [insert: <i>currency</i>])						Sub-total for [insert: <i>currency</i>]
		Y1	Y2	Y3	Y4	...	Yn	
3.1	Sr. Systems Analyst							
3.2	Sr. Programmer							
3.3	Sr. Network Specialist, etc.							
4.	Telecommunications costs [to be detailed]							
5.	[Identify other recurrent costs as may apply]							
	Annual Subtotals:							--
Cumulative Subtotal (to [insert: <i>currency</i>] entry for [insert: <i>line item</i>] in the Recurrent Cost Summary Table)								

Name of Proposer:	
Authorized Signature of Proposer:	

SECTION V - ELIGIBLE COUNTRIES

Eligibility for the Provision of Information System

In reference to ITP 4.8 and ITP 5.1, for the information of the Proposers, at the present time firms and information systems from the following countries are excluded from this procurement process:

Under ITP 4.8(a) and ITP 5.1: **None**

Under ITP 4.8(b) and ITP 5.1: **None**

SECTION VI - FRAUD AND CORRUPTION

(Section VI shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.
- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-

contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect³ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

PART 2 – PURCHASER’S REQUIREMENTS

**SECTION VII - REQUIREMENTS OF THE INFORMATION
SYSTEM**

**TERMS OF REFERENCE (TOR) FOR APPOINTMENT OF A SYSTEM INTEGRATOR FOR DESIGN,
DEVELOPMENT, DEPLOYMENT, OPERATIONS AND MAINTENANCE OF THE UNIQUE
IDENTIFIER (UID), CIVIL REGISTRY (CR) AND VITAL STATISTICS (VS) SYSTEM IN DOMINICA**

ABBREVIATIONS & ACRONYMS

AI	Artificial Intelligence
API	Application Programming Interface
CAPTCHA	Completely Automated Public Turing test to tell Computers and Humans Apart
CARDTP	Caribbean Digital Transformation Project
COB	Close Of Business
CPU	Central Processing Unit
CRS	Civil Registry System
CRVS	Civil Registry and Vital Statistics System
DC	Data Centre
DL	Driving License
DoB	Date of Birth
DQC	Data Quality Control
DR	Disaster Recovery Centre
DTAP	Development, Testing Acceptance and Production
EA	Enrolment Application
EAS	Enrolment Acknowledgment Slip
EC	Enrolment Centre
EID	Enrolment Identifier
EO	Enrolment Operator
EGRIP	Electronic Government for Regional Integration Project
FIN	Foreign Identification Number
FNIR	False Negative Identification Rate
FPIR	False Positive Identification Rate
FRS	Functional Requirement Specification
GoCD	Government of Commonwealth of Dominica
GPU	Graphics Processing Unit
HDMS	Helpdesk Management System
HM&IS	Health Management & Information System
IC	Identity Card
ICAO	International Civil Aviation Organization
ICD	International Classification of Diseases
ICT	Information and Communication Technology
IDA	International Development Association
IM	Immigration
INCITS	International Council on Information Technology Standards
ISO	International Organization of Standards
KYC	Know Your Customer
MBPS	Megabits Per Second
MDAs	Ministries, Departments and Agencies

MPID	Multi-Purpose Identity System
MPWDE	Ministry of Public Works and the Digital Economy
NBS	National Bureau of Standards
NGO	Non-governmental Organization
NI	National Insurance
NIST	National Institute of Standards and Technology
OECS	Organization of Eastern Caribbean States
OSE	Online Status of Enrolment
OTP	One-Time Password
O&M	Operations & Maintenance
PID	Personal Identity Data
PISC	Project Implementation Support Consultant
PIU	Project Implementation Unit
PMH	Past Medical History
PoA	Proof of Address
PoI	Proof of Identity
PoR	Proof of Relationship
PSC	Project Steering Committee
PVC	Polyvinyl Chloride
QC	Quality Control
QR Code	Quick Response Code
RPIU	Regional Project Implementation Unit
SDK	Software Development kit
SFTP	Secure File Transfer Protocol
SMS	Short Message Service
SP	Service Provider
SQL	Structured Query Language
SRN	Service Request Number
SRS	Software Requirement Specification
SI	System Integrator
SOP	Standard Operating Procedures
SoW	Scope of Work
TC	Technical committee
UAT	User Acceptance Testing
UID	Unique Identification System
UIDAI	Unique Identification Authority of India
UIDD	Unique Identifier Database
UIN	Unique Identifier Number
UN	United Nations
VO	Voter

VSS	Vital Statistics System
Wi-Fi	Wireless Fidelity
XSS	Cross Site Scripting

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1. BACKGROUND AND INFORMATION MATERIALS

A. *Background*

The background to this assignment provides necessary context and perspective for the bidders to understand the purpose and importance of this assignment for the Government of Commonwealth of Dominica (GoCD). The background in context to this assignment is described below.

Sitting halfway along the Eastern Caribbean archipelago, Dominica is located just a few miles from Martinique to the south and Guadeloupe to the north. Stretching 751 km² (290 square miles), Dominica boasts 148 km (91 miles) of coastal line. Dominica’s official name is the ‘Commonwealth of Dominica,’ which is mostly referenced in official communications and to further distinguish the island from the Dominican Republic, its northerly Caribbean sister. Dominica is the most northerly of the Windward Islands grouping.

Following Hurricane Maria in September 2017, the Government of the Commonwealth of Dominica (GoCD) has instituted resilience as a central theme to the country’s rebuilding efforts and socioeconomic development plans, with the aim to make Dominica the first climate resilient country in the world. The hurricane resulted in losses and damages of over 200 percent of GDP, with the telecom sector alone suffering over US\$40 million in losses and damages. Furthermore, the GoCD lost data and records and suffered losses beyond its infrastructure, highlighting the need to make the government more resilient so that it can better prepare for and respond to incidents and restore operations and services quickly.

The Government recognizes the role digital technologies and solutions can play in strengthening the island and its inhabitants’ climate resilience, as well as the importance of integration with the global digital economy to expand markets and drive sustainability of businesses, government, and individuals. In view of this it has formulated the digital strategy viz. “Dynamic Dominica” which gives emphasis to establish an integrated, interoperable and resilient digital infrastructure and service delivery platform for the government, citizens and business to deliver various services.

The GoCD’s recovery and resilience building efforts include development of a Government Wide Area Network, and nodal digital infrastructure to lay the foundations for digitization of government. The GoCD has engaged in a partnership with Digicel Dominica Ltd. *to connect all government service locations (Government offices, schools, hospitals, and health centers) to high-speed connectivity delivered using fiber optic networks.* The network, being developed under the partnership, will provide multiple layers of redundant connectivity—underground and overhead fiber, microwave, and satellite

at key locations—in addition to cloud services to host Government data and services. The government connectivity project includes development of a primary data center to host the government cloud and applications, as well as a secondary location to serve as a backup site.

The improved connectivity can be leveraged to develop digital government services and increase the level of digitization of government operations, which is currently lagging. *Currently Dominica lacks the enablers of digital government, including an enterprise architecture, interoperability framework, identification, and authentication, but has a recently built limited government payment portal.* Uniquely and securely identifying residents through a digital ID is fundamental to enable access to digital services, both public and private, but the current ID ecosystem in Dominica is fragmented and not interconnected. In order to fully utilize and benefit from investments in cross-cutting enablers and specific digital government services, there is also a need for legal and regulatory reforms across key areas of the digital economy. These enabling environment improvements are a key first step towards removing roadblocks to improved adoption of digital services among individuals and businesses, as well as contributing to the development of digital applications and services by emerging entrepreneurs in Dominica.

The Caribbean Digital Transformation Project (CARDTP or the Project) is funded through the World Bank and aims to enhance the use of technology in the public sector as well as the private sector to conduct business transactions, build a robust and resilient IT infrastructure and to develop modern platforms to facilitate and enhance these business transactions. The development objectives are to contribute to increased access to digital connectivity, digital public services and the creation of technology enabled businesses and jobs in Dominica.

National-level activities are financed from an IDA credit to Dominica in the amount of SDR20,500,000 (equivalent to US\$28.0 million). The CARDTP comprises four components that address key bottlenecks and harness opportunities to develop the Eastern Caribbean Digital Economy as a driver of growth, job creation and improved service delivery.

The Program is also financed through a regional IDA grant and implemented by a regional Project Implementation Unit (RPIU) housed at the Organisation of Eastern Caribbean States (OECS). RPIU will work with other regional institution stakeholders as relevant depending on the technical area being supported. Regionally implemented activities will focus on strengthening the enabling environment to promote investment, competition, and innovation in telecoms and digital financial services, regional cybersecurity collaboration, and a modernized and harmonized data protection and privacy regime across the region.

It will also be complemented by a regional level advanced digital skills program open to high potential digital specialists from Dominica.

It aims to ensure that every individual and business in Dominica is empowered with the access to broadband, digital financial services, and skills needed to actively participate in an increasingly digital marketplace and society. It leverages public sector modernization and digitization to improve service delivery and to drive creation of a digital culture across Dominica.

To support the improved management of digital risks, the project will bolster cybersecurity policy, capacity, and planning tools in the region. It will facilitate technology adoption to improve productivity of flagship industries and create demand for digitally enabled jobs. It aims to foster regional integration and cooperation to capture the economies of scale and scope required to increase impact and value for money of the project interventions and to create a more competitive, seamless regional digital market to attract investment and provide room for growth of digital firms.

B. Project Components

A brief description of the project components is as follows:

1. Component 1: Digital Enabling Environment

This component will support the development of a positive enabling environment for Dominica’s digital economy that drives competition, investment and innovation while promoting trust and security of online transactions. It will focus on legal, regulatory and institutional reforms consistent with global best practice to support modernization of the telecommunications and digital financial services sectors while mitigating growing risks of a digital economy including cybersecurity and data protection and privacy.

1.1 -Telecommunications: Legal and Regulatory Environment, Institutions and Capacity Support

1.2 - Digital Financial Services: Legal and Regulatory Environment, Institutions, and Capacity

1.3 -Cybersecurity, Data Protection and Privacy: Legal and Regulatory Environment, Institutions and Capacity Support

2. Component 2: Digital Government Infrastructure, Platforms and Services

This component will support public sector modernization, resilience and delivery of digital public services to individuals and businesses. It will aim to ensure that Dominica has put in place the core infrastructure, platforms, institutions and human capacity needed to efficiently and effectively manage internal government operations, and to build on these core enablers to make public services widely accessible online from anywhere within the country, region or across the globe. It will also prepare Dominica’s government for deeper interconnectivity and interoperability of data and information systems across borders to smooth administration of regional trade, immigration and other services. Finally, it will aim to ensure continuity of government operations and services, enable real-time data

driven decision making and ability to rapidly target and deliver payments and social services to citizens and businesses in the event of natural disasters.

2.1 – Development of Cross-Cutting Enablers of Digital Government Operations and Services

2.2 - Government Productivity Platforms and Citizen-Centric Digital Services

3. Component 3: Digital Skills and Technology Adoption

This component aims to better equip individuals and businesses in Dominica for the jobs and economy of the future and to spur innovation and productivity growth. It aims to create a pool of advanced digital talent to better position Dominica to attract investment by digital firms. It takes a comprehensive supply and demand side approach, supporting greater technology adoption and utilization of digitally enabled business models to drive demand for newly skilled employees and well as making connections with global employment opportunities through online working platforms.

3.1 - Workforce-Ready Digital Skills

3.2 - Technology Adoption

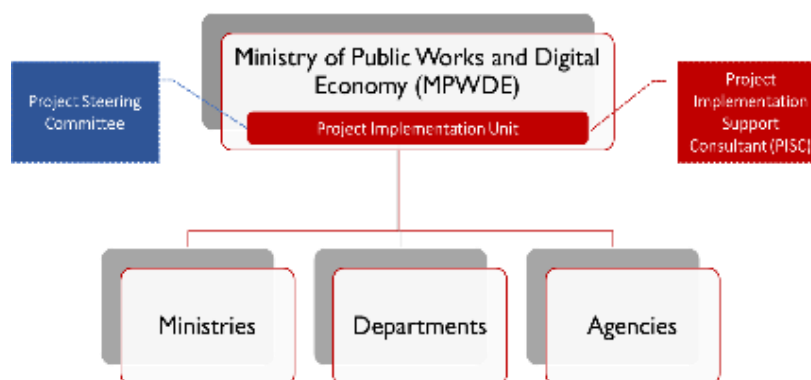
4. Component 4: Project Implementation Support

This component includes support to the Project Implementation Unit (PIU) for the implementation and management of national level project activities, including for staffing of the PIU, capacity building and training initiatives as well as recruitment of a technical advisory and implementation support firm. Key technical functions to be supported can include but will not be limited to project manager, technical specialists, procurement specialists, financial management specialist, environmental and social safeguards specialists, monitoring and evaluation and communications.

C. Institutional Arrangements

The Project is being implemented by the Project Implementation Unit (PIU) that is housed in and falls under the Ministry of Public Works and the Digital Economy (MPWDE or the Client) oversight. The PIU is responsible for the overall implementation of the Project with emphasis on reporting and monitoring and evaluation, financial management, contracts management, safeguards oversight, and procurement.

The PIU reports to the Project Steering Committee (PSC) for the lifetime of the Project. PSC is responsible for coordinating and managing all the technical aspects of the Project, facilitating inter-ministerial coordination, and implementing digital initiatives across the various Ministries, Departments and Agencies (MDAs) of the GoCD. The PIU shall support development of



key policies and regulations and inter-agency coordination to enable consensus building together with other key agencies like the ICT Unit and the Digital Transformation Unit of the GoCD. Core technical responsibilities include adoption of digital technologies, effective coordination of departmental information as well as system development and implementation. The PSC will determine if technical committees are required for policy formulation and convene such committees as necessary (i.e., for Cybersecurity, Data Protection and Privacy, Service Delivery, e-Payments, Digital Identity, Interoperability, etc.).

The PIU is also responsible for promoting change management practices, stakeholder engagement and development and delivery of effective programs for digital Government skills enhancement, knowledge exchange and awareness-raising. For the purpose of better coordination and effective and efficient implementation of all Project activities, focal points at MDAs have been established. Ad-hoc bid evaluation / selection committees are established in consultation with MPWDE and MDAs and generally consists of 3-5 qualified members each who are normally the Procurement Officer and experts delegated by respective MDAs depending on the required expertise and the procurement scope and complexity.

Under this project, PIU has engaged an Implementation Support Firm as Project Implementation Support Consultant (PISC) largely to address the Component-4 of the project. The PISC supports the PIU in carrying out on-the-ground and remote day-to-day activities to ensure the Project Objectives are achieved in the most efficient, cost-effective, and well-coordinated manner as illustrated above.

GoCD envisions to develop and implement an identification and authentication platform using a Unique Digital Identifier (UID) issued from birth. This platform will be used across GoCD for the authentication and delivery of Civil Registry Services as well as other public services using a digital platform. It is envisioned that this UID system will provide unique identification across the entire society of Dominica. The use of the UID number will enable the backend integration of various identification registries in the country. When combined with an authentication layer and payment platform, it will facilitate digital public service delivery while maintaining the privacy of individuals’ data. The Ministry of National Security and Home Affairs and the Civil Registry (CR) will take the lead in the establishment of the Integrated UID System and the authentication platform.

Under the OECS Electronic Government for Regional Integration Project (EGRIP) project a detailed conceptual design and system design for Multi-Purpose Identity System (MPID) was carried out with a perspective of providing interoperability and uniqueness both nationally within Dominica and across the OECS region.

With this background and perspective, the MPWDE decided to engage a competent and competitive System Integrator (“SI”) to support the PIU for rolling-out the National UID as well as implementing a robust and interoperable Civil Registry System (CRS) and Vital Statistics System (VSS) integrated with UID for delivering various citizen and registry services as described in the document. UIN will in

future be issued to children born in Dominica at the time of birth registration, and identity data created at birth will be stored at the birth register and the UID System. A person can be issued with a physical ID at the age of xxx, where a photo will be taken.

2. OBJECTIVES

The objective of this assignment is described as under:

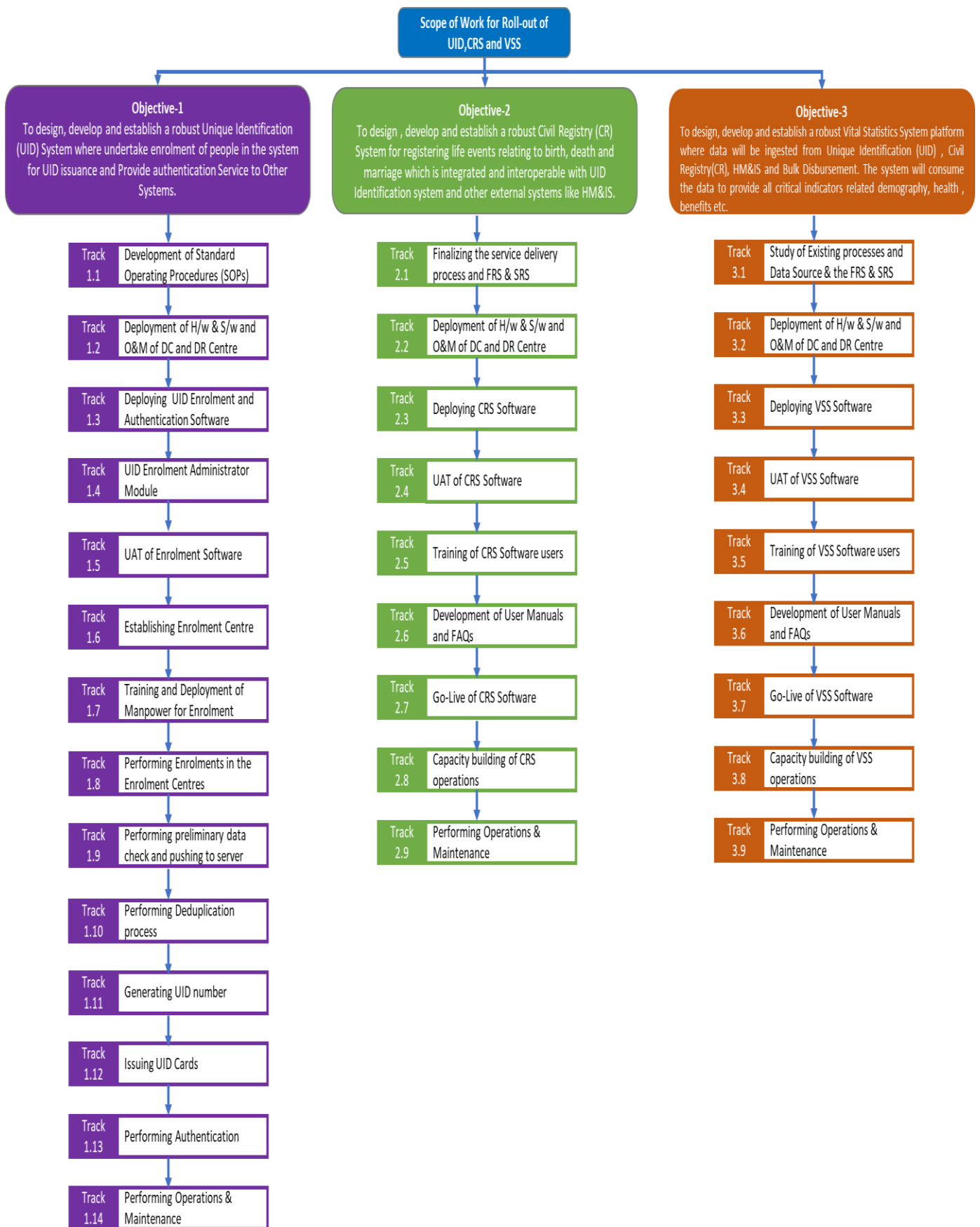
Objective-1	To design, develop and establish an Identification and Authentication Platform to enroll & issue Unique Identifier to all residents, as well as issue persons above the age of 18 years with physical or digital ID credentials.
Objective-2	To develop and establish a robust Civil Registry Systems (CRS) for registration and certification of important life events relating to birth, death, marriage etc. which is integrated with UID system and other external systems like HM&IS for notification of births and deaths occurring at health facilities. The platform will be an important data source for Vital Statistics System (VSS)
Objective-3	To design, develop and establish a robust Vital Statistics System platform where data will be ingested from Unique Identification (UID), Civil Registry (CRS), HM&IS and Bulk Disbursement. The system will consume the data to provide all critical indicators related demography, health, benefits etc.

The following sections describes detailed Scope of Work (SoW) around these objectives.

3. SCOPE OF WORK

As a part of its digital strategy, Government of Commonwealth of Dominica (GoCD) is committed to make public services widely accessible online from anywhere within the country, region or across the globe with interconnectivity and interoperability of data and information systems for smooth accessibility of various services. The prime aim towards this is to ensure a resilient government operations and services, enable real-time data driven decision making and ability to deliver payments and social services to citizens and businesses in the event of natural disasters.

With this background, the GoCD desires to engage a “**System Integrator (SI) to develop and deploy a Unique Identification System (UID), a digital Civil Registry (CRS) and Vital Statistics System (VSS)**”. To achieve the objectives defined in section 2, the Scope of Work (SoW) for the SI for each objective is described in tracks as under:



Brief description of the tracks for achieving Objective-1: To design, develop and establish a robust Unique Identification (UID) System where undertake enrolment of people in the system for UID issuance and Provide authentication Service to Other Systems.

The SI shall perform end-to-end activities to roll-out the UID cards which includes the following

- Development of Standard Operating Procedures, which would be used during the course of the project
- Deployment of Hardware and Software for the UID project at the Data Center and Disaster Recovery Centre and O&M of the same
- Deployment of the UID enrolment software: Design, development of the UID enrolment client and deployment of the same in the machines earmarked for enrolment and O&M of the same
- Design, development and deployment of the authentication platform which can be used for authentication (can be demographic based, OTP based or a combination of 2 or more) and O&M of the same.
- Design, development and deployment of the UID enrolment administrator module and O&M of the same
- UID enrolment centre setup, including deployment of the enrolment hardware at the centre
- Training and certification of the personnel (to be provided by GoCD) for conducting of enrolment
- Conducting enrolment at the enrolment centre and monitoring / supervising the same.
- Transferring the encrypted enrolment data to the data centre for processing of the same for generation of UID
- Deployment of the de-duplication engine and running the de-duplication process before issuance of UID
- Generation and issuance of UID

The below description of the logical stages is for basic understanding of the effort that needs to be put-in for achieving the Objective-1.

Track 1.1: Development of Standard Operating Procedures (SOPs)

UID is a national level activity covering entire population (161pprox.. 71,991 (2020¹⁰)) as well as residents of Dominica. 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. SOP for preliminary data checking and data transfer
7. SOP for De-duplication process
8. SOP for Issuance and Delivery UID number/cards
9. SOP for checking online status
10. SOP for Data Centre and Disaster Recovery Centre operations
11. SOP for Authentication
12. SOP for Data Security, Privacy, Usage of UID
13. Any other SOP as relevant

Track 1.2: Deployment of Hardware & Software for the identification system and O&M of the same at the Data Centre (DC) and Disaster Recovery (DR) Centre

To run the initiative, the SI shall create the development, testing acceptance and production (DTAP) environment at the DC. The DTAP environment is briefly explained as under:

- **Development:** The desired Unique Identification System (UID) shall be developed on a development system. The SI shall setup Client/Server architecture for necessary development environment for the developers. This development environment might have no testing capabilities. The SI may use agile methodology for the necessary development.
- **Testing:** Once the developers complete the development, the product is deployed to a test environment, to verify its functionality as expected. This test environment is supposedly standardized and in close alignment with the target/production environment. The SI shall prepare a detailed test plan for all the three levels of the

¹⁰ datacatalog.worldbank.org

testing i.e. unit testing, integration testing, and system testing. Based on the test plan the SI shall develop testing scripts for necessary testing of the application. The SI shall prepare a report of the test results for necessary sign-off and progression to the next stage.

- **Acceptance:** If the test is successful, the application is copied to an acceptance test environment. During the Acceptance test, the Purchaser will test the product in this environment to verify whether it meets their expectations.
- **Production:** If the Purchaser accepts the application, it is then deployed to a production environment, making it available to all users of the system.

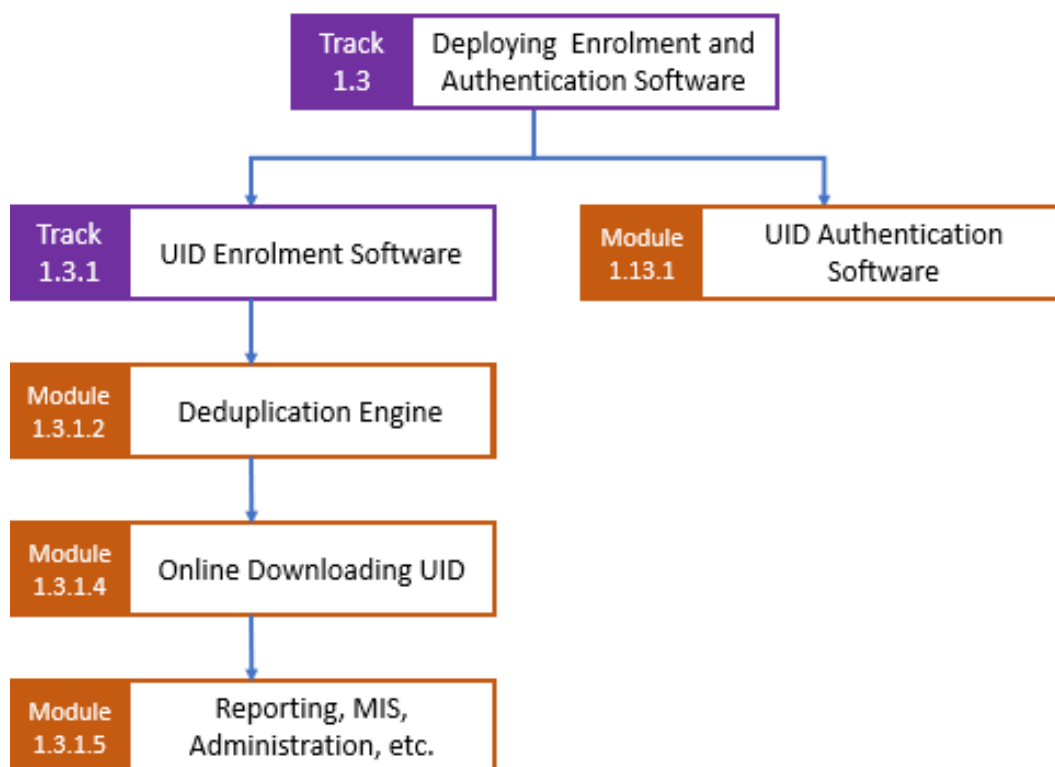
The SI shall also setup corresponding production environment and necessary backups in the disaster recovery site provided by GoCD. The SI shall deploy servers, storage and necessary hardware, cable, connectors, etc. along with the operating systems etc. to setup the above environment whereas the GoCD shall provide rack space, electrical power along with backup and other physical infrastructures for running the servers. Indicative hardware and software list for DC and DR is placed at Annexure-A.

The SI shall also be performing O&M of the DC and DR facilities once the Go-Live of the applications described. The O&M shall include but not limited to:

- Scheduled Maintenance
- Fault and Fraud Detection
- Service Management
- Asset Management, etc.

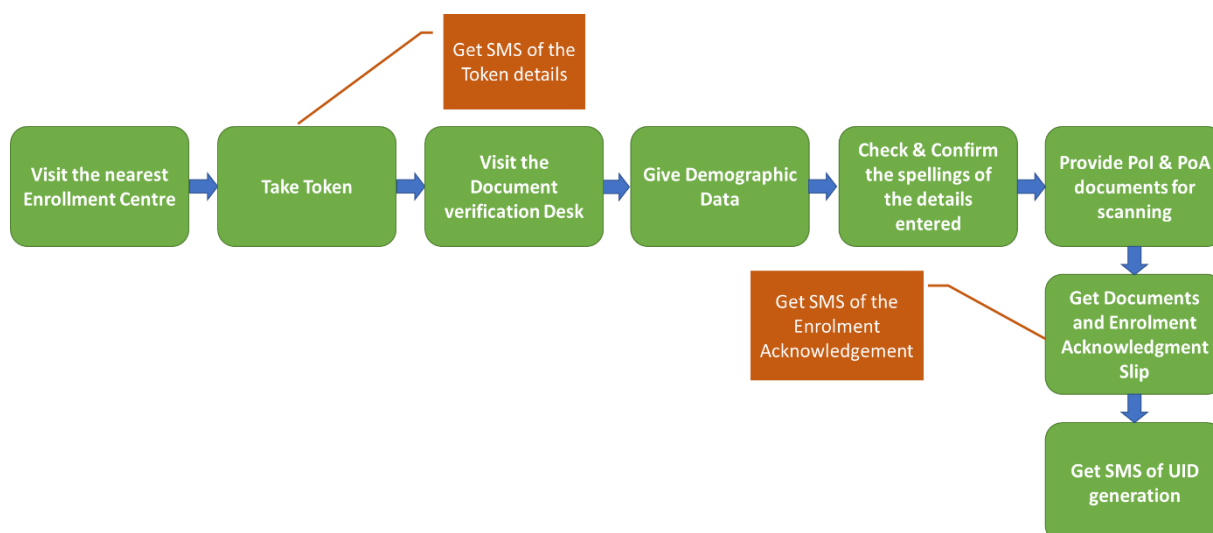
Track 1.3: Deploying UID Enrolment and Authentication Application

To roll-out the entire UID initiative the SI needs to design, develop and deploy application as illustrated below:



Track 1.3.1: UID Enrolment Software

The enrollment process for UID is a core process in the entire UID initiative. It involves gathering of the resident’s demographic data. Following steps are envisaged for the entire enrolment process:



The residents shall have to visit the nearest or mobile Enrolment Centre (EC). The UID enrolment process shall done once in the lifetime and once the UID is generated the residents will have an option to update the demographic details based on verification with Civil Registry (CR) & Passport as per the SoP. The process for enrolment is illustrated in the figure above and outlined as under:

- i. Visit the nearest Enrolment Centre. On visiting the Enrolment Centre, the resident will be given a token number based on which the resident will be called for next step.

- ii. On calling the token number, visit the document verification desk for physical verification of the resident’s document by an authorized officer appointed by GoCD, the system will also provide functionality for online validation with Civil Registry System. (CRS)
- iii. Visit Enrolment Operator (EO) for giving demographic data when the resident’s token is displayed. The operator shall fill the Enrolment Application (EA) by entering demographic data
- iv. Check & confirm the spelling of the details entered by the operator. The operator should be asked to correct the errors found, if any.
- v. Provide Proof of Identity (PoI) & Proof of Address (PoA) documents for scanning once the resident confirms the correctness of the data. The EO shall scan the PoI and PoA and submits for EA for further processing. The platform will provide online validation with Civil Registry System (CRS)
- vi. Collect Documents and Enrolment Acknowledgment Slip (EAS) once the EA is submitted. Besides the printed EAS, the resident shall get an SMS of the Enrolment Acknowledgment. The enrolment acknowledgement shall have an acknowledgement number which can be used to track the status of the UID
- vii. Get SMS of UID generation once the UID number is generated after a vetting and deduplication process.

The UID enrolment shall capture following minimum set of demographic data from each resident:

i. First Names	vi. Mobile Number
ii. Last Name	vii. Email ID
iii. Address	viii. Application number
iv. Date of Birth	
v. Sex	

Application Numbers will be pre-generated and will be printed on Physical Application Forms. An inventory of Application Forms will be maintained.

The system should automatically capture the time, date and place of registration, and the full name of the registrar.

Option 1: Enrolment Based on Documents

The residents can opt this option for enrolment if they possess valid proof of identity and proof of address as per the list issued by GoCD. In this option the resident must present following document during the enrolment process:

- i. Proof of Identity – Mandatory

- ii. Proof of address - Mandatory
- iii. Birth certificate or passport (persons born outside of Dominica). Foreigners should also have a valid permit – Mandatory.

The resident shall carry the above documents in original to the EC based on which the EO can capture the demographic details, scan the documents and generate the EAS. After the entire process the above document shall be returned to the residents.

Further the other ways of enrolment as described below should also be supported by the enrolment client. These indicative options are described as under and GoCD will decide and finalize regarding the usage of the same at an appropriate time:

Option 2: Enrolment based on late Registration through CR System

The residents can opt this option for enrolment if they do not possess a valid PoI, PoA or Birth certificate as per the list issued by GoCD. In this option the citizens will get registered to Civil Registry through late registration process and receive a valid Birth certificate. This certificate can then be used to generate a UID for the citizen through UID system.

Option 3: Enrolment Based on Introducer

This enrolment process is only applicable for persons born outside of Dominica. These persons can opt this option for enrolment if they do not possess any of the documents as per the list issued by GoCD. The introducer can be:

- i. Directors of the companies
- ii. Officials or persons verified by GoCD to act as introducers
- iii. Elected Ministers
- iv. Teachers
- v. Health Workers
- vi. Authorized representatives of NGOs

The along with its demographic details shall provide following:

- i. Introducer’s Name
- ii. Introducer’s UID number

Option 4: Enrolment of Children

Children including newborn can be enrolled for the UID as per following process:

A. Children up to the age of 5 years

- a. In case of children up to the age of 5year, the parent can enrol the child by visiting in the EC as per the following process:

- i. Child’s Birth Certificate
- ii. UID of one of the parent or Guardian
- iii. Passport if born outside of Dominica

At a later stage the enrolment process for new-born babies can be extended right in the hospital. Hospital official will be able send enrolment data of the new-born by capturing its birth details and authenticating the UID details of the any one parent or guardian. The Hospital Official shall capture name (as mandatory), Date of Birth, gender, photograph of the new-born.

B. Children aged between 5 to 18 years.

- a. The parent can enrol the child by visiting in the EC as per the following process:
 - i. Child’s Birth Certificate or based on validation with Civil Registry System (CRS)
 - ii. Child’s passport (in case born outside Commonwealth of Dominica)

The SI needs to develop detailed SoPs of all the above scenarios before proceeding to the enrolment process.

Module 1.3.1.1: Online Status of Enrolment

The SI shall develop, deploy web as well as mobile based Online Status of Enrolment module. The resident can check the status of UID enrolment using Online Status of Enrolment module (OSE). Following are the indicative functions of the OSE module:

- a. The OSE will be accessed by the resident. Resident shall have to do one time registration for first time login and will also be able to login later to the portal by providing the below details:
 - i. Mobile Number
 - ii. OTP received over the mobile number
 - iii. CAPTCHA
- b. Post login to portal by the user shall put the Enrolment Acknowledgement Number provided in EAS or the acknowledgement sent in SMS. For security, the user shall enter CAPTCHA and press the next button.
- c. With the pressing of next button, an OTP will be sent to the registered mobile of the resident using which the OSE will display the stage in which the enrolment process for the user.
- d. The indicative stages could be:
 - a. Enrolment
 - b. Validation

c. UID generation Completed/Rejected

On completion, the OSE shall display message to download the e-UID or visit EC to get the PVC printed UID card

On rejection, the OSE shall display the message to re-enrol

Module 1.3.1.2: Deduplication Engine

The details of Deduplication engine are mentioned in Track 1.10, later in this document. Deduplication is a process to be carried out post the enrolment activity of an individual, it is considered as a separate track as part of this document.

Module 1.3.1.3: UID Authentication Software

The UID authentication software is detailed in Track 1.13.1 later in this document.

Module 1.3.1.4: Online Downloading UID

The resident can download the e-UID and can print on simple A4 size paper or glossy paper which later can cut from the marks and laminated for use. Following are the indicative functions for downloading the e-UID:

- a. Resident shall have to do one time registration for first time login and will also be able to login later to the portal by providing the below details:
 - iv. Mobile Number
 - v. OTP received over the mobile number
 - vi. CAPTCHA
- b. Post login to portal by the resident shall put the Enrolment Acknowledgement Number provided in EAS or the acknowledgement sent in SMS. For security, the user shall enter CAPTCHA and press the next button.
- c. With the pressing of next button, an OTP will be sent to the registered mobile of the resident using which e-UID shall downloaded password protected pdf form.
- d. The resident can open and print the pdf by put the password. Resident can keep the print as its or it can cut the print along the markings and then get it laminated to use it as a UID card.

Module 1.3.1.5: Reporting, MIS, etc.

Details of Reporting, MIS, Administrative functions of the UID Enrolment are detailed in Track 1.4 of this document.

Track 1.4: UID Enrolment Administrator Module

The SI may develop following indicative administrative function for the UID Enrolment Software:

1. To enable Govt. to add / delete / modify enrolment centers.
2. To enable Govt. to add / delete / modify operators and supervisors.
3. To enable Govt. to link / delink operators and supervisors with centers.
4. To see the performance of centers, operators, supervisors.

Following indicative MIS shall also be developed

1. To show the total enrolments done, total National IDs generated, total rejected.
2. Data should be available region, gender, age group-wise.
3. There should be facility to drill-down, slice and dice data.

Track 1.5: UAT of Enrolment Software

The SI shall perform following test including but not limited to:

1. Submit for approval, a User Acceptance Testing Plan with test cases to ensure that the assessment can be done to assure users that the system functions as required in the production environment.
2. Administer the test plans and obtain feedback.
3. Make changes to the application based on feedback given.
4. Prepare user manuals and associated training.
5. Provide support as needed to stakeholders as they conduct live simulations.
6. Make changes where necessary to refine the application based on stakeholders’ feedback and with the approval of GoCD

The test cycle should include the following:

1. **Unit Testing:** Carry out the unit testing to make sure each component and module of the system functions as designed.
2. **Integration Testing:** After all modules of the system are developed, integration testing is carried out to make sure that all modules function and perform as expected when working in combination.
3. **Load testing:** Since the application will be used by a large number of users in future, load testing will be performed to see how the system performs under heavy loads. This

may require fine tuning the web server, application, application server, and/or the database server or network configuration.

4. **Recovery Testing:** One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests shall be carried out to see how well the system recovers from crashes and Architecture Functional failures.
5. **Security Testing:** Perform detailed security testing of the system to cover at least OWASP top ten risk (<https://owasp.org/www-project-top-ten/>). This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection, XSS attacks, cross-site scripting, command Injection, file path traversal etc. This shall be done by using threat detection and vulnerability scanning software. Security audit needs to be repeated every time there is a code change done.

The following User Acceptance Testing (UAT) approach will be carried out by the Purchaser prior to system acceptance and signoff:

1. **Usability Testing:** Test the navigation between screens, user-friendliness, and workflows of each of the screens. Against this, if deficiencies are identified the interface may be redesigned during this testing phase based on feedback from the Client.
2. **Functional Testing:** A complete end to end functional testing cycle shall be run. During the functional test, actual processes, and all key functions of the UID Enrolment Software shall be tested against the signed-off functional requirements, (end to end) to see if the system meets the requirements, stores data and generates reports properly.
3. **Acceptance Testing:** An end to end functional and quality of service (including security, performance, and robustness) will be completed by the Purchaser prior to any system sign off.
4. **UAT Test Script** – The SI shall create the UAT test cases and user scenarios to cover all core functionalities of the UID Enrolment Software. In each test case, write the manual test steps to be followed by the Purchaser’s test team. The Purchaser will use this set, in addition to their own developed UAT test cases to complete the tests.

Once the UAT is completed and signed-off by the GoCD, the UID Enrolment Software should be made available into the production environment i.e., it should be Go-Live for enrolment activities.

Track 1.6: Establishing Enrolment Centre

The SI shall setup 6 Enrolment Centers (1 permanent and 5 mobile) in the locations provided by the GoCD. Additionally, 4 enrolment centres shall be setup in foreign locations at the embassies / consulate

offices of Dominica for enrolment. The premises and the following facilities shall be provided by GoCD:

1. Manpower for enrolment process. The SI shall be training them to perform the enrolment task
2. Table and Chairs for setting up the Enrolment Desk: There shall be 3 Enrolment Desks- 2 for Operator and 1 for Supervisor cum operator. Besides these, there should be 2 writing desks/tables for visitors
3. Sitting arrangement for waiting area
4. High Speed (minimum 100mbps) internet connectivity and Wi-Fi hotspot
5. Drinking water provision
6. Restrooms
7. Housekeeping services
8. Adequate air conditioning, as required
9. Adequate power supply with backup
10. Physical Security
11. Ramp facility, as possible, for physically challenged visitors
12. Sanitizers to maintain COVID protocols
13. First-aid kits for emergency
14. Flashlights and White background screen, non-reflecting, opaque, ~3ft wide, and with stand, available for taking photographs
15. Paper and Consumable for the printer
16. Internet connectivity for syncing the data at the end of the day with the Data Centre. Client sync is mandatory every day after the enrolment hours.
17. Sponge for wetting and hand-cleaning cloth available

The SI shall setup the EC manned by supervisor and technical personnel in addition to the operators (that shall be provided by GoCD) at the enrolling stations. The supervisor and technical personnel shall be preferably hired locally by the SI for all the 6 ECs. Each EC shall be equipped by two Enrolment Desk manned by the operators. The Enrolment desk shall be the node where demographic data of the residents visiting EC shall be captured. A ratio of 2:1 operator to supervisor as well as operator to technical staff should be maintained by the SI in the EC. The SI shall equip each enrolment desk with following:

1. Laptop/Desktop with UID Enrolment Software
2. Web Camera / Digital Camera
3. Extra monitor for residents to verify their data (19" with a resolution above 1024x768)

4. All devices necessary for enrolment must conform to specifications provided in Annexure-A and should be brand new
5. Working of all equipment at every station should be tested
6. Printer (A4 printer; must print photo with good quality receipt)
7. Preloaded Antivirus / Anti Spyware checks
8. All Operators and Supervisors should be enrolled for UID, certified and activated by the Government
9. GPS Receiver as per the specifications provided in Annexure-A
10. Hardware security latches for Enrolment Stations for security reason
11. Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)

Track 1.7: Training and Deployment of Manpower for Enrolment

The SI shall train 2 operators for operating the Enrolment Desks, 1 supervisor and 1 technical personnel. Following are the indicative roles & responsibilities of the personnel hired:

1. **Operator:** An Operator shall be provided by GoCD to execute enrolment at the enrolment desks. Before starting work as an Operator:
 - a. The Operator should have been enrolled for UID and his/her UID should have been generated.
 - b. The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during UID enrolment. Organizing this training is the responsibility of the SI.
 - c. The Operator should have obtained certificate from a testing and certifying agency authorized by Government.
 - d. The Operator should have been activated, in accordance with Government guidelines, prior to commencing enrolments. The SI is required to have a unique Operator ID for each, to activate them.
2. **Supervisor:** The SI shall hire the Supervisor to operate and manage enrolment centers. It is mandatory to have one Supervisor at each Enrolment Centre. To qualify for this role, the person should satisfy the following criteria:
 - a. The person should be of age 18 years and above.
 - b. The person shall be adequately qualified to take this up and should preferably be a local person

- c. The person should have a good understanding and experience of using a computer

Before starting work as a supervisor:

- a. The Supervisor should have been enrolled for National UID and his/her National UID should have been generated.
- b. The Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during National UID enrolment. The training should also include topics related to Data Privacy and Protection.
- c. The Supervisor should have obtained certificate from a testing and certification agency appointed by Government.
- d. The Supervisor should have been activated in accordance with Government guidelines prior to commencing enrolments. The Enrolment Agency is required to have a unique ID for each, to activate them.

3. **Technical personnel:** The SI shall hire technical personnel to provide technical support during enrolment at the enrolment centers. To qualify for this role, the person should satisfy the following criteria:

- a. The person should be of age 18 years and above.
- b. The person should be Graduate in Computer Science or equivalent and shall have experience in managing IT setup of similar nature
- c. The person should have a good understanding and experience of using a computer

Before starting work as a Technical Personnel:

- a. The person should have been enrolled for UID and his/her UID should have been generated.
- b. The person should have undergone training on the technical aspects of UID Enrolment and various equipment and devices used during UID enrolment., Data Privacy & Protection.
- c. The person should have obtained certificate from a testing and certification agency appointed by Government.
- d. The person should have been activated in accordance with Government guidelines prior to commencing enrolments. The Enrolment Agency is required to have a unique ID for each, to activate them.

4. Training of Manpower

UID enrolment process is a diverse and collaborative effort of successfully building the residents’ database, uniformity of UID Enrolment and Update process across the entire eco-system is very necessary. Achievement of such uniformity requires that the Enrolment Staff involved in the UID Enrolment or Update process at the field level is trained thoroughly to accomplish the job of enrolment.

To address this need, SI shall develop a comprehensive Training Delivery Methodology and Training Content for all the Enrolment Staff (Operators, Supervisors and Technical personnel). The Enrolment staff shall be trained using the modules and obtain certification testing and certification agency appointed by GoCD. The certified staff shall undergo to an on-boarding process to get activated in the UID Enrolment Software.

Indicative training module and duration is illustrated in the table below

Module Name and Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Personnel
UID Overview	0.5	0.5	0.5	0.5
Introduction to the UID Enrolment Process	0.5	1	1	0.5
Basics on Hardware Devices (camera, etc)	0.5	0.5	0.5	0.5
	0.5	1	-	0.5
UID Enrolment Software	1,5	2	2	2
Trouble shooting on UID enrolment Software	0.5	0.5	-	1.5
Setting up Enrolment Centre	0.5	-	1	1.5
Enrolment Centre Management	0.5	-	0.5	-
Exception Handling	0.5	1	1	0.5
Soft Skill: Interaction with residents, senior citizens, etc	1	1.5	1.5	0.5
Training Delivery Techniques	1.5	-	-	-
Total	8	8	8	8

Track 1.8: Performing Enrolments in the Enrolment Centers

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

Track 1.9: Performing preliminary data check and pushing to server

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

Track 1.11: Generating UID number (UIN)

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

Track 1.12: Issuing UID Cards

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

Track 1.13: Performing Authentication

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

Track 1.13.1: UID Authentication Software

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

Track 1.14: Performing Operations & Maintenance

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

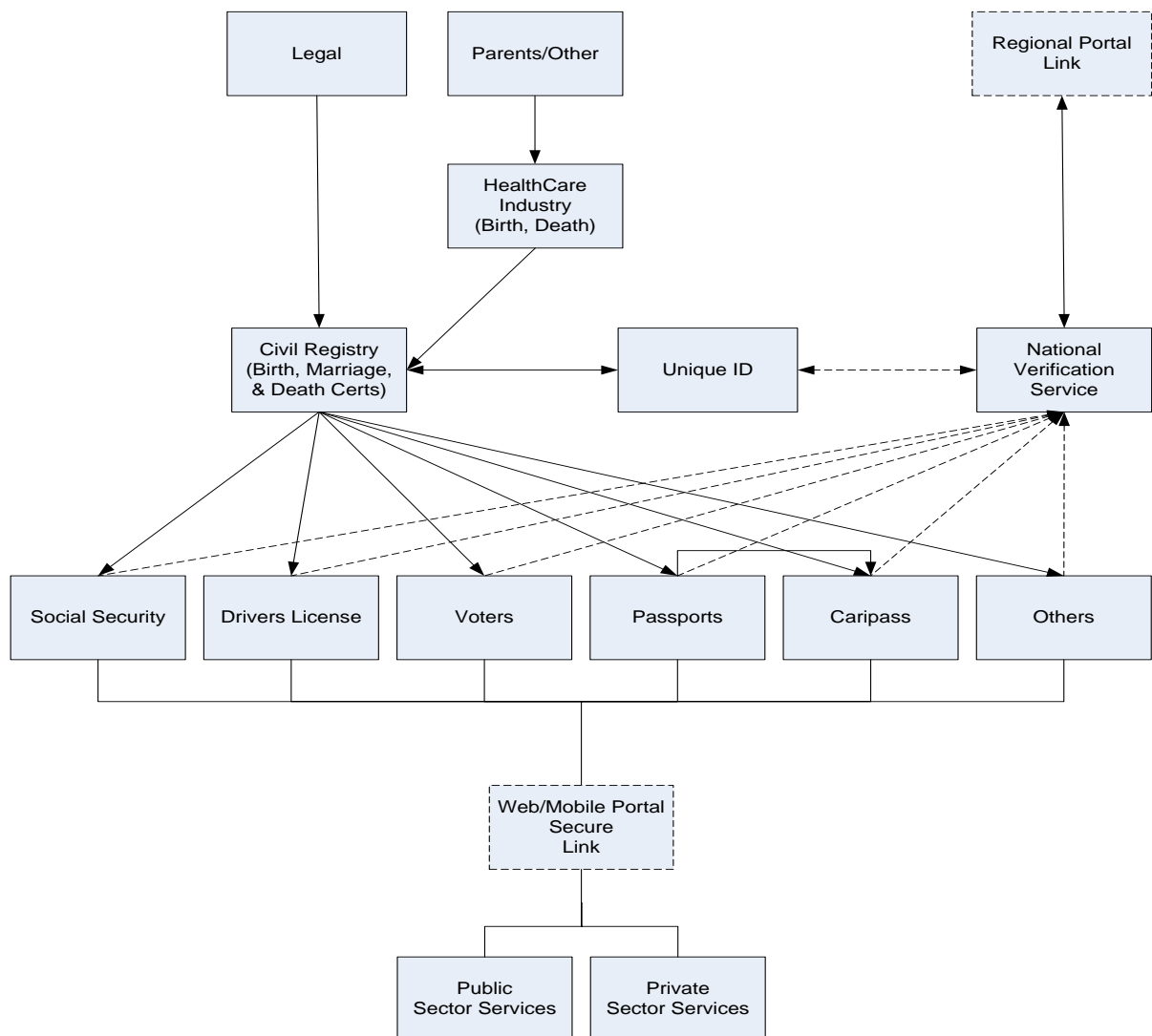
Track 1.15: Additional requirement: Digital document repository

The Details of the process and functionalities is mentioned in section 4(A) (Requirements Specifications) (Unique Identification System (UID))

- A. **Brief description of the tracks for achieving Objective-2: To design, develop and establish a robust Civil Registry System (CRS) for registering life events relating to birth, death and marriage which is integrated and interoperable with UID Identification system and other external systems like HM&IS.**

In the age of Digital transformation, the Commonwealth of Dominica has identified an imperative need for a modern Civil Registry System (CRS). The envisaged CRS should be equipped to authenticate and verify the digital identities of every citizen, ensuring unparalleled accuracy and trustworthiness. As a fundamental requirement, this system should streamline citizen-state interactions, optimize governmental operations, and pave the way for efficient service delivery. Our mandate is to foster a holistic identity approach, ensuring that the forthcoming CRS serves as a bedrock for transparent governance and robust identity management.

National Data Flow Diagram



To provide e-government services in both the public and private sectors, the conceptual design proposes a web and mobile portal; providing the ability to access various governmental services online. Indicative functionalities of the Civil Registry System (CRS) software are described as under:

Function	Description
Administration	List Maintenance (including impediment list) and scanning of authority signature.
Operator Account Management	Management of operator accounts and privileges.
Operator Logon/Logoff	Logon and logoff of operators to the different system functionality.
Data Entry	Recording and registration of events (birth, marriage, death, adoption, change of name, and amendments to registered events), and update of event book coordinates.
Supervisor Review (Registrar review and approval)	Review and approval of event registration requests (birth, marriage, death, adoption, and amendments (including change of names)). Once approved at Supervisor Review, events are officially registered, and certificates can be printed for them. Review and approval of requests for attestation of non-marriage letters and burial permits.
Consultation	Advanced search and consultation of Person and Event records, view records history, printing of records, and exporting of Person and Event records.
Certificate Request	Accept requests to print certificates (front-counter operations). Includes searching for events prior to request creation. Includes printing of certificates.
Inventory	Management of the certificates inventory.
Reports	Generation of operation, production, statistical, and audit reports.
Auditing	Auditing of all significant operator actions on the system.
Certificate Validation Service	Allow authorized users to enter birth certificate details and verify that the event is registered in the system.

Below section describes the logical stages required for implementing the integrated, interoperable web as well as mobile Civil Registry System (CRS) software:

Track 2.1: Finalize the service delivery process and FRS & SRS

1. The SI shall Undertake the study of the present system, present process maps and validate the same with all stakeholders. This would include preparing process maps for the processes using any business process mapping tools. The As-Is workflow maps are presented in the Section 4-B of Requirements Specifications.

2. The SI is expected to study the good practices followed in carrying out the work in similar domain (including, but not limited to the UN best practices document in this domain) and accordingly design, develop/customize the solution for CRS.
3. Follow the functional requirement Specification lay out in Section 4-B of Requirement Specifications.

Track 2.2: Deployment of Hardware & Software and O&M of Data Center and Disaster Recovery Centre

To run the CRS, the SI shall create the development, testing acceptance and production (DTAP) environment at the DC. The DTAP environment is briefly explained as under:

- **Development:** The desired CRS application shall be developed on a development system. The SI shall setup Client/Server architecture for necessary development environment for the developers. This development environment might have no testing capabilities. The SI may use agile methodology for the necessary development.
- **Testing:** Once the developers complete the development, the product is deployed to a test environment, to verify its functionality as expected. This test environment is supposedly standardized and in close alignment with the target/production environment. The SI shall prepare a detailed test plan for all the three levels of the testing i.e., unit testing, integration testing, and system testing. Based on the test plan the SI shall develop testing scripts for necessary testing of the application. The SI shall prepare a report of the test results for necessary sign-off and progression to the next stage.
- **Acceptance:** If the test is successful, the application is copied to an acceptance test environment. During the Acceptance test, the Purchaser will test the product in this environment to verify whether it meets their expectations.
- **Production:** If the Purchaser accepts the application, it is then deployed to a production environment, making it available to all users of the system.

The SI shall also setup corresponding production environment and necessary backups in the disaster recovery site provided by GoCD. The SI shall deploy servers, storage and necessary hardware, cable, connectors, etc. along with the operating systems, preferably open source, drivers etc. to setup the above environment whereas the GoCD shall provide rack space, electrical power along with backup and other physical infrastructures for running the servers. Indicative hardware and software list for DC and DR is placed at Annexure-A.

The SI shall also be performing O&M of the DC and DR facilities once the Go-Live of the applications described. The O&M shall include but not limited to:

- Scheduled Maintenance
- Fault and Fraud Detection
- Service Management
- Asset Management, etc.

Track 2.3: Deploying the CRS application

1. Preparation of design document for the web and mobile CRS application
2. Preparation of test plan and test cases
3. Software development based on the requirements / SRS / FRS
4. Database design for the new CRS application
5. Preparation of data migration plan
6. Data migration from the legacy system and testing of the same for correctness
7. Linking UID number against the records of the Civil Registry Systems (CRS)

Track 2.4: UAT of CRS application

The SI shall perform following test including but not limited to:

1. Submit for approval, a User Acceptance Testing Plan with test cases to ensure that the assessment can be done to assure users that the system functions as required in the production environment.
2. Administer the test plans and obtain feedback.
3. Make changes to the application based on feedback given.
4. Prepare user manuals and associated training.
5. Provide support as needed to stakeholders as they conduct live simulations.
6. Make changes where necessary to refine the application based on stakeholders’ feedback and with the approval of GoCD

The test cycle should include the following:

1. **Unit Testing:** Carry out the unit testing to make sure each component and module of the system functions as designed.

2. **Integration Testing:** After all modules of the system are developed, integration testing is carried out to make sure that all modules function and perform as expected when working in combination.
3. **Load testing:** Since the application will be used by a large number of users in future, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration.
4. **Recovery Testing:** One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests shall be carried out to see how well the system recovers from crashes and Architecture Functional failures.
5. **Security Testing:** Perform detailed security testing of the system to cover at least OWASP top ten risk (<https://owasp.org/www-project-top-ten/>). This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection, XSS attacks, cross-site scripting, command Injection, file path traversal etc. This shall be done by using threat detection and vulnerability scanning software. Security audit needs to be repeated every time there is a code change done.

The following User Acceptance Testing (UAT) approach will be carried out by the Purchaser prior to system acceptance and signoff:

1. **Usability Testing:** Test the navigation between screens, user-friendliness, and workflows of each of the screens. Against this, if deficiencies are identified the interface may be redesigned during this testing phase based on feedback from the Client.
2. **Functional Testing:** A complete end to end functional testing cycle shall be run. During the functional test, actual processes, and all key functions of the UID Enrolment Software shall be tested against the signed-off functional requirements, (end to end) to see if the system meets the requirements, stores data and generates reports properly.
3. **Acceptance Testing:** An end to end functional and quality of service (including security, performance, and robustness) will be completed by the Purchaser prior to any system sign off.
4. **UAT Test Script** – The SI shall create the UAT test cases and user scenarios to cover all core functionalities of the CRS Software. In each test case, write the manual test steps to be followed by the Purchaser’s test team. The Purchaser will use this set, in addition to their own developed UAT test cases to complete the tests.

Track 2.5 Training of CRS Software users

The SI shall prepare a training module on the CRS software using it shall provide training to the user at different level as per the roles. Following tasks are envisaged for the SI:

1. Preparation of a training plan and training material for conducting the user training (the user training would have to be conducted through in-person classroom sessions and hands-on sessions with the users on the simulated CRS software)
2. Conducting the training programs (in-person)
3. Repeating the training program on a periodic basis (or conducting refresher sessions)
4. The SI should prepare the CRS user by training them on various modules and as per the roles before the Go-Live

Track 2.6: Development of user manuals and FAQs

1. The SI shall prepare and submit user manuals, training manuals, system usage and FAQ document
2. The SI would also need to support changes in the document during the course of the contract

Track 2.7: Go-Live of CRS Software (web and mobile version both)

It is suggested that once the UAT is signed-off by GoCD, the CRS software should be pilot run for a period of 1 month. During this period the SI should:

1. Monitor the functioning of the CRS should under actual scenario. It should record the errors, ease of accessibility/usability, performance, etc. and fine-tune the CRS software for Go-Live
2. Monitor the performance the CRS software operators and perform the capacity building
3. Perform UAT again of the updated CRS software and necessary sign-off should be obtained from GoCD

Once the UAT Sign-off is obtained the CRS software may be released for Go-Live in the production environment.

Track 2.8: Capacity building of CRS operations

1. Create SOPs for CRS operations
2. Help support the CRS team working on CRS operations as and when needed with response to queries, hand-holding support etc.
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.

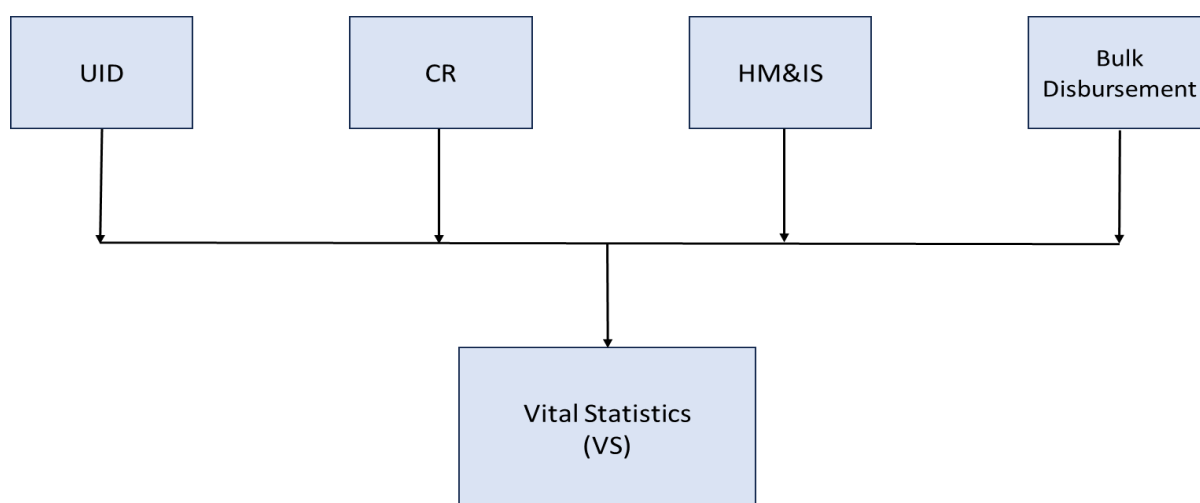
Track 2.9: Performing Operations & Maintenance

The SI shall carry-out the setup and development activity within 6 months of the contract signing, thereafter, the SI shall perform the enrolment as well as O&M for the period of 1year or June 2026 whichever is earlier. The indicative schedule is mentioned as under;

Activity	Time Period
Contract Signing	T ₀
Mobilization	T ₀ = 15 days
Study of the departments and submission of the FRS / SRS	T ₁ = T ₀ + 1 month
Commissioning Data Center and Disaster Recovery Centre	T ₂ = T ₁ + 1 month
Software design, development, testing and readiness for Go-Live	T ₂ = T ₁ + 4 months
UAT of the software and bug fixes	T ₄ = T ₃ + 1 month
Go-Live	T ₅ = T ₄ + 1 month
Maintenance and Support	T ₆ = T ₅ + 1 year or Till June 2026 whichever is earlier

- B. Brief description of the tracks for achieving Objective-3: To design, develop and establish a robust Vital Statistics System (VSS) platform where data will be ingested from Unique Identification System (UID), Civil Registry (CR), HM&IS and Bulk Disbursement. The system will consume the data to provide all critical indicators related demography, health, benefits etc.**

Recognizing the critical role of demographic data in shaping the nation's future, the Commonwealth of Dominica has underscored the necessity for an advanced Vital Statistics System (VSS). This proposed VSS should offer more than mere data collection; it must provide a comprehensive overview of the nation's demographic indicators, ranging from birth and death rates to other pivotal metrics. An essential requirement is for the VSS to arm decision-makers with insights that facilitate optimal resource allocation, informed investment strategies, and adaptive policy-making. The envisioned VSS will be instrumental in navigating the path toward achieving GoCD’s Sustainable Development Goals and embodying a data-centric approach to governance.



The platform will provide the key indicators that are critical for sustainable development goals. These indicators will be available through Dashboards containing Visualization, Canned Reports, Alerts/Notifications as well as APIs (for consumption by other systems). Indicative functionalities of the Vital Statistics System (VSS) software are described as under:

Function	Description
Data Ingestion	<p>The platform will have APIs through which Data will be ingested from Data Sources. List of current data sources are as mentioned below (the system should have capability to add new data sources and related KPIs):</p> <ol style="list-style-type: none"> 1. Unique Identification System (UID) 2. Civil Registry System (CRS) 3. Health Management & Information System 4. Bulk Disbursement System

Data Transformation	<p>The platform will provide all functionalities for Data Transformation that will include the following:</p> <ol style="list-style-type: none"> 1. Data Quality 2. Data Privacy 3. Aggregation 4. Deriving Dimensions, Measures & KPIs
Dashboard	The Dashboard will provide all the KPIs through Visualization and canned Reports. The Dashboard will have facility for creating Ad Hoc Visualization and Reports
Alerts/Notifications	Alerts & Notification Functionalities will be provided for the KPIs
System Administration	<p>The System Administration Module will have following features</p> <ul style="list-style-type: none"> • User Management • Data Governance • Access Management • Add/Update/Delete Data Source • Add/Update/Delete Data Pipeline • Add/Update/Delete Dashboard Components
Consultation	Advanced search and consultation of Person and Event records, view records history, printing of records, and exporting of Person and Event records.
Certificate Request	<p>Accept requests to print certificates (front-counter operations). Includes searching for events prior to request creation.</p> <p>Includes printing of certificates.</p>
Inventory	Management of the certificates inventory.
Reports	Generation of operation, production, statistical, and audit reports.
Auditing	Auditing of all significant operator actions on the system.
Certificate Validation Service	Allow authorized users to enter birth certificate details and verify that the event is registered in the system.

Below section describes the logical stages required for implementing the integrated, interoperable web as well as mobile Vital Statistics System (VSS) software:

Track 3.1: Study of Existing Processes and Data Sources & Finalizing the FRS & SRS

1. The SI shall Undertake the study of the (Existing Processes and Data Sources) present system, present process maps and validate the same with all stakeholders. This would

include preparing process maps for the processes using any business process mapping tools.

2. The SI is expected to study the KPIs related to Sustainable Development Goals and as well good practices followed in carrying out the work in similar domain (including, but not limited to the UN best practices document in this domain) and accordingly prepare for VSS.
3. Prepare the Functional Requirement Specifications (FRS) and Software Requirement Specifications for implementation of the new system. The SRS and FRS should clearly spell out the functional and system requirement for the software including, but not limited to, software / system scope, functionalities, modules, features, role and access related requirements, interfaces including external integration needs etc. The SRS and FRS are expected to use tools such as use case diagrams, activity flow diagrams, data flow diagram, etc.

Track 3.2: Deployment of Hardware & Software and O&M of Data Center and Disaster Recovery Centre

To run the VSS, the SI shall create the development, testing acceptance and production (DTAP) environment at the DC. The DTAP environment is briefly explained as under:

- **Development:** The desired UID and authentication application shall be developed on a development system. The SI shall setup Client/Server architecture for necessary development environment for the developers. This development environment might have no testing capabilities. The SI may use agile methodology for the necessary development.
- **Testing:** Once the developers complete the development, the product is deployed to a test environment, to verify its functionality as expected. This test environment is supposedly standardized and in close alignment with the target/production environment. The SI shall prepare a detailed test plan for all the three levels of the testing i.e., unit testing, integration testing, and system testing. Based on the test plan the SI shall develop testing scripts for necessary testing of the application. The SI shall prepare a report of the test results for necessary sign-off and progression to the next stage.
- **Acceptance:** If the test is successful, the application is copied to an acceptance test environment. During the Acceptance test, the Purchaser will test the product in this environment to verify whether it meets their expectations.
- **Production:** If the Purchaser accepts the application, it is then deployed to a production environment, making it available to all users of the system.

The SI shall also setup corresponding production environment and necessary backups in the disaster recovery site provided by GoCD. The SI shall deploy servers, storage and necessary hardware, cable, connectors, etc. along with the operating systems, preferably open source, drivers etc. to setup the above environment whereas the GoCD shall provide rack space, electrical power along with backup and other physical infrastructures for running the servers. Indicative hardware and software list for DC and DR is placed at Annexure-A.

The SI shall also be performing O&M of the DC and DR facilities once the Go-Live of the applications described. The O&M shall include but not limited to:

- Scheduled Maintenance
- Fault and Fraud Detection
- Service Management
- Asset Management, etc.

Track 3.3: Deploying the VSS application.

1. Preparation of design document for the web and mobile VSS application
2. Preparation of test plan and test cases
3. Software development based on the requirements / SRS / FRS
4. Data Model design for the new VSS application
5. Preparation of data ingestion plan
6. Data ingestion from existing source systems and testing of the same for correctness with respect to Visualization, Reports and Alerts/Notifications

Track 3.4: UAT of VSS application.

The SI shall perform following test including but not limited to:

1. Submit for approval, a User Acceptance Testing Plan with test cases to ensure that the assessment can be done to assure users that the system functions as required in the production environment.
2. Administer the test plans and obtain feedback.

3. Make changes to the application based on feedback given.
4. Prepare user manuals and associated training.
5. Provide support as needed to stakeholders as they conduct live simulations.
6. Make changes where necessary to refine the application based on stakeholders’ feedback and with the approval of GoCD

The test cycle should include the following:

1. **Unit Testing:** Carry out the unit testing to make sure each component and module of the system functions as designed.
2. **Integration Testing:** After all modules of the system are developed, integration testing is carried out to make sure that all modules function and perform as expected when working in combination.
3. **Load testing:** Since the application will be used by a large number of users in future, load testing will be performed to see how the system performs under heavy loads. This may require fine tuning the web server, application, application server, and/or the database server or network configuration.
4. **Recovery Testing:** One of the important aspects of an application is how well it can recover in case of a system failure, server shutdown, or service failure. Tests shall be carried out to see how well the system recovers from crashes and Architecture Functional failures.
5. **Security Testing:** Perform detailed security testing of the system to cover at least OWASP top ten risk (<https://owasp.org/www-project-top-ten/>). This involves a complete penetration test to make sure the application and the server is not vulnerable to any type of attacks such as SQL injection, XSS attacks, cross-site scripting, command Injection, file path traversal etc. This shall be done by using threat detection and vulnerability scanning software. Security audit needs to be repeated every time there is a code change done.

The following User Acceptance Testing (UAT) approach will be carried out by the Purchaser prior to system acceptance and signoff:

1. **Usability Testing:** Test the navigation between screens, user-friendliness, and workflows of each of the screens. Against this, if deficiencies are identified the interface may be redesigned during this testing phase based on feedback from the Client.
2. **Functional Testing:** A complete end to end functional testing cycle shall be run. During the functional test, actual processes, and all key functions of the UID Enrolment

Software shall be tested against the signed-off functional requirements, (end to end) to see if the system meets the requirements, stores data and generates reports properly.

3. **Acceptance Testing:** An end to end functional and quality of service (including security, performance, and robustness) will be completed by the Purchaser prior to any system sign off.
4. **UAT Test Script** – The SI shall create the UAT test cases and user scenarios to cover all core functionalities of the UID Enrolment Software. In each test case, write the manual test steps to be followed by the Purchaser’s test team. The Purchaser will use this set, in addition to their own developed UAT test cases to complete the tests.

Track 3.5 Training of VSS Software users

The SI shall prepare a training module on the VSS software using it shall provide training to the user at different level as per the roles. Following tasks are envisaged for the SI:

1. Preparation of a training plan and training material for conducting the user training (the user training would have to be conducted through in-person classroom sessions and hands-on sessions with the users on the simulated VSS software)
2. Conducting the training programs (in-person)
3. Repeating the training program on a periodic basis (or conducting refresher sessions)
4. The SI should prepare the VSS user by training them on various modules and as per the roles before the Go-Live

Track 3.6: Development of user manuals and FAQs

1. The SI shall prepare and submit user manuals, training manuals, system usage and FAQ document.
2. The SI would also need to support changes in the document during the course of the contract.

Track 3.7: Go-Live of VSS Software (web and mobile version both)

It is suggested that once the UAT is signed-off by GoCD, the VSS software should be pilot run for a period of 1 month. During this period the SI should:

1. Monitor the functioning of the VSS should under actual scenario. It should record the errors, ease of accessibility/usability, performance, etc. and fine-tune the VSS software for Go-Live.

2. Monitor the performance the VSS software operators and perform the capacity building.
3. Perform UAT again of the updated VSS software and necessary sign-off should be obtained from GoCD

Once the UAT Sign-off is obtained the VSS software may be released for Go-Live in the production environment.

Track 3.8: Capacity building of VSS operations

1. Create SOPs for VSS operations.
2. Help support the VSS team working on VSS operations as and when needed with response to queries, hand-holding support etc.
3. The SI shall setup a Help Desk to resolve the queries, escalations, from the VSS 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.

Track 3.9: Performing Operations & Maintenance

The SI shall carry-out the setup and development activity within 6 months of the contract signing, thereafter, the SI shall perform the enrolment as well as O&M for the period of 1year or June 2026 whichever is earlier. The indicative schedule is mentioned as under;

Activity	Time Period
Contract Signing	T ₀
Mobilization	T ₀ = 15 days
Study of the departments and submission of the FRS / SRS	T ₁ = T ₀ + 1 month
Commissioning Data Centre and Disaster Recovery Centre	T ₂ = T ₁ + 1 month
Software design, development, testing and readiness for Go-Live	T ₂ = T ₁ + 4 months
UAT of the software and bug fixes	T ₄ = T ₃ + 1 month
Go-Live	T ₅ = T ₄ + 1 month
Maintenance and Support	T ₆ = T ₅ + 1 year or Till June 2026 whichever is earlier

Requirements Specifications

A. *Unique Identification System (UID)***Unique Identification (UID) System**
*Functionality & Flow***Introduction**

In today's digital ecosystem, each individual has a unique digital identity that is mobile, transactional, interoperable, portable social and secure. A digital identity contains certain unique identifiers that allow systems and applications to identify who they are interacting with and further support them in claiming their rights, services, and entitlements. The Unique Digital Identifier (UID) is proposed to be an identification number that will authenticate a citizen's identity across various use cases, be it for governance, health, education, financial services, transport and urban development amongst others. On a national level, data from UIDs is used to evaluate the social and economic status of a population and plan for its development.

Objectives

To develop and implement an identification and authentication platform using UIDs issued from birth and for adults. The UID platform will be used across the GoCD for the authentication and delivery of public services using a digital platform. The use of the UID number will enable the backend integration and interoperability with various data registries (External systems) in the country. When combined with an authentication layer and payment platform, it will facilitate digital public service delivery while maintaining the privacy of individuals' data. The UID system is intended to be interoperable with other systems such as the Hospital Information Management System (HIMS) as well as the Civil Registry System (CRS) and Vital Statistics System (VSS) and other External Systems of country in future.

The Unique Identification system (UID) will serve the following purposes:

1. **Unique Identification**: Providing a unique identification number to serve as a verifiable proof of identity, claimed by a single individual, enabling easier access to various government and private sector services.
2. **Efficient Transfer of Benefits**: Creating error-free and direct disbursement of benefits to beneficiaries, with reduced incidences of lapses or fraud.
3. **Simplifying Verification Processes**: Streamlining of the verification process by providing a digital identity that could be easily authenticated, reducing paperwork and administrative burdens.
4. **Digital Identity Infrastructure**: Establishing a robust and scalable digital identity infrastructure that could be utilized by service and benefit providers to improve service delivery.
5. **Enhancing National Security**: Enhancing national security by providing a reliable and secure means of verifying the identity of individuals, which could be useful in various security-related activities.

6. **Creating a Digital Credential:** The UIN can be used as a digital credential for identity verification and eKYC purpose by external applications like Digital Signature, CR System, eOffice/DMS, VSS and other applications used by financial organizations, academic institutions.

Key Architecture Principles

The Architecture Principles below will be used to inform activities throughout the project lifecycle, providing a clear standard for all project outputs and deliverables.

Architecture Principle	Description
<i>Business Principles</i>	
Primacy of Principles	These principles of information management apply to all organizations within the UID System.
Business Continuity	UID System operations shall be maintained in spite of system interruptions. There must be the capability to continue the business functions regardless of external events. Hardware failure, natural disasters, and data corruption should not be allowed to disrupt or stop UID System activities. The enterprise business functions must be capable of operating on alternative information delivery mechanisms; therefore, a hybrid infrastructure model shall be proposed.
Compliance with Law	UID System management processes shall comply with all relevant laws, policies, and regulations.
<i>Data Principles</i>	
Data Integrity	Maintain and assure the accuracy, consistency and completeness of UID data over its entire life cycle. Establish information security measures that emphasize strong data rights management and prevent unauthorized access.
Data Security	Data shall be protected from unauthorized use and disclosure. In addition to the traditional aspects of national security classification, this includes, but is not limited to, protection of pre-decisional, sensitive, source selection-sensitive, and proprietary information.
Data Confidentiality	Confidentiality of personal information in vital statistics microdata and any associated statistical reports shall be safeguarded to an extent consistent with the intended uses of these records for specific administrative and statistical purposes.
Data is an Asset	UID data is an asset that has national value and shall be managed accordingly.
Access to Data	Users and citizens shall have timely access to accurate data based on role-based access control (RBAC).
Data Interoperability	The CRS & VSS system will be interoperable with the UID and other external application.
Data Authentication	The system shall enable authentication for access to online services and digital signatures for commitment and non-repudiation. The system must implement role-based access control to restrict access based on user roles and permissions.

Data Protection Laws	The system must comply with data protection laws and ensure user privacy is protected.
<i>Application Principles</i>	
Technology Independence	Applications shall be independent of specific technology choices and therefore should be able to operate on a variety of technology platforms (eg. iOS, Android, etc.).
Ease-of-Use	Applications shall be easy to use. The underlying technology shall be transparent to users.
Modularity and Open Architecture	The total solution should be built as a collection of modules, or subsystems, each performing a well-defined identity task and having an open interface. The modules represent specialized services that are easy to orchestrate into total solutions using standard IT integration and open architecture methodology.
Mobile and Web Interfaces	The system must provide user-friendly mobile and web interfaces for enrolment, authentication, and self-service operations. The system must ensure accessibility and usability for individuals with disabilities.
<i>Technology Principles</i>	
Requirements-Based Change	Changes to applications and technology shall only be made in response to project needs.
Control Technical Diversity	Technological diversity is controlled to minimize the non-trivial cost of maintaining expertise in and connectivity between multiple processing environments.
Interoperability	The software shall conform to defined standards that promote interoperability for data, applications, and technology.
Cloud Computing	The system must be able to be hosted in the cloud for scalability and flexibility.
Scalability	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.
Reliability	The system should be reliable, with high-quality performance and minimum or no down-time.
Availability	The system should remain operational and accessible to users when needed, across geographies.

Integration UID System

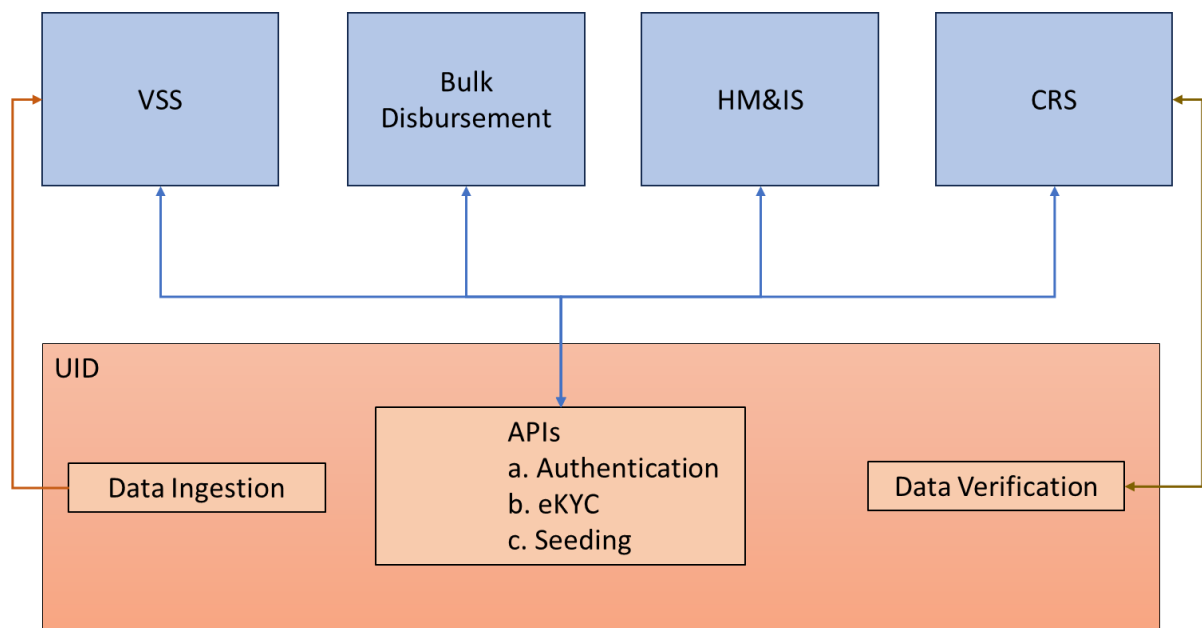
The existing UID System GoCD is proposed to be the system for all the citizen in the Commonwealth of Dominica. To avail any services, citizens will raise Enrolment requests through UID system or centre by filling out forms. The data provided by citizens has to be shared with System through bidirectional APIs after successful validations and other processes for the UID then the UIN is generated.

1. Consumption of UID APIs:- In this the UID System , UID APIs to be consumed by all External Systems like Civil Registry system(CRS) , Vital Statistics System (VSS) and other external systems in future. Process below:

- a. Authentication:-
- b. ekyc:-
- c. Seeding: -Seeding is process of linking UIN with the documents with external system.

2. Ingestion in to VSS: - UID will ingest Data in to VSS_

3. Validation from CRS:- In the UID System the data should be Validated from CRS system .UID will Consume APIs of CRS for Validation/Verification. The CR system should process the application data, update citizen records, and send back the status to System for UID Validation. The CR system will also act a repository for storing all the event related data of citizens and should be integrated with UID as required by GoCD.



Integration in UID

UID Functional Requirements

The core functional requirements of the UID are as follows:

SN	Requirement Type
I. UID Registration Portal	
A. Enrolment	
1	Users must be able to create and submit their registration form remotely using a citizen portal and Citizens also have an option to apply from the UID centre.
2	On completion of validation steps, the system must prompt the user to verify all registration form information.
3	The system must allow users to upload documents and certificates
4	The system must allow the user to “Save”, “Draft” or “Edit” the registration forms.

5	The system should allow for the amendment/ editing of records such as name and address based on authentication with necessary documentation.
6	The system must allow users to schedule appointments.
7	The system must be able to link family records.

B. Verification/Validation

1	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.
2	If the system identifies errors in data validation, the system must prompt the user to update specific fields.
3	The system must allow users to raise grievances via the system so they can be logged and tracked to resolution.
4	The system must be able to validate submitted data against same items of information in accompanying documents.
1	The system should be able to generate a QR code on the certificate and using this QR code, the system should provide a facility for users to check the authenticity of the certificate
2	The system should allow download printing or re-printing of documents and certificates.

C. UIN Generation

1	The system must send notifications and alerts for critical events, such as registration deadlines, data updates or data discrepancies via SMS or email.
2	The system must provide prompts and alerts based according to protocol.

D. Card Issue (Digital/Physical)

1	The system issuing the UID card Digitally on the portal and physically after validation/verification process.
2	The system must give the option to download the pdf of the UID.
3	The system must send the UID of the citizen on the portal for digital use.

E. Updation of Citizen Information

1	The system must verify the details of the citizen with the documents.
2	The system must check the all details in the system and gives notification to the system.
3	The system update the details of the citizen.

F. API

The UID System Must be consumed by all external Systems. The UID System is provider and other external systems are the consumers. In this these three APIs are working with systems:

a.	Authentication: The system shall enable authentication for access to online services and digital signatures for commitment and non-repudiation. The system must implement role-based access control to restrict access based on user roles and permissions. The system must authenticate with the demographic information along with the systems.
b.	eKYC: The system verifies the citizens identity and address digitally with the other systems
c.	Seeding: The system must link the UID with other documents of the systems.

G. Reports

1	The user must be allowed to download a soft copy version of their UID as a PDF document once available on the portal post completion of enrolment.
2	The user must be allowed to receive the hard or physical copy of the UID from the centre.
II. Administration Facing Portal	
A. General Functionalities	
1	The system must have a user management system that handles user access, roles, and permissions within the CRS & VSS system and also log actions of all system administrators. The system must allow the administrator to control users (authenticate, create, update and deactivate system users and assign different levels of access based on their roles and responsibilities).
2	The system must ensure mature and consistent data security, privacy, and accountability by logging all user actions and system activities for auditing purposes. It must also include data encryption measures to protect sensitive information.
3	The system must allow for an easy search and deduplication process. The system must be able to automatically detect and raise an alert on the presence duplicate records and provide options for merging or removal of records.
4	The system must be able to share data between the CRS and VSS systems seamlessly.
5	The system must be able to create, edit, delete system administrator(s).
6	The system must be able to take photos of applicant and store it on the person record page.
7	The system must allow for uploading of photographs and scanned documents.
8	The system must allow for safe data sharing to other government databases (statistics, tax and social security etc.)
9	The system must allow system administrators to add/delete drop-down lists.
10	The system must support various security mechanisms for login and access including (but not limited to) the one-time password (OTP) linked to phone number or UID number.
11	The system must be able to register citizens and government officials.
12	The system must have a note functionality (to write a note if a record has been legally amended etc or to flag an issue).
13	The system must be integrated with a Payment Gateway
14	The system must be able to define, assign and revoke system permissions for system administrator(s).
15	The system must allow task management feature for users, such as grouping applications by completion/pending status.
16	The system must support various processes at the local registration office (entry of forms, manage approvals, identify gaps, etc.).
17	The system should design internal processes for submission and approvals.
18	The system must be responsible for overseeing data entry, validation, and maintenance to ensure data quality and integrity. It also must include data backup and recovery mechanisms to prevent data loss.
19	The system must facilitate seamless data exchange between the UID system and other relevant government departments, enabling efficient sharing of information.
20	The system must handle the long-term storage and retention of data, defining archival policies and disposal procedures.

21	The system must regularly back up the data to prevent loss in case of system failures and establish disaster recovery plans to ensure data continuity in emergencies.
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B. Reports

1	The system must be allowed to generate detailed reports and visual operational dashboards.
2	The system must allow generation of quality, timely and error-free reports.
3	The system must be able to generate filtered reports, certifications, etc.
4	The system must be able to analyse monitoring indicators.
5	Reports to be prepared in multiple formats, including CSV, JSON, PDF, and others as applicable).
6	The system must be able to define, view and export operational report content.
7	The system must allow authorized users to search for and retrieve records from the CRVS database based on fuzzy search and defined fields. Users should be able to access specific records based on search criteria such as an individual's name, date of birth, or event type.
8	The system must allow administrators to define performance management, operational reporting or monitoring report content parameters.
9	The system must allow administrators to view and export performance management, operational reporting or monitoring report(s).
10	The system must be able to generate reports on system performance and downtime, etc.
11	The system must be able to back up and restore data.
12	The system must be able to provide an overview of all records (a brief summary of the essential data elements from all the registries) through a dashboard.
13	The system must be able to incorporate data analytics tools to gain insights from user data.

III.SysAdmin Functionalities

C. General Functionalities

1	The system must have a user management system that handles user access, roles, and permissions within the UID system and also log actions of all system administrators/users. The system must allow the administrator to control users (authenticate, create, update and deactivate system users and assign different levels of access based on their roles and responsibilities).
2	The system must ensure mature and consistent data security, privacy, and accountability by logging all user actions and system activities for auditing purposes. It must also include data encryption measures to protect sensitive information.
3	The system must allow for an easy search and deduplication process. The system must be able to automatically detect and raise an alert on the presence duplicate records and provide options for merging or removal of records.
6	The system must be able to link family records.
7	The system must have processes to create, edit, delete event records, and log all creations and amendments to records. All amended records must be easy searchable.
8	The system must allow for safe data sharing to other government databases (statistics, tax and social security etc, as defined by law)
9	The system must allow system administrators to add/delete drop-down lists.

10	The system must support various security mechanisms for login and access including (but not limited to) the one-time password (OTP) linked to phone number or UID number.
11	The system must be integrated with a Payment Gateway.
12	The system must be able to define, assign and revoke system permissions for system administrator(s).
13	The system must allow task management feature for users, such as grouping applications by completion/pending status.
14	The system must support various processes at the local registration office (entry of forms, manage approvals, identify gaps, etc.).
15	The system should design internal processes for submission and approvals.
16	The system must be responsible for overseeing data entry, validation, and maintenance to ensure data quality and integrity. It also must include data backup and recovery mechanisms to prevent data loss.
17	The system must facilitate seamless data exchange between the CR system and other relevant government departments, enabling efficient sharing of information.
18	The system must handle the long-term storage and retention of vital event records, defining archival policies and disposal procedures.
19	The system must regularly back up the data to prevent loss in case of system failures and establish disaster recovery plans to ensure data continuity in emergencies.
20	The system must be able to send notifications.

II Operator Functionalities

1	The operator should be to enrol citizens for issuing UIN.
2	The system operator must be able to view and print certificates and log all certificates printed.
3	The system operator must be able to do entry of details for certificates.
4	The system operator must be able to take photos of applicant and store it on the person record page.
5	The system operator must allow for uploading of photographs and scanned documents.
6	The system operator must allow for registration of delayed/late birth registrations, children of single parents, and abandoned children (parents unidentified)

III Supervisor Functionalities

1	The supervisor must check the details of the documents or details of the citizen for the verification for amend records, and issue amendment certificates.
2	The system supervisor must have a functionality of verification/validation by the supervisor
3	The system supervisor must have an offline function, allowing for searching, validation and data entry in the event of network failure.

UID Module-Core wise Functional Modules and Process Workflows

The UID application will include several functional modules. Their workflows have been provided below:

1. Performing Enrolments in the Enrolment Centers

The enrolment in the EC shall be performed by the EO in the enrolment desk by the certified operators. The UID enrolment process includes visiting Enrolment Centre, filling the UID Enrolment/Correction, getting demographic data captured, submitting Proof of Identity (PoI) and Proof of Address (PoA) (including Passport, Driving License, Electricity Bill, etc), Proof of Date of Birth documents before collecting acknowledgement slip containing EID (Enrolment ID).

- a. There are other modes of enrolment for the resident who do not have any Proof of Identity and Proof of Address documents i.e., through Introducer based enrolment or Head of the Family based enrolment as described in section 1.3.1
- b. Resident needs to enrol only once, as multiple enrolments will result in rejections unless it is advised by the Authority.
- c. The waiting time for UID generation may vary up to 60 days after receipt of resident data packets in UID database.
- d. Further the enrolment is carried out as per the process defined in section 1.3.1

2. Performing preliminary data check and pushing to server

Once the demographic data of the resident is collected, the EC supervisor shall transfer/Export the data collected to the UID data center for further processing. The SI shall develop custom secured data transfer application that shall be used exclusive for UID purpose and shall be installed on the devices registered by UID. Every day after the enrolment hours of the EC, the supervisor using its login shall use the secured data transfer software to transfer data packet of each day’s enrolments to the UID data center. The secured data transfer shall encrypt the data packet before transmitting it to the data center which shall be decrypted by the authorized personnel in the data center. The SI shall setup a Data Quality Control (DQC) team which shall perform the preliminary check for the sanity of data. The SI shall also draft SoP for the preliminary DQC and identify error code for the following errors including but not limited to:

- a. **Missing Document:** When Document is missing in the QC i.e., enrolment operator fails to upload the proof document
- b. **Invalid Document:** When document uploaded is not one of the approved documents as mentioned in policy.
- c. **Document Name mismatch:** If there is mismatch between name of the document and actual document but it is valid document within approved list of UID
- d. **Demographic Data Mismatch** with the documents provided.
- e. **Poor Quality Document:** Document image is not clear /incomplete Scanned Image Not of Original Document
- f. **Fraudulent Document:** Document of another resident, tampered document, photo do not match.
- g. **Data corruption** due to technical error

The data that qualifies the DQC process shall only be taken for further processing and for rest of the data, rejection SMS with error code and reason shall be send to residents for further action. The SI shall develop an Artificial Intelligence (AI) based DQC module that shall mark the errors in the data vis-à-

vis scanned data. The marked data then shall be examined by UID authorized personnel for necessary rejection or approval.

SDK licensing

- a. The vendor shall supply perpetual Server and Desktop licenses for Multimodal SDK that work on latest Windows Operating Systems (both 32-bit and 64-bit systems) and Linux (32-bit and 64-bit systems).
- b. The vendor shall also supply perpetual Android and iOS licenses for Multimodal SDK.
- c. GoCD shall have unrestricted, unfettered, unlimited right to use the licenses and the rights to deploy the solution anytime anywhere
- d. The vendor shall provide periodic updates/ Bug-fixes/enhancements of SDKs during the entire validity period of the contract. New version of SDK should be backward compatible with existing version of the same vendor.

Management related

- a. Management related functions will be at two levels of security and allow the de-duplication component to be managed using programming interface. The required functions include:
 - i. Shutdown: The component is required to shut itself down.
 - ii. Resume: The component is required to resume its services.
 - iii. To get the size of the Reference Database.
 - iv. To provide with the list of Reference in the database

Data storage requirement

- a. Persistent data including the reference database may be stored in industry standard RDBMS or in file system. In both cases, the vendor should provide export tools to allow access to the data in situations including but not limited to change of vendor, database synchronization, backup, upgrade or maintenance. The exported data should be in industry standard format readable using open-source tools.
- b. The software should have necessary backup and restore functions for routine system administration.
- c. A copy of the reference database will be stored in an encrypted form in an industry standard database or file system existing at a separate location within the data centre.

Logging and monitoring

- a. Capability to log transactions at the component interface level, should be implemented such that it allows dynamic starting and stopping of this transaction logging service. The level of logging should be controllable using a configuration parameter.

- b. The audit system should be centrally managed and should be secured against tampering. The system should be able to capture before and after values from transaction logs, privileged user audits, raise alerts on suspicious activity. It should provide security facilities for role segregation within audit organization in terms of administrator, auditor etc. These audit logs should be kept per the retention policy of GoCD.
- c. Audit and logging system should be scalable and should have the space to grow. The system should be flexible to accommodate new audit requirements in the future.

Logs

The system should maintain the following:

- a. Template generation Time
- b. Total time taken for multi modal matching process (in seconds)
- c. Matching algorithm throughput
- d. Matching scores of each matcher including Fusion and the decision
- e. Verification Transaction Time
- f. Information on user (operator/manager/supervisor/auditor) roles and/or privileges, including creation/deletion of users and changes to roles.
- g. Changes to database records, including deletion of records
- h. Periodic statistics on various databases including size
- i. Activity log
- j. Change log
- k. Error log
- l. Denial of access
- m. Audit log
- n. System availability reports and usage reports (CPU usage, memory usage, IO usage)

Security Requirements

- a. All persistent data will be encrypted.
- b. ABIS will not have access and should not try to access any network resources except the resources referenced through the API.
- c. All backup data should be stored in encrypted format using a key(s) available to GoCD

Platform requirements

- a. The system should be compatible with Windows / Linux OS
- b. The system should be compatible with GPU

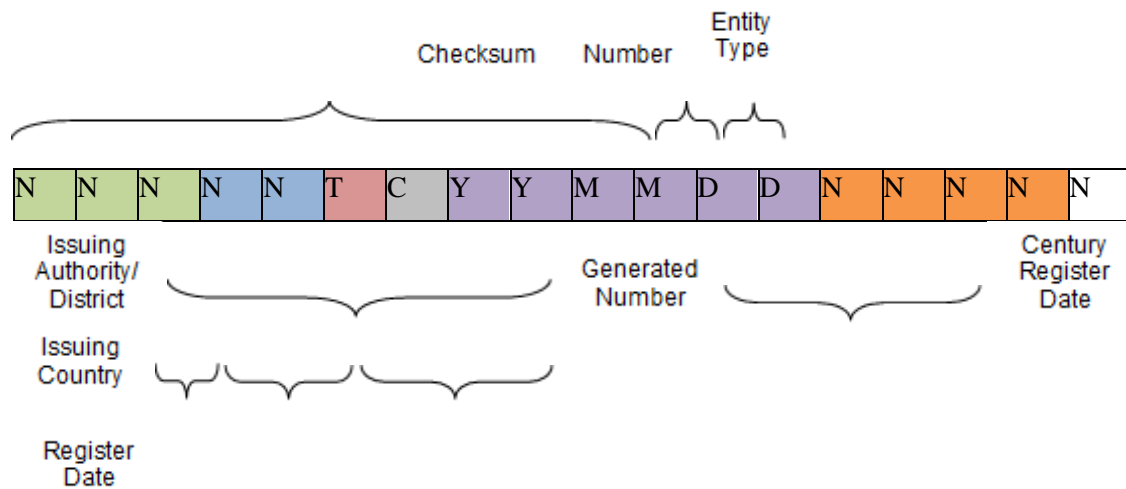
3. Generating UID number (UIN)

UIDD issues an UID number to the resident that has cleared the de-duplication process and generates a letter/SMS informing the resident of the same. The UID number is generated using format as defined by OECS EGRIP system document.

The proposed approach to structure a UID number system is based on current best-practices applied to the context of both individual countries and OECS existing frameworks. The

outcome must uniquely identify an entity (individual or organization) across OECS stakeholders, guarantee that uniqueness and assure privacy.

In addition, best-practices from the commercial sector were considered. The credit card industry has defined their card numbers using the ISO/IEC 7812 standard and their own specific processes to guarantee uniqueness. The same concepts can be adapted and applied to specify a unique number schema that issuing organizations within the participating countries (and across the region) would adhere to. Each issuing organization within each participating country would thereby generate Unique Identifiers that provide interoperability and uniqueness both nationally and across the region.



As illustrated above, the proposed Person UID number is composed of eighteen fields broken into the follow individual parts:

- a. Issuing Country (ISO standard 3166-1 ALPHA-3)
- b. Issuing Authority/District
- c. Entity Type
- d. Issuing Century
- e. 10-digit number
- f. Checksum (Modulus 11)

The first three digits of the Unique Identifier utilize the ISO 3166-1 ALPHA-3 standard to identify the country who issued the identifier. Table 8 provides the OECS countries and their associated ISO code numbers. This portion of the identifier provides the means to distinguish between countries of issuance.

Country Issuer	
Number	Issuing Country
212	Dominica
308	Grenada
662	Saint Lucia
670	Saint Vincent and the Grenadines

TABLE 8: ISO 3166-1 ALPHA-3

The two fields following the issuing country value provide a means to identify the issuing authority; this would be a district or agency value, unique on a national basis only, that identifies the agency/office responsible for enrolling and issuing the credential. This provides audit capability and assists with any investigation should any fraudulent activity occur or be suspected.

While each country will initially select a single issuing agency, the agency may have multiple issuing offices; these can be uniquely identified using the three-digit number in the UID. In addition, multiple agencies / organizations will eventually migrate to MPID and be issuers. A three-digit number supports a large potential number of agencies / organizations.

Table 9 and Table 10 provide illustrations of possible values for the issuing authority/district.

Country Issuing Authority	
Letter	Issuing Authority
CR	Civil Registry
DL	Driver’s License
NI	National Insurance (Social Security)
IM	Immigration
VO	Voter

EXAMPLE ISSUING AUTHORITY NUMBERS

Code	Subdivision name (en)
DM-02	Saint Andrew
DM-03	Saint David
DM-04	Saint George
DM-05	Saint John
DM-06	Saint Joseph
DM-07	Saint Luke
DM-08	Saint Mark
DM-09	Saint Patrick
DM-10	Saint Paul
DM-11	Saint Peter

ISO 3166-2 DISTRICT CODES

The entity type is a single field following the issuing authority and provides a mechanism to identify the number type; for example, if the number is assigned to a business, it may have the letter “B” which signifies the number is assigned to a business.

Entity Type	
Letter	Entity
B	Business
G	Government
P	Person
R	Resident

ENTITY TYPE

Following the entity type is another single field used to signify the century the identifier was issued. This century schema field is presently used in the Singapore NRIC identifier (See Appendix A). Table 12 provides the possible values for the field:

Century Register Date	
Letter	Century
S	1900 – 1999
T	2000 - 2099
U	2100 - 2199
V	2200 - 2299
W	2300 - 2399
X	2400 - 2499
Y	2500 - 2599
Z	2600 - 2699

CENTURY REGISTRY DATE

The last portion of the identifier is composed of a six-digit issuance date (i.e., YYMMDD) and a four-digit computer generated number. The four-digit computer generated number is a sequential number from 1 to 9999 which is reset to 1 each day. The four-digit number is used to guarantee the uniqueness of the identifier and allows up to 9999 registration a day at a single location.

Finally, a modulus 11 checksum is provided at the end of the Unique Identifier to provide a mechanism to readily determine if the number is internally consistent. Note – this does not assure that the identity is valid, only the Unique Identification.

4. Issuing UID Cards

Once the UID number is generated by UIDD, it sends the information regarding the issue of UID cards which the residents can obtain in following manner:

- a. Downloading e-UID from the e-UID website

- b. Collecting laminated UID card from Enrolment Centre
- c. Collecting PVC UID card from Enrolment Centre

The PVC UID card shall be printed in the following format as defined by OECS EGRIP system document:

The UID card shall follow common standards such as the ISO/IEC 7810 ID-1 card format used internationally to provide interoperability for the physical card size. Table 14 lists the most common card formats in use and highlights the ID-1 format.

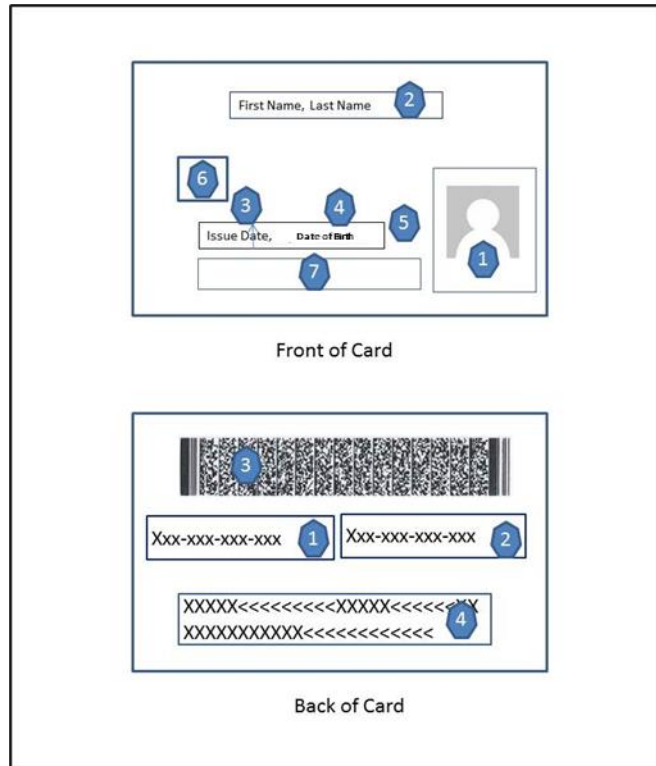
Card Physical Characteristics		
Format	Size	Usage
ID-1	85.60 × 53.98 mm	Most banking cards and ID cards
ID-2	105 × 74 mm	German ID cards issued before 2010
ID-3	125 × 88 mm	Passports and visas
ID-4	25 × 15 mm	SIM Cards

ISO/IEC 7810 IDENTIFICATION CARDS

The recommendations for the physical card layout are shown in Figure 9 and elements listed in Table 15. These are mandatory elements and space has been allotted for any IC based ID card. Exact dimensions and position details have been left out and will need to be determined based upon standards (ICAO, etc.) and equipment utilized to read and write information.

The below illustration presents the proposed layout of the UID cards with the definitions of the layout fields. The SI shall submit the design of the based on the fields proposed which shall be approved by the government to adopt as UID card for Dominica.

lea



PROPOSED UID CARD LAYOUT

Card Layout		
Zone	Front	Back
1	Photograph	Issuer Authority ID
2	Name	Resident’s Address
3	Issue Date	PDF 417 2D Barcodes (Non-Smart Cards)
4	Date of Birth	MRZ (ICAO9303)
5	Country Seal	
6	Smart Card IC (Optional)	
7	Signature	

MANDATORY CARD ELEMENTS

Card Data Requirements	
Field	Description
Issuing Authority ID	Provides country and Issuing Authority information.
Credential ID	The MPID for issued credential document.
Name	The individual’s name (would include first, last, etc.)
Issue Date	Credential issue date
Expiration Date	Credential expiration date

Photo	Latest photograph (should be updated maximum every 5 years)
MRZ	Machine Readable Zone (ICAO9303)

5. Performing Authentication

Besides Enrolment, the SI shall also perform the authentication services and develop an Authentication Module as described as under:

6. UID Authentication Software

The UID authentication software shall have two types of authentication facilities provided by the CR Authority, namely—

- i. Yes/No authentication facility, which may be carried out using any of the modes specified in point ii; and
- ii. e-KYC (Know Your Customer) authentication facility, which may be carried out only using OTP authentication modes as described under

A. Modes of Authentication

- i. An authentication request shall be entertained by the Authority only upon a request sent by a requesting entity electronically in accordance with these regulations and conforming to the specifications laid down by the CR Authority.
- ii. Authentication may be carried out through the following modes:
 - a. Demographic authentication: The UID number and demographic information of the UID number holder obtained from the UID number holder is matched with the demographic information of the UID number holder in the UID.
 - b. One-time pin-based authentication: A One Time Pin (OTP), with limited time validity, is sent to the mobile number and/ or e-mail address of the UID number holder registered with the Authority or generated by other appropriate means. The UID number holder shall provide this OTP along with his UID number during authentication and the same shall be matched with the OTP generated by the CR Authority.
 - c. Multi-factor authentication: A combination of two or more of the above modes may be used for authentication.
- iii. A requesting entity may choose suitable mode(s) of authentication from the modes specified in point ii for a particular service or business function as per its requirement, including multiple factor authentication for enhancing security. For the avoidance of doubt, it is clarified that e-KYC authentication shall only be carried out using OTP authentication

B. Information to the UID number holder

- i. At the time of authentication, a requesting entity shall inform the UID number holder of the following details:

- a. the nature of information that will be shared by the UID upon authentication.
 - b. the uses to which the information received during authentication may be put; and
 - c. alternatives to submission of identity information.
- ii. A requesting entity shall ensure that the information referred to in above point i is provided to the UID number holder in local language as well.

C. Information to the UID number holder

- i. After communicating the information in accordance with point B above, a requesting entity shall obtain the consent of the UID number holder for the authentication.
- ii. A requesting entity shall obtain the consent referred above in physical or preferably in electronic form and maintain logs or records of the consent obtained in the manner and form as may be specified by the CR Authority for this purpose.

D. Process of sending authentication requests

- i. After collecting the UID number or any other identifier provided by the requesting entity which is mapped to UID number and necessary demographic information and/ or OTP from the UID number holder, the client application shall immediately package and encrypt these input parameters into PID (Personal Identity Data) block before any transmission, as per the specifications laid down by the CR Authority, and shall send it to server of the requesting entity using secure protocols as may be laid down by the CR Authority for this purpose.
- ii. After validation, the server of a requesting entity shall pass the authentication request to the UIDDD, through the server of the Authentication Service Agency as per the specifications laid down by the Authority. The authentication request shall be digitally signed by the requesting entity and/or by the Authentication Service Agency, as per the mutual agreement between them.
- iii. Based on the mode of authentication request, the UIDDD shall validate the input parameters against the data stored therein and return a digitally signed Yes or No authentication response, or a digitally signed e-KYC authentication response with encrypted e-KYC data, as the case may be, along with other technical details related to the authentication transaction.
- iv. In all modes of authentication, the UID number is mandatory and is submitted along with the input parameters specified in point i above such that authentication is always reduced to a 1:1 match.

- v. A requesting entity shall ensure that encryption of PID Block takes place at the time of capture on the authentication device as per the processes and specifications laid down by the Authority.

E. Notification of authentication to UID number holder

- i. The UID number holder may be notified of OTP based authentication, through the registered email and/or mobile number of the UID number holder as determined by the Authority, at the time of authentication.

7. Performing Operations & Maintenance

The SI shall carry-out the setup and development activity within 3 months of the contract signing, thereafter, the SI shall perform the enrolment as well as O&M for the period of 15 months. The indicative schedule is mentioned as under;

Activity	Time Period
Contract Signing	T ₀
Mobilization	T ₀ + 15 days
Development SoPs and FRS & SRS	T ₀ + 1 month
Development and Deployment of UID Enrolment, Authentication Platform and Go-Live	T ₀ + 3 months
Setting up of Enrolment Centre	T ₀ + 3 months
Training and deployment of Manpower	T ₀ + 3 months
Commencement of Enrolment Activity	T ₀ + 3 months
O&M including enrolment and updating activities	T ₀ + 18 months (15 months of O&M) ¹

8. Additional requirement: Digital document repository

The bidder will create a digital document repository which can be used by the citizens for storing electronic / digitally signed / authenticated documents for easy reference and access. The access of the same can also be extended to GoCD for documents that may be needed from citizens for providing them services.

B. Civil Registry System(CRS)**Functional Requirements of Civil Registry System (CRS)***Functionality & Flow***Introduction**

CRVS Systems stands for Civil Registration and Vital Statistics Systems and represents the interoperability of three separate systems: Civil Registration, Health Information, and Vital Statistics.

The United Nations (UN) defines Civil Registration as: “The continuous, permanent, compulsory, and universal recording of the occurrence and characteristics of vital events (live births, deaths, fetal deaths, marriages, and divorces) and other civil status events pertaining to the population as provided by decree, law or regulation, in accordance with the legal requirements in each country.”

The primary purpose of Civil Registry (CR) is to establish the legal documents required by law. Civil Registry establishes the individual’s right to recognition as a person before the law and is the fundamental source of legally valid identity data used across government services.

Objectives

To develop and implement a robust Civil Registry (CR) Systems for registration and certification of key life events relating to birth, death and marriage, and generation of vital statistics. The CR system is intended to be interoperable with the Unique Digital Identifier (UID) system and other external systems that will serve as a source for data such as a Health Management & Information System (HM&IS) for notification of births and deaths occurring at health facilities and Civil Registry for the notification of marriages, divorces, adoption etc. Civil Registry is carried out primarily for the purpose of establishing the documents provided through decree or regulation in accordance with the legal requirement in each country.

The CR system will consist of a Civil Registry (CR) database. The CR will serve the following purposes:

- 1) Integration with eService Portal: eService portal will be used to provide citizens with the ability to report and generate documentation for various key life events by serving as the point of interaction with Civil Registry database. An event represents the official record of a life event reported to the Civil Registry system (CRS). The following event types will be supported through the eService portal:
 - a. Birth (includes still birth)
 - b. Death

- c. Marriage
- d. Non-Marriage
- e. Divorce
- f. Annulment
- g. Judicial Separation
- h. Adoption
- i. Legitimization

The data for the eService portal will be drawn from the HM&IS, UID and Civil Registry systems (CRS). For any event that exists in the system, a certificate can be requested to legally certify that the event is recorded by the Civil Registry system (CRS). Such a request is recorded by the CR system, including information about the event, and the person requesting the certificate.

- 2) Validation and Verification: Validation of all necessary documentation as a verification of the occurrence of the life event.
- 3) Storage and Archiving: Certificates generated will be digitally stored and accessible to individuals.
- 4) Certification: Each user will have a unique QR code on their certificate for document verification.
- 5) Data Sharing: Data will be interoperable with other citizen information systems such as the HM&IS, UID and eService portal systems.

Key Architecture Principles

The Architecture Principles below will be used to inform activities throughout the project lifecycle, providing a clear standard for all project outputs and deliverables.

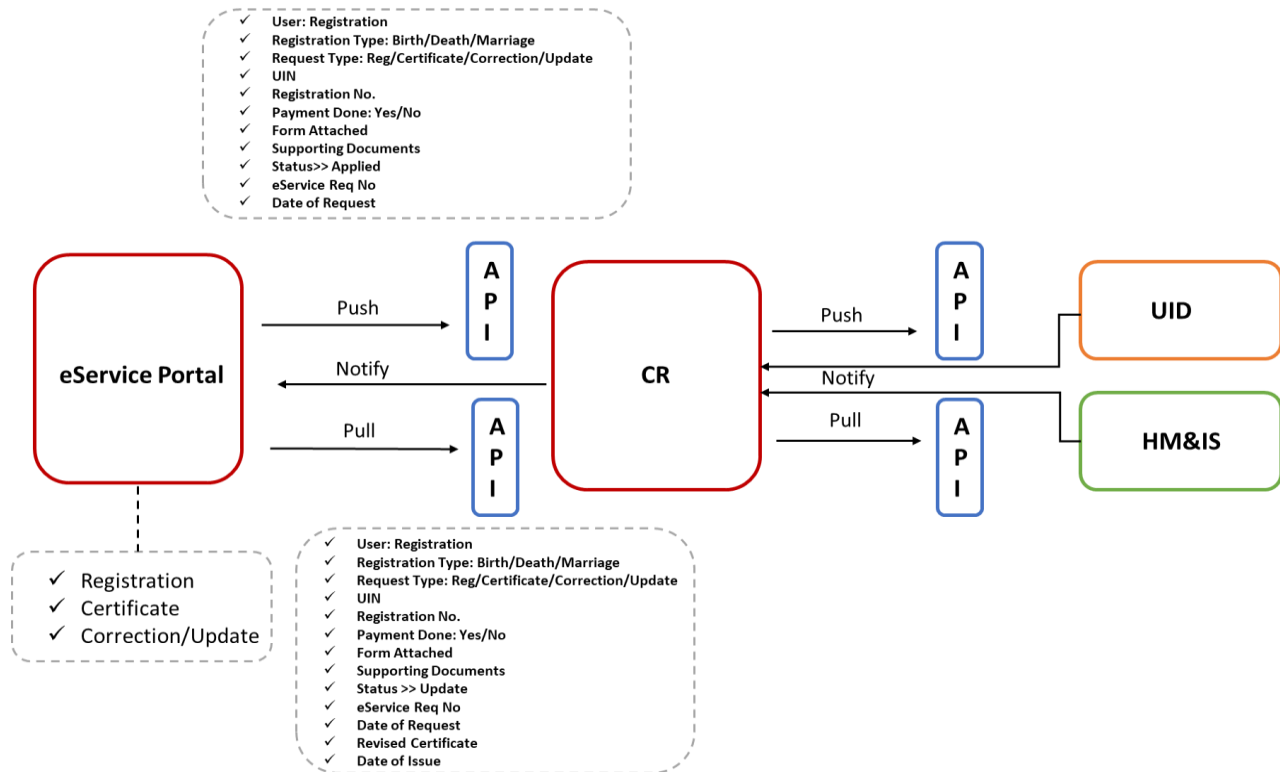
Architecture Principle	Description
<i>Business Principles</i>	
Primacy of Principles	These principles of information management apply to all organizations within the CR enterprise.
Business Continuity	CR operations shall be maintained in spite of system interruptions. There must be the capability to continue the business functions regardless of external events. Hardware failure, natural disasters, and data corruption should not be allowed to disrupt or stop CR activities. The enterprise business functions must be capable of operating on alternative information delivery mechanisms; therefore, a hybrid infrastructure model shall be proposed.

Offline Capabilities	The CR system is expected to be operational offline without any network connectivity for the registration of an event and issuance of certificates through completely offline channel (and other related functionalities). The CR system must remain operational during natural calamity, power outage, network connectivity disruption, etc. to ensure continuous operations.
Compliance with Law	CR information management processes shall comply with all relevant laws, policies, and regulations.
<i>Data Principles</i>	
Data Integrity	Maintain and assure the accuracy, consistency and completeness of CR data over its entire life cycle. Establish information security measures that emphasize strong data rights management and prevent unauthorized access.
Data Security	Data shall be protected from unauthorized use and disclosure. In addition to the traditional aspects of national security classification, this includes, but is not limited to, protection of pre-decisional, sensitive, source selection-sensitive, and proprietary information.
Data Confidentiality	Confidentiality of personal information in vital statistics microdata and any associated statistical reports shall be safeguarded to an extent consistent with the intended uses of these records for specific administrative and statistical purposes.
Data is an Asset	CR data is an asset that has national value and shall be managed accordingly.
Access to Data	Users and citizens shall have timely access to accurate data.
Data Interoperability	The CR systems will be interoperable with the UID and HM&IS systems.
Data Authentication	The system shall enable authentication for access to online services and digital signatures for commitment and non-repudiation. The system must implement role-based access control to restrict access based on user roles and permissions.
Data Protection Laws	The system must comply with data protection laws and ensure user privacy is protected.
<i>Application Principles</i>	
Technology Independence	Applications shall be independent of specific technology choices and therefore should be able to operate on a variety of technology platforms (eg. iOS, Android, etc.).

Ease-of-Use	Applications shall be easy to use. The underlying technology shall be transparent to users.
Modularity and Open Architecture	The total solution should be built as a collection of modules, or subsystems, each performing a well-defined identity task and having an open interface. The modules represent specialized services that are easy to orchestrate into total solutions using standard IT integration and open architecture methodology.
Mobile and Web Interfaces	The system must provide user-friendly mobile and web interfaces for enrolment, authentication, and self-service operations. The system must ensure accessibility and usability for individuals with disabilities.
“API first” approach	All the functionalities of the application should be available through APIs (based on Open standards). There should be both Internal APIs (to be consumed by the application) and External APIs (that will ensure interoperability with external applications)
<i>Technology Principles</i>	
Requirements-Based Change	Changes to applications and technology shall only be made in response to project needs.
Control Technical Diversity	Technological diversity is controlled to minimize the non-trivial cost of maintaining expertise in and connectivity between multiple processing environments.
Interoperability	The software shall conform to defined standards that promote interoperability for data, applications, and technology. The interoperability should be implemented by providing APIs based on open standards.
Cloud Computing	The system must be able to be hosted in the cloud for scalability and flexibility.
Scalability	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.
Reliability	The system should be reliable, with high-quality performance and minimum or no down-time.
Availability	The system should remain operational and accessible to users when needed, across geographies.

Integration with eServices Portal

The existing eServices portal of GoCD is proposed to be the citizen facing portal for all the citizen centric services in the Commonwealth of Dominica. To avail any services, citizens will raise requests through eServices portal by filling out forms. The data provided by citizens has



to be shared with CR System through bidirectional APIs after successful acknowledgment of payment from ePayment system.

The CR system should process the application data, update/append citizen records, and send back the status to eServices Portal along with certificates generated for the citizen to download. The CR system will also act a repository for storing all the event related data of citizens and should be integrated with UID, HM&IS and any other system as required by GoCD.

Integration architecture for CR System with other systems

The system integrator is expected to create an interoperable CR system with the following requirements as follows:

SN	CR Integration Requirements
A. Basic Requirements for the system	
1	CRS will provide APIs that could be consumed by other external applications to push data and also fetch relevant data through secured and role based access. The API technology to be leveraged for pushing and pulling data from the integrated systems.

	The CR system is expected to exchange data with integrated systems such as eServices portal, UID, HM&IS, VSS etc.
2	eService Portal: following are the integration requirements: <ul style="list-style-type: none"> • Applications submitted in the eService Portal related to Civil registry should be pushed into CRS through APIs • eService Portal Should be able to fetch status of the submitted applications from CRS • CRS should send notifications to eService Portal when a certificate is ready for an application • eService Portal should be able to fetch certificate/documents/remarks from the CRS platform
3	HM&IS: following are the integration requirements <ol style="list-style-type: none"> 1. CRS should have APIs through which HM&IS would be able to send notification of Birth, Death, Still Birth Etc 2. CRS should be able to consume HM&IS APIs to validate data if required for registration of events like Birth, Death, Still Birth etc
4	UID: following are the integration requirements <ul style="list-style-type: none"> • CRS should be able to consume UID APIs for authentication/validation for identity of the citizen wherever necessary. • CRS should be able to send notification to UID for any changes that is relevant for UID
5	VSS: following are the requirements CRS should be able to consume APIs provided by VSS to ingest data to VSS platform.

The functional requirements to be developed for CR System is as follows:

SN	Core Requirements
<i>B. Registration</i>	
1	The system must be able to get the residents forms created and submitted through the eService Portal remotely.
2	The system must be able to receive new service registrations for a defined list of events from the eService Portal.
3	The system must validate the details of the registration form and prompt user to verify the information filled in.
4	The system must process the uploaded documents and certificates submitted by users on through eService Portal.
5	The system must allow the user to “Save”, “Draft” or “Edit” the registration forms
6	The system should allow for the amendment/ editing of records such as name and address based on authentication with necessary documentation.

7	The system must allow users to track their application status through eService portal by sharing the accurate status via API technology.
8	The system should allow to be integrated with eService portal through API interface for exchange of data between the CR system and eService portal.

C. Validation

1	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.
2	If the system identifies errors in data validation, the system must prompt the user to update specific fields.
3	The system must allow users to raise grievances via the system so they can be logged and tracked to resolution.
4	The system must be able to validate submitted data against same items of information in accompanying documents.

D. Certification

1	The system should be able to generate a QR code on the certificate and using this QR code, the system should provide a facility for users to check the authenticity of the certificate
2	The system should allow download, printing or re-printing of documents and certificates.
3	The system should allow user to download digitally signed certificate post validation of application details, payment and other details from ePayment & eService portal.

E. Alerts

1	The system must send notifications and alerts for critical events, such as registration deadlines, data updates or data discrepancies via SMS or email.
2	The system must provide prompts and alerts based according to protocol.

I. SysAdmin Functionalities

A. General Functionalities

1	The system must have a user management system that handles user access, roles, and permissions within the CR system and also log actions of all system administrators/users. The system must allow the administrator to control users (authenticate, create, update and deactivate system users and assign different levels of access based on their roles and responsibilities).
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2	The system must ensure mature and consistent data security, privacy, and accountability by logging all user actions and system activities for auditing purposes. It must also include data encryption measures to protect sensitive information.
3	The system must allow for an easy search and deduplication process. The system must be able to automatically detect and raise an alert on the presence duplicate records and provide options for merging or removal of records.
4	The system must be able to request a UID from the UID system and store it permanently.
5	The system must be able to share data between the CR, HM&IS and UID systems seamlessly.
6	The system must be able to link family records.
7	The system must have processes to create, edit, delete event records, and log all creations and amendments to records. All amended records must be easy searchable.
8	The system must allow for safe data sharing to other government databases (statistics, tax and social security etc, as defined by law)
9	The system must allow system administrators to add/delete drop-down lists.
10	The system must support various security mechanisms for login and access including (but not limited to) the one-time password (OTP) linked to phone number or UID number.
11	The system must be able to register all vital events occurring within the borders of Dominica, including events occurring to citizens, residents and visitors. (Move to first row)
12	The system must be integrated with a Payment Gateway.
13	The system must be able to define, assign and revoke system permissions for system administrator(s).
14	The system must allow task management feature for users, such as grouping applications by completion/pending status.
15	The system must support various processes at the local registration office (entry of forms, manage approvals, identify gaps, etc.).
16	The system should design internal processes for submission and approvals.
17	The system must be responsible for overseeing data entry, validation, and maintenance to ensure data quality and integrity. It also must include data backup and recovery mechanisms to prevent data loss.
18	The system must facilitate seamless data exchange between the CR system and other relevant government departments, enabling efficient sharing of information.
19	The system must handle the long-term storage and retention of vital event records, defining archival policies and disposal procedures.

20	The system must regularly back up the data to prevent loss in case of system failures and establish disaster recovery plans to ensure data continuity in emergencies.
21	The system must be able to send notifications.
II Registrar Functionalities	
1	The system must be able to view and print certificates and log all certificates printed.
2	The system must be able to issue duplicate certificates.
3	The system must be able to take photos of applicant and store it on the person record page.
4	The system must allow for uploading of photographs and scanned documents.
5	The system must allow for registration of delayed/late birth registrations, children of single parents, and abandoned children (parents unidentified)
III Operator Functionalities	
1	The system must be person-centric: All events should be searchable under one demographic profile and connected to family profiles.
2	The system must be able to amend records, and issue amendment certificates.
3	The system must have a note functionality (to write a note if a record has been legally amended etc or to flag an issue).
4	The system must have an offline function, allowing for searching, validation and data entry in the event of network failure.
B. Reports	
1	The system must be allowed to generate detailed reports and visual operational dashboards.
2	The system must allow generation of quality, timely and error-free reports.
3	The system must be able to generate filtered reports, certifications, etc.
4	The system must be able to analyse monitoring indicators such as number of registrations, issue of certificates by geographical locations, etc.
5	Reports to be prepared in multiple formats, including CSV, JSON, PDF, and others as applicable.
6	The system must be able to define, view and export operational report content.
7	The system must allow authorized users to search for and retrieve records from the CR database based on fuzzy search and defined fields. Users should be able to access specific records based on search criteria such as an individual's name, date of birth, or event type.

8	The system must allow system administrator to define performance management, operational reporting or monitoring report content parameters.
9	The system must be able to generate reports on system performance and downtime, etc.
10	The system must be able to back up and restore data.
11	The system must be able to provide an overview of all records (a brief summary of the essential data elements from all the registries) through a dashboard.
12	The system must be able to incorporate data analytics tools to gain insights from user data.

CR Module-wise Functional Modules and Process Workflows

The CR application will include several functional modules. Their workflows have been provided below:

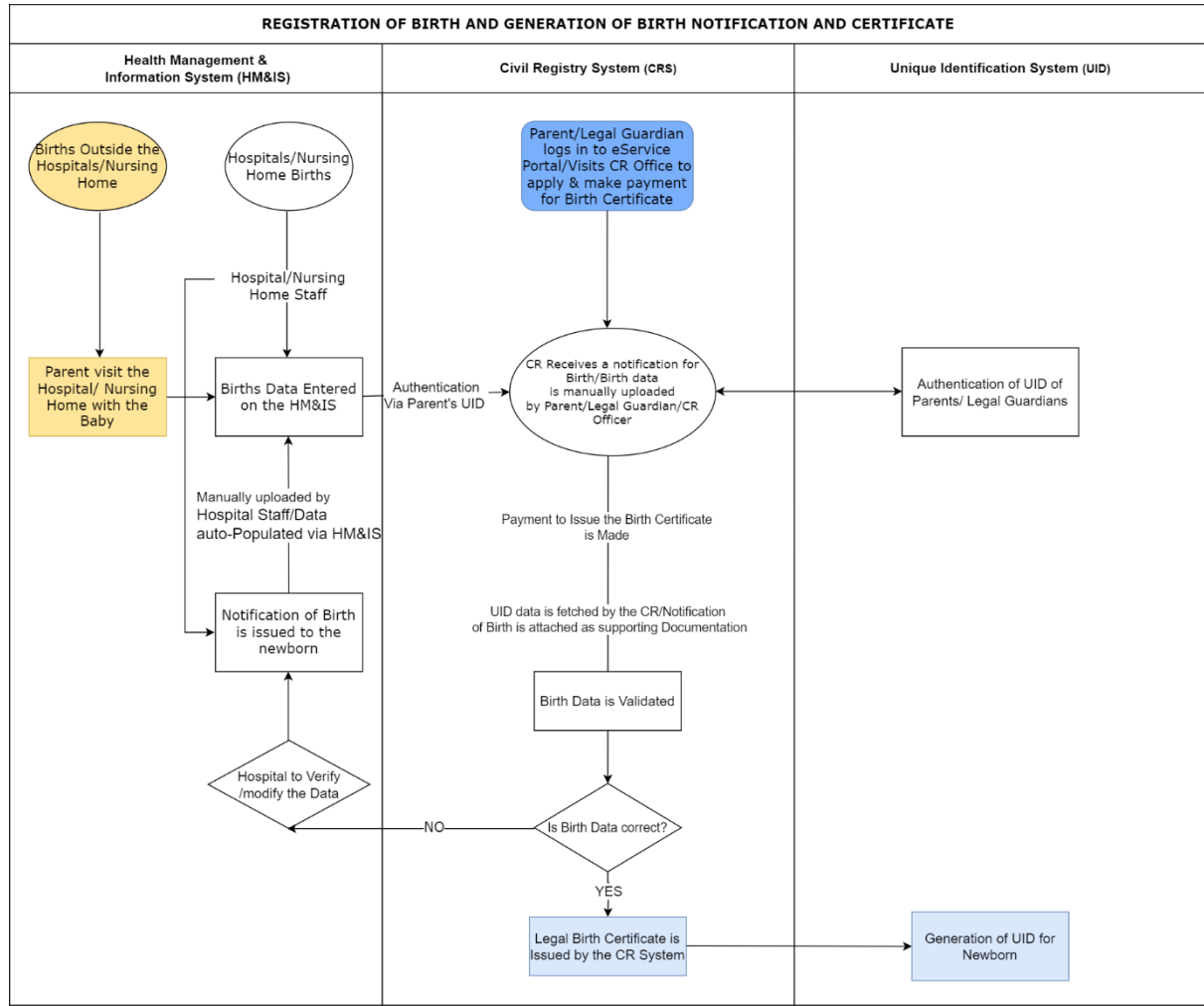
1) Core Civil Registry Module

This module facilitates the capture and recording of essential data related to vital events, including births, deaths, marriages, and divorces. It allows the registration of individuals and their associated details.

The biographical profile of the user must contain the following data elements:

- i. First Name
- ii. Last Name
- iii. Maiden Name (if applicable)
- iv. Date of Birth
- v. Place of Birth
- vi. Sex assigned at Birth (Male, Female, Unknown)
- vii. ID Number
- viii. Nationality
- ix. Contact Information (Mobile Number, Email ID)
- x. Full Address

2) Birth Event Module



Birth event module workflow

a. Birth Notification

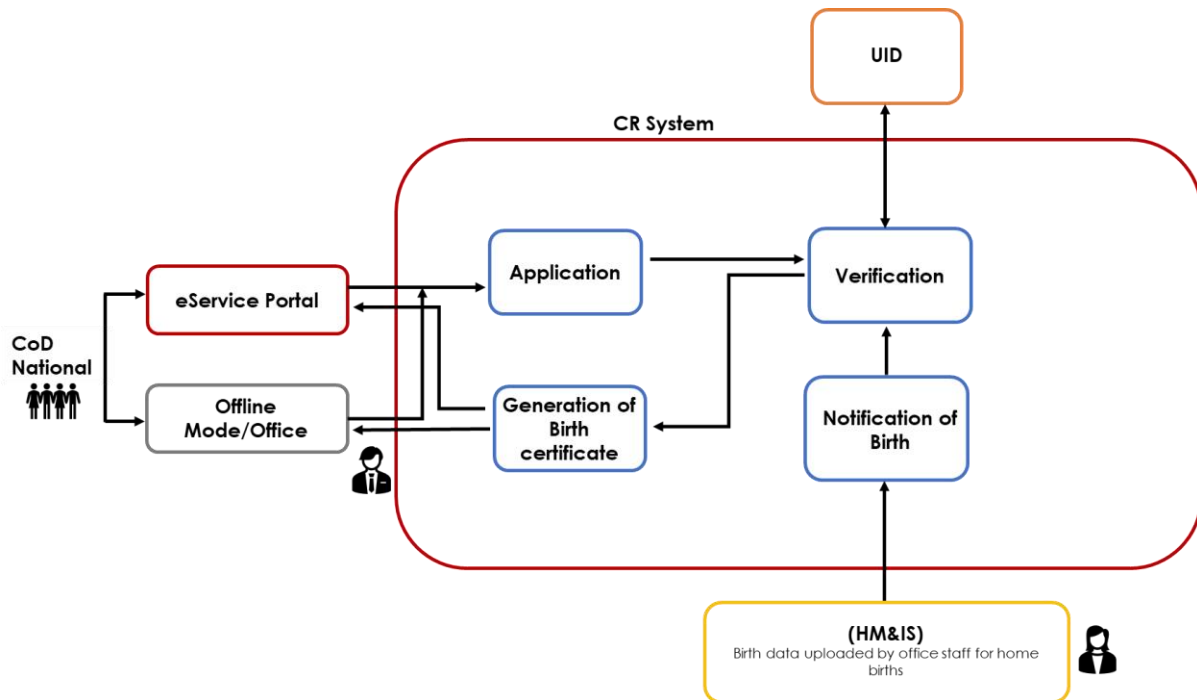
- i. If the birth event has occurred in a Hospital/ Nursing Home, the birth is directly recorded on the HM&IS. The HM&IS is interoperable with the CR System, allowing for populating of the parents’ identity data directly from the UID. A UID is issued to child, and parents(s) will be received a notification with details of child and an UID. (HM&IS functionality)
- ii. These details will be used to create a health record of the child in the HM&IS. (HM&IS functionality)
- iii. Data in delivery record of HM&IS can be shared with the VS database (HM&IS functionality)
- iv. The HM&IS, being interoperable with the CR will send an electronic Notification of Birth to report to the CR that a birth has occurred. The notification functionality must also populate the parents' details (if available) directly from the HM&IS to avoid errors in the parents' particulars.

- v. If the HM&IS does not automatically generate a Notification of Birth, the same may be either be prompted or the Notification of Birth may be manually uploaded to the Civil Registry system (CRS) by the Parent/ Guardian or through the assistance of a Civil Registry Officer through CR Office via UID authentication.
- vi. The birth notification shall include the following data elements (mandatory fields indicated by *):
 1. The unique number/ QR code generated at the point of record creation.
 2. First Name of child (if determined)
 3. Last Name of child (if determined)
 4. Date of Birth*
 5. Place of Birth* (Hospital/ Home Address)
 6. Place of birth* (City)
 7. Country of Birth*
 8. Sex assigned at Birth (Male, Female, Unknown)
 9. Parent/ Legal Guardian 1
 - a) UID
 - b) First Name
 - c) Last Name
 - d) Date of Birth
 - e) Place of Birth
 - f) Nationality
 - g) Full Address
 - h) Contact Information (Mobile Number, Email ID)
 10. Parent/ Legal Guardian 1
 - a) UID
 - b) First Name
 - c) Last Name
 - d) Date of Birth
 - e) Place of Birth
 - f) Nationality
 - g) Full Address
 - h) Contact Information (Mobile Number, Email ID)
 11. Abandoned child (Yes/No)
 - i. The HM&IS system generates a Notification of Birth with all the entered birth event data. The hospital records the signatures of the physician/midwife on the Notification of Birth.
 - ii. If the birth event took place elsewhere (other than a healthcare facility linked to the HM&IS), the birth must be reported by

either social worker or a physician to a listed hospital that will then generate the Notification of Birth.

- iii. The social worker then can apply on the eService portal or through the CR Office to enter the birth event data of the abandoned child into CR system and update the record.

b. Birth Registration



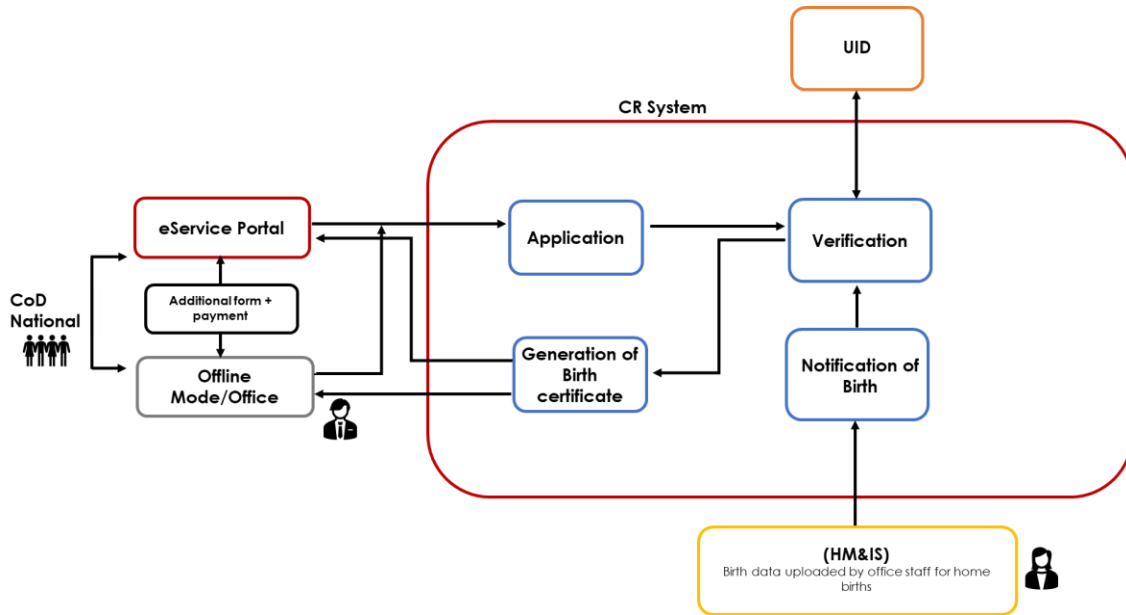
Birth registration workflow

- i. Birth registration is the creation of a legal birth record. After creating and approving the birth record, a Birth Certificate can be issued.
- ii. In order to generate a legal Birth Certificate, the citizen/resident/visitor is required to register the birth through the eServices portal. The portal already being integrated with the CR, can fetch basic details such as name, date of birth, time of birth and parent’s information from HM&IS system. To register the birth and download a Birth Certificate, either parent may log in to their account on the eServices portal and register the birth. The details regarding the birth may be auto populated to the Civil Registry portal via the HM&IS - UID authentication, or the Notification of Birth may be manually registered through CR office for document verification.
- iii. Birth event information may be supplied to the CR by the citizen/resident/visitor via eServices portal in multiple steps. For example, the child’s name, and the father’s information may be added to the event at a later

date. However, the absence of this information does not block the birth from being registered. Adding a child’s name, father’s name, or other information would be handled as an amendment to the birth event registration.

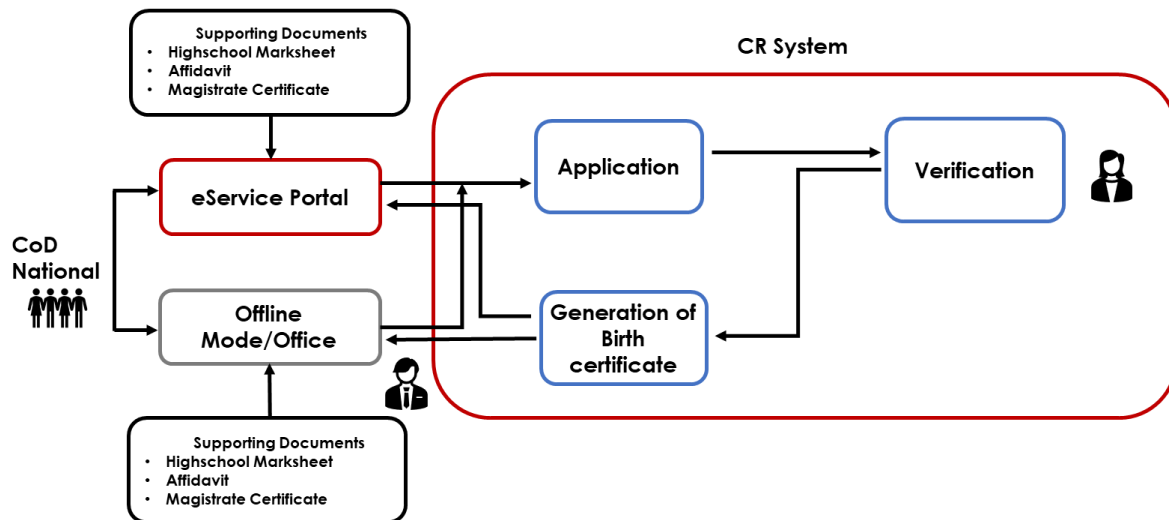
- iv. Still births are recorded in the same way as live births, and birth certificates can be produced for a still birth.
- v. In the event of a foundling or abandoned child, it is the responsibility of the authorities responsible for child welfare to register the child and provide the necessary documentation. If the child is abandoned at the hospital, the hospital staff will still notify the Civil Registry System (CRS) through an electronic notification of birth generated by HM&IS system. A social worker will then register the foundling or abandoned child through eServices portal and the details will be verified by CR through the notification generated by HM&IS system.
- vi. Only children born in Dominica are issued birth certificates. Children born to Dominican parents outside of Dominica must apply for citizenship (by descent) through the passport authorities.
- vii. The birth registration shall include the following data elements (mandatory fields indicated by *):
 1. Registration type (current registration/ late registration/ correction of error/ change of the first name/ change of last name/ adoption/ legitimization/ insertion of parent's particulars) *
 2. First Name*
 3. Last Name*
 4. Date of Birth*
 5. Place of Birth* (Town, Area)
 6. Place of birth* (City)
 7. Country of Birth*
 8. Nationality
 9. Sex assigned at Birth (Male, Female, Unknown)
 10. Date of Registration*
 11. Place of Registration*
 12. Name of Registrar*
 13. Parent/ Legal Guardian 1
 - a) UID
 - b) First Name
 - c) Last Name
 - d) Date of Birth
 - e) Place of Birth
 - f) Nationality
 - g) Full Address

- h) Contact Information (Mobile Number, Email ID)
 - 14. Parent/ Legal Guardian 1
 - a) UID
 - b) First Name
 - c) Last Name
 - d) Date of Birth
 - e) Place of Birth
 - f) Nationality
 - g) Full Address
 - h) Contact Information (Mobile Number, Email ID)
 - 15. Type of certificate request (First certificate/duplicate certificate /amendment to the certificate)
 - 16. Certificate number
 - 17. Date of issue of certificate
- c. Late Registration of Birth
- i. This process is applicable in cases where the person does not have a valid Birth certificate in Dominica. This process is further sub divided into two cases:
 - 1. *Case 1: Parents delayed birth registration process beyond a stipulated time period:* In this case parents have to fill in an additional form and pay additional fee (if applicable) along with the process of birth registration as detailed in section b. above. A notification of birth is already sent to CR system through the HM&IS system which will enable the person to register the birth and generate a Birth Certificate.



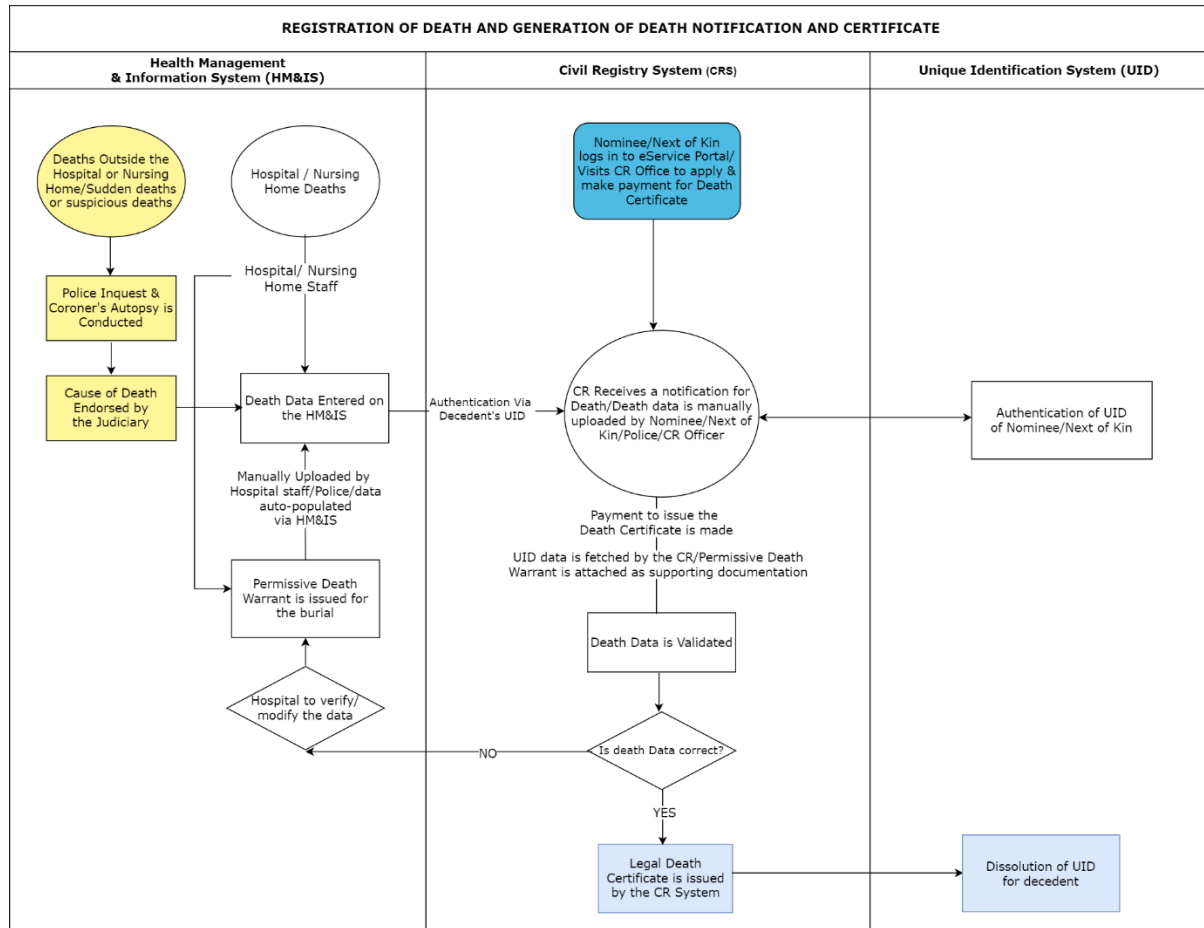
Case 1: Late Birth Registration in case of delayed enrolment beyond stipulated time period

- ii. *Case 2: Absence of any POI/ POA/ Birth Certificate:* In this case, there is no notification of birth from the health facility through HM&IS system. The registration process starts by submission of supporting documents such as High School certificate, Affidavit, or a Magistrate certificate notifying the birth of person in Dominica. This is then used as a supporting document to generate birth certificate in the CR system and a Birth Certificate is generated and provided to the applicant. For registering the birth under this process, the applicant/citizen has to create an application form from eService Portal or through the CR office.
- iii. The detailed process flow is as below:



Case 2: Late Birth Registration in absence of any POI/POA/Birth certificate

3) Death Event Module

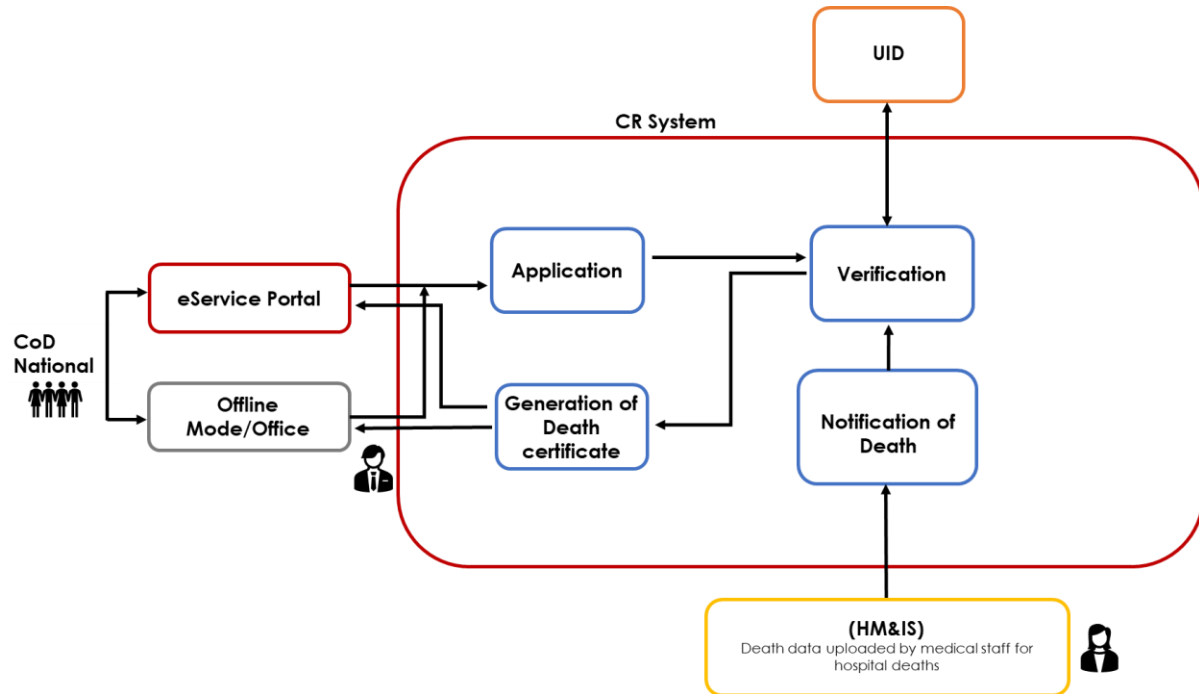


Death event module workflow

a. Death Notification

- i. If the Death event has occurred in a Hospital/ Nursing Home and the decedent is identifiable, the death is directly recorded on the HM&IS.
- ii. The HM&IS, being interoperable with the CR will send an electronic Notification of Death to report to the CR that a death has occurred. The notification functionality must also populate the Nominee/ Next of Kin's details (if available) directly from the HM&IS to avoid errors in the particulars.
- iii. If the HM&IS does not automatically generate a Notification of Death, the same may be either be prompted or the Permissive Death Warrant provided for burial may be manually uploaded through eServices portal to the Civil Registry system (CRS) by the Nominee/ Next of Kin or offline through the assistance of a Civil Registry Officer via UID authentication.
- iv. The above process will also stand true for the incidence of still births.

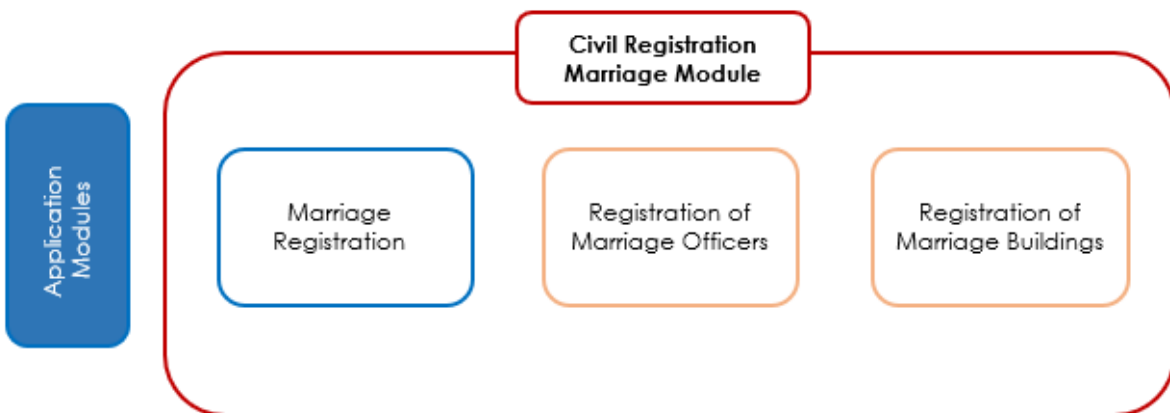
- v. The death notification shall include the following data elements (mandatory fields indicated by *):
 1. Decedent’s UID (should not be compulsory as not all bodies can be identified, but still need to be registered)
 2. Type of death (stillbirth/ death of a live person/unidentified body)
 3. First Name (should not be compulsory as not all bodies can be identified, but still need to be registered)
 4. Last Name (should not be compulsory as not all bodies can be identified, but still need to be registered)
 5. Date of Birth
 6. Place of Birth
 7. Nationality
 8. Date of Death*
 9. Health facility (if applicable)
 10. Place of Death (Town, Area, Country) *
 11. Gestational age (stillbirth only)
 12. Cause of death (must follow the ICD classification of causes of death) *
 13. Manner of death*
 - vi. The HM&IS system generates a Notification of Death or Permissive Death Warrant with all the entered death event data. The hospital records the signatures of the Coroner and the Nominee/ Next of Kin on the Notification of Death.
 - vii. If the death event took place elsewhere or occurred suddenly or occurred under suspicious conditions, the decedent will be transferred to a hospital and will undergo a Police Inquest and Coroner Autopsy (with probable involvement of the Judiciary) to validate the decedent’s cause of death before the death can be registered.
- b. Death Registration



- i. Death registration is the creation of a legal death record. After creating and approving the death record, a Death Certificate can be issued.
- ii. In order to generate a legal Death Certificate, the citizen’s next of kin are required to register the death with the Civil Registry portal. The portal already being integrated with the HM&IS system, can fetch basic details such as name, date of birth, time of death, etc. The portal will also fetch the UID number of the patient for verification against the Permissive Death Warrant. To register the death and download a Death Certificate, the decedent’s next of kin may log in to their account on the Civil Registry portal and register the death by uploading the Notification of death as document verification. The details regarding the death may be auto populated to the Civil Registry portal via the HM&IS UID authentication, or the Notification of Death Certificate may be manually uploaded for document verification.
- iii. If the death event took place elsewhere or occurred suddenly or occurred under suspicious conditions, a police inquest and coroner’s autopsy is conducted. The purpose of the inquest is often to determine the date and cause of death. Once the coroner has finished examining the body, the Permissive Warrant is sent to the Civil Registry system (CRS) to allow a burial permit to be issued. The Permissive Warrant contains only some of the death information, but not enough to complete the registration. Details regarding the death must be fully furnished in order to issue the Death Certificate.

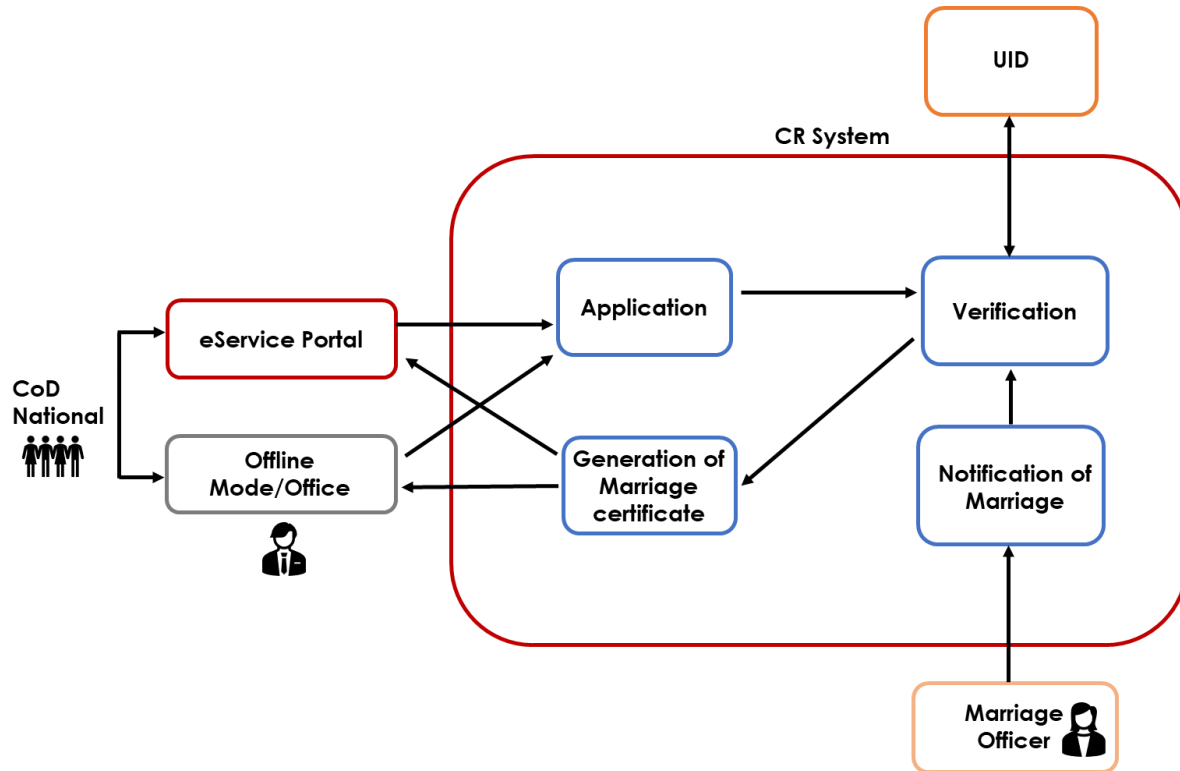
- iv. The death registration shall include the following data elements (mandatory fields indicated by *):
1. Decedent’s UID (should not be compulsory as not all bodies can be identified, but still need to be registered)
 2. Type of death (stillbirth/ death of a live person/unidentified body)
 3. First Name (should not be compulsory as not all bodies can be identified, but still need to be registered)
 4. Last Name (should not be compulsory as not all bodies can be identified, but still need to be registered)
 5. Date of Birth
 6. Place of Birth
 7. Nationality
 8. Date of Death*
 9. Health facility (if applicable)
 10. Place of Death (Town, Area, Country) *
 11. Gestational age (stillbirth only)
 12. Cause of death (must follow the ICD classification of causes of death) *
 13. Manner of death*

4) Marriage Event Module



Marriage event module list

- a. Notification and Registration of Marriages

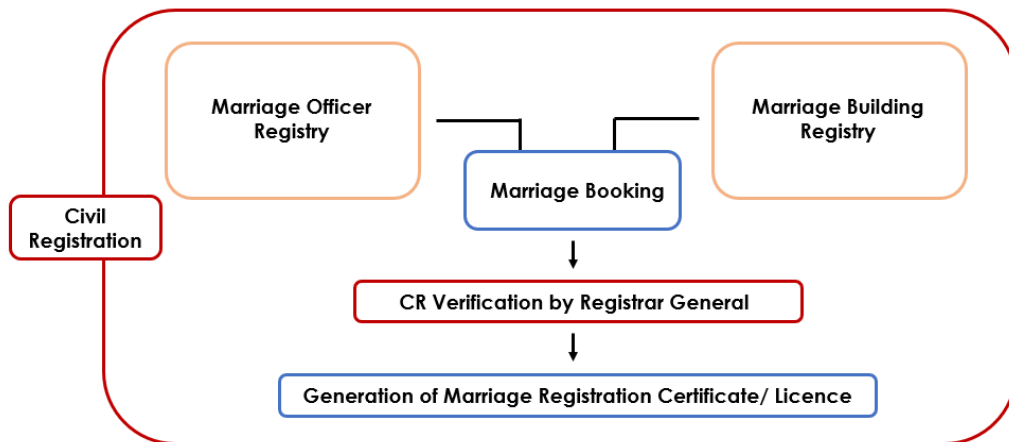


Notification and Registration of Marriage workflow for Commonwealth of Dominica Nationals

- i. The CR System will allow Marriage Officers & Representatives of Marriage Building to register, so that they can record notification of marriage in the system.
- ii. The marriage data must be fed on the CR by the designated marriage officer or by Civil Registry Officer, by uploading the copy of the Marriage Register Sheet as supporting documentation and adding any missing information, as applicable. The following data elements may be furnished at this stage:
 1. Date of registration of marriage
 2. Office of registration of marriage
 3. Name of issuing marriage officer
 4. Registration number of marriage officer
- iii. The Citizen can either visit Civil Registry Office or eService Portal and apply for the Marriage Certificate (Part of eService Portal Functionality) and make payment
- iv. The application then pushed to CR which in return then verified by the Registrar General. On verification, the marriage registration process will be completed.
- v. The citizen will receive a notification and will be able to access their Marriage Registration Certificate, in pdf or print format.

- vi. The CR being interoperable with UID system will authenticate the UIDs of both spouses on the portal and update their marital status. Both UIDs will be linked to the marriage event.
- vii. If any of the spouses in the marriage becomes deceased, the UID and CR must be automatically updated to reflect the same.
- viii. The system must also be able to print "marriage certificates" and "no impediment to marriage certificates."
- ix. The marriage registry must list all marriages/divorces of either person.

b. Registry of Marriage Officers/ Buildings/ Banns

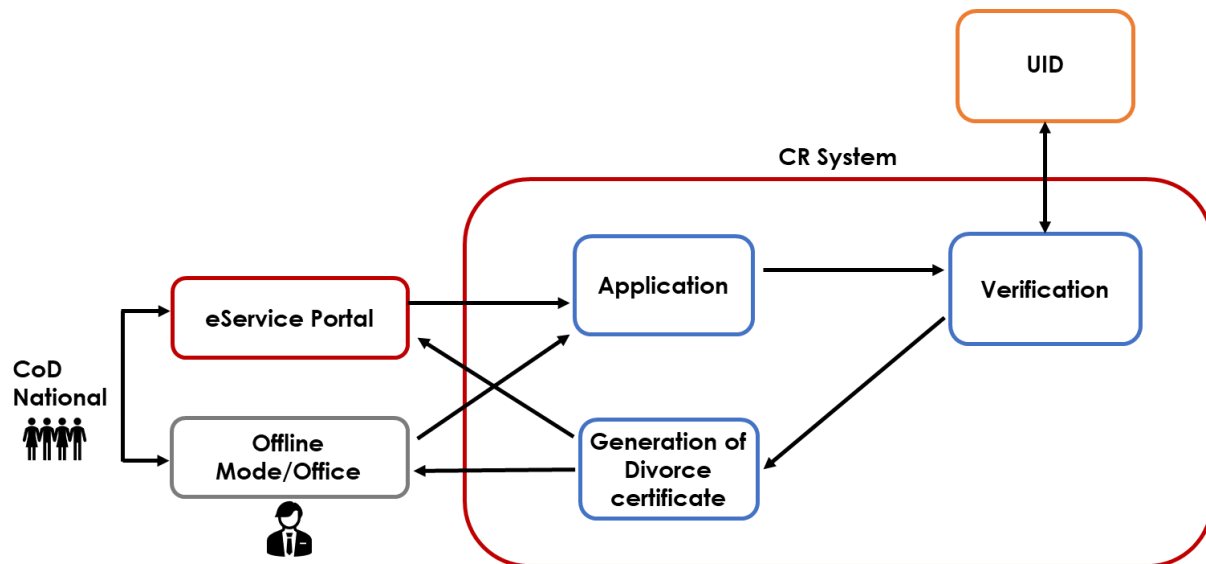


Marriage Officer and Marriage Building Registry workflow

- i. The Registry of Marriage Officers will enable the appointment, registration and management of marriage officers. By act, the following persons can solemnize a marriage in Dominica:
 1. Magistrates (ex officio)
 2. Registrar General and registrars (ex officio)
 3. Marriage officers appointed Minister (Application process stipulated by law)
- ii. The registry of marriage officers shall include the following data elements:
 1. Marriage Officer number
 2. UID of marriage officer
 3. First name
 4. Last Name
 5. Name of denomination/office/magistrate
 6. Date of appointment

7. Date of cancellation
- iii. A calendar for recording appointments to solemnize marriages must also be developed, and Marriage Officers shall be assigned to Marriage Bookings as per their schedule.
- iv. The registry must also include a registry of buildings used for worshipping. The registry of buildings shall include the following data elements:
 1. Name of church
 2. Address of church
 3. Date of registration
 4. Date of cancellation

c. Divorce Registration

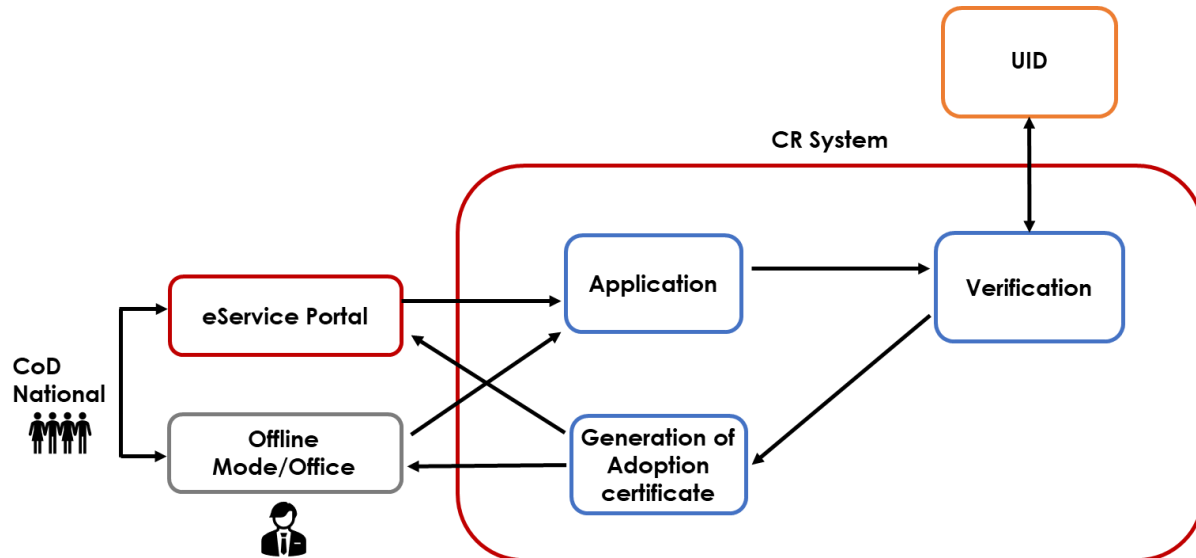


Divorce registration module workflow

- i. The marriage and divorce component should be inter-operable modules, allowing the registrar to overview the person's civil status. Post all judicial proceedings, a Divorce Order will be issued by the High Court/ Judicial Institution.
- ii. The divorce must be registered through eServices portal by either spouse or offline through the assistance of a Civil Registry Officer by uploading/submitting the Divorce Order as supporting documentation. Printing of the same should also be possible.
- iii. Once a request has been registered on the eServices portal, the same must be forwarded to the CR for processing and verification by Registrar.
- iv. Once the divorce has been registered on CR, the same must be reflected in the individual UIDs of the previous spouses.

- v. Once the divorce has been registered, Citizen will Log In eService Portal and apply for the divorce certificate and make payment for the same.
- vi. Alternatively, Citizen can visit Civil Registry Office and submit application for the certificate and make payment.
- vii. Registrar will validate the application based on the details of the citizen. The Registrar will issue the certificate.
- viii. The citizen can download from eService Portal or can collect from CR Office
- ix. The divorce registration shall include the following data elements:
 1. Date of order
 2. Order number
 3. Spouse 1
 - a) UID
 - b) First Name
 - c) Last Name
 - d) Previous Last Name (if applicable)
 - e) Date of Birth
 - f) Place of Birth
 - g) Nationality
 4. Spouse 2
 - a) UID
 - b) First Name
 - c) Last Name
 - d) Previous Last Name (if applicable)
 - e) Date of Birth
 - f) Place of Birth
 - g) Nationality
 5. Name of the registrar of divorces
 6. Name of Court
 7. Location of Court (District, Country)

5) Adoption Event Module



Adoption event module workflow

- a. Adoptions are reported to the Civil Registry portal in the form of an Adoption Order by the Court Magistrate/ Legal Institution through eServices portal. The adoption event is linked with the child’s Birth Certificate if it exists.
- b. Citizen will log in to eServices portal and apply for adoption certificate and make payment for same. Alternatively, Citizen can visit Civil Registry Office and submit application for the certificate and make payment.
- c. The adoption must be registered on the CR portal by the Legal Guardian or through the assistance of a Civil Registry Officer by uploading the Adoption/Court Order as supporting documentation. The Registrar General will verify the adoption order data fed in the CR via eServices portal.
- d. Once the adoption has been registered, the same must be reflected in the UIDs of the child as well as the Legal Guardians.
- e. The Registrar will issue the certificate and the citizen can download from eService Porta or can collect from CR Office.
- f. The adoption registration shall include the following data elements:
 - i. Number of court order*
 - ii. Name of court*
 - iii. Name of the presiding commissioner*
 - iv. First Name of child*
 - v. Last Name of child*
 - vi. Date of adoption
 - vii. Type of adoption
 - viii. Legal Guardian 1
 1. UID
 2. First Name

3. Last Name
4. Previous Last Name (if applicable)
5. Date of Birth
6. Place of Birth
7. Nationality
8. Full Address
- ix. Legal Guardian 2
 1. UID
 2. First Name
 3. Last Name
 4. Previous Last Name (if applicable)
 5. Date of Birth
 6. Place of Birth
 7. Nationality
 8. Full Address
- x. First and Last Name of the biological parent(s) (if available)

6) Reporting and Statistics Module

- a. Vital Statistics: The Vital Statistics database is purposed with the generation of reports that summarise and reflect the trends emerging out of the data collected via the Civil Registry system (CRS). The reports may be generated at pre-determined frequencies or may be specific to a single theme or data set. The module will also include an admin dashboard that will provide information in a graphical format. The following types of records may be generated:
 - i. Frequency-Based Reports: Reports generated frequently at a predetermined time.
 1. Annual reports: To provide a summary of vital statistics data for a given year.
 2. Monthly reports: To provide more timely information on vital statistics data and emerging trends.
 - ii. Specific Reports: To address specific topics or issues related to vital statistics.
 1. Live Birth Rates
 2. Mortality Rates
 3. Infant Mortality Rates
 4. Marriage Trends

- 5. Age-Specific Reports
- 6. Geography-Specific Reports
- 7. Cause-Specific Reports
- 8. Sex-Specific Reports
- iii. Production reports: Dashboard and reports and charts to analyse KPIs with respect to the platform. This may include:
 - 1. Events Generated
 - 2. Downtime
 - 3. Idle Time
 - 4. Utilization Rates
 - 5. Overall Equipment Effectiveness (OEE)
 - 6. Material Usage
 - 7. Machine Utilization
 - 8. Scrap and Waste Generation
 - 9. Quality Monitoring
 - 10. Production Forecast
 - 11. Equipment Maintenance
 - 12. Issues

Reports may also be generated at various frequencies such as:

- 1. Daily Production Reports
- 2. Weekly Production Reports
- 3. Monthly Production Reports
- 4. Shift-wise Production Reports

Indicative Database Schema for the CRS Software

a. Fields Common to All Event Types

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>	<i>Field Caption on Certificate</i>
<i>Event Number</i>	<i>Number, 7 digits</i>	<i>Y</i>	<i>Generated by system (see Event Number section above)</i>	<i>No. on Register</i>
<i>Scans of supporting documents (multiple)</i>	<i>Binary</i>	<i>N</i>	<i>Warning if not present</i>	<i>N/A</i>
<i>Supporting document type (multiple)</i>	<i>Code</i>	<i>N</i>	<i>Type of each supporting document scanned. Mandatory for each scanned document.</i>	<i>N/A</i>

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>	<i>Field Caption on Certificate</i>
<i>Date of application</i>	<i>Date (DD/MM/YYYY)</i>	<i>Y</i>	<i>Automatically generated by the system. Default is today’s date.</i>	<i>N/A</i>
<i>Date Registered</i>	<i>Date (DD/MM/YYYY)</i>	<i>Y</i>	<i>Date the event is registered. Must not be in the future. Warning if more than 1 year ago. Default is today’s date.</i>	<i>Date Registered</i>
<i>Registration District</i>	<i>Code</i>	<i>Y</i>	<i>District where the event was registered. See District code values.</i>	<i>N/A</i>
<i>Registration Parish</i>	<i>Code</i>	<i>Y</i>	<i>Parish where the event was registered</i>	<i>N/A</i>
<i>Registration Place</i>	<i>Text</i>	<i>Y</i>	<i>Place where the event is registered. For PMH, default value is PMH.</i>	<i>Birth / Death Registered at</i>
<i>Registrar Name</i>	<i>Text</i>	<i>Y</i>	<i>Name of the registrar. Will default to the name of the current registrar.</i>	<i>N/A</i>
<i>Event District</i>	<i>Code</i>	<i>N</i>	<i>District where the event occurred. See District code values.</i>	<i>In Marriage District of</i>
<i>Event Parish</i>	<i>Code</i>	<i>N</i>	<i>Parish where the event occurred.</i>	<i>N/A</i>
<i>Event Place</i>	<i>Text</i>	<i>N</i>	<i>Place where the event occurred. For PMH, default value is PMH.</i>	<i>Adoption Place Place of Birth Place of Death Marriage Solemnized at</i>
<i>Printable Remarks</i>	<i>Text</i>	<i>N</i>		<i>REMARKS</i>
<i>Non-Printable Remarks</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>

b. Fields Common to All Persons (Roles Indicated in Each Event)

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>	<i>Field Caption on Certificate</i>
<i>Given Name</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Other Names</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Family Name</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>

Field Name	Max Length, Mandatory? Format (Y/N)	Validation Rule	Field Caption on Certificate
<i>Maiden Name (if female and married)</i>	<i>Text</i>	<i>N</i>	<i>Maiden Name</i>
<i>Suffix</i>	<i>Text</i>	<i>N</i>	<i>N/A</i>
<i>On the certificate, the name will be the concatenation of these fields: Given Name, Other Names, Family Name, and Suffix, each separated by a space.</i>			<i>Name</i>
<i>Sex assigned at Birth</i>	<i>Code</i>	<i>N</i>	<i>Sex list values (Male, Female, Unknown)</i>
<i>Address Line 1</i>	<i>Text</i>	<i>N</i>	<i>N/A</i>
<i>Address Line 2</i>	<i>Text</i>	<i>N</i>	<i>N/A</i>
<i>Address City</i>	<i>Text</i>	<i>N</i>	<i>N/A</i>
<i>Address Postal Code</i>	<i>Text</i>	<i>N</i>	<i>N/A</i>
<i>Address Country</i>	<i>Code</i>	<i>N</i>	<i>Country list values</i>
<i>On a certificate, the address will be a concatenation of the above address fields, as appropriate, separated by commas.</i>			<i>Address</i>
<i>Address District</i>	<i>Code</i>	<i>N</i>	<i>District list values</i>
<i>Address Parish</i>	<i>Code</i>	<i>N</i>	<i>Parish list values</i>
<i>Date of Birth</i>	<i>Date (DD/MM/YYYY)</i>	<i>N</i>	<i>N/A</i>
<i>Profession</i>	<i>Text</i>	<i>N</i>	<i>Profession</i>
<i>Marital Status</i>	<i>Code</i>	<i>N</i>	<i>Marital Status list values</i>

c. Additional Fields for Birth Event

Field Name	Max Length, Mandatory? Format (Y/N)	Validation Rule	Field Caption on Certificate
<i>Time of Delivery</i>	<i>Time (HH:MM:SS)</i>	<i>N</i>	<i>Must be valid time, 24-hour format.</i>
<i>Person fields for Child Role</i>	<i>See section 20.6. Warning message displayed if 3 months have passed since child’s birth, warning if 12 months have passed since child’s birth. Date can’t be in the future (a warning message allows continuing processing).</i>		
<i>Person fields for Mother Role</i>	<i>See section 20.6. Warning message displayed if mother’s age derived from date of birth is < 10 and > 60.</i>		
<i>Person fields for Father Role</i>	<i>See section 20.6. Warning message displayed if father’s age derived from date of birth is < 10 and > 80.</i>		
<i>Mother’s Age</i>	<i>Number, 999</i>	<i>N</i>	<i>Calculated automatically by system if DoB field is entered. Must be within child-bearing range (10-60).</i>

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
<i>Mother’s ID</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Mother’s ID Type</i>	<i>Code</i>	<i>N</i>	<i>Mandatory if Mother’s ID field is entered</i>	<i>N/A</i>
<i>Mother’s Ethnicity</i>	<i>Code</i>	<i>N</i>	<i>Ethnicity list values</i>	<i>N/A</i>
<i>Father’s ID</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Father’s ID Type</i>	<i>Code</i>	<i>N</i>	<i>Mandatory if Father’s ID field is entered</i>	<i>N/A</i>
<i>Father’s Ethnicity</i>	<i>Code</i>	<i>N</i>	<i>Ethnicity list values</i>	<i>N/A</i>
<i>Parent’s Marital Status</i>	<i>Code</i>	<i>N</i>	<i>Marital Status list values (Married, Unmarried, Unknown)</i>	<i>N/A</i>
<i>Birth Type</i>	<i>Code</i>	<i>Y</i>	<i>Live or still</i>	<i>N/A</i>
<i>Previous Live Births</i>	<i>Number (99)</i>	<i>N</i>	<i>Warning if greater than 9</i>	<i>N/A</i>
<i>Registrant’s Name</i>	<i>Text</i>	<i>N</i>		<i>Name</i>
<i>Registrant’s Relationship to Child</i>	<i>Code</i>	<i>N</i>	<i>Relationship list values</i>	<i>Relationship to Child</i>
<i>Registrant’s Address</i>	<i>Text</i>	<i>N</i>		<i>Address</i>
<i>Registrant Email Address</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Registrant Phone Number</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>

- d. Additional Fields that will go the Maternal Register (related to Still Birth) (This is data to be capture in the HS&IS not in CRS, mentioned just to provide overall understanding.)

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
<i>Mother’s ID</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Deceased ID’s Type</i>	<i>Code</i>	<i>N</i>	<i>ID Type list values Mandatory if Deceased ‘s ID field is entered</i>	<i>N/A</i>
<i>Previous Still Births</i>	<i>Number (99)</i>	<i>N</i>	<i>Warning if greater than 9</i>	<i>N/A</i>
<i>Order of This Birth</i>	<i>Number (99)</i>	<i>N</i>	<i>Warning if greater than 9</i>	<i>N/A</i>
<i>Years Since Last Birth</i>	<i>Number (99)</i>	<i>N</i>	<i>Warning if greater than 15</i>	<i>N/A</i>

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
<i>Birth weight (kilograms)</i>	<i>Number (9.99)</i>	<i>N</i>	<i>Warning if more than 5</i>	<i>N/A</i>
<i>Gestation Duration (weeks)</i>	<i>Number (99)</i>	<i>N</i>	<i>Weeks of gestation. Warning if less than 37 or more than 42.</i>	<i>N/A</i>
<i>Multiple Birth</i>	<i>Code</i>	<i>N</i>	<i>Single, Multiple</i>	<i>N/A</i>
<i>Number of children</i>	<i>Number (9)</i>	<i>N</i>	<i>In the case of Multiple birth, number of children. If Single birth, number must be 1. Warning if more than 3.</i>	<i>N/A</i>
<i>Attendant ID</i>	<i>Text</i>	<i>N</i>	<i>ID of the medical attendant</i>	<i>N/A</i>
<i>Attendant Designation</i>	<i>Code</i>	<i>N</i>	<i>Designation of the attendant (midwife, doctor, etc.)</i>	<i>N/A</i>
<i>Attendant Trained?</i>	<i>Code</i>	<i>N</i>	<i>Trained, Untrained</i>	<i>N/A</i>
<i>Ante Natal Complications</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Type of Labour</i>	<i>Code</i>	<i>N</i>	<i>See Type of Labour list values</i>	<i>N/A</i>
<i>Type of Delivery</i>	<i>Code</i>	<i>N</i>	<i>See Type of Delivery list values</i>	<i>N/A</i>
<i>Post Natal Complications</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Apgar Score 1</i>	<i>Number (99)</i>	<i>N</i>	<i>Range check: 0-10</i>	<i>N/A</i>
<i>Apgar Score 5</i>	<i>Number (99)</i>	<i>N</i>	<i>Range check: 0-10</i>	<i>N/A</i>
<i>Apgar Score 10</i>	<i>Number (99)</i>	<i>N</i>	<i>Range check: 0-10 (usually not tested at 10 minutes)</i>	<i>N/A</i>

e. Additional Fields for Death Event

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
<i>Deceased 's ID</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Deceased ID's Type</i>	<i>Code</i>	<i>N</i>	<i>ID Type list values Mandatory if Deceased 's ID field is entered</i>	<i>N/A</i>
<i>Deceased's Age</i>	<i>Number (999)</i>	<i>N</i>	<i>Computed if Date of Birth is present.</i>	<i>Age Last Birthday</i>
<i>Deceased's Age Alpha</i>	<i>Text</i>	<i>N</i>	<i>Written expression of age (for legacy records only)</i>	<i>N/A</i>
<i>Deceased's Place of Birth</i>	<i>Text</i>	<i>N</i>		<i>Place of Birth</i>

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
<i>Date of death</i>	<i>Date (DD/MM/YYYY)</i>	<i>N</i>	<i>Warning if 12 months have elapsed. Must be present to print death certificate and burial permit. Date can't be in the future.</i>	<i>Date of Death</i>
<i>Next of Kin</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Next of Kin's Relationship to Deceased</i>	<i>Code</i>	<i>N</i>	<i>Relationship list values. Mandatory if Next of Kin field is entered.</i>	<i>N/A</i>
<i>Cause of Death (multiple)</i>	<i>Text</i>	<i>N</i>	<i>At least one cause of death must be present for printing a death certificate and a burial permit. Can have a maximum of 4 causes of death/conditions. All 4 death causes entered will be included on the certificate.</i>	<i>Cause(s) of Death</i>
<i>Place of Burial</i>	<i>Text</i>	<i>N</i>		<i>N/A</i>
<i>Medical Attendant's Given Name</i>	<i>Text</i>	<i>N</i>	<i>Name of Medical Attendant issuing cause of death certificate</i>	
<i>Medical Attendant's Family Name</i>	<i>Text</i>	<i>N</i>		
<i>Medical Certificate ID</i>	<i>Text</i>	<i>N</i>	<i>ID (or number) of the medical certificate</i>	<i>N/A</i>
<i>Medical Certificate Date</i>	<i>Date (DD/MM/YYYY)</i>	<i>N</i>	<i>Date the medical certificate was issued</i>	<i>N/A</i>
<i>Informant's Name</i>	<i>Text</i>	<i>N</i>	<i>There can be multiple informants for a death registration. On the death certificate, only the first informant's details will be included.</i>	<i>Name</i>
<i>Informant's Relationship to Deceased</i>	<i>Code</i>	<i>N</i>	<i>Relationship list values</i>	<i>Relationship to Deceased</i>
<i>Informant's Profession</i>	<i>Text</i>	<i>N</i>		<i>Profession</i>
<i>Informant's Address</i>	<i>Text</i>	<i>N</i>		<i>Address</i>

f. Additional Fields for Marriage Event

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
Marriage Date	Date (DD/MM/YYYY)	Y	Date can't be in the future. Warning if more than 1 year ago.	Date Married
Marriage Officer's Name	Text	Y		Marriage Officer
Marriage Officer's Title	Code	Y	Marriage Officer Title list values	Title
Groom Role	See Common Person Fields above. Warning if age < 15 or > 99. Marital Status cannot be Married.			
Bride Role	See Common Person Fields above. Warning if age < 15 or > 99. Marital Status cannot be Married.			
Age of Groom	Number (999)	N	Automatically computed by the system if DOB present.	Age
Age of Bride	Number (999)	N	Automatically computed by the system if DOB present.	Age
Father's name of Groom	Text	N		Father's Name
Mother's name of Groom	Text	N		Mother's Name
Father's name of Bride	Text	N		Father's Name
Mother's name of Bride	Text	N		Mother's Name
First Witness's Name	Text	N		Witness(es)
Second Witness's Name	Text	N		
Wedding eligibility	Code	N	Wedding eligibility list values (banns, license, publication)	By Banns or License

g. Additional Fields for Adoption Event

Field Name	Max Length, Format	Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
Adoption Application Date	Date (DD/MM/YYYY)	Y	Date can't be in the future.	N/A
Adoption Order Date	Date (DD/MM/YYYY)	Y	Date can't be in the future. Warning if more than 1 year ago.	Date of Adoption Order

Field Name	Max Length, Mandatory? (Y/N)	Validation Rule	Field Caption on Certificate
Description of Court	Text Y	Default value is: High Court of Justice, Commonwealth of Dominica	Court
Child Role (Adoptee)	See Common Person Fields above. Warning if age > 15. Last name defaults to Adoptive Father’s last name		
Adoptive Mother	See Common Person Fields above. There must be at least one Adoptive Mother or one Adoptive Father.		
Adoptive Father	See Common Person Fields above. There must be at least one Adoptive Mother or one Adoptive Father.		

h. Common Fields for Request for any Event Certificate, Burial Permit, or Attestation of Non-Marriage Letter

Field Name	Max Length, Mandatory? (Y/N)	Validation Rule
Applicant Given Name	Text Y	
Applicant Other Names	Text N	
Applicant Family Name	Text Y	
Applicant Date of Birth	Date N	Warning if < 15 and > 99
Applicant ID	Text M	
Type of ID of Applicant	Code N	ID Type list values. Mandatory of ID field is entered.
Relationship to the Subject	Code Y	Relationship list values.
Certificate Type	Code Y	Certificate Type list values
Number of copies	Number (99) Y	Max of 10 Default is 1.
Telephone	Text N	
Address	Text N	
Email Address	Text N	
Request Reason	Text N	
Scans of supporting documents (multiple)	Binary N	Warning if not present
Supporting document type (multiple)	Code N	Type of each supporting documented scanned. Mandatory for each scanned document.

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>
<i>Date of Application</i>	<i>Date (DD/MM/YYYY)</i>	<i>Y</i>	<i>Automatically generated by the system.</i>

i. Additional Fields for Request for Attestation of Non-Marriage Letter

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>
<i>Subject of Non-Marriage Letter</i>	<i>See Common Person Fields above.</i>		
<i>Given Name of Father</i>	<i>Text</i>	<i>N</i>	
<i>Other Names of Father</i>	<i>Text</i>	<i>N</i>	
<i>Family Name of Father</i>	<i>Text</i>	<i>N</i>	
<i>Given Name of Mother</i>	<i>Text</i>	<i>N</i>	
<i>Other Names of Mother</i>	<i>Text</i>	<i>N</i>	
<i>Family Name of Mother</i>	<i>Text</i>	<i>N</i>	

j. Record for Impediment List

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>
<i>Given Name</i>	<i>Text</i>	<i>Y</i>	
<i>Other Names</i>	<i>Text</i>	<i>N</i>	
<i>Family Name</i>	<i>Text</i>	<i>Y</i>	
<i>Sex assigned at Birth</i>	<i>Code</i>	<i>N</i>	<i>Sex code list value (male, female, unknown)</i>
<i>Date of Birth Start</i>	<i>Date</i>	<i>N</i>	<i>Estimated date of birth, if not known precisely. Start=End if date of birth is known. Warning if age < 15 or > 99</i>
<i>Date of Birth End</i>	<i>Date</i>	<i>N</i>	
<i>Birthplace</i>	<i>Text</i>	<i>N</i>	
<i>Birth country</i>	<i>Code</i>	<i>N</i>	<i>Country code list value.</i>
<i>ID</i>	<i>Text</i>	<i>N</i>	
<i>Type of ID</i>	<i>Code</i>	<i>N</i>	<i>ID Type list values. Mandatory of ID field is entered.</i>
<i>Address</i>	<i>Text</i>	<i>N</i>	
<i>Residence Place</i>	<i>Text</i>	<i>N</i>	
<i>Reason for Impediment</i>	<i>Code</i>	<i>N</i>	<i>Impediment reason code list value</i>

<i>Field Name</i>	<i>Max Length, Format</i>	<i>Mandatory? (Y/N)</i>	<i>Validation Rule</i>
<i>Impediment File Number</i>	<i>Text</i>	<i>N</i>	<i>Reference file number for impediment.</i>
<i>Impediment Requesting Authority Code</i>	<i>Code</i>	<i>N</i>	<i>Authority requesting this impediment.</i>
<i>Remarks</i>	<i>Text</i>	<i>N</i>	
<i>Start Date</i>	<i>Date</i>	<i>Y</i>	<i>Date impediment begins (created)</i>
<i>End Date</i>	<i>Date</i>	<i>Y</i>	<i>Date impediment ends</i>

Glossary:

System Administrator	Professionals supporting multiuser computing environments and ensuring smooth operation of IT services
Registrar	Professional responsible for approving and reviewing the citizen details on the CR system and issuance of Certificates
Operator	Professional responsible for data entry, update/amend citizen details with consent and submission of forms on the CR system

C. Vital Statistics System (VSS)

Vital Statistics System(VSS)
Functionality & Flow

Introduction

Vital Statistics system provides cumulative summaries for successive time periods of population movements like Births, Deaths, Migration, Marriage, and marital dissolution as well as demographic and other relevant characteristics of the individuals involved in these events. Vital Statistics has become an important resource for Demographic Data. It explicates Statistical events such as births, Deaths, Marriages, Divorce, etc. It also provides all the indicators related to important events that are crucial to monitor Sustainable Development Goals at regional and global levels. Vital statistics constitute the collection of statistics on vital events pertaining to the population, including relevant characteristics of the events themselves and also of the persons concerned and are obtained from the civil registry system (CRS). Other sources of vital statistics are population surveys and censuses.

Objectives

A vital statistics system is essential in collecting, compiling, and disseminating data on vital events, such as births, deaths, marriages, and divorces. Furthermore, VS system is expected to provide accurate and reliable data on population dynamics and health indicators to track trends over time, support evidence-based policy formulation and planning for informed decision making, monitor the progress

of sustainable development goals (SDGs) and protect individual and collective rights to access social services.

The VS System is intended to be interoperable with the Unique Digital Identifier (UID) system and other external systems that will serve as a source for data such as Health Management & Information System (HM&IS) for notification of births and deaths occurring at health facilities and Civil Registry (CR) for the notification of marriages, divorces, adoption etc.

The VS system will consist of a VS database and a dashboard with the following purposes:

VS System Functional Requirements

The core functional requirements of the VS System are as follows:

1. Data Sources and important data points:

The comprehensive Vital Statistics System (VSS) requires the assimilation of data from various key sources. The below section outlines the primary sources from which the VSS will draw its data and the crucial data points that each source provides:

SN	Requirement Type
A. <i>Unique Identity System (UID)</i>	
Objective: To provide an unequivocal identity to each resident, ensuring that there's no duplication or identity theft. The VS system should be able to capture the data points from UID system as indicated below:	
Data Points:	
1	Unique Identity Number (UIN): the system should provide a distinct number assigned to every individual, ensuring unique identification.
2	
3	Date of Birth: The system should be able to capture officially registered date of an individual's birth.
4	Gender: The system should be able to capture gender of the individual as indicated in official documents.
5	Photograph: the system should be able to capture the recent photograph for visual verification of an individual.
6	•
Indicative list of Key Performance Indicators	
1	Distribution of residents based on Age, Gender, Geography

2	Proportion of children under 5 years of age whose births have been registered with a civil authority, by age.
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B. Civil Registry

Objective: To maintain a repository of key life events of the country's residents, facilitating governance and other civil processes. The VS system should be able to capture the data points from CR system as indicated below:

Data Points:

1	<p>Birth Certificates: the system should be able to capture the below data points -</p> <ul style="list-style-type: none"> • Date of Birth: birth date • Place of Birth: The geographical location of birth. • Parentage: date of birth of both parents. • In or outside health facility
2	<p>Marriage Certificates: the system should be able to capture the below data points -</p> <ul style="list-style-type: none"> • Spouses' Names: Names and UINs of both individuals entering the marriage. • Date of Marriage: The day the marriage was officiated.
3	<p>Death Certificates:</p> <ul style="list-style-type: none"> • Date of Death: The day the individual passed away. • Cause of Death: Medical or other reasons leading to death. • Location: The place where the death occurred.

Indicative list of Key Performance Indicators

1	Distribution of Birth, Death, Adoption, Marriage, Divorce etc based on Age Group, Geography, Gender etc
2	Proportion of children under 5 years of age whose births have been registered with a civil authority, by age.

C. Social Service and Bulk Disbursement

Objective: To record and monitor the provision of social services and bulk disbursements, ensuring transparency and efficiency.

Data Points:

1	Beneficiary ID: the system should be able to capture the unique identification (preferably the UIN) for the recipient of the service or disbursement.
2	Social Service Type: The system should provide classification of the social service, e.g., pensions, subsidies, or other welfare programs.
3	Disbursement Amount: The system should be able to maintain monetary amount disbursed, or service value provided.
4	Date of Disbursement: The system should be able to capture the date on which the service was rendered, or the funds were transferred.

Indicative list of Key Performance Indicators

1	Proportion of population below the international poverty line, by sex, age, employment status, and geographical location (urban/rural).
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2	Proportion of population living below the national poverty line, by sex and age.
3	Proportion of men, women, and children of all ages living in poverty in all its dimensions according to national definitions.
4	Proportion of population covered by social protection floors/systems, by sex, distinguishing children, unemployed persons, older persons, persons with disabilities, pregnant women, newborns, work-injury victims, and the poor and the vulnerable.
5	Proportion of population living in households with access to basic services.
6	Proportion of total adult population with secure tenure rights to land, with legally recognized documentation and who perceive their rights to land as secure, by sex and by type of tenure.
7	Number of deaths, missing persons, and persons affected by disaster per 100,000 people.
8	Direct disaster economic loss in relation to global gross domestic product (GDP).
9	Number of countries with national and local disaster risk reduction strategies.

D. Health Management & Information System

Objective: To provide a consolidated view of an individual's health status, aiding in the effective delivery of healthcare services.

Data Points:

1	Patient ID: A unique identifier (preferably the UIN) for the patient.
2	Medical History: A chronological list of medical diagnoses, treatments, and other pertinent health events.
3	Immunization Records: A record of all vaccinations received by the individual.
4	Hospital Visits: Dates and reasons for any hospital or clinic visits.
5	Disease Outbreaks: Information related to any diseases or conditions the individual might have contracted during known outbreaks.

Indicative List of Key Performance Indicators

1	Maternal mortality ratio.
2	Proportion of births attended by skilled health personnel.
3	Under-five mortality rate.
4	Neonatal mortality rate.
5	Number of new HIV infections per 1,000 uninfected population, by sex, age, and key populations.
6	Tuberculosis incidence per 1,000 population.
7	Malaria incidence per 1,000 population.
8	Hepatitis B incidence per 100,000 population.
9	Number of people requiring interventions against neglected tropical diseases.

10	Mortality rate attributed to cardiovascular disease, cancer, diabetes, or chronic respiratory disease.
11	Suicide mortality rate.
12	Coverage of treatment interventions (pharmacological, psychosocial and rehabilitation and aftercare services) for substance use disorders.
13	Harmful use of alcohol, defined according to the national context as alcohol per capita consumption (aged 15 years and older) within a calendar year in liters of pure alcohol.
14	Death rate due to road traffic injuries.
15	Proportion of women of reproductive age (aged 15-49 years) who have their need for family planning satisfied with modern methods.
16	Adolescent birth rate (aged 10-14 years; aged 15-19 years) per 1,000 women in that age group.
17	Coverage of essential health services (defined as the average coverage of essential services based on tracer interventions that include reproductive, maternal, newborn and child health, infectious diseases, non-communicable diseases, and service capacity and access, among the general and the most disadvantaged population).
18	Number of people covered by health insurance or a public health system per 1,000 population.
19	Mortality rate attributed to household and ambient air pollution.
20	Mortality rate attributed to unsafe water, unsafe sanitation, and lack of hygiene (exposure to unsafe Water, Sanitation and Hygiene for All (WASH) services).
21	Health worker density and distribution.

2. List of KPIs/Dashboards/Visualization

Vital statistics (VS) system provides a snapshot of the health, status, and trajectory of a country’s population. Effective visualization and key performance indicators (KPIs) will ensure the data is easily comprehensible, actionable, and supports decision-making. Below is an indicative list of KPIs:

SN	Requirement Type
<i>A. Birth and Death Rates</i>	
Objective: Monitor the population growth and understand mortality patterns.	
Indicative list of KPIs:	
1	Monthly Birth Rate: Number of births per month per 1,000 population.
2	Monthly Death Rate: Number of deaths per month per 1,000 population.
3	Annual Population Growth Rate: Calculated considering births and deaths.
Indicative Visualization:	
<ol style="list-style-type: none"> 1. Line chart showing monthly trends. 2. Comparative bar charts year over year. 3. Heatmap of birth and death rates across regions. 	

B. Marriage Rates**Objective:** Understand societal trends related to partnerships.**Indicative list of KPIs:**

- | | |
|---|--|
| 1 | Monthly Marriage Rate: Number of marriages per month per 1,000 eligible population. |
| 2 | Average Age at First Marriage: Split by gender. |

Indicative Visualization:

- Monthly trend line chart.
- Pie chart showing distribution of age at first marriage.

C. Disease Outbreak Statistics**Objective:** Monitor public health and swiftly identify potential health crises.**Indicative list of KPIs:**

- | | |
|---|---|
| 1 | Disease Incidence Rate: New cases of a specific disease per month per 10,000 population. |
| 2 | Mortality Rate due to Specific Diseases: Number of deaths due to a specific disease per month per 10,000 population. |

Indicative Visualization:

- Stacked bar chart showing disease breakout by type.
- Geographic heatmap showcasing outbreak hotspots.

D. Beneficiary Counts for Social Services**Objective:** Track the outreach and impact of social welfare programs.**Indicative list of KPIs:**

- | | |
|---|--|
| 1 | Monthly Beneficiaries: Number of individuals receiving a specific type of social service per month. |
| 2 | Total Disbursement Amount: Total amount disbursed for each service monthly. |

Indicative Visualization:

- Line chart showing monthly beneficiaries’ trend.
- Pie chart displaying disbursement distribution across services.

E. Trend Analysis of Population Growth/Decline**Objective:** Gauge long-term population trajectories for planning purposes.**Indicative list of KPIs:**

- | | |
|---|---|
| 1 | 5-year Population Growth Rate: Percentage change in population over a 5-year span. |
| 2 | Urban vs. Rural Population Shift: Monitoring migration trends. |

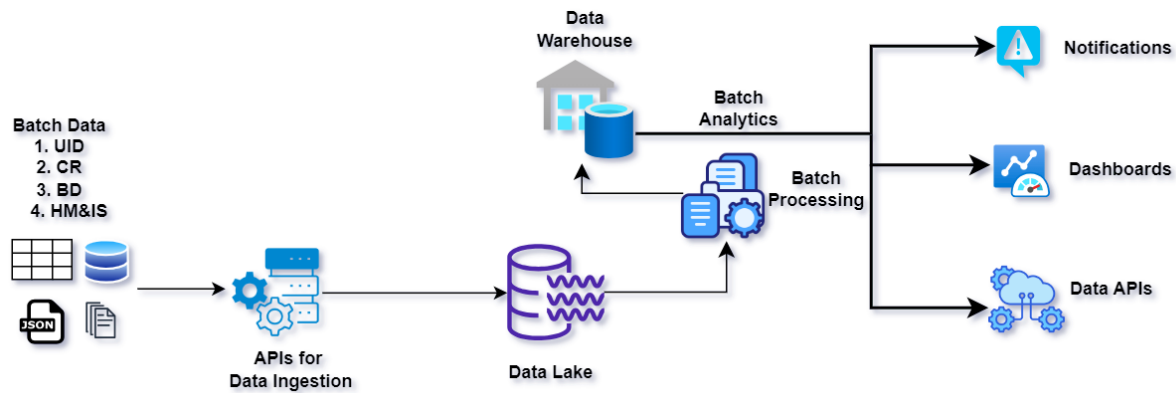
Indicative Visualization:

- Comparative line chart for 5-year intervals.
- Stacked bar chart showing urban vs. rural population over time

The above enlisted KPIs, dashboards, and visualizations are expected to be presented on an interactive platform, allowing stakeholders to drill down for more detailed information, adjust time periods, and filter by specific criteria (like region, age, gender etc.). Regular updates, possibly in real-time or daily batches, will ensure the data remains current and actionable.

VS System Technical Requirements

The technical requirements to develop a robust VS system are as follows:



1. APIs for Data Ingestions

It is paramount for the Vital Statistics System (VSS) to have the ability for seamless and secured ingestion of data from multiple sources. The system is expected to utilize Application Programming Interfaces (APIs) ensuring standardization, scalability, and flexibility in data integrations. The detailed breakdown of the requirement is as follows:

SN	Requirement Type
A. <i>API Architecture and Design</i>	
Details:	
1	RESTful Design: The system should be adhering to the principles of Representational State Transfer (REST) to ensure statelessness, client-server architecture, and cacheability.
2	JSON/XML Payloads: The system must be developed to leverage widely accepted data formats like JSON and XML for data transmission, ensuring compatibility and ease of parsing.
3	Version Control: The system should be capable to implement versioning in the APIs to accommodate future enhancements without affecting existing integrations.
B. <i>Batch Data Integration</i>	
Details:	
1	Batch APIs: The system should be capable to handle bulk data transfers, particularly useful for migrating historical data or periodic updates from sources like HM&IS etc.
C. <i>API Security</i>	

1	Authentication and Authorization: The system must employ mechanisms like OAuth2.0 or JWT (JSON Web Tokens) to ensure only authorized systems and users can push data into the VS System.
2	Data Encryption: The system must ensure data in transit is encrypted using protocols like TLS (Transport Layer Security) and other relevant protocols.
3	Rate Limiting: The system must implement and impose limits on how often the API can be called to prevent abuse and ensure system stability.

D. Error Handling and Logging

1	Response Codes: The system must implement standard HTTP response codes to indicate success, failure, or errors in the system.
2	Error Messages: The system should provide clear and descriptive error messages to guide source systems in understanding any issues.
3	Logging: The system should capture all API calls made, including successes, and failures in logs for auditing and debugging purposes.

E. Data Validation

1	Schema Validation: The system should ensure the incoming data adheres to predefined schemas to maintain data integrity and security.
2	Data Sanitization: The system must be capable to remove or modify any potentially harmful data to prevent injection attacks.

F. API Documentation and Testing

1	Swagger or OpenAPI: The system should leverage tools like Swagger or OpenAPI for interactive API documentation, making it easier for source systems to understand and integrate.
2	Testing Tools: The system should be capable to employ tools like Postman for testing the APIs during development and QA phases.
3	Monitoring and Analytics: The developed system should be able to utilize platforms like Google Analytics or custom monitoring tools to keep track of API usage patterns and performance.

G. Data Anonymization Module

1	All the data fields requested from external systems such as CR system, UID system, etc. have to be anonymized in order to safe guard the personally identifiable information (PIIs).
2	The PII data that is requested by VSS system from other external systems have to initially pass through a Data Anonymization engine to anonymize the commonly identifiable personal details by encoding with a hash value associated with it.
3	This hash encoded data is ingested by VSS system for reporting and analytics dashboards.
4	All the personal details of citizens associated with medical history and other chronic conditions have to be masked by hashing the data fields such as (indicative fields): <ul style="list-style-type: none"> a. Name b. Date of Birth c. Mobile Number d. Exact address, etc.

5	Any citizen related data is expected to pass through anonymization engine to get anonymized and then sent to the receiving system.
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The API strategy for data ingestion in the VS system is to ensure that the system remains agile, capable of integrating with any other current or future data sources. This approach is expected to ensure the data security and data integrity is maintained which is deemed critical for the sensitive nature of the data being handled and stored by VS system.

2. Data Lake:

A Data Lake is essential for a robust VS system that enables the centralization of the storage of vast amounts of raw data from diverse sources in its native format, ensuring scalability and flexibility. The details of the specifications for the VSS Data Lake are as follows:

SN	Requirement Type
<i>A. Architecture and Storage</i>	
Details:	
1	Scalable Storage: The system must employ distributed storage systems (e.g., Hadoop HDFS, Amazon S3) that can expand by adding more nodes and be able to address the growing volume of data.
2	Multi-format Data Storage: The system should be able to accommodate various data formats such as structured (SQL), semi-structured (JSON, XML), and unstructured (images, documents).
3	Tiered Storage: The system should be capable to design storage layers for optimized cost and performance, migrating infrequently accessed data to colder storage tiers over time.
<i>B. Data Ingestion and Batch Processing</i>	
Details:	
1	Batch Data Processing: The system should be able to integrate tools (e.g., Apache Spark) optimized for handling large datasets, ensuring timely processing and updating of the data.
2	Data Enrichment: The system should be able to verify the data that enters the Data Lake, enhance it with metadata, timestamps, and source identifiers to offer better traceability and context.
<i>C. Data Quality and Governance</i>	
1	Data Cataloging: The system should be able to utilize tools (e.g., AWS Glue, Apache Atlas) to catalog incoming data, creating a centralized metadata repository for discovery and management.
2	Data Lineage: The system should systematically track the lineage of data to comprehend its origin, transformations, and endpoints.
3	Access Control: The system must be capable to set up fine-grained access controls, ensuring that only authorized personnel and applications access specific datasets, underpinning data privacy and security due to highly sensitive nature of data.
<i>D. Integration with External Systems</i>	
1	Connectors: The system should be able to offer connectors to prevalent data sources and platforms, ensuring the smooth inflow of data into the Data Lake.

2	API Access: The system should permit external systems to push or extract data through secure and well-documented APIs.
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E. Data Analysis Capabilities

1	Ad-hoc Querying: The system should be able to integrate tools like Apache Hive for querying and analyzing data within the Data Lake without the need for real-time processing.
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F. Security and Compliance

1	Data Encryption: The system should ensure data at rest is encrypted using robust encryption methods, and data in transit uses secure protocols like TLS etc.
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2	Audit Trails: The system should be able to maintain detailed logs of all data access and modifications to ensure compliance and possible forensic study.
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3	Data Retention & Deletion: The system should enforce data retention policies based on legal and operational criteria, ensuring data's secure removal when mandated.
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The development of VS system with the foundational aspects of a Data Lake, the configuration should ensure efficient and secure storage, processing and management of data. This type of setup is vital for maintaining the integrity, security and usability of data in the VS system.

3. Data Integration Pipeline

The Data Integration Pipeline is expected to facilitate the smooth transfer, transformation, and consolidation of data from diverse sources into the Data Lake and subsequently on the VS system. The details of the specifications for the VSS Data Integration Pipeline are as follows:

SN	Requirement Type
A. Data Extraction	
Details:	
1	Source Connectors: the system should employ connectors tailored for each data source, such as UID, Civil Registry, Social Service & Bulk Disbursement, and HM&IS, to extract data effectively.
2	Incremental Extracts: the system must be designed to incorporate mechanisms to extract only new or changed records from sources, minimizing redundancy and optimizing data transfer.
B. Data Transformation	
Details:	
1	ETL (Extract, Transform, Load) Process: The system must be designed to leverage ETL tools (e.g., Apache NiFi, Talend) to handle the transformation of raw data into a structured and usable format for the Data Lake.
2	Data Cleansing: The system must implement processes to identify, correct, or remove corrupt or inaccurate records from the dataset, ensuring data quality.
3	Data Mapping: The system should be able to deploy a mapping mechanism to align disparate data fields from different sources to a unified schema for consistency across datasets.

<i>C. Data Loading</i>	
1	Batch Loading: The system should set up periodic batch loading processes to move transformed data into the Data Lake at predefined intervals.
2	Error Handling: The system must design processes to manage any issues that might arise during the loading phase, such as data conflicts or integrity violations, ensuring they’re either resolved or flagged for manual review.
<i>D. Monitoring and Management</i>	
1	Pipeline Monitoring: The system should integrate tools or dashboards that allow for real-time monitoring of the data integration pipeline, highlighting any bottlenecks, failures, or slowdowns.
2	Alerts & Notifications: The system must set up a system to send notifications in case of pipeline failures, anomalies, or other critical events that require attention.
3	Data Reconciliation: The system should implement mechanisms to verify that data loaded into the Data Lake matches the source data, ensuring data integrity and consistency.
<i>E. Scalability and Flexibility</i>	
1	Modular Design: The system should construct the pipeline in a modular manner, allowing for easy addition, removal, or modification of components based on evolving requirements.
2	Capacity Planning: The system must design the pipeline to handle the anticipated data volume growth, ensuring that it remains efficient and effective as the data scales.
<i>F. Security</i>	
1	Secure Data Transfer: The system must utilize secure protocols (e.g., SFTP, HTTPS) to transfer data between the source, transformation mechanisms, and the Data Lake, preventing potential breaches.
2	Access Controls: The system must implement stringent access controls on the pipeline, ensuring only authorized processes and personnel can interact with it.

The VS system should design a robust Data Integration Pipeline ensuring that data from diverse sources is consistently and securely brought into the VSS Data Lake, transformed into a unified format, and made available for analysis and reporting. This pipeline is expected to play a pivotal role in ensuring that the VSS remains up-to-date, accurate, and reliable.

4. Data Warehouse:

The Data Warehouse for Vital Statistics System (VSS) is expected to serve as a structured repository designed specifically for analytical processing. It should facilitate complex queries, reporting, and business intelligence (BI) operations. For VSS, the Data Warehouse will be an essential component to transform raw data into actionable insights. Detailed breakdown of the requirements is as follows:

SN	Requirement Type
<i>A. Warehouse Design and Architecture</i>	
Details:	

1	Star/Snowflake Schema: The system should adopt the Star or Snowflake schema designs which structure data to optimize query performance, ensuring faster response times for analytical queries.
2	Scalability: The system must utilize platforms and technologies that allow the Data Warehouse to scale both vertically (adding more power to the existing infrastructure) and horizontally (adding more machines to the system).
B. Data Loading and ETL	
Details:	
1	Batch ETL Processes: The system should utilize ETL tools to periodically extract data from the Data Lake, transform it into the desired schema, and load it into the Data Warehouse.
2	Change Data Capture (CDC): The system must implement CDC mechanisms to track and capture changes in the source data, ensuring that the warehouse data remains updated without the need for full reloads.
C. Data Quality and Governance	
1	Data Validation: The system must implement validation checks to ensure that only accurate and consistent data gets loaded into the warehouse.
2	Data Lineage & Cataloging: The system should ensure traceability of data from its source to its final form in the warehouse. Maintain a catalog of datasets, schemas, and data definitions.
D. Query Performance and Optimization	
1	Indexing: The system should implement appropriate indexing strategies to speed up query performances.
2	Partitioning & Clustering: The system should deploy partitioning and clustering techniques to organize data in a way that optimizes query performance and reduces data retrieval times.
3	Materialized Views: The system must implement materialized views for frequently queried datasets to improve response times
E. Integration with Business Intelligence (BI) Tools	
1	Standard Connectors: The system must ensure data warehouse supports standard connectors (e.g., ODBC, JDBC) to interface seamlessly with popular BI tools like Tableau, Power BI, etc.
2	Ad-Hoc Querying: The system should enable support for on-the-fly querying, allowing analysts and other users to pull specific data subsets for analysis.
F. Security and Compliance	
1	Data Encryption: The system must implement encryption for data at rest within the Data Warehouse. Also, ensure encrypted connections during data transfer.
2	Role-Based Access Control (RBAC): The system should implement RBAC to ensure users can only access the data they are authorized to see, based on their roles.
3	Audit & Logging: The system should maintain a detailed log of data access patterns, queries, and modifications for compliance, security reviews, and potential forensic investigations.

By setting up a robust Data Warehouse, the VSS ensures a structured environment optimized for data analysis, reporting, and BI operations. This system should transform raw data into meaningful insights, assisting decision-makers in taking informed actions.

5. Outputs:

Effective presentation and distribution of data insights are crucial for decision-making processes through VS System. The following details are expected outputs of the Vital Statistics System (VSS):

SN	Requirement Type
<i>A. Dashboard/Visualization</i>	
Details:	
1	Interactive Dashboards: The system should design dynamic dashboards that allow users to interact with data, drilling down into specifics or viewing data at a higher level.
2	Data Visualization Tools: The system must integrate with popular visualization tools (e.g., Tableau, Power BI) to represent data in various formats such as charts, graphs, heat maps, etc.
3	Customizable Reports: The system must enable users to design and save custom report templates according to their specific needs and preferences.
4	Automated Reporting: The system should implement functionality for scheduled reports, automatically generated and distributed at predetermined intervals.
<i>B. APIs for Consumption for External Applications</i>	
Details:	
1	RESTful APIs: The SI partner must develop RESTful APIs to facilitate easy integration and data consumption by external applications with VSS.
2	Documentation: Provide comprehensive API documentation detailing endpoints, request/response formats, and example use-cases to aid developers.
3	Version Control: The system should ensure API versioning to allow for backward compatibility and smoother transitions when updates are made.
4	Rate Limiting & Throttling: The system integrator must implement mechanisms to control the frequency of API calls, ensuring system stability and fair usage.
<i>C. Data Quality and Governance</i>	
1	Data Validation: The system should implement validation checks to ensure that only accurate and consistent data gets loaded into the warehouse.
2	Data Lineage & Cataloging: The system must ensure traceability of data from its source to its final form in the warehouse. Maintain a catalog of datasets, schemas, and data definitions.
<i>D. Alerts/Notifications</i>	
1	Threshold-based Alerts: The system should be able to set up alerts to notify stakeholders when certain predefined data thresholds are met or breached.
2	System Health Notifications: The system should implement notifications for system-related issues such as downtimes, malfunctions, or maintenance windows.

3	Subscription-based Alerts: the system should allow users to subscribe to specific datasets or reports, receiving updates or changes directly in their preferred communication channel (e.g., email, SMS).
4	Real-time Alerts (where necessary): The system should allow to select critical parameters, consider implementing real-time alert mechanisms.

Ensuring that the VSS produces clear, actionable, and easily accessible outputs which is essential for the system’s overall utility. These outputs shall enable stakeholders to quickly consume insights, react to changing scenarios, and make informed decisions.

6. Data Governance:

Data Governance ensures the overall management of the availability, usability, integrity, and security of the data in the system. For the Vital Statistics System (VSS), the following elements should define the governance framework:

SN	Requirement Type
<i>A. Anonymization</i>	
Details:	
1	Data Masking: The system must implement techniques to mask specific data, ensuring sensitive information remains hidden without altering the data’s original structure.
2	Pseudonymization: The system should be able to replace private identifiers with fake identifiers or pseudonyms, enabling data processing without revealing sensitive data.
<i>B. Data Privacy</i>	
Details:	
1	Consent Management: The system should be able to build mechanisms to record and manage user consent, ensuring data is processed in line with user preferences and legal mandates.
2	Data Minimization: The system must ensure that only the necessary amount of data is collected and processed, adhering to the principle of collecting data for specific, explicit, and legitimate purposes.
3	Privacy by Design: The system should integrate privacy considerations into the design and architecture of the VSS, rather than treating them as an add-on.
<i>C. Data Security</i>	
1	Role-Based Access Controls (RBAC): The system should implement RBAC mechanisms to ensure data is accessible only to authorized users based on predefined roles.
2	Multi-Factor Authentication (MFA): The system must be able to enforce MFA for system access, adding an extra layer of security beyond just a password.
3	Data Encryption: The system should ensure data encryption both at rest (within storage systems) and in transit (during data transfer).
4	Regular Security Audits: The system should allow to conduct periodic security audits to identify potential vulnerabilities and address them proactively.

Data Governance in the VSS should ensure the trustworthiness and quality of data. By ensuring that data is managed, protected, and used appropriately, the system should maintain its credibility and value to its users and stakeholders.

VS System Non-Functional Requirements

Non-functional requirements of Vital Statistics System (VSS) define the system’s overall qualities rather than its behaviors. These requirements set the standards for the overall performance, reliability, and other critical attributes of VSS.

SN	Requirement Type
<i>A. Scalability</i>	
Details:	
1	Horizontal & Vertical Scaling: The system should support both horizontal (adding more machines) and vertical scaling (adding more power to existing machines) to manage increased loads.
2	Load Balancing: The system should implement load balancers to distribute incoming data traffic across multiple servers, ensuring high availability and reliability.
<i>B. Open Standards</i>	
Details:	
1	Interoperability: The system must utilize open standards to ensure system components can easily interact with other systems or components without any proprietary restrictions.
2	Adherence to Global Standards: The system should adopt global standards like ISO/IEC or W3C recommendations, ensuring the system aligns with internationally recognized best practices.
<i>C. Performance</i>	
1	Optimized Response Time: The system should be optimized for quick response times for user queries, ensuring timely data retrieval.
2	Efficient Resource Utilization: The system should ensure utilization of computational and memory resources efficiently, optimizing for both performance and cost.
<i>D. Availability</i>	
1	High Availability (HA): The system to implement HA strategies to minimize system downtime, ensuring data is accessible when needed.
2	Backup and Recovery: The system to implement routine data backups and have a clear recovery process in case of system failures or data corruption.
<i>E. Robustness</i>	
1	Error Handling: The system should gracefully handle errors, ensuring minimal disruption to users and providing clear error messages when issues arise.
2	Fault Tolerance: the system should implement fault-tolerant mechanisms to ensure the system remains operational even when certain components fail.

Ensuring these non-functional requirements are met, the VSS is expected to be equipped to offer a reliable, efficient and user-friendly experience, accommodating the needs of its users and adapting to the evolving demands.

Dimensions and Measures:

Following are the possible dimensions and measures that the Vital Statistics (VS) system should offer

–

1. **Dimensions:**

SN	Dimensions
<i>A. Demographics</i>	
1	Sex
2	Age/Age Group
3	Employment status
4	Geographical location (Urban/Rural)
5	Key populations (for specific health concerns, e.g., HIV)
<i>B. Economic</i>	
1	Income level or bracket
2	Employment status
<i>C. Health</i>	
1	Disease or health condition (e.g., HIV, Tuberculosis, Malaria, Hepatitis B, cardiovascular disease, cancer, diabetes, chronic respiratory disease, etc.)
2	Treatment type (pharmacological, psychosocial, rehabilitation, etc.)
3	Alcohol consumption
<i>D. Social Welfare</i>	
1	Type of social protection (e.g., for children, unemployed persons, older persons, persons with disabilities, pregnant women, newborns, work-injury victims)
2	Type of basic services accessed
<i>E. Property and Assets</i>	
1	Land tenure type
2	Documented rights (with/without legally recognized documentation)
<i>F. Disaster and Accidents</i>	
1	Type of disaster (natural, man-made)
2	Economic impact category (loss related to GDP)

<i>F. Health Services</i>	
1	Health service type (reproductive, maternal, newborn, child health, infectious diseases, non-communicable diseases)
2	Insurance or public health system type
<i>G. Environmental Factors</i>	
1	Type of pollution (household, ambient)
2	Water, sanitation, and hygiene conditions
<i>H. Infrastructure and Services</i>	
1	Access to basic services
2	Road safety conditions

2. Measures:

SN	Measures
<i>A. Counts and Rates</i>	
1	Number of individuals (e.g., number of new HIV infections, number of people requiring interventions, number of deaths, etc.)
2	Rates (e.g., mortality rate, incidence rate, birth rate, death rate due to specific causes, etc.)
<i>B. Proportions and Percentages</i>	
1	Proportions (e.g., proportion of population below poverty line, proportion of births attended by skilled health personnel, etc.)
2	Coverage percentages (e.g., proportion covered by social protection, proportion with access to basic services, etc.)
<i>C. Economic Measures</i>	
1	Economic losses (related to disasters, expressed in terms of GDP)
<i>D. Health Metrics</i>	
1	Health indicators (e.g., maternal mortality ratio, under-five mortality rate, etc.)
2	Treatment coverage (e.g., coverage of treatment interventions for substance use disorders)
<i>E. Land and Property Metrics</i>	
1	Secure tenure rights metrics (percentage or proportion of the population with secure tenure rights)

Deliverables with Timeline

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	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

Specification for Equipment’s at Enrolment Centres

1. Laptop with UID Enrolment Software:

- Processor: Minimum Intel Core i5 or equivalent
- RAM: 8GB or higher
- Storage: 256GB SSD or higher
- OS: Windows 10 Professional or later
- Pre-installed UID enrollment software
- Connectivity: Ethernet, Wi-Fi capabilities

2. Web Camera / Digital Camera:

- Resolution: At least 1080p
- Frame Rate: Minimum 30fps
- Integrated microphone
- USB connectivity
- High dynamic range (HDR) capability for better image quality

3. Extra Monitor:

- Size: 19 inches
- Resolution: Minimum 1024x768, recommended Full HD (1920x1080)
- Connectivity: VGA/HDMI
- Adjustable stand for ergonomic positioning

4. Printer (A4 Printer):

- Print Resolution: At least 1200x1200 dpi for high-quality photo prints
- Color and Black & White printing capabilities
- Compatible with A4 size paper
- USB and/or Wi-Fi connectivity

5. Preloaded Antivirus / Anti-Spyware:

- Reputable antivirus software with the latest virus definitions
- Real-time scanning and firewall protection
- Anti-spyware and anti-malware capabilities

6. GPS Receiver:

- Accuracy: Position within 3 meters; time accuracy sub-microsecond to UTC
- Sensitivity: Tracking signals down to -160 dBm
- Update Rate: 1 Hz standard, higher rates preferred
- Acquisition Time: Cold Start < 35s, Warm Start < 30s, Hot Start < 1s
- Channels: Multi-channel (at least 12 channels)
- Antenna: Integrated or external, high sensitivity
- Connectivity: USB, Bluetooth, or Serial (RS-232), NMEA 0183 support
- Power: Low consumption, rechargeable battery
- Environmental Resilience: Water-resistant, suitable operating temperature range
- Additional Features: WAAS/EGNOS/MSAS capability, A-GPS, data logging
- Compliance: Relevant standards and certifications

7. Hardware Security Latches for Enrolment Stations:

- Durable latches to secure equipment to the station.
- Tamper-proof design for enhanced security.

8. Scanner for Document Scanning:

- Resolution: At least 1200 dpi
- Compatibility with various document sizes including A4
- Easy to use with quick scan capabilities
- Connectivity: USB or Wi-Fi

ANNEXURE A: INDICATIVE HARDWARE AND SOFTWARE LIST FOR DC AND DR**I. Indicative Hardware and Software for UID and Civil Registry (CRS) and Vital Statistics (VS) System roll-out**

S. No.	Item	Quantity
1	Physical Blade Server plus AMC for 5 years	4
2	Windows / Unix / Linux OS (16 Core)	4
3	Virtualization Software	4
4	Firewall Hardware	4
5	Antivirus licenses	10
6	Database license plus AMC (5 years)	4
7	Hardware Security Module (HSM)	2
8	Backup software license	1
9	DR Orchestration software	1
10	De-duplication engine plus support for 12 months	1

II. Assumptions

1. DC and DR space shall be provided by GoCD
2. GoCD will provide space for physical servers in an existing rack in DC and DR
3. Power supply, Cooling system, Security etc. at DC and DR shall be provided by GoCD
4. 2 physical servers will be taken (1 each in DC and DR) for UID and 2 physical servers will be taken (1 each in DC and DR) for Civil Registry (CR) and Vital Statistics (VS) System, totaling to 4 physical servers. The specification for these servers is as follows:
 - a. 48 Core
 - b. 512 GB RAM
 - c. 4 TB HDD
 - d. Intel or equivalent latest processor (>2020)
5. These servers will be virtualized using Windows / Unix / Linux OS
6. The requirements for virtualization of these servers are as follows (1 each for DC and DR) for each of UID and CRS:
 - a. DB Server

- i. 16 Core
 - ii. 64 GB RAM
 - iii. 2 TB HDD
- b. Application Server (2 each in DC and DR) comprising of one server for de-duplication and one server for Authentication.
 - i. 8 Core
 - ii. 32 GB RAM
 - iii. 1 TB HDD
- c. Web facing server (enrolment, MIS, FTP)
 - i. 4 Core
 - ii. 16 GB RAM
 - iii. 500 GB HDD

ANNEXURE B: MINIMUM FUNCTIONALITIES FOR UID, CRS AND VSS WEB APPLICATIONS**A. *General Functionalities:***

- The system **MUST** have a user management system and log all actions of users.
- The system **MUST** have a workflow engine which would enable supervisors / approvers to ensure that all changes / updates / certificates generated are allowed post due process and approval only.
- The system **MUST** have an audit feature providing a quick overview of daily, weekly and monthly transactions.
- The system **MUST** allow for an easy search and deduplication process
- The system **MUST** be able to view and print certificates and log all certificates printed
- The system **MUST** be able to request unique ID number from the UID system and store it permanently.
- The system **MUST** be interoperable and able to share data between the UID, CRS and VSS systems seamlessly.
- The system **MUST** be able to edit / update / correct/link records as per functional requirements.
- The system **MUST** be able to issue duplicate certificates/cards/documents based on necessary approval.
- The system **MUST** be able to take photos of applicant and store it on the person record page.
- The system **MUST** allow for uploading of photographs and scanned documents.
- The system **MUST** allow for approval of entered record printed by operators.
- The system **MUST** allow for sharing data safely to other government databases (Statistics, Tax and Social Security etc.)
- The system **MUST** be allowed to generate detailed reports and visual operational dashboards.
- The system **MUST** allow system administrators to add/delete drop-down lists.
- The system **MUST** support various security mechanisms for login and access including (but not limited to) the One Time Password (OTP) or demographic based login.
- The system **MUST** be able to register citizens, government officials and different other types of users as mentioned in the document.

- The system should be able to generate a QR code on the certificate and using this QR code, the system should provide a facility for users to check the authenticity of the certificate.
- The system **MUST** allow printing of certificates using pre-printed stationary and secured printing.
- The system **MUST** have a noting system.

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VIII - GENERAL CONDITIONS OF CONTRACT

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General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated below.

(a) contract elements

(i) **“Contract”** means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term “the Contract” shall in all such documents be construed accordingly.

(ii) **“Contract Documents”** means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).

(iii) **“Contract Agreement”** means the agreement entered into between the Purchaser and the Supplier using the form of Contract Agreement contained in the Sample Contractual Forms Section of the request for proposals documents and any modifications to this form agreed to by the Purchaser and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.

(iv) **“GCC”** means the General Conditions of Contract.

(v) **“SCC”** means the Special Conditions of Contract.

(vi) **“Technical Requirements”** means the Technical Requirements in Section VII of the request for proposals documents.

(vii) **“Implementation Schedule”** means the Implementation Schedule in Section VII of the request for proposals documents.

(viii) **“Contract Price”** means the price or prices defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

- (ix) **“Procurement Regulations”** refers to the edition **specified in the SCC** of the World Bank **“Procurement_Regulations for IPF Borrowers”**.
 - (x) **“request for proposals document”** refers to the document issued by the Purchaser on the subject procurement process.
 - (xi) **“Sexual Exploitation and Abuse” “(SEA)”** means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
 - (xii) **“Sexual Harassment” “(SH)”** is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Supplier’s Personnel with other Supplier’s or Purchaser’s personnel.
- (b) entities
- (i) **“Purchaser”** means the entity purchasing the Information System, as **specified in the SCC**.
 - (ii) **“Purchaser’s Personnel”** means all staff, labor and other employees of the Project Manager and of the Purchaser engaged in fulfilling the Purchaser’s obligations under the Contract; and any other personnel identified as Purchaser’s Personnel, by a notice from the Purchaser to the Supplier;
 - (iii) **“Project Manager”** means the person **named as such in the SCC** or otherwise appointed by the Purchaser in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Purchaser.
 - (iv) **“Supplier”** means the firm or Joint Venture whose proposal to **perform the Contract** has

been accepted by the Purchaser and is named as such in the Contract Agreement.

- (v) **“Supplier’s Representative”** means any person **nominated** by the Supplier and named as such in the Contract Agreement or otherwise approved by the Purchaser in the manner provided in GCC Clause 18.2 (Supplier’s Representative) to perform the duties delegated by the Supplier.
 - (vi) **“Supplier’s Personnel”** means all personnel whom the Supplier utilizes in the execution of the Contract, including the staff, labor and other employees of the Supplier and each Subcontractor; and any other personnel assisting the Supplier in the execution of the Contract;
 - (vii) **“Subcontractor”** means any firm to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is subcontracted directly or indirectly by the Supplier.
 - (viii) **“Adjudicator”** means the person named in Appendix 2 of the Contract Agreement, **appointed** by agreement between the Purchaser and the Supplier to make a decision on or to settle any dispute between the Purchaser and the Supplier referred to him or her by the parties, pursuant to GCC Clause 43.1 (Adjudication).
 - (ix) **“The World Bank”** (also called “The Bank”) means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).
- (c) scope
- (i) **“Information System,”** also called “the System,” means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational (exclusive of the Supplier’s Equipment), together with the Services to be carried out by the Supplier under the Contract.
 - (ii) **“Subsystem”** means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned

individually before Commissioning of the entire System.

- (iii) “Information Technologies” means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract.
- (iv) “Goods” means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Supplier’s Equipment.
- (v) “Services” means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.
- (vi) “The Project Plan” means the document to be developed by the Supplier and approved by the Purchaser, pursuant to GCC Clause 19, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier’s proposal. The “Agreed Project Plan” is the version of the Project Plan approved by the Purchaser, in accordance with GCC Clause 19.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.
- (vii) “Software” means that part of the System which are instructions that cause information processing Subsystems to perform in a specific manner or execute specific operations.

- (viii) “System Software” means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., “firmware”), operating systems, communications, system and network management, and utility software.
- (ix) “General-Purpose Software” means Software that supports general-purpose office and software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General-Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.
- (x) “Application Software” means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.
- (xi) “Standard Software” means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.
- (xii) “Custom Software” means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.
- (xiii) “Source Code” means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software

(typically, but not exclusively, required for Custom Software).

- (xiv) “Materials” means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video, and text) and on any medium, provided to the Purchaser under the Contract.
 - (xv) “Standard Materials” means all Materials not specified as Custom Materials.
 - (xvi) “Custom Materials” means Materials developed by the Supplier at the Purchaser’s expense under the Contract and identified as such in Appendix 5 of the Contract Agreement and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.
 - (xvii) “Intellectual Property Rights” means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
 - (xviii) “Supplier’s Equipment” means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, but excluding the Information Technologies, or other items forming part of the System.
- (d) activities
- (i) “Delivery” means the transfer of the Goods from the Supplier to the Purchaser in accordance with

- the current edition Incoterms specified in the Contract.
- (ii) “Installation” means that the System or a Subsystem as specified in the Contract is ready for Commissioning as provided in GCC Clause 26 (Installation).
 - (iii) “Pre-commissioning” means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC Clause 26 (Installation).
 - (iv) “Commissioning” means operation of the System or any Subsystem by the Supplier following Installation, which operation is to be carried out by the Supplier as provided in GCC Clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test(s).
 - (v) “Operational Acceptance Tests” means the tests specified in the Technical Requirements and Agreed Project Plan to be carried out to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test).
 - (vi) “Operational Acceptance” means the acceptance by the Purchaser of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with GCC Clause 27.3 (Operational Acceptance).
- (e) place and time
- (i) “Purchaser’s Country” is the **country named in the SCC.**
 - (ii) “Supplier’s Country” is the country in which the Supplier is legally organized, as named in the Contract Agreement.
 - (iii) **Unless otherwise specified in the SCC** “Project Site(s)” means the place(s) in the Site Table in the

Technical Requirements Section for the supply and installation of the System.

- (iv) “Eligible Country” means the countries and territories eligible for participation in procurements financed by the World Bank as defined in the Procurement Regulations.
- (v) “Day” means calendar day of the Gregorian Calendar.
- (vi) “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in the Purchaser’s Country.
- (vii) “Month” means calendar month of the Gregorian Calendar.
- (viii) “Year” means twelve (12) consecutive Months.
- (ix) “Effective Date” means the date of fulfillment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Subsystem(s).
- (x) “Contract Period” is the time period during which this Contract governs the relations and obligations of the Purchaser and Supplier in relation to the System, as **unless otherwise specified in the SCC**, the Contract shall continue in force until the Information System and all the Services have been provided, unless the Contract is terminated earlier in accordance with the terms set out in the Contract.
- (xi) “Defect Liability Period” (also referred to as the “Warranty Period”) means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Subsystem(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Subsystem[s]) as provided in GCC Clause 29 (Defect Liability).
- (xii) “The Coverage Period” means the Days of the Week and the hours of those Days during which

maintenance, operational, and/or technical support services (if any) must be available.

(xiii) The Post-Warranty Services Period” means the number of years **defined in the SCC** (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under this Contract or under separate contract(s).

2. Contract Documents

2.1 Subject to Article 1.2 (Order of Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole.

3. Interpretation

3.1 Governing Language

3.1.1 **Unless otherwise specified in the SCC**, all Contract Documents and related correspondence exchanged between Purchaser and Supplier shall be written in the language of the request for proposals document (English), and the Contract shall be construed and interpreted in accordance with that language.

3.1.2 If any of the Contract Documents or related correspondence are prepared in a language other than the governing language under GCC Clause 3.1.1 above, the translation of such documents into the governing language shall prevail in matters of interpretation. The originating party, with respect to such documents shall bear the costs and risks of such translation.

3.2 Singular and Plural

The singular shall include the plural and the plural the singular, except where the context otherwise requires.

3.3 Headings

The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute a part of the Contract nor affect its interpretation.

3.4 Persons

Words importing persons or parties shall include firms, corporations, and government entities.

3.5 Incoterms

Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by the Incoterms

Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 38 Cours Albert 1^{er}, 75008 Paris, France.

3.6 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

3.7 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.8 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Subcontractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Purchaser, and nothing contained in the Contract or in any subcontract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and the Purchaser.

3.9 Joint Venture

If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or

constitution of the Joint Venture shall not be altered without the prior consent of the Purchaser.

3.10 Nonwaiver

3.10.1 Subject to GCC Clause 3.10.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.10.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.11 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3.12 Country of Origin

“Origin” means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

4. Notices

4.1 Unless otherwise stated in the Contract, all notices to be given under the Contract shall be in writing and shall be sent, pursuant to GCC Clause 4.3 below, by personal delivery, airmail post, special courier, facsimile, electronic mail, or other electronic means, with the following provisions.

4.1.1 Any notice sent by facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch

- by notice sent by airmail post or special courier, except as otherwise specified in the Contract.
- 4.1.2 Any notice sent by airmail post or special courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the postal authorities or courier service for transmission by airmail or special courier.
- 4.1.3 Any notice delivered personally or sent by facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.
- 4.1.4 Either party may change its postal, facsimile, electronic mail, or EDI addresses for receipt of such notices by ten (10) days' notice to the other party in writing.
- 4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the Contract.
- 4.3 Pursuant to GCC Clause 18, notices from/to the Purchaser are normally given by, or addressed to, the Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Purchaser or Supplier may give and receive notices at their fallback addresses. The address of the Project Manager and the fallback address of the Purchaser are as **specified in the SCC** or as subsequently established/amended. The address of the Supplier's Representative and the fallback address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

- 5. Governing Law**
- 5.1 The Contract shall be governed by and interpreted in accordance with the laws of the country **specified in the SCC**.
- 5.2 Throughout the execution of the Contract, the Supplier shall comply with the import of goods and services prohibitions in the Purchaser's Country when
- (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or
 - (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
- 6. Fraud and Corruption**
- 6.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the Appendix 1 to the GCC.
- 6.2 The Purchaser requires the Suppliers to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the procurement process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

B. SUBJECT MATTER OF CONTRACT

- 7. Scope of the System**
- 7.1 Unless otherwise expressly **limited in the SCC** or Technical Requirements, the Supplier's obligations cover the provision of all Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed Project Plan.
- 7.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items

and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract.

7.3 The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's proposal, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), are as **specified in the SCC**, including the relevant terms, characteristics, and timings.

**8. Time for
Commencement
and Operational
Acceptance**

8.1 The Supplier shall commence work on the System within the period **specified in the SCC**, and without prejudice to GCC Clause 28.2, the Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan.

8.2 The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Subsystem(s) is specified in the Contract) in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed Project Plan, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

9. Supplier's Responsibilities

9.1 The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand. The Supplier shall ensure that its Subcontractors carry out the work on the Information System in accordance with the Contract, including complying with relevant environmental and social requirements and the obligations set out in GCC Clause 9.9.

The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of the Contract at the Project Site/s in the Purchaser's country where the Contract is executed.

If **required in the SCC**, the Supplier shall submit to the Purchaser for its approval a health and safety manual which has been specifically prepared for the Contract.

The health and safety manual shall be in addition to any other similar document required under applicable health and safety regulations and laws.

The health and safety manual shall set out any applicable health and safety requirement under the Contract,

(a) which may include:

- (i) the procedures to establish and maintain a safe working environment;
- (ii) the procedures for prevention, preparedness and response activities to be implemented in the case of an emergency event (i.e. an unanticipated incident, arising from natural or man-made hazards);
- (iii) the measures to be taken to avoid or minimize the potential for community exposure to water-borne, water-based, water-related, and vector-borne diseases,
- (iv) the measures to be implemented to avoid or minimize the spread of communicable diseases; and

- (b) any other requirements stated in the Purchaser's Requirements.
- 9.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Purchaser and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily available to the Supplier relating to the System as at the date twenty-eight (28) days prior to proposal submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.
- 9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. Failure to provide such resources, information, and decision-making may constitute grounds for termination pursuant to GCC Clause 41.2.
- 9.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in the Purchaser's Country that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's Personnel and entry permits for all imported Supplier's Equipment. The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Purchaser under GCC Clause 10.4 and that are necessary for the performance of the Contract.
- 9.5 The Supplier shall comply with all laws in force in the Purchaser's Country. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1. The Supplier shall not indemnify the Purchaser to the extent that such liability, damage, claims, fines, penalties, and

expenses were caused or contributed to by a fault of the Purchaser.

- 9.6 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin, as defined in GCC Clause 3.12, in a country that shall be an Eligible Country, as defined in GCC Clause 1.1 (e) (iv).
- 9.7 Pursuant to paragraph 2.2 e. of the Appendix 1 to the General Conditions of Contract, the Supplier shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Bank. The Supplier's and its Subcontractors' and subconsultants' attention is drawn to GCC Clause 6.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).
- 9.8 The Supplier shall conform to the sustainable procurement contractual provisions, if and as **specified in the SCC**.
- 9.9 **Code of Conduct**

The Supplier shall have a Code of Conduct for the Supplier's Personnel employed for the execution of the Contract at the Project Site/s.

The Supplier shall take all necessary measures to ensure that each such personnel is made aware of the Code of Conduct including specific behaviors that are prohibited, and understands the consequences of engaging in such prohibited behaviors.

These measures include providing instructions and documentation that can be understood by such personnel, and seeking to obtain that person's signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Supplier shall also ensure that the Code of Conduct is visibly displayed in the Project Site/s as well as, as applicable, in areas outside the Project Site/s accessible to the local

community and any project affected people. The posted Code of Conduct shall be provided in languages comprehensible to the Supplier's Personnel, Purchaser's Personnel and the local community.

The Supplier's Management Strategy and Implementation Plans, if applicable, shall include appropriate processes for the Supplier to verify compliance with these obligations.

9.10 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.

9.11 The Supplier, including its Subcontractors, shall comply with all applicable safety obligations. The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of Contract at the Project Site/s.

9.12 Training of Supplier's Personnel

The Supplier shall provide appropriate training to relevant Supplier's Personnel on any applicable environmental and social aspect of the Contract, including appropriate sensitization on prohibition of SEA, health and safety.

As stated in the Purchaser's Requirements or as instructed by the Project Manager, the Supplier shall also allow appropriate opportunities for the relevant personnel to be trained on any applicable environmental and social aspects of the Contract by the Purchaser's Personnel and/or other personnel assigned by the Purchaser.

The Supplier shall provide training on SEA and SH, including its prevention, to any of its personnel who has a role to supervise other Supplier's Personnel.

9.13 Stakeholder engagements

The Supplier shall provide relevant contract-related information, as the Purchaser and/or Project Manager may reasonably request to conduct contract stakeholder engagement. "Stakeholder" refers to individuals or groups who:

- (a) are affected or likely to be affected by the Contract;
and
- (b) may have an interest in the Contract.

The Supplier may also directly participate in contract stakeholder engagements, as the Purchaser and/or Project Manager may reasonably request.

9.14 Forced Labor

The Supplier, including its Subcontractors, shall not employ or engage forced labour. Forced labour consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labour, such as indentured labour, bonded labour or similar labour-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

9.15 Child Labor

The Supplier, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Supplier, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Supplier, including its Subcontractors, shall only employ or engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Supplier with the Project Manager's consent. The Supplier shall be subject to regular monitoring by the Project Manager that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

- (a) with exposure to physical, psychological or sexual abuse;
- (b) underground, underwater, working at heights or in confined spaces;
- (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;
- (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or
- (e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

9.16 Non-Discrimination and Equal Opportunity

The Supplier shall not make decisions relating to the employment or treatment of personnel for the execution of the Contract on the basis of personal characteristics unrelated to inherent job requirements. The Supplier shall base the employment of personnel for the execution of the Contract on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Supplier shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in accordance with GCC Clause 9.15).

9.17 Personnel Grievance Mechanism

The Supplier shall have a grievance mechanism for personnel employed in the execution of the Contract to raise workplace concerns. The grievance mechanism shall be proportionate to the nature, scale, risks and impacts of the Contract. The grievance mechanism may utilize existing grievance mechanisms, provided that they are properly

designed and implemented, address concerns promptly, and are readily accessible to such personnel.

9.18 Security of the Project Site

If stated in the SCC, the Supplier shall be responsible for the security at the Project Site/s including providing and maintaining at its own expense all lighting, fencing, and watching when and where necessary for the proper execution and the protection of the locations, or for the safety of the owners and occupiers of adjacent property and for the safety of the public.

In making security arrangements, the Supplier shall be guided by applicable laws and any other requirements that may be stated in the Purchaser's Requirements.

The Supplier shall (i) conduct appropriate background checks on any personnel retained to provide security; (ii) train the security personnel adequately (or determine that they are properly trained) in the use of force (and where applicable, firearms), and appropriate conduct towards the Supplier's Personnel, Purchaser's Personnel and affected communities; and (iii) require the security personnel to act within the applicable Laws and any requirements set out in the Purchaser's Requirements.

The Supplier shall not permit any use of force by security personnel in providing security except when used for preventive and defensive purposes in proportion to the nature and extent of the threat.

9.19 Recruitment of Persons

The Supplier shall not recruit, or attempt to recruit, either on limited time or permanent basis or through any other contractual agreement, staff and labor from amongst the Purchaser's Personnel.

9.20 **Unless otherwise specified in the SCC** the Supplier shall have no other Supplier responsibilities.

10. Purchaser's Responsibilities

10.1 The Purchaser shall ensure the accuracy of all information and/or data to be supplied by the Purchaser to the Supplier, except when otherwise expressly stated in the Contract.

10.2 The Purchaser shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed Project Plan (pursuant to GCC Clause 19.2) within the time schedule

- specified in the Implementation Schedule. Failure to provide such resources, information, and decision making may constitute grounds for Termination pursuant to GCC Clause 41.3.1 (b).
- 10.3 The Purchaser shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract.
- 10.4 If requested by the Supplier, the Purchaser shall use its best endeavors to assist the Supplier in obtaining in a timely and expeditious manner all permits, approvals, and/or licenses necessary for the execution of the Contract from all local, state, or national government authorities or public service undertakings that such authorities or undertakings require the Supplier or Subcontractors or the Supplier's Personnel, as the case may be, to obtain.
- 10.5 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, SCC, Agreed Project Plan, or other parts of the Contract, the Purchaser shall use its best endeavors to assist the Supplier in obtaining such services in a timely and expeditious manner.
- 10.6 The Purchaser shall be responsible for timely provision of all resources, access, and information necessary for the Installation and Operational Acceptance of the System (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed Project Plan, except where provision of such items is explicitly identified in the Contract as being the responsibility of the Supplier. Delay by the Purchaser may result in an appropriate extension of the Time for Operational Acceptance, at the Supplier's discretion.
- 10.7 Unless otherwise specified in the Contract or agreed upon by the Purchaser and the Supplier, the Purchaser shall provide sufficient, properly qualified operating and technical personnel, as required by the Supplier to properly carry out Delivery, Pre-commissioning, Installation, Commissioning, and Operational Acceptance, at or before the time specified in the Implementation Schedule and the Agreed Project Plan.

- 10.8 The Purchaser will designate appropriate staff for the training courses to be given by the Supplier and shall make all appropriate logistical arrangements for such training as specified in the Technical Requirements, SCC, the Agreed Project Plan, or other parts of the Contract.
- 10.9 The Purchaser assumes primary responsibility for the Operational Acceptance Test(s) for the System, in accordance with GCC Clause 27.2, and shall be responsible for the continued operation of the System after Operational Acceptance. However, this shall not limit in any way the Supplier's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.
- 10.10 The Purchaser is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.
- 10.11 All costs and expenses involved in the performance of the obligations under this GCC Clause 10 shall be the responsibility of the Purchaser, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test(s), in accordance with GCC Clause 27.2.
- 10.12 **Unless otherwise specified in the SCC** the Purchaser shall have no other Purchaser responsibilities.

C. PAYMENT

- 11. Contract Price**
- 11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.
- 11.2 Unless an adjustment clause is **provided for in the SCC**, the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;
- 11.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

12. Terms of Payment

- 12.1 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract.

The Contract Price shall be paid as **specified in the SCC**.

- 12.2 No payment made by the Purchaser herein shall be deemed to constitute acceptance by the Purchaser of the System or any Subsystem(s).
- 12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) **specified in the SCC** for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.
- 12.4 Payments shall be made in the currency(ies) specified in the Contract Agreement, pursuant to GCC Clause 11. For Goods and Services supplied locally, payments shall be made **as specified in the SCC**.
- 12.5 **Unless otherwise specified in the SCC**, payment of the foreign currency portion of the Contract Price for Goods supplied from outside the Purchaser's Country shall be made to the Supplier through an irrevocable letter of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of *Uniform Customs and Practice for Documentary Credits*, published by the International Chamber of Commerce, Paris.
- 12.6 **As specified in the SCC**, if the Supplier fails to perform its cyber security obligations under the Contract, an assessed amount, as determined by the Project Manager, may be withheld until the obligation has been performed.

13. Securities

13.1 Issuance of Securities

The Supplier shall provide the securities specified below in favor of the Purchaser at the times and in the amount, manner, and form specified below.

13.2 Advance Payment Security

13.2.1 The Supplier shall provide within twenty-eight (28) days of the notification of Contract award an Advance Payment Security in the amount and currency of the Advance Payment specified in SCC for GCC Clause 12.1 above and valid until the System is Operationally Accepted.

13.2.2 The security shall be in the form provided in the request for proposal document or in another form acceptable to the Purchaser. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Purchaser. **Unless otherwise specified in the SCC**, the reduction in value and expiration of the Advance Payment Security are calculated as follows:

$P*a/(100-a)$, where “P” is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and “a” is the Advance Payment expressed as a percentage of the Contract Price pursuant to the SCC for GCC Clause 12.1.

The security shall be returned to the Supplier immediately after its expiration.

13.3 Performance Security

13.3.1 The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount and currency **specified in the SCC**.

13.3.2 The security shall be a bank guarantee in the form provided in the Sample Contractual Forms Section of the request for proposal document, or it shall be in another form acceptable to the Purchaser.

13.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited

to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.

13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount **specified in the SCC**, on the date of the Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.

14. Taxes and Duties

- 14.1 For Goods or Services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Purchaser's country for the supply of Goods and Services from outside the Purchaser's country are the responsibility of the Purchaser unless these duties or taxes have been made part of the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to, in which case the duties and taxes will be the Supplier's responsibility.
- 14.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to the Purchaser. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in the Purchaser's country, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to.
- 14.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in the Purchaser's Country, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.
- 14.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of proposal submission in the Purchaser's Country (also called "Tax" in this GCC Clause 14.4). If any Tax rates are increased or

decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

D. INTELLECTUAL PROPERTY

15. Copyright

- 15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 15.2 The Purchaser agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause 16, except that additional copies of Standard Materials may be made by the Purchaser for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 15.3 The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or **unless otherwise specified in the SCC** to a legally constituted successor organization (e.g., a reorganization of a public entity formally authorized by the government or through a merger or acquisition of a private entity).
- 15.4 **Unless otherwise specified in the SCC**, the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this Contract or on creation of the rights (if later than the date of this Contract), vest in the Purchaser. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing (as legally sufficient) that the Purchaser may consider necessary or desirable to perfect the right, title, and interest of the Purchaser in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of a moral right in such an item does not assert it, and the

Supplier shall, if requested to do so by the Purchaser and where permitted by applicable law, ensure that the holder of such a moral right waives it.

15.5 **Unless otherwise specified in the SCC**, escrow arrangements shall NOT be required.

16. Software License Agreements

16.1 Except to the extent that the Intellectual Property Rights in the Software vest in the Purchaser, the Supplier hereby grants to the Purchaser license to access and use the Software, including all inventions, designs, and marks embodied in the Software.

Such license to access and use the Software shall:

- (a) be:
 - (i) nonexclusive;
 - (ii) fully paid up and irrevocable (except that it shall terminate if the Contract terminates under GCC Clauses 41.1 or 41.3);
 - (iii) **unless otherwise specified in the SCC** valid throughout the territory of the Purchaser's Country;
 - (iv) **unless otherwise specified in the SCC** subject to NO additional restrictions.
- (b) permit the Software to be:
 - (i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's proposal), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;
 - (ii) used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's proposal specifies a class of computer to which the license is restricted, the replacement computer(s) is(are) within that class;

- (iii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;
 - (iv) reproduced for safekeeping or backup purposes;
 - (v) customized, adapted, or combined with other computer software for use by the Purchaser, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this Contract;
 - (vi) **unless otherwise specified in the SCC**, disclosed to, and reproduced for use by, support service suppliers and their subcontractors, to the extent reasonably necessary to the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract; and
 - (vii) **unless otherwise specified in the SCC** disclosed to, and reproduced for use by, NO other parties.
- 16.2 The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements. **Unless otherwise specified in the SCC**, the Purchaser will make available to the Supplier, within seven (7) days of a written request, accurate and up-to-date records of the number and location of copies, the number of authorized users, or any other relevant data required to demonstrate use of the Standard Software as per the license agreement. If and only if, expressly agreed in writing between the Purchaser and the Supplier, Purchaser will allow, under a pre-specified agreed procedure, the execution of embedded software functions under Supplier's control, and unencumbered transmission of resulting information on software usage.

17. Confidential Information

- 17.1 **Unless otherwise specified in the SCC**, the "Receiving Party" (either the Purchaser or the Supplier) shall keep confidential and shall not, without the written consent of the other party to this Contract ("the Disclosing Party"), divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information") connected with this Contract, and furnished directly or indirectly by the Disclosing Party prior to or during performance, or following termination, of this Contract.
- 17.2 For the purposes of GCC Clause 17.1, the Supplier is also deemed to be the Receiving Party of Confidential Information generated by the Supplier itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of the Purchaser or the Purchaser's use of the System.
- 17.3 Notwithstanding GCC Clauses 17.1 and 17.2:
- (a) the Supplier may furnish to its Subcontractor Confidential Information of the Purchaser to the extent reasonably required for the Subcontractor to perform its work under the Contract; and
 - (b) the Purchaser may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and subsidiaries,
- in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing Party is aware of and abides by the Receiving Party's obligations under this GCC Clause 17 as if that person were party to the Contract in place of the Receiving Party.
- 17.4 The Purchaser shall not, without the Supplier's prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without the Purchaser's prior written consent, use any Confidential Information received from the Purchaser for any purpose other than those that are required for the performance of the Contract.

- 17.5 The obligation of a party under GCC Clauses 17.1 through 17.4 above, however, shall not apply to that information which:
- (a) now or hereafter enters the public domain through no fault of the Receiving Party;
 - (b) can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party;
 - (c) otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality;
 - (d) is being provided to the Bank.
- 17.6 The above provisions of this GCC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.
- 17.7 **Unless otherwise specified in the SCC**, the provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years.

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

18. Representatives

18.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Purchaser shall appoint and notify the Supplier in writing of the name of the Project Manager. The Purchaser may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. Such appointment shall take effect only upon receipt of such notice by the Supplier. **Unless otherwise specified in the SCC** (if any), the Project Manager shall have the authority to represent the Purchaser on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Purchaser pursuant to GCC Clause 4.

18.2 Supplier's Representative

- 18.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Purchaser in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Purchaser does not object to the appointment within fourteen (14) days, the Supplier's Representative shall be deemed to have been approved. If the Purchaser objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.
- 18.2.2 **Unless otherwise specified in the SCC** (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Supplier pursuant to GCC Clause 4.
- 18.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without the Purchaser's prior written consent, which shall not be unreasonably withheld. If the Purchaser consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in GCC Clause 18.2.1.
- 18.2.4 The Supplier's Representative and staff are obliged to work closely with the Purchaser's Project Manager and staff, act within their own authority, and abide by directives issued by the Purchaser that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of the Supplier's Personnel.
- 18.2.5 The Supplier's Representative may, subject to the approval of the Purchaser (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities

vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until the notice of it has been delivered.

18.2.6 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC Clause 18.2.5 shall be deemed to be an act or exercise by the Supplier's Representative.

18.3 Removal of Supplier's Personnel

18.3.1 The Project Manager may require the Supplier to remove (or cause to be removed) the Supplier's Representative or any other person employed by the Supplier in the execution of the Contract, who:

- (a) persists in any misconduct or lack of care;
- (b) carries out duties incompetently or negligently;
- (c) fails to comply with any provision of the Contract;
- (d) persists in any conduct which is prejudicial to safety, health, or the protection of the environment;
- (e) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Contract;
- (f) has been recruited from the Purchaser's Personnel;
- (g) engages in any other behaviour which breaches the Code of Conduct, as applicable;

If appropriate, the Supplier shall then promptly appoint (or cause to be appointed) a suitable replacement with equivalent skills and experience.

Notwithstanding any requirement from the Project Manager to remove or cause to remove any person, the Supplier shall take immediate action as appropriate in response to any violation of (a) through (g) above. Such immediate action shall include removing (or causing to be removed) from work on the System, any person Employed by the Supplier in the execution of the

Contract who engages in (a), (b), (c), (d), (e) or (g) above or has been recruited as stated in (f) above.

18.3.2 If any representative or person employed by the Supplier is removed in accordance with GCC Clause 18.3.1, the Supplier shall, where required, promptly appoint a suitable replacement with equivalent skills and experience.

19. Project Plan

- 19.1 In close cooperation with the Purchaser and based on the Preliminary Project Plan included in the Supplier's proposal, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/or Technical Requirements.
- 19.2 **Unless otherwise specified in the SCC**, within thirty (30) days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Purchaser. Such submission to the Purchaser shall include any applicable environmental and social management plan to manage environmental and social risks and impacts. The Purchaser shall, within fourteen (14) days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC (in this Clause 19.2 called "non-conformities" below). The Supplier shall, within five (5) days of receipt of such notification, correct the Project Plan and resubmit to the Purchaser. The Purchaser shall, within five (5) days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, the Purchaser shall provide confirmation in writing to the Supplier. This approved Project Plan ("the Agreed Project Plan") shall be contractually binding on the Purchaser and the Supplier.
- 19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 39 and 40.

- 19.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed Project Plan and the Contract.
- 19.5 **Unless otherwise specified in the SCC**, the Supplier shall submit to the Purchaser Monthly Progress Reports summarizing:
- (i) results accomplished during the prior period;
 - (ii) cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;
 - (iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;
 - (iv) other issues and outstanding problems; proposed actions to be taken;
 - (v) resources that the Supplier expects to be provided by the Purchaser and/or actions to be taken by the Purchaser in the next reporting period;
 - (vi) status of compliance to environmental and social requirements, as applicable;
 - (vii) other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.
- 19.6 The Supplier shall submit to the Purchaser other (periodic) reports as specified in the SCC.
- 19.7 **Immediate Reporting requirement**
- The Supplier shall inform the Project Manager immediately of any allegation, incident or accident in Project Site/s, which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. This includes, but is not limited to, any incident or accident causing fatality or serious injury; significant adverse effects or damage to private property; any cyber security incidents as **specified in the SCC**; or any allegation of SEA and/or SH. In case of SEA and/or SH, while maintaining confidentiality as appropriate, the type of allegation (sexual exploitation, sexual abuse or sexual harassment), gender and age of the person who experienced the alleged incident should be included in the information.

The Supplier, upon becoming aware of the allegation, incident or accident, shall also immediately inform the Purchaser of any such incident or accident on the Subcontractors' or suppliers' premises relating to the Contract which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. The notification shall provide sufficient detail regarding such incidents or accidents.

The Supplier shall provide full details of such incidents or accidents to the Project Manager within the timeframe agreed with the Purchaser.

The Purchaser shall require its Subcontractors to immediately notify it of any incidents or accidents referred to in this Sub- Clause.

- 20. Subcontracting**
- 20.1 Appendix 3 (List of Approved Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by the Purchaser. If no Subcontractors are listed for an item, the Supplier shall prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to the Purchaser for its approval in sufficient time so as not to impede the progress of work on the System. Submission by the Supplier, for addition of any Subcontractor not named in the Contract, shall also include the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration. Approval by the Purchaser of a Subcontractor(s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.
- 20.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to GCC Clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Purchaser's prior approval under GCC Clause 20.3.
- 20.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 3 to the Contract

Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Purchaser in writing at least twenty-eight (28) days prior to the proposed mobilization date for such Subcontractor, including by providing the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration; and (ii) by the end of this period either the Purchaser has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontractor to which the Purchaser has objected in writing prior to the end of the notice period. The absence of a written objection by the Purchaser during the above specified period shall constitute formal acceptance of the proposed Subcontractor. Except to the extent that it permits the deemed approval of the Purchaser of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the Purchaser or Supplier as they are specified in GCC Clauses 20.1 and 20.2, or in Appendix 3 of the Contract Agreement.

- 20.4 The Supplier shall ensure that its Subcontractors comply with the relevant ES requirements and the obligations set out in GCC Clause 9.9.

21. Design and Engineering

21.1 Technical Specifications and Drawings

- 21.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contract or, where not so specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

- 21.1.2 The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Purchaser, by

giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of proposal submission shall apply. During Contract execution, any changes in such codes and standards shall be applied after approval by the Purchaser and shall be treated in accordance with GCC Clause 39.3.

21.3 Approval/Review of Controlling Technical Documents by the Project Manager

21.3.1 Unless otherwise specified in the SCC, there will NO Controlling Technical Documents required. However, **if the SCC specifies** Controlling Technical Documents, the Supplier shall prepare and furnish such documents for the Project Manager's approval or review.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.3.2 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

21.3.3 The Project Manager shall not disapprove any document except on the grounds that the document

does not comply with some specified provision of the Contract or that it is contrary to good industry practice.

21.3.4 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in accordance with GCC Clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC Clause 21.3.5. The procedure set out in GCC Clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

21.3.5 If any dispute occurs between the Purchaser and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/or any modification(s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Purchaser has not given notice under GCC Clause 43.1.2, then the Supplier shall be reimbursed by the Purchaser for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Achieving Operational Acceptance shall be extended accordingly.

21.3.6 The Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information

furnished in writing to the Supplier by or on behalf of the Purchaser.

21.3.7 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GCC Clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GCC Clause 39 (Changes to the System) shall apply to such request.

22. Procurement, Delivery, and Transport

22.1 Subject to related Purchaser's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.

22.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance with the Technical Requirements.

22.3 Early or partial deliveries require the explicit written consent of the Purchaser, which consent shall not be unreasonably withheld.

22.4 Transportation

22.4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Purchaser's instructions to the Supplier.

22.4.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms and conditions of the associated Incoterms.

22.4.3 **Unless otherwise specified in the SCC**, the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country.

22.5 **Unless otherwise specified in the SCC**, the Supplier will provide the Purchaser with shipping and other documents, as specified below:

22.5.1 For Goods supplied from outside the Purchaser's Country:

Upon shipment, the Supplier shall notify the Purchaser and the insurance company contracted by the Supplier to provide cargo insurance by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate, with a copy to the cargo insurance company:

- (a) two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount;
- (b) usual transportation documents;
- (c) insurance certificate;
- (d) certificate(s) of origin; and
- (e) estimated time and point of arrival in the Purchaser's Country and at the site.

22.5.2 For Goods supplied locally (i.e., from within the Purchaser's country):

Upon shipment, the Supplier shall notify the Purchaser by cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate:

- (a) two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;
- (b) delivery note, railway receipt, or truck receipt;
- (c) certificate of insurance;
- (d) certificate(s) of origin; and
- (e) estimated time of arrival at the site.

22.6 Customs Clearance

- (a) The Purchaser will bear responsibility for, and cost of, customs clearance into the Purchaser's country in accordance the particular Incoterm(s) used for

Goods supplied from outside the Purchaser's country in the Price Schedules referred to by Article 2 of the Contract Agreement.

- (b) At the request of the Purchaser, the Supplier will make available a representative or agent during the process of customs clearance in the Purchaser's country for goods supplied from outside the Purchaser's country. In the event of delays in customs clearance that are not the fault of the Supplier:
 - (i) the Supplier shall be entitled to an extension in the Time for Achieving Operational Acceptance, pursuant to GCC Clause 40;
 - (ii) the Contract Price shall be adjusted to compensate the Supplier for any additional storage charges that the Supplier may incur as a result of the delay.

23. Product Upgrades

- 23.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its proposal and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).
- 23.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).
- 23.3 During performance of the Contract, the Supplier shall offer to the Purchaser all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these

Software exceed those quoted by the Supplier in the Recurrent Costs tables in its proposal.

- 23.4 **Unless otherwise specified in the SCC**, during the Warranty Period, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's country, and no later than twelve (12) months after they are released in the country of origin of the Software.
- 23.5 The Purchaser shall introduce all new versions, releases or updates of the Software within eighteen (18) months of receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or maintaining a version or release of the Software less than twenty four (24) months after the Purchaser receives a production-ready copy of a subsequent version, release, or update. The Purchaser shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.

**24. Implementation,
Installation, and
Other Services**

- 24.1 The Supplier shall provide all Services specified in the Contract and Agreed Project Plan in accordance with the highest standards of professional competence and integrity.
- 24.2 Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its proposal) and shall not exceed the prevailing rates charged by the Supplier to other purchasers in the Purchaser's Country for similar services.

- 25. Inspections and Tests**
- 25.1 The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.
- 25.2 The Purchaser or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Purchaser shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.
- 25.3 Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser.
- 25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/or test shall be added to the Contract Price. Further, if such inspection and/or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.
- 25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 43 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.
- 26. Installation of the System**
- 26.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Agreed Project Plan, the Supplier shall so notify the Purchaser in writing.

- 26.2 The Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the Sample Contractual Forms Section in the request for proposals document, stating that the System, or major component or Subsystem (if Acceptance by major component or Subsystem is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Subsystem and, when in the Supplier's opinion the System or Subsystem is ready for Commissioning and Operational Acceptance Testing, notify the Purchaser in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause 26.2 shall be repeated, as necessary, until an Installation Certificate is issued.
- 26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, or if the Purchaser puts the System or a Subsystem into production operation, then the System (or Subsystem) shall be deemed to have achieved successful Installation as of the date of the Supplier's notice or repeated notice, or when the Purchaser put the System into production operation, as the case may be.

**27. Commissioning
and Operational
Acceptance**

- 27.1 Commissioning
- 27.1.1 Commissioning of the System (or Subsystem if specified pursuant to the SCC for GCC Clause 27.2.1) shall be commenced by the Supplier:
- (a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or
 - (b) as otherwise specified in the Technical Requirement or the Agreed Project Plan; or

- (c) immediately after Installation is deemed to have occurred, under GCC Clause 26.3.

27.1.2 The Purchaser shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.

Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

27.2 Operational Acceptance Tests

27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Purchaser (in accordance with GCC Clause 10.9), but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or major components or Subsystem[s]), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's proposal, including, but not restricted to, the functional and technical performance requirements. **Unless otherwise specified in the SCC**, the Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/or the Agreed Project Plan.

At the Purchaser's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.

27.2.2 If for reasons attributable to the Purchaser, the Operational Acceptance Test of the System (or Subsystem[s]) or major components, pursuant to the SCC for GCC Clause 27.2.1) cannot be successfully completed within ninety (90) days from the date of Installation or any other period agreed upon in writing by the Purchaser and the Supplier, the Supplier shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the Technical Specifications, SCC and/or the Agreed Project Plan, and GCC Clause 28.2 and 28.3 shall not apply.

27.3 Operational Acceptance

27.3.1 Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when

- (a) the Operational Acceptance Tests, as specified in the Technical Requirements, and/or SCC and/or the Agreed Project Plan have been successfully completed; or
- (b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Purchaser within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or
- (c) the Purchaser has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Supplier shall notify the Purchaser and document such use.

27.3.2 At any time after any of the events set out in GCC Clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.

27.3.3 After consultation with the Purchaser, and within fourteen (14) days after receipt of the Supplier's notice, the Project Manager shall:

- (a) issue an Operational Acceptance Certificate; or
- (b) notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests; or
- (c) issue the Operational Acceptance Certificate, if the situation covered by GCC Clause 27.3.1 (b) arises.

27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the

Purchaser of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, then either:

(a) the Purchaser may consider terminating the Contract, pursuant to GCC Clause 41.2.2;

or

(b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Purchaser to fulfill its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.

27.3.6 If within fourteen (14) days after receipt of the Supplier's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Supplier's said notice.

27.4 Partial Acceptance

27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem(s) of the System. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such

major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.

27.4.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC Clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as an integrated whole (if so specified in the SCC for GCC Clauses 12.1 and 27.2.1) once all major components and Subsystems have been supplied, installed, tested, and commissioned.

27.4.3 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Purchaser or Supplier.

F. GUARANTEES AND LIABILITIES

28. Operational Acceptance Time Guarantee

28.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule and/or the Agreed Project Plan pursuant to GCC Clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

28.2 **Unless otherwise specified in the SCC**, if the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for achieving Operational Acceptance specified in the Implementation Schedule or the Agreed Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Purchaser liquidated damages at the rate of one half of one percent per week as a percentage of the Contract Price

(exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount of ten (10) percent of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.

28.3 **Unless otherwise specified in the SCC**, liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule and/or Agreed Project Plan. This Clause 28.3 shall not limit, however, any other rights or remedies the Purchaser may have under the Contract for other delays.

28.4 If liquidated damages are claimed by the Purchaser for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Purchaser in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.

29. Defect Liability

29.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. **Unless otherwise specified in the SCC**, there will be NO exceptions and/or limitations to this warranty with respect to Software (or categories of Software). Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict with the provisions of this Contract.

29.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's

- or Subsystem's ability to fulfill the Technical Requirements.
- 29.3 **Unless otherwise specified in the SCC**, the Supplier warrants that: (i) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, and (ii) they have been previously released to the market.
- 29.4 **Unless otherwise specified in the SCC**, the Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for thirty-six (36) months.
- 29.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Purchaser regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.
- 29.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect, or of any damage to the System arising out of or resulting from any of the following causes:
- (a) improper operation or maintenance of the System by the Purchaser;
 - (b) normal wear and tear;
 - (c) use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or
 - (d) modifications made to the System by the Purchaser, or a third party, not approved by the Supplier.
- 29.7 The Supplier's obligations under this GCC Clause 29 shall not apply to:

- (a) any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or
 - (b) any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Purchaser or any matters for which the Supplier has disclaimed responsibility, in accordance with GCC Clause 21.1.2.
- 29.8 The Purchaser shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect any such defect. The Purchaser shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this GCC Clause 29.
- 29.9 The Supplier may, with the consent of the Purchaser, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Purchaser may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, whereupon the Supplier shall carry out such tests.
- If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by the Purchaser and the Supplier.
- 29.10 **Unless otherwise specified in the SCC**, the response times and repair/replacement times for Warranty Defect Repair are specified in the Technical Requirements. Nevertheless, if the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within two weeks the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from

any monies due the Supplier or claimed under the Performance Security.

- 29.11 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Purchaser because of such defect and/or making good of such defect.
- 29.12 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater. For reasons of information security, the Purchaser may choose to retain physical possession of any replaced defective information storage devices.
- 29.13 At the request of the Purchaser and without prejudice to any other rights and remedies that the Purchaser may have against the Supplier under the Contract, the Supplier will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Supplier.

30. Functional Guarantees

- 30.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.
- 30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and

shall request the Purchaser to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.

- 30.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

**31. Intellectual
Property Rights
Warranty**

- 31.1 The Supplier hereby represents and warrants that:
- (a) the System as supplied, installed, tested, and accepted;
 - (b) use of the System in accordance with the Contract; and
 - (c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

**32. Intellectual
Property Rights
Indemnity**

- 32.1 The Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason of:
- (a) installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;
 - (b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and

- (c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause 32.2.
- 32.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.
- 32.3 Such indemnities shall also not apply if any claim of infringement:
 - (a) is asserted by a parent, subsidiary, or affiliate of the Purchaser's organization;
 - (b) is a direct result of a design mandated by the Purchaser's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Proposal; or
 - (c) results from the alteration of the System, including the Materials, by the Purchaser or any persons other than the Supplier or a person authorized by the Supplier.
- 32.4 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Clause 32.1, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) days, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be

reimbursed by the Supplier for all reasonable expenses incurred in so doing.

- 32.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by the Purchaser or any persons (other than the Supplier) contracted by the Purchaser, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of GCC Clause 32.8.
- 32.6 Such indemnity shall not cover
- (a) any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;
 - (b) any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Purchaser or any other person contracted by the Purchaser, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.
- 32.7 Such indemnities shall also not apply:
- (a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier's organization;
 - (b) to the extent that any claim of infringement is caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by the Purchaser or any persons contracted by the Purchaser.

32.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC Clause 32.5, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

33. Limitation of Liability

33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

- (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.

G. RISK DISTRIBUTION

34. Transfer of Ownership

34.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Purchaser at the time of

Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

34.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC Clause 15 (Copyright) Clause 16 (Software License Agreements), and any elaboration in the Technical Requirements.

34.3 Ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract shall remain with the Supplier or its Subcontractors.

35. Care of the System

35.1 The Purchaser shall become responsible for the care and custody of the System or Subsystems upon their Delivery. The Purchaser shall make good at its own cost any loss or damage that may occur to the System or Subsystems from any cause from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC Clause 27 (Commissioning and Operational Acceptance), excepting such loss or damage arising from acts or omissions of the Supplier, its employees, or subcontractors.

35.2 If any loss or damage occurs to the System or any part of the System by reason of:

- (a) (insofar as they relate to the country where the Project Site is located) nuclear reaction, nuclear radiation, radioactive contamination, a pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced Supplier could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, insofar as such risks are not normally insurable on the insurance market and are mentioned in the general exclusions of the policy of insurance taken out under GCC Clause 37;
- (b) any use not in accordance with the Contract, by the Purchaser or any third party;
- (c) any use of or reliance upon any design, data, or specification provided or designated by or on behalf of the Purchaser, or any such matter for which the Supplier has disclaimed responsibility in accordance with GCC Clause 21.1.2,

the Purchaser shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If the Purchaser requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at the cost of the Purchaser in accordance with GCC Clause 39. If the Purchaser does not request the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Purchaser shall either request a change in accordance with GCC Clause 39, excluding the performance of that part of the System thereby lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, the Purchaser shall terminate the Contract pursuant to GCC Clause 41.1.

- 35.3 The Purchaser shall be liable for any loss of or damage to any Supplier's Equipment which the Purchaser has authorized to locate within the Purchaser's premises for use in fulfillment of Supplier's obligations under the Contract, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or subcontractors.
- 36. Loss of or Damage to Property; Accident or Injury to Workers; Indemnification**
- 36.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in the Purchaser's Country.
- 36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Purchaser or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Purchaser, its contractors, employees, officers, or agents.
- 36.3 If any proceedings are brought or any claim is made against the Purchaser that might subject the Supplier to liability under GCC Clause 36.2, the Purchaser shall promptly give

- the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) day period, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- 36.4 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Purchaser, other than the System not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GCC Clause 37 (Insurances), provided that such fire, explosion, or other perils were not caused by any act or failure of the Supplier.
- 36.5 If any proceedings are brought or any claim is made against the Supplier that might subject the Purchaser to liability under GCC Clause 36.4, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the

Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

36.6 The party entitled to the benefit of an indemnity under this GCC Clause 36 shall take all reasonable measures to mitigate any loss or damage that has occurred. If the party fails to take such measures, the other party's liabilities shall be correspondingly reduced.

37. Insurances

37.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of the Purchaser, who should not unreasonably withhold such approval.

(a) Cargo Insurance During Transport

as applicable, 110 percent of the price of the Information Technologies and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.

(b) Installation "All Risks" Insurance

as applicable, 110 percent of the price of the Information Technologies and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding only perils commonly excluded under "all risks" insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.

(c) Third-Party Liability Insurance

On terms as **specified in the SCC**, covering bodily injury or death suffered by third parties (including the Purchaser's personnel) and loss of or damage to property (including the Purchaser's property and any Subsystems that have been accepted by the Purchaser) occurring in connection with the supply and installation of the Information System.

(d) Automobile Liability Insurance

In accordance with the statutory requirements prevailing in the Purchaser's Country, covering use of

all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the execution of the Contract.

(e) Other Insurance (if any), as **specified in the SCC**.

- 37.2 The Purchaser shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier's Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer's rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.
- 37.3 The Supplier shall deliver to the Purchaser certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.
- 37.4 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless such Subcontractors are covered by the policies taken out by the Supplier.
- 37.5 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC Clause 37.1, the Purchaser may take out and maintain in effect any such insurance and may from time to time deduct from any amount due the Supplier under the Contract any premium that the Purchaser shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.
- 37.6 Unless otherwise provided in the Contract, the Supplier shall prepare and conduct all and any claims made under the policies affected by it pursuant to this GCC Clause 37, and all monies payable by any insurers shall be paid to the Supplier. The Purchaser shall give to the Supplier all such reasonable assistance as may be required by the Supplier in connection with any claim under the relevant insurance policies. With respect to insurance claims in which the Purchaser's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of the Purchaser. With respect to insurance claims in which the Supplier's interest is involved, the Purchaser shall not give any release or

make any compromise with the insurer without the prior written consent of the Supplier.

38. Force Majeure

- 38.1 “Force Majeure” shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:
- (a) war, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
 - (b) rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
 - (c) confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state or national government authority;
 - (d) strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;
 - (e) earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;
 - (f) failure, by the Supplier, to obtain the necessary export permit(s) from the governments of the Country(s) of Origin of the Information Technologies or other Goods, or Supplier’s Equipment provided that the Supplier has made all reasonable efforts to obtain the required export permit(s), including the exercise of due diligence in determining the eligibility of the System and all of its components for receipt of the necessary export permits.
- 38.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the

- circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.
- 38.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).
- 38.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to terminate the Contract under GCC Clause 38.6.
- 38.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:
- (a) constitute a default or breach of the Contract;
 - (b) (subject to GCC Clauses 35.2, 38.3, and 38.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance,
- if, and to the extent that, such delay or nonperformance is caused by the occurrence of an event of Force Majeure.
- 38.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.
- 38.7 In the event of termination pursuant to GCC Clause 38.6, the rights and obligations of the Purchaser and the Supplier shall be as specified in GCC Clauses 41.1.2 and 41.1.3.
- 38.8 Notwithstanding GCC Clause 38.5, Force Majeure shall not apply to any obligation of the Purchaser to make payments to the Supplier under this Contract.

H. CHANGE IN CONTRACT ELEMENTS

39. Changes to the System

39.1 Introducing a Change

39.1.1 Subject to GCC Clauses 39.2.5 and 39.2.7, the Purchaser shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called “Change”), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with GCC Clause 23 (Product Upgrades).

39.1.2 The Supplier may from time to time during its performance of the Contract propose to the Purchaser (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. The Purchaser may at its discretion approve or reject any Change proposed by the Supplier.

39.1.3 Notwithstanding GCC Clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

39.1.4 The procedure on how to proceed with and execute Changes is specified in GCC Clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Contractual Forms Section in the request for proposals document.

39.1.5 Moreover, the Purchaser and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after

which the Technical Requirements for the System shall be “frozen.” Any Change initiated after this time will be dealt with after Operational Acceptance.

39.2 Changes Originating from Purchaser

39.2.1 If the Purchaser proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a “Request for Change Proposal,” requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a “Change Proposal,” which shall include the following:

- (a) brief description of the Change;
- (b) impact on the Time for Achieving Operational Acceptance;
- (c) detailed estimated cost of the Change;
- (d) effect on Functional Guarantees (if any);
- (e) effect on any other provisions of the Contract; and
- (f) any additional documents as **specified in the SCC**.

39.2.2 Prior to preparing and submitting the “Change Proposal,” the Supplier shall submit to the Project Manager a “Change Estimate Proposal,” which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier’s Change Estimate Proposal, the Purchaser shall do one of the following:

- (a) accept the Supplier’s estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;
- (b) advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;
- (c) advise the Supplier that the Purchaser does not intend to proceed with the Change.

39.2.3 Upon receipt of the Purchaser’s instruction to proceed under GCC Clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC Clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if the Purchaser and Supplier has not reached

agreement in accordance with GCC Clause 39.2.6, then GCC Clause 39.2.7 shall apply.

- 39.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.
- 39.2.5 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this GCC Clause 39 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change Proposal. If the Purchaser accepts the Supplier's objection, the Purchaser shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

- 39.2.6 Upon receipt of the Change Proposal, the Purchaser and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Purchaser shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If the Purchaser is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If the Purchaser decides not to proceed with the Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the

amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC Clause 39.2.2.

39.2.7 If the Purchaser and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC Clause 6 (Settlement of Disputes).

39.3 Changes Originating from Supplier

If the Supplier proposes a Change pursuant to GCC Clause 39.1.2, the Supplier shall submit to the Project Manager a written “Application for Change Proposal,” giving reasons for the proposed Change and including the information specified in GCC Clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC Clauses 39.2.6 and 39.2.7. However, should the Purchaser choose not to proceed or the Purchaser and the Supplier cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Purchaser and the Supplier to the contrary.

39.4 Value engineering. The Supplier may prepare, at its own cost, a value engineering proposal at any time during the performance of the Contract. The value engineering proposal shall, at a minimum, include the following;

- (a) the proposed change(s), and a description of the difference to the existing Contract requirements;
- (b) a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs) the Purchaser may incur in implementing the value engineering proposal; and
- (c) a description of any effect(s) of the change on performance/functionality.

The Purchaser may accept the value engineering proposal if the proposal demonstrates benefits that:

- (a) accelerates the delivery period; or

- (b) reduces the Contract Price or the life cycle costs to the Purchaser; or
- (c) improves the quality, efficiency, safety or sustainability of the systems; or
- (d) yields any other benefits to the Purchaser,

without compromising the necessary functions of the systems.

If the value engineering proposal is approved by the Purchaser and results in:

- (a) a reduction of the Contract Price; the amount to be paid to the Supplier shall be the percentage specified in the SCC of the reduction in the Contract Price; or
- (b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above,

the amount to be paid to the Supplier shall be the full increase in the Contract Price.

40. Extension of Time for Achieving Operational Acceptance

- 40.1 The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:
- (a) any Change in the System as provided in GCC Clause 39 (Change in the Information System);
 - (b) any occurrence of Force Majeure as provided in GCC Clause 38 (Force Majeure);
 - (c) default of the Purchaser; or
 - (d) any other matter specifically mentioned in the Contract;

by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

- 40.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable

after receipt of such notice and supporting particulars of the claim, the Purchaser and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept the Purchaser's estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC Clause 43.

- 40.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

41. Termination

41.1 Termination for Purchaser's Convenience

41.1.1 The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.

41.1.2 Upon receipt of the notice of termination under GCC Clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

- (a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.1.2 (d) (ii) below;
- (c) remove all Supplier's Equipment from the site, repatriate the Supplier's Personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;
- (d) in addition, the Supplier, subject to the payment specified in GCC Clause 41.1.3, shall
 - (i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;
 - (ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any

subcontracts concluded between the Supplier and its Subcontractors;

- (iii) deliver to the Purchaser all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.1.3 In the event of termination of the Contract under GCC Clause 41.1.1, the Purchaser shall pay to the Supplier the following amounts:

- (a) the Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;
- (b) the costs reasonably incurred by the Supplier in the removal of the Supplier's Equipment from the site and in the repatriation of the Supplier's Personnel;
- (c) any amount to be paid by the Supplier to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges;
- (d) costs incurred by the Supplier in protecting the System and leaving the site in a clean and safe condition pursuant to GCC Clause 41.1.2 (a); and
- (e) the cost of satisfying all other obligations, commitments, and claims that the Supplier may in good faith have undertaken with third parties in connection with the Contract and that are not covered by GCC Clauses 41.1.3 (a) through (d) above.

41.2 Termination for Supplier's Default

41.2.1 The Purchaser, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Supplier, referring to this GCC Clause 41.2:

- (a) if the Supplier becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of

- amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;
- (b) if the Supplier assigns or transfers the Contract or any right or interest therein in violation of the provision of GCC Clause 42 (Assignment); or
 - (c) if the Supplier, in the judgment of the Purchaser has engaged in Fraud and Corruption, as defined in paragraph 2.2 a. of the Appendix 1 to the GCC, in competing for or in executing the Contract, including but not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

41.2.2 If the Supplier:

- (a) has abandoned or repudiated the Contract;
- (b) has without valid reason failed to commence work on the System promptly;
- (c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
- (d) refuses or is unable to provide sufficient Materials, Services, or labor to execute and complete the System in the manner specified in the Agreed Project Plan furnished under GCC Clause 19 at rates of progress that give reasonable assurance to the Purchaser that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended;

then the Purchaser may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within thirty (30) days of its receipt of such notice, then the Purchaser may terminate the Contract

forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.

41.2.3 Upon receipt of the notice of termination under GCC Clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:

- (a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.2.3 (d) below;
- (c) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;
- (d) to the extent legally possible, assign to the Purchaser all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;
- (e) deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

41.2.4 The Purchaser may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Purchaser thinks appropriate, the Purchaser shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or arrange removal of the same from the site.

41.2.5 Subject to GCC Clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of

termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to GCC Clause 41.2.3 (a). Any sums due the Purchaser from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

41.2.6 If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

41.3 Termination by Supplier

41.3.1 If:

- (a) the Purchaser has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause **pursuant to the SCC**, or commits a substantial breach of the Contract, the Supplier may give a notice to the Purchaser that requires payment of such sum, with interest on this sum as stipulated in GCC Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Purchaser to remedy the same, as the case may be. If the Purchaser fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or
- (b) the Supplier is unable to carry out any of its obligations under the Contract for any reason

attributable to the Purchaser, including but not limited to the Purchaser's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System;

then the Supplier may give a notice to the Purchaser of such events, and if the Purchaser has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-eight (28) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser within twenty-eight (28) days of the said notice, the Supplier may by a further notice to the Purchaser referring to this GCC Clause 41.3.1, forthwith terminate the Contract.

41.3.2 The Supplier may terminate the Contract immediately by giving a notice to the Purchaser to that effect, referring to this GCC Clause 41.3.2, if the Purchaser becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Purchaser takes or suffers any other analogous action in consequence of debt.

41.3.3 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, then the Supplier shall immediately:

- (a) cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 41.3.3 (d) (ii);

- (c) remove all Supplier's Equipment from the site and repatriate the Supplier's Personnel from the site.
- (d) In addition, the Supplier, subject to the payment specified in GCC Clause 41.3.4, shall:
 - (i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;
 - (ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;
 - (iii) to the extent legally possible, deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.3.4 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, the Purchaser shall pay to the Supplier all payments specified in GCC Clause 41.1.3 and reasonable compensation for all loss, except for loss of profit, or damage sustained by the Supplier arising out of, in connection with, or in consequence of such termination.

41.3.5 Termination by the Supplier pursuant to this GCC Clause 41.3 is without prejudice to any other rights or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC Clause 41.3.

41.4 In this GCC Clause 41, the expression "portion of the System executed" shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

41.5 In this GCC Clause 41, in calculating any monies due from the Purchaser to the Supplier, account shall be taken of any sum previously paid by the Purchaser to the Supplier under

the Contract, including any advance payment paid pursuant to the SCC.

42. Assignment

- 42.1 Neither the Purchaser nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

I. SETTLEMENT OF DISPUTES

43. Settlement of Disputes

- 43.1 Adjudication

43.1.1 If any dispute of any kind whatsoever shall arise between the Purchaser and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute by mutual consultation. If the parties fail to resolve such a dispute by mutual consultation within fourteen (14) days after one party has notified the other in writing of the dispute, then, if the Contract Agreement in Appendix 2 includes and names an Adjudicator, the dispute shall, within another fourteen (14) days, be referred in writing by either party to the Adjudicator, with a copy to the other party. If there is no Adjudicator specified in the Contract Agreement, the mutual consultation period stated above shall last twenty-eight (28) days (instead of fourteen), upon expiry of which either party may move to the notification of arbitration pursuant to GCC Clause 43.2.1.

43.1.2 The Adjudicator shall give his or her decision in writing to both parties within twenty-eight (28) days of the dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the

Purchaser or the Supplier within fifty-six (56) days of such reference, the decision shall become final and binding upon the Purchaser and the Supplier. Any decision that has become final and binding shall be implemented by the parties forthwith.

43.1.3 The Adjudicator shall be paid an hourly fee at the rate specified in the Contract Agreement plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Purchaser and the Supplier.

43.1.4 Should the Adjudicator resign or die, or should the Purchaser and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract, a new Adjudicator shall be jointly appointed by the Purchaser and the Supplier. Failing agreement between the two within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either party by the Appointing Authority **specified in the SCC**, or, if no Appointing Authority is **specified in SCC**, the Contract shall, from this point onward and until the parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

43.2 Arbitration

43.2.1 If

- (a) the Purchaser or the Supplier is dissatisfied with the Adjudicator's decision and acts before this decision has become final and binding pursuant to GCC Clause 43.1.2, or
- (b) the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 43.1.2, and the Purchaser or the Supplier acts within the following fourteen (14) days, or
- (c) in the absence of an Adjudicator from the Contract Agreement, the mutual consultation pursuant to GCC Clause 43.1.1 expires without resolution of the dispute and the Purchaser or the Supplier acts within the following fourteen (14) days,

then either the Purchaser or the Supplier may act to give notice to the other party, with a copy for

information to the Adjudicator in case an Adjudicator had been involved, of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

- 43.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 43.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after Installation of the Information System.
- 43.2.3 Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC.**
- 43.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,
- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;
 - (b) the Purchaser shall pay the Supplier any monies due the Supplier.

J. CYBER SECURITY

44. Cyber Security

- 44.1 **Pursuant to the SCC**, the Supplier, including its Subcontractors/ suppliers/ manufacturers shall take all technical and organizational measures necessary to protect the information technology systems and data used in connection with the Contract. Without limiting the foregoing, the Supplier, including its Subcontractors/ suppliers/ manufacturers, shall use all reasonable efforts to establish, maintain, implement and comply with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or

misuse of or relating to any information technology system or data used in connection with the Contract.

APPENDIX 1

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
- c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
- d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;¹ (ii) to be a nominated² sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
- e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect³ all accounts,

¹ For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

² A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

³ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

APPENDIX 2

Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration for Subcontractors

[The following table shall be filled in by each subcontractor proposed by the Supplier, that was not named in the Contract]

Subcontractor’s Name: *[insert full name]*

Date: *[insert day, month, year]*

Contract reference *[insert contract reference]*

Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>
<p>Period of disqualification: From: _____ To: _____</p>

Name of the Subcontractor _____

Name of the person duly authorized to sign on behalf of the Subcontractor _____

Title of the person signing on behalf of the Subcontractor _____

Signature of the person named above _____

Date signed _____ day of _____, _____

Countersignature of authorized representative of the Supplier:

Signature: _____

Date signed _____ day of _____, _____

SECTION IX - SPECIAL CONDITIONS OF CONTRACT

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Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. CONTRACT AND INTERPRETATION

Definitions (GCC Clause 1)

GCC 1.1 (a) (ix)	The applicable edition of the Procurement Regulation is dated: July 2016, revised November 2017 and August 2018 (“Procurement Regulations”)
GCC 1.1 (b) (i)	The Purchaser is: <i>Ministry of Public Works, Public Utilities and Digital Economy, Caribbean Digital Transformation Project - Project Implementation Unit – Dominica</i>
GCC 1.1 (b) (ii)	The Project Manager is: Dr. Jermaine Jewel Jean-Pierre
GCC 1.1 (e) (i)	The Purchaser’s Country is: Commonwealth of Dominica.
GCC 1.1 (e) (x)	There are no Special Conditions associated with GCC 1.1 (e) (x).
GCC 1.1 (e) (xiii)	The Post-Warranty Services Period is – Not applicable

Notices (GCC Clause 4)

GCC 4.3	<p>Address of the Project Manager:</p> <p>Dr. Jermaine Jewel Jean-Pierre Project Manager Project Implementation Unit (PIU) Caribbean Digital Transformation Project (CARDTP) Ministry of Public Works and the Digital Economy 2nd Floor First Domestic Building, 19-21 King George V Street Roseau, 00109-8000 Commonwealth of Dominica Telephone: 1-767-266-3840/3841/3844 Email: jeanpierrej@dominica.gov.dm; ccdtpprocurement@dominica.gov.dm</p>
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	Fallback address of the Purchaser: Same as above
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B. SUBJECT MATTER OF CONTRACT

Scope of the System (GCC Clause 7)

GCC 7.3	The Supplier's obligations under the Contract will include the following recurrent cost items, as identified in the Recurrent Cost tables in the Supplier's Bid: <ul style="list-style-type: none"> • Warranty Services • Software licenses and updates • Technical Support Services/Helpdesk • Post Operational Acceptance Technical Assistance
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Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System within: 15 days from the Effective Date of the Contract.
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Supplier's Responsibilities (GCC Clause 9)

GCC 9.1	As per the TOR in section VII
GCC 9.8	The following sustainable procurement contractual provisions, apply: <i>none</i>
GCC 9.18	The Supplier is not required to make security arrangements for the ProjectSite/s.

C. PAYMENT

Contract Price (GCC Clause 11)

GCC 11.2	Adjustments to the Contract Price shall be as follows: not applicable.	
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Terms of Payment (GCC Clause 12)

GCC 12.1	S.no	Categories	%age of pro-rata Contract Price excluding Recurrent Costs
		Supply and Installation Cost	
		Advance	
	1	Advance against the advance bank guarantee (to be recovered or adjusted till (S.no 6) Capacity Building as per Sub Section 2.4: Training and Training Materials with 95% of success- bank guarantee will be returned)	10%
		Instalment Payment	
	1	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;	10%
	2	Agreed project plan approved by the ProjectManager	5%
	3	Recommendation of hardware, software and other specification for development, staging, testing and production, against the documentsapproved by the Project Manager	5%
	4	Submission and Approval of Detailed Analysis,Physical Design and Integrated system documents as per Sub Section 2.1: System Analysis, Design and Customization/ Development against the documents approved by the Project Manager	10%
	5	Setting up of development and testing environment in the Data Center and Disaster Recovery Centre against installation certificate	10%

	6	Capacity Building as per Sub Section 2.4: Training and Training Materials with 95% of success	10%
	7	OAT of the entire UID, CR & VSS Including Integration of each Modules and Issuance of the Operational Acceptance Certificate	25%
	8	Successful functioning of the system for 3 months Post Go Live	25%
GCC 12.3	The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: London Inter Bank Offered Rate (LIBOR) +1% per annum.		
GCC 12.4	<p>The Supplier will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to, for Goods and Services supplied locally, and the conversion between this currency and Eastern Caribbean Dollar (XCD) for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate found in Eastern Caribbean Central Bank (ECCB)</p> <p><i>Payment for Goods and Services to Suppliers registered in the Purchaser's country (including a Joint Venture in which a partner in charge is a firm registered in the Purchaser's country):</i></p> <p><i>If the contract is denominated in a foreign currency, payment will be effected after conversion into XCD at the exchange rate fixed by the Eastern Caribbean Central Bank (ECCB) at the date of payment in accordance with the national rules and regulations in force at the time of payment.</i></p> <p><i>A Supplier registered in the Purchaser's country will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to, for Goods and Services supplied locally or from outside the Purchaser's Country, and the conversion between this currency and XCD for payment purposes - in case the two currencies are different - will be made as of the actual payment date using the exchange rate fixed by the ECCB.</i></p>		
GCC 12.6	<i>"There are no Special Conditions of Contract applicable to GCC Clause 12.6".]</i>		

Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in (specify currency) for an amount equal to 10 percent of the Contract Price, excluding any Recurrent Costs.
GCC 13.3.4	During the Warranty Period (i.e., after Operational Acceptance of the System), the Performance Security shall be reduced to 2.5 percent of the Contract Price, excluding any Recurrent Costs.

D. INTELLECTUAL PROPERTY

Copyright (GCC Clause 15)

GCC 15.3	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.3</i>
GCC 15.4	The ownership of the source code, configuration DLLs, and the related elements for all the customizations on and above the standard software to meet application requirements as described in the Section VII, Sub-Section B. Functional, Architectural and Performance Requirements shall vest with Purchaser
GCC 15.5	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.5</i>

Software License Agreements (GCC Clause 16)

GCC 16.1 (a) (iv)	<p>a. All licenses for “all-modules” shall be perpetual, concurrent, of fixed price. Any proposed chart of licensing must not foresee additional charges and any other restrictions after completion of warranty period.</p> <p>b. "All-modules" means all functionality across without limitation other than those configured with system and process designed variably definable privileges relating to end, administrative or system user roles. Access to functionality by any type of user may be controlled by authorisation and authentication controlled by workflow processes and within integrated features of SSO or within system itself and not via licensing controls modular.</p> <p>c. The Proposed system shall provide access for an unlimited number of users and will not require any payment for separate licenses for this software functionality, either standard or custom.</p>
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	d. the Bidder must ensure clarity of the per unit price license for their proposed solution and provide separately a per annum support and maintenance amount.: NA
GCC 16.1 (b) (vi)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)</i>
GCC 16.1 (b) (vii)	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)</i>
GCC 16.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 16.2</i>

Confidential Information (GCC Clause 17)

GCC 17.1	There are no Special Conditions of Contract applicable to GCC Clause 17.1
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**E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND
ACCEPTANCE OF THE SYSTEM**

Representatives (GCC Clause 18)

GCC 18.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 18</i>
GCC 18.2.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 18.2.2</i>

Project Plan (GCC Clause 19)

GCC 19.1	<p>Chapters in the Project Plan shall address the following subject:</p> <ul style="list-style-type: none"> (a) <i>Project Organization and Management Plan, including quality assurance, configuration management, problem escalation and resolution, etc.</i> (b) <i>Systems Development Methodology Plan</i> (c) <i>Delivery and Installation Plan</i> (d) <i>Integration and Data Migration Plan</i> (e) <i>Training Plan</i>
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	<p>(f) <i>Documentation Plan</i></p> <p>(g) <i>Verification, Validation and Testing Plan</i></p> <p>(h) <i>Technical Support Plan, including Warranty Services</i></p> <p>(i) <i>Task, Time, and Resource Schedules;</i></p> <p>Further details regarding the required contents of each of the above chapters are contained in the Technical Requirements, Section VII.</p>
GCC 19.6	<p><i>The Supplier shall submit to the Purchaser:</i></p> <p>(i) <i>monthly inspection and quality assurance reports</i></p> <p>(ii) <i>monthly training participants test results</i></p> <p>(iii) <i>monthly log of service calls and problem resolutions</i></p> <p>(iv) <i>Monthly report on status of compliance to cyber security risks management, and any foreseeable cyber security risk and mitigation”</i></p>
GCC 19.7	<i>Cyber security incidents to be immediately reported.</i>

Design and Engineering (GCC Clause 21)

GCC 21.3.1	<i>As per the Terms of reference</i>
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Product Upgrades (GCC Clause 23)

GCC 23.4	<i>There are no Special Conditions of Contract applicable to GCC Clause 23.4.</i>
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Inspections and Tests (GCC Clause 25)

GCC 25	<i>There are no Special Conditions of Contract applicable to GCC Clause 25.</i>
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Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.</i></p> <p>Followed As per the Terms of reference.</p>
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F. GUARANTEES AND LIABILITIES

Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	<p>The Supplier shall pay to the Purchaser liquidated damages at the rate of one half of one percent (0.5%) per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance.</p> <p>The aggregate amount of such liquidated damages shall in no event exceed the amount of ten (10%) percent of the Contract Price (exclusive of Recurrent Costs if any). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.</p>
GCC 28.3	<i>There are no Special Conditions of Contract applicable to GCC Clause 28.3.</i>

Defect Liability (GCC Clause 29)

GCC 29.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 29.1.</i>
GCC 29.4	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 IFMIS) and shall extend for thirty-six (36) months . The cost of Warranty services must be separately indicated in the Price Schedules 3.1, 3.2, and 3.4.
GCC 29.10	<i>There are no Special Conditions of Contract applicable to GCC Clause 29.10</i>

Functional Guarantees (GCC Clause 30)

GCC 30	<i>There are no Special Conditions of Contract applicable to GCC Clause 30.</i>
GCC 32	<i>There are no Special Conditions of Contract applicable to GCC Clause 32.</i>

G. RISK DISTRIBUTION

Insurances (GCC Clause 37)

GCC 37.1 (c)	<p>The Supplier shall obtain Third-Party Liability Insurance in the amount of USD1.5 million with deductible limits of no more than USD10,000. The insured Parties shall be agreed during the contract stage.</p> <p>The Insurance shall cover the period from Effective Date of the Contract until expiration date.</p>
GCC 37.1 (e)	<i>There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).</i>

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.2.1	<i>“(f) sufficient information to enable assessment of cyber security risks.”</i>
GCC 39.4	<p>Value Engineering</p> <p>The Purchaser will not consider a Value Engineering Proposal.</p>

I. SETTLEMENT OF DISPUTES

Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	The Appointing Authority for the Adjudicator is: <i>the Eastern Caribbean Supreme Court.</i>
GCC 43.2.3	<p>If the Supplier is from outside the Purchaser’s Country arbitration proceedings shall be conducted in accordance with the rules of arbitration of <i>UNCITRAL</i>. These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract.</p> <p>If the Supplier is a national of the Purchaser’s Country, any dispute between the Purchaser and a Supplier arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of the Purchaser’s country.</p>

J. CYBER SECURITY

Cyber Security (GCC Clause 44)

GCC 44.1	Cyber Security <i>applies</i> . [GCC 44.1 must apply if the contract has been assessed to present potential or actual cyber security risks.]
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SECTION X - CONTRACT FORMS

Notes to the Purchaser on preparing the Contract Forms

Performance Security: Pursuant to GCC Clause 13.3, the successful Proposer is required to provide the Performance Security within twenty-eight (28) days of notification of Contract award.

Advance Payment Security: Pursuant to Clause 13.2, the successful Proposer is required to provide a bank guarantee securing the Advance Payment, if the SCC related to GCC Clause 12.1 provides for an Advance Payment.

Installation and Operational Acceptance Certificates: Recommended formats for these certificates are included in this SPD. Unless the Purchaser has good reason to require procedures that differ from those recommended, or to require different wording in the certificates, the procedures and forms shall be included unchanged. If the Purchaser wishes to amend the recommended procedures and/or certificates, it may propose alternatives for the approval of the World Bank before release of the request for proposals document to potential Proposers.

Change Order Procedures and Forms: Similar to the Installation and Operational Acceptance Certificates, the Change Estimate Proposal, Estimate Acceptance, Change Proposal, Change Order, and related Forms should be included in the request for proposals document unaltered. If the Purchaser wishes to amend the recommended procedures and/or certificates, it may propose alternatives for the approval of the World Bank before release of the request for proposals document.

Notes to Proposers on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Proposer following receipt of the Letter of Acceptance from the Purchaser: (i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security.

- **Contract Agreement:** In addition to specifying the parties and the Contract Price, the Contract Agreement is where the: (i) Supplier Representative; (ii) if applicable, agreed Adjudicator and his/her compensation; and (iii) the List of Approved Subcontractors are specified. In addition, modifications to the successful Proposer's Proposal Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's Proposal prices to correct errors, adjust the Contract Price to reflect – if applicable - any extensions to Proposal validity beyond the last day of original Proposal validity plus 56 days, etc.
- **Performance Security:** Pursuant to GCC Clause 13.3, the successful Proposer is required to provide the Performance Security in the form

contained in this section of this request for proposals document and in the amount specified in accordance with the SCC.

- Advance Payment Security: Pursuant to GCC Clause 13.2, the successful Proposer is required to provide a bank guarantee for the full amount of the Advance Payment - if an Advance Payment is specified in the SCC for GCC Clause 12.1 - in the form contained in this section of this request for proposals document or another form acceptable to the Purchaser. If a Proposer wishes to propose a different Advance Payment Security form, it should submit a copy to the Purchaser promptly for review and confirmation of acceptability before the proposal submission deadline.

The Purchaser and Supplier will use the following additional forms during Contract implementation to formalize or certify important Contract events: (i) the Installation and Operational Acceptance Certificates; and (ii) the various Change Order forms. These and the procedures for their use during performance of the Contract are included in the request for proposals document for the information of Proposers.

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NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Proposer that submitted a Proposal, unless the Proposer has previously received notice of exclusion from the process Proposer.]

[Send this Notification to the Proposer's Authorized Representative named in the Proposer Information Form]

For the attention of Proposer's Authorized Representative

Name: *[insert Authorized Representative's name]*

Address: *[insert Authorized Representative's Address]*

Telephone/Fax numbers: *[insert Authorized Representative's telephone/fax numbers]*

Email Address: *[insert Authorized Representative's email address]*

[IMPORTANT: insert the date that this Notification is transmitted to all participating Proposers. The Notification must be sent to all Proposers simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION: This Notification is sent by: *[specify email / fax]* on *[specify date]* (local time)

Notification of Intention to Award

Purchaser: *[insert the name of the Purchaser]*

Project: *[insert name of project]*

Contract title: *[insert the name of the contract]*

Country: *[insert country where RFP is issued]*

Loan No. /Credit No. / Grant No.: *[insert reference number for loan/credit/grant]*

RFP No: *[insert RFP reference number from Procurement Plan]*

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

- a) request a debriefing in relation to the evaluation of your Proposal, and/or
- b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Proposer

Name:	[insert name of successful Proposer]
Address:	[insert address of the successful Proposer]
Contract price:	[insert contract price of the successful Proposer]
Total combined score:	[insert the total combined score of the successful Proposer]

2. Other Proposers *[INSTRUCTIONS: insert names of all Proposers that submitted a Proposal, Proposal prices as read out and evaluated, technical scores and combined scores.]*

Name of Proposer	Technical Score (If applicable)	Proposal price	Evaluated Proposal Cost	Combined Score
[insert name]	[insert Technical score]	[insert Proposal price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Proposal price]	[insert evaluated cost]	[insert combined score]
[insert name]	[insert Technical score]	[insert Proposal price]	[insert evaluated cost]	[insert combined score]

3. Reason/s why your Proposal was unsuccessful *[Delete if the combined score already reveals the reason]*

[INSTRUCTIONS; State the reason/s why this Proposer's Proposal was unsuccessful. Do NOT include: (a) a point by point comparison with another Proposer's Proposal or (b) information that is marked confidential by the Proposer in its Proposal.]

4. How to request a debriefing

DEADLINE: The deadline to request a debriefing expires at midnight on [insert date] (local time).

You may request a debriefing in relation to the results of the evaluation of your Proposal. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Proposer, contact details; and address the request for debriefing as follows:

Attention: *[insert full name of person, if applicable]*

Title/position: *[insert title/position]*

Agency: *[insert name of Purchaser]*

Email address: *[insert email address]*

Fax number: *[insert fax number or state “not applicable”]*

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

5. How to make a complaint

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Proposer, contact details; and address the Procurement-related Complaint as follows:

Attention: *[insert full name of person, if applicable]*

Title/position: *[insert title/position]*

Agency: *[insert name of Purchaser]*

Email address: *[insert email address]*

Fax number: *[insert fax number or state “not applicable”]*

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

For more information see the “[Procurement Regulations for IPF Borrowers \(Procurement Regulations\)](#) (Annex III).” You should read these provisions before preparing and submitting your complaint. In addition, the World Bank’s Guidance “[How to make a Procurement-related Complaint](#)” provides a useful explanation of the process, as well as a sample letter of complaint.

In summary, there are four essential requirements:

1. You must be an ‘interested party’. In this case, that means a Proposer who submitted a Proposal in this procurement, and is the recipient of a Notification of Intention to Award.
2. The complaint can only challenge the decision to award the contract.
3. You must submit the complaint within the deadline stated above.
4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

6. Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on *[insert date]* (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us.

On behalf of the Purchaser:

Signature: _____

Title/position: *[insert title/position]*

Agency: *[insert name of Purchaser]*

Email address: *[insert email address]*

Telephone number: *[insert telephone number]*

BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form (“Form”) is to be completed by the successful Proposer. In case of joint venture, the Proposer must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Proposer is any natural person who ultimately owns or controls the Proposer by meeting one or more of the following conditions:

- *directly or indirectly holding 25% or more of the shares*
- *directly or indirectly holding 25% or more of the voting rights*
- *directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer*

RFP No.: *[insert number of RFP process]*

Request for Proposals No.: *[insert identification]*

To: *[insert complete name of Purchaser]*

In response to your request in the Letter of Acceptance dated *[insert date of letter of Acceptance]* to furnish additional information on beneficial ownership: *[select one option as applicable and delete the options that are not applicable]*

(i) we hereby provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 25% or more of the shares (Yes / No)	Directly or indirectly holding 25 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Proposer (Yes / No)

<i>[include full name (last, middle, first), nationality, country of residence]</i>			
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OR

(ii) *We declare that there is no Beneficial Owner meeting one or more of the following conditions:*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer

OR

(iii) *We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Proposer shall provide explanation on why it is unable to identify any Beneficial Owner]*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer”

Name of the Proposer: **[insert complete name of the Proposer]*

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ***[insert complete name of person duly authorized to sign the Proposal]*

Title of the person signing the Proposal: *[insert complete title of the person signing the Proposal]*

Signature of the person named above: _____

Date signed *[insert ordinal number]* day of *[insert month]*, *[insert year]*

* In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer. In the event that the Proposer is a joint venture, each reference to “Proposer” in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

** Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules.

LETTER OF ACCEPTANCE

Purchaser: *[insert the name of the Purchaser]*

Project: *[insert name of project]*

Contract title: *[insert the name of the contract]*

Country: *[insert country where RFP is issued]*

Loan No. /Credit No. / Grant No.: *[insert reference number for loan/credit/grant]*

RFP No: *[insert RFP reference number from Procurement Plan]*

Date: *[insert Date]*

To: *[insert Name of Proposer]*

This is to notify you that your Proposal dated *[insert Date]* for execution of the *[insert brief description of the Information System]* for the Contract Price in the aggregate of *[insert amount in figures]* (*[insert amount in words]*), as corrected and modified in accordance with the Instructions to Proposers is hereby accepted by our Agency.

You are requested to furnish (i) the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Forms and (ii) the additional information on beneficial ownership in accordance with ITP 47.1 within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the request for proposals document.

Authorized Signature: _____

Name and Title of Signatory: *[insert Name and Title]*

Name of Agency: *[insert Purchaser Name]*

Attachment: Contract Agreement

1. CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made

the [*insert: ordinal number*] day of [*insert: month*], [*insert: year*].

BETWEEN

- (1) [*insert: Name of Purchaser*], a [*insert: description of type of legal entity, for example, an agency of the Ministry of . . .*] of the Government of [*insert: country of Purchaser*], or corporation incorporated under the laws of [*insert: country of Purchaser*] and having its principal place of business at [*insert: address of Purchaser*] (hereinafter called “the Purchaser”), and
- (2) [*insert: name of Supplier*], a corporation incorporated under the laws of [*insert: country of Supplier*] and having its principal place of business at [*insert: address of Supplier*] (hereinafter called “the Supplier”).

WHEREAS the Purchaser desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Information System [*insert: brief description of the Information System*] (“the System”), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

- | | | |
|--------------------|-----|--|
| Article 1. | 1.1 | Contract Documents (Reference GCC Clause 1.1 (a) (ii)) |
| Contract Documents | | <p>The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:</p> <ol style="list-style-type: none"> (a) This Contract Agreement and the Appendices attached to the Contract Agreement (b) Special Conditions of Contract (c) General Conditions of Contract (d) Technical Requirements (including Implementation Schedule) (e) The Supplier’s proposal and original Price Schedules (f) Code of Conduct for Supplier’s Personnel |

(g) [*Add here: any other documents*]

1.2 Order of Precedence (Reference GCC Clause 2)

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 7 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

1.3 Definitions (Reference GCC Clause 1)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

Article 2.

Contract Price and
Terms of Payment

2.1 Contract Price (Reference GCC Clause 1.1(a)(viii) and GCC Clause 11)

The Purchaser hereby agrees to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of: [*insert: amount of foreign currency A in words*], [*insert: amount in figures*], plus [*insert: amount of foreign currency B in words*], [*insert: amount in figures*], plus [*insert: amount of foreign currency C in words*], [*insert: amount in figures*], [*insert: amount of local currency in words*], [*insert: amount in figures*], as specified in the Grand Summary Price Schedule.

The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated Incoterms, and the taxes, duties and related levies if and as identified.

Article 3.

Effective Date for
Determining Time
for Operational
Acceptance

3.1 Effective Date (Reference GCC Clause 1.1 (e) (ix))

The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:

- (a) This Contract Agreement has been duly executed for and on behalf of the Purchaser and the Supplier;
- (b) The Supplier has submitted to the Purchaser the performance security and the advance payment security, in accordance with GCC Clause 13.2 and GCC Clause 13.3;
- (c) The Purchaser has paid the Supplier the advance payment, in accordance with GCC Clause 12;

Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

- 3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4. 4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

Appendixes

- 4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

- Appendix 1. Supplier's Representative
- Appendix 2. Adjudicator [*if there is no Adjudicator, state "not applicable"*]
- Appendix 3. List of Approved Subcontractors
- Appendix 4. Categories of Software
- Appendix 5. Custom Materials
- Appendix 6. Revised Price Schedules (if any)
- Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:

in the capacity of [*insert: title or other appropriate designation*]

in the presence of

For and on behalf of the Supplier

Signed:

in the capacity of [*insert: title or other appropriate designation*]

in the presence of

CONTRACT AGREEMENT

dated the [*insert: number*] day of [*insert: month*], [*insert: year*]

BETWEEN

[*insert: name of Purchaser*], “the Purchaser”

and

[*insert: name of Supplier*], “the Supplier”

Appendix 1. Supplier's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name: *[insert: name and provide title and address further below, or state "to be nominated within fourteen (14) days of the Effective Date"]*

Title: *[if appropriate, insert: title]*

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative: *[as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.]*

Fallback address of the Supplier: *[as appropriate, insert: personal delivery, postal, cable, facsimile, electronic mail, and/or EDI addresses.]*

Appendix 2. Adjudicator

In accordance with GCC Clause 1.1 (b) (vi), the agreed-upon Adjudicator is:

Name: [*insert: name*]

Title: [*insert: title*]

Address: [*insert: postal address*]

Telephone: [*insert: telephone*]

In accordance with GCC Clause 43.1.3, the agreed-upon fees and reimbursable expenses are:

Hourly Fees: [*insert: hourly fees*]

Reimbursable Expenses: [*list: reimbursables*]

Pursuant to GCC Clause 43.1.4, if at the time of Contract signing, agreement has not been reached between the Purchaser and the Supplier, an Adjudicator will be appointed by the Appointing Authority named in the SCC.

Appendix 3. List of Approved Subcontractors

The Purchaser has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Purchaser of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Purchaser reasonable time for review. In accordance with GCC Clause 20.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Purchaser and their names have been added to this list of Approved Subcontractors, subject to GCC Clause 20.3.

[specify: item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its proposal and that the Purchaser approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.]

Item	Approved Subcontractors	Place of Registration

Appendix 4. Categories of Software

The following table assigns each item of Software supplied and installed under the Contract to one of the three categories: (i) System Software, (ii) General-Purpose Software, or (iii) Application Software; and to one of the two categories: (i) Standard Software or (ii) Custom Software and to one of the two categories: (i) Proprietary or (ii) Open Source.

Title	(select one per title)			(select one per title)		(select one per title)	
	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>

Appendix 6. Revised Price Schedules

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Proposal. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's proposal price, pursuant to the ITP Clauses 30.3 and 38.2.

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GCC, SCC, Technical Requirements, or other parts of this Contract as defined in GCC Clause 1.1 (a) (ii).

2. PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

2.1 Performance Security Form (Bank Guarantee) (Bank Guarantee)

[The bank, as requested by the successful Proposer, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

*[insert: **Bank's Name, and Address of Issuing Branch or Office**]*

Beneficiary: *[insert: **Name and Address of Purchaser**]*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.: *[insert: **Performance Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier which in the case of a joint venture shall be in the name of the joint venture**]* (hereinafter called "the Applicant"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Applicant, we as Guarantor hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert: **amount(s)¹ in figures and words**]* such sum being payable in the types and proportions of currencies which the Contract Price is payable upon receipt by us of the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the contract without the Beneficiary needing to prove or to show grounds or reasons for their demand or the sum specified therein.

On the date of your issuing, to the Supplier, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding *[insert: **amount(s)¹ in figures and words**]*. This remaining guarantee shall expire no later than *[insert: **number and select: of months/of years** (of the Warranty Period that needs to be covered by the remaining*

¹ *The bank shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 13.3.1 and 13.3.4 respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.*

guarantee)] from the date of the Operational Acceptance Certificate for the System,¹ and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under 15 (a) is hereby excluded.

[Signature(s)]

[Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]

¹ *In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 13.3. However, if the SCC for GCC Clauses 13.3.1 and 13.3.4 varies from the usual provisions, the paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the SCC.*

2.2 Advance Payment Security Bank Guarantee

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[insert: Name and Address of Purchaser]*

Date: *[insert date of issue]*

ADVANCE PAYMENT GUARANTEE No.: *[insert: Advance Payment Guarantee Number]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

We have been informed that on *[insert: date of award]* you awarded Contract No. *[insert: Contract number]* for *[insert: title and/or brief description of the Contract]* (hereinafter called "the Contract") to *[insert: complete name of Supplier, which in the case of a joint venture shall be the name of the joint venture]* (hereinafter called "the Applicant").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[insert: amount in numbers and words, for each currency of the advance payment]* is to be made to the Supplier against an advance payment guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert amount in figures] ([insert amount in words])¹* upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

- (a) has used the advance payment for purposes other than toward delivery of Goods; or
- (b) has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

¹ *The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Purchaser.*

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number *[insert number]* at *[insert name and address of Applicant's bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that ninety (90) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert day]* day of *[insert month]*, *[insert year]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

[signature(s)]

[Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]

3. INSTALLATION AND ACCEPTANCE CERTIFICATES

3. Installation and Acceptance Certificates

3.1 Installation Certificate

Date: [*insert: date*]

Loan/Credit Number: [*insert: loan or credit number from RFP*]

RFP: [*insert: title and number of RFP*]

Contract: [*insert: name and number of Contract*]

To: [*insert: name and address of Supplier*]

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the [*insert: name of Purchaser*] (hereinafter the “Purchaser”) dated [*insert: date of Contract*], relating to the [*insert: brief description of the Information System*], we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: [*insert: description*]
2. Date of Installation: [*insert: date*]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [*state: “Project Manager” or specify a higher level authority in the Purchaser’s organization*]

3.2 Operational Acceptance Certificate

Date: [insert: *date*]

Loan/Credit Number: [insert: *loan or credit number from RFP*]

RFP: [insert: *title and number of RFP*]

Contract: [insert: *name of System or Subsystem and number of Contract*]

To: [insert: *name and address of Supplier*]

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the [insert: *name of Purchaser*] (hereinafter the “Purchaser”) dated [insert: *date of Contract*], relating to the [insert: *brief description of the Information System*], we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): [insert: *description*]
2. Date of Operational Acceptance: [insert: *date*]

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed: _____

Date: [insert: *date*]

in the capacity of: [state: *“Project Manager” or specify a higher level authority in the Purchaser’s organization*]

4. CHANGE ORDER PROCEDURES AND FORMS

Date: [*insert: date*]

Loan/Credit Number: [*insert: loan or credit number from RFP*]

RFP: [*insert: title and number of RFP*]

Contract: [*insert: name or System or Subsystem and number of Contract*]

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Supplier shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Supplier shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Purchaser.

References to Changes

- (1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
- (2) Change Estimate Proposals shall be numbered CN-nnn.
- (3) Estimate Acceptances shall be numbered CA-nnn.
- (4) Change Proposals shall be numbered CP-nnn.
- (5) Change Orders shall be numbered CO-nnn.

On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

- 4.1 Request for Change Proposal Form
- 4.2 Change Estimate Proposal Form
- 4.3 Estimate Acceptance Form
- 4.4 Change Proposal Form
- 4.5 Change Order Form
- 4.6 Application for Change Proposal Form

4.1 Request for Change Proposal Form

(Purchaser's Letterhead)

Date: [*insert: date*]

Loan/Credit Number: [*insert: loan or credit number from RFP*]

RFP: [*insert: title and number of RFP*]

Contract: [*insert: name of System or Subsystem or number of Contract*]

To: [*insert: name of Supplier and address*]

Attention: [*insert: name and title*]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [*insert: number*] days of the date of this letter.

1. Title of Change: [*insert: title*]
2. Request for Change No./Rev.: [*insert: number*]
3. Originator of Change: [*select Purchaser / Supplier (by Application for Change Proposal), and add: name of originator*]
4. Brief Description of Change: [*insert: description*]
5. System (or Subsystem or major component affected by requested Change): [*insert: description*]
6. Technical documents and/or drawings for the request of Change:

Document or Drawing No.	Description
-------------------------	-------------
7. Detailed conditions or special requirements of the requested Change: [*insert: description*]
8. Procedures to be followed:
 - (a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
 - (b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.

- (c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
 - (d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.
 - (e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.
9. As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: **“Project Manager”** or specify a higher level authority in the Purchaser’s organization]

4.2 Change Estimate Proposal Form

(Supplier's Letterhead)

Date: [*insert: date*]

Loan/Credit Number: [*insert: loan or credit number from RFP*]

RFP: [*insert: title and number of RFP*]

Contract: [*insert: name of System or Subsystem and number of Contract*]

To: [*insert: name of Purchaser and address*]

Attention: [*insert: name and title*]

Dear Sir or Madam:

With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 39.2.1 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 39.2.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change: [*insert: title*]
2. Request for Change No./Rev.: [*insert: number*]
3. Brief Description of Change (including proposed implementation approach): [*insert: description*]
4. Schedule Impact of Change (initial estimate): [*insert: description*]
5. Initial Cost Estimate for Implementing the Change: [*insert: initial cost estimate*]
6. Cost for Preparation of Change Proposal: [*insert: cost in the currencies of the Contract*], as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [*state: "Supplier's Representative" or specify a other higher level authority in the Supplier's organization*]

4.3 Estimate Acceptance Form

(Purchaser's Letterhead)

Date: [*insert: date*]

Loan/Credit Number: [*insert: loan or credit number from RFP*]

RFP: [*insert: title and number of RFP*]

Contract: [*insert: name of System or Subsystem and number of Contract*]

To: [*insert: name of Supplier and address*]

Attention: [*insert: name and title*]

Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal Change Proposal.

1. Title of Change: [*insert: title*]
2. Request for Change No./Rev.: [*insert: request number / revision*]
3. Change Estimate Proposal No./Rev.: [*insert: proposal number / revision*]
4. Estimate Acceptance No./Rev.: [*insert: estimate number / revision*]
5. Brief Description of Change: [*insert: description*]
6. Other Terms and Conditions: [*insert: other terms and conditions*]

In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 39 of the General Conditions of Contract.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [*state: "Project Manager" or specify a higher level authority in the Purchaser's organization*]

4.4 Change Proposal Form

(Supplier's Letterhead)

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from RFP**]

RFP: [insert: **title and number of RFP**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name of Purchaser and address**]

Attention: [insert: **name and title**]

Dear Sir or Madam:

In response to your Request for Change Proposal No. [insert: **number**], we hereby submit our proposal as follows:

1. Title of Change: [insert: **name**]
2. Change Proposal No./Rev.: [insert: **proposal number/revision**]
3. Originator of Change: [select: **Purchaser / Supplier**; and add: **name**]
4. Brief Description of Change: [insert: **description**]
5. Reasons for Change: [insert: **reason**]
6. The System Subsystem, major component, or equipment that will be affected by the requested Change: [insert: **description**]
7. Technical documents and/or drawings for the requested Change:

Document or Drawing No.	Description
8. Estimate of the increase/decrease to the Contract Price resulting from the proposed Change: [insert: **amount in currencies of Contract**], as detailed below in the breakdown of prices, rates, and quantities.

Total lump sum cost of the Change:

Cost to prepare this Change Proposal (i.e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):
9. Additional Time for Achieving Operational Acceptance required due to the Change: [insert: **amount in days / weeks**]

10. Effect on the Functional Guarantees: [*insert: description*]
11. Effect on the other terms and conditions of the Contract: [*insert: description*]
12. Validity of this Proposal: for a period of [*insert: number*] days after receipt of this Proposal by the Purchaser
13. Procedures to be followed:
 - (a) You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within [*insert: number*] days from your receipt of this Proposal.
 - (b) The amount of any increase and/or decrease shall be taken into account in the adjustment of the Contract Price.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [*state: “Supplier’s Representative” or specify a other higher level authority in the Supplier’s organization*]

4.5 Change Order Form

(Purchaser's Letterhead)

Date: [insert: *date*]

Loan/Credit Number: [insert: *loan or credit number from RFP*]

RFP: [insert: *title and number of RFP*]

Contract: [insert: *name of System or Subsystem and number of Contract*]

To: [insert: *name of Supplier and address*]

Attention: [insert: *name and title*]

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. [insert: *number*], and agree to adjust the Contract Price, Time for Completion, and/or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: [insert: *name*]
2. Request for Change No./Rev.: [insert: *request number / revision*]
3. Change Order No./Rev.: [insert: *order number / revision*]
4. Originator of Change: [select: *Purchaser / Supplier*; and add: *name*]
5. Authorized Price for the Change:

Ref. No.: [insert: *number*]

Date: [insert: *date*]

[insert: *amount in foreign currency A*] plus [insert: *amount in foreign currency B*]
plus [insert: *amount in foreign currency C*] plus [insert: *amount in local currency*]

6. Adjustment of Time for Achieving Operational Acceptance: [insert: *amount and description of adjustment*]
7. Other effects, if any: [state: *"none" or insert description*]

For and on behalf of the Purchaser

Signed: _____

Date: [insert *date*]

in the capacity of: [state: *"Project Manager" or higher level authority in the Purchaser's organization*]

For and on behalf of the Supplier

Signed: _____

Date: [insert *date*]

in the capacity of: [state **“Supplier’s Representative”** or specify a higher level authority in the Supplier’s organization]

4.6 Application for Change Proposal Form

(Supplier's Letterhead)

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from RFP**]

RFP: [insert: **title and number of RFP**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name of Purchaser and address**]

Attention: [insert: **name and title**]

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: [insert: **name**]
2. Application for Change Proposal No./Rev.: [insert: **number / revision**] dated: [insert: **date**]
3. Brief Description of Change: [insert: **description**]
4. Reasons for Change: [insert: **description**]
5. Order of Magnitude Estimation: [insert: **amount in currencies of the Contract**]
6. Schedule Impact of Change: [insert: **description**]
7. Effect on Functional Guarantees, if any: [insert: **description**]
8. Appendix: [insert: **titles (if any); otherwise state "none"**]

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [state: **"Supplier's Representative"** or specify a higher level authority in the Supplier's organization]