Set 1

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
1	V1&3 : Sec IV 4.3, p70 V2 (PKI-2.pdf): A.9–A.13, pp19–23	70	Sec IV,4.3-The Bidder shall provide, under this Form, a technical solution proposal demonstrating that it has the technical capability to design, supply, implement and support the component(s) of the System for which it is bidding, the Public Key Infrastructure (Scope A) and/or the ePassport Personalization and Printing Facility (Scope B) , Data Centre Infrastructure Modification Requirements (Lot C), Service Level Agreement (SLA) — Scope A (PKI) and Scope B (Personalization) — in accordance with the requirements of this Procurement Document. The Bidder shall summarize the certifications, proprietary methodologies, products and specialized technologies it proposes to utilize in the execution of the Contract for each requirement.	Section IV, Clause 4.3 requires bidders to address Scope A (PKI) and/or Scope B, the Data Centre Infrastructure Modification Requirements (Lot C), and the SLA. However, Volume 2 does not identify a separate Lot C, as the data centre infrastructure modifications are included within Scope A. We kindly request confirmation that Lot C refers to the data centre infrastructure works specified under Scope A (Sections A.9 to A.13), and that no separate Lot C submission or pricing is required.	Shall be corrected as "The Bidder shall provide, under this Form, a technical solution proposal demonstrating that it has the technical capability to design, supply, implement and support the component(s) of the System for which it is bidding, the Public Key Infrastructure & Data Centre Infrastructure Modification Requirements (Scope A) and/or the ePassport Personalization and Printing Facility (Scope B) , Service Level Agreement (SLA) — Scope A (PKI) and Scope B (Personalization) — in accordance with the requirements of this Procurement Document. The Bidder shall summarize the certifications, proprietary methodologies, products and specialized technologies it proposes to utilize in the execution of the Contract for each requirement.
2	V1&3: BDS ITB 20.11, p42 V1&3: Sec IV 4.3, p70			BDS ITB 20.11 states that bids for individual lots are not permitted, whereas Clause 4.3 refers to “Scope A and/or Scope B.” We kindly request clarification as to whether bidders (or Joint Ventures) are required to submit a bid covering both Scope A and Scope B, or whether a bid for only one of the scopes is acceptable. Furthermore, in the case of a Joint Venture, please confirm whether the participating partners may allocate and perform different scopes between them.	Both Scope A and Scope B shall be covered.

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
3	V1&3: PC 1, p177 V2: Sec 3 Implementation Schedule, p2–3 V2: B.11.1–B.11.2, p57	177	V1 & 3 -PC 1 1. Live operations of the passport personalization service should commence within 90 days from the contract award for personalization MRP passports. 2. The PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 180 days from the contract award. 3. The contract duration for passport personalization facility service will cover completion of a personalization volume of 3,150,000 eMRPs and 500,000 MRPs or 60 months (whichever occurs earlier). 4. Contact duration of the PKI solution component will include 3 years of warranty from the date of Go Live after Commissioning. Note : Contract for the post warranty shall be signed by the Employer after the warranty period. V 2- B.11.1 The selected Bidder shall commence the test or trial runs of the personalization services within 90 days from the date of contract signing. B.11.2 The selected Bidder shall complete full commissioning of the personalization system, including all required infrastructure and supporting facilities, within 120 days from the date of contract signing.	The go-live dates differ between documents. Please confirm which clause take priority: (a) PC 1 – live operations for MRPs within 90 days and PKI, ICAO-PKD integration and e-MRP personalization within 180 days; (b) Volume 2 schedule – MRP at T+3 months, e-MRP at T+6, PKI at T+7 (about 210 days); (c) B.11 – trial runs of personalization services within 90 days and full commissioning within 120 days.	Addendum Will be issued to correct the details as below. 1. Live operations of the passport personalization service should commence within 150 days from the date of commencement for personalization of MRP passports. 2. The PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 210 days from the date of commencement . (Completion of all equipment installation/ integration and the commencement of full operation for personalization of e MRP- T + 7 months)

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
.	V1&3: PC 1, p177; PC 8, p178 V2: Sec 3, p3			The tender documents refer to different commencement points, including the Contract Award Date, the Effective Date, and the commencement date (“T”). Particulars Condition 1 counts "from the contract award", Particulars Condition 8 sets commencement at 14 days after the Effective Date (signing), and Volume 2 counts from "T" (commencement). To ensure a consistent understanding of the implementation schedule, we kindly request clarification on the reference date applicable to each contractual period, including the 90-day, 180-day, T+ month, and 60-month durations.	Addendum Will be issued
5	V1&3: PC 8.1, p178 V1&3: GC definitions ("Live Run"), p104	104,178	PC 8.1 -Date of Commencement: 14 Days from the Effective Date Warranty and support period shall be Three (3) Years from the date of Go Live after Commissioning. (After final Operational Acceptance) Post Support and maintenance period shall be Four (4) Years from the date of completion of Warranty and support. GC -1-“Live Run” means the actual processing of live operational data	We kindly request clarification on the definition of “Go Live.” Particulars Condition 8.1 states that the warranty period commences upon Go Live following Commissioning and Final Operational Acceptance. Please confirm whether separate Go Live milestones apply to Scope A and Scope B, and clarify the commencement date of the three-year warranty period, particularly whether it is linked solely to the Go Live of Scope A.	Scope A - Go Live, Date of first e passport issued Scope B Date of first MRP personalized. - Warranty will apply only for the scope A.

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
6	V1&3: PC 1, p177 V2: B.1.2, p25	25,177	V2: B.1.2- The proposed personalization facility shall have the capacity to personalize the current passport stock of approximately 3.15 million e- passports & 500,000 MRP passports. Based on current enrolment statistics, this stock is expected to be completed within 60 months. The personalization volume is expected to consist primarily of e-passports, with a smaller proportion of regular Machine-Readable Passports (MRPs) of a similar type.	We kindly request clarification on the commencement date of the 60-month personalisation period. Please confirm whether this period is calculated from the Contract Signing Date, the Commencement Date, or the start of live operations. We kindly request clarification on the treatment of any remaining quantities should the 60-month personalisation period expire before all 3,150,000 e-MRPs and 500,000 MRPs have been personalised.	i. 60 months period is calculated from Date of Go Live (subject to completion of OAT) ii.The contract will be expired after 60 months.
7	V1&3: PC 8.1, p178; V2: SLA, p63		SLA - P62-Scope A (Public Key Infrastructure): Encompasses the design, supply, customization, integration, implementation, testing, and 5-year maintenance of Sri Lanka's national Country Signing Certification Authority (CSCA), Document Signer (DS), Country Verifying Certification Authority (CVCA), Document Verifying Certification Authority (DVCA), and national Public Key Directory (nPKD) with automated integration into the global ICAO PKD directory. Support transitions from a 3-year standard warranty to an Annual Maintenance Contract (AMC) framework.	What is the total support period for the PKI? Particulars Condition 8.1 gives a 3-year warranty plus 4 years of post-warranty support (7 years). The SLA for Scope A describes "5-year maintenance". Please confirm if total support period is 7 years.	The total support period is 7 years.
8	V1&3: Appendix 7, p191; GC advance payment security, pp115	115,191	Appendix 7- Advance Payment: Ten (10) percent of the Total cost Design, Development, Implementation and maintenance of PKI Solution will be made to the Contractor upon submission of Advance Payment Security in the form of a bank guarantee. GC 13.2 -(a) If specified in the PC, the Contractor shall, within twenty eight (28) days of the notification of Contract award, provide a security equal in the amount and currency to the advance payment, and valid until the IT Products and/or Services achieve Operational Acceptance	We kindly request clarification regarding the 10% advance payment for Scope A under GC Clause 12: 1. Payment Nature: Is the 10% advance considered an initial partial payment toward the Scope A contract price, or an advance sum subject to recovery? 2. Recovery Mechanism: If the advance payment is to be recovered by the Employer, could you please outline the intended recovery method, percentage deduction rate, and schedule across	Advance payment is not subjected to recovery.

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
9	V2: B.9.5, p53 V2: SLA 3.10, p69	53,69	B.9.5 - The surcharge rate will be Euro 5 or equivalent per damaged passport booklet. There is no upper limit for the surcharges applicable per billing cycle. SLA 3.10 - Surcharge for Spoiled Booklets (Contractor Error) USD $50.00 equivalent in LKR per booklet spoiled or damaged due to technical/operational error.	Please confirm the surcharge for booklets spoiled by the Bidder. B.9.5 says Euro 5 per booklet, while SLA 3.10 says USD 50 equivalent.	Surcharge is Euro 5.
10	V1&3: BDS ITB 45, p45		ITB 45 The Employer reserves the right to vary the quantities in Section IV (Schedule of Requirements) by plus or minus: 20%	BDS ITB 45 allows quantities to vary by ±20%. Which quantities does this apply to (equipment, 3,150,000 e-MRPs, 500,000 MRPs). Please clarify how the ±20% quantity variance under BDS ITB 45 applies to the per-passport OpEx pricing model? Specifically, if quantities vary, will the per-unit passport price remain fixed, or will tiered pricing apply based on the final actual volumes?	±20% will be adjusted at the time of warding only for the scope B.,
11	V1&3: BDS ITB 21.1, p42; ITB 40.1, pp44–45 V1&3: Appendix 7, p191		**Scope B: Payment on Delivery of Personalized e-passports and MRP-Passports** Payment Frequency -01 Monthly upon submission of monthly invoice as per conditions given under Section Six for scope B . Amount - Undisputed invoice value as per conditions given under Section Six for scope B. Payment Date - As per conditions given under Section Six for scope B.	Currency: ITB 21.1 lets foreign-supplied items be priced in LKR, USD or EUR and local supplies only in LKR. ITB 40.1 uses the selling rate 14 days before the deadline. Please confirm (a) whether Scope B per-passport prices may be in USD/EUR, and (b) the currency and rate used for payment of Scope B.	(a)Per passport Price -- can quote in USD, Euro or LKR (b)The payment will be made as per the currency quoted in the price schedule..
12	V1&3: Sec III 3.4, pp52–53; BDS ITB 42.1(d), p45 V1&3: Form 4.12.3, p89			Please confirm that the 12% NPV rate applies only to the Scope A post-warranty years 4–7 in Form 4.12.3, and not to Scope B. The row in Form 4.12.3 is labelled "C Scope B"; is that a typing error for Scope A?	12% NPV rate applies only to the Scope A post-warranty years 4–7

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
13	V1&3: PC 28.2, p181 V2: B.9.3, pp52–53; SLA 3.5–3.6, pp68–69		PC 28.2 -Liquidated damages shall be assessed at 1.0% per week of the Total Contract Price, exclusive of all Recurrent Costs (Post Warranty). The maximum liquidated damages are Ten percent (10%) of the Contract Price (Excluding Post warranty Cost).	Please confirm if there is an overall cap on combined penalties? PC 28.2 sets liquidated damages of 1.0% per week (maximum 10%), while Scope B has daily throughput penalties, surcharges and stock-out penalties that apply cumulatively (SLA 3.5).	PC 28.2 applies only for the Implemantation Delays. However daily throughput penalties, surcharges and stock-out penalties that apply cumulatively as per SLA.
14	V2: B.10.5–B.10.6, p56			For the test or trial run of at least 10,000 passports (or five shifts), please confirm who supplies the blank booklets, printing consumables and personalization data? Are trial passports paid by DIE?	i Blank passports and personalization data will be provided by the DI&E. ii. Personalization for the trial passports will be paid
15	V2: A.3.1, p9; A.3.10, p11			During ICAO-PKD onboarding, registration activities, key ceremonies, workshops, audits, or coordination meetings, please clarify whether travel expenses, visa fees, accommodation, daily subsistence allowances and other related costs for Employer representatives shall be borne by the Employer or included in the Contractor's scope.	Employer's cost will be born by the Employer.
16	V1&3: ITB 4.1(b), p6; BDS ITB 4.1, p40 V1&3: Letter of Technical Bid, p63			Please confirm who is the "Lead Partner" in a JV? The Letter of Technical Bid asks for a "Lead Partner", ITB 4.1(b) requires a nominated partner with a Power of Attorney, and the BDS requires one Sri Lankan-registered partner with a local office and 5+ years' operation. Are these all the same partner, and must the Sri Lankan partner be the nominated partner or lead?	The Lead Partner may be any member of the Joint Venture (JV), subject to the bidder's discretion. However, at least one partner in the JV must be a Sri Lankan company with the required experience as specified in the Procurement Document

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
17	V1&3: Sec III 3.7.6–3.7.7, p56–57; IFB, p1			For experience (3.7.6, 3.7.7 and IFB), please confirm can the JV meet the requirement through any one member? Can the national PKI with ICAO-PKD experience (main contractor, last 10 years, still operating) be met by a JV partner? What evidence is required, and can a parent or affiliate company's experience be used?	Criteria has been clearly indicated in the Procurement Document
18	V1&3: Sec III 3.8, p58-59 V2: Section 5, p59-60			Key personnel qualifications differ between volumes. Volume 1 (3.8) requires PMP, TOGAF, CISSP and CISSP/CISM for named roles; Volume 2 (Section 5) says a project management certificate is "preferred" and accepts "an equivalent" TOGAF/CISSP. Please confirm which qualification requirements applies, and are equivalent certifications accepted?	Equivalent certifications are accepted
19	V1&3: Sec III Table 3.2, p49–52			Please confirm what evidence is expected for the new scoring criteria in Table 3.2: solution maturity (7 years in market, 5-year version history), compliance readiness (NIST SP 800-53 CP-10, ISO/IEC 27035), the automated PKD validation engine and the personalization software? Are certificates, third-party reports or self-declarations accepted? For Item 3.1 and 3.2, is bidder’s company certification for ISO 27001 accepted?	1. Supporting details to establish the solution maturity and alignment with the required compliance readiness frameworks will be accepted. 2. ISO 27001 will be required as per the RFP
20	V1&3: BDS ITB 14.3, p41			Manufacturer's Authorization is required by equipment category. Please confirm if authorization from an authorized distributor or local agent acceptable and does it apply to every item or only listed categories?	A Manufacturer's Authorization is required by equipment category, issued by an authorized distributor or local agent, strictly for the listed items

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
21				Criteria for ICAO-PKD integration We respectfully request that DIE accept the experience in building National Master List / Local PKD (Local Certificate Directory) or Bilateral Certificate Exchange mechanisms as equivalent technical experience. The key requirement for bidders is to provide a fully ICAO Doc 9303-compliant PKI platform that is ICAO PKD-ready. However, actual ICAO PKD membership, onboarding, subscription, and operational participation will remain subject to the Sri Lanka Government's policy decisions, approvals, and budgetary allocations. Should the Government of Sri Lanka decide to join the ICAO PKD, it will be responsible for the applicable fees, including an annual subscription of approximately USD 20,000 to USD 23,000 and a one-time registration fee of approximately USD 15,900.	1. Clause and requirment remain same 2. Noted. Any cost payable directly to ICAO will be paid by the Employer.
22				Subcontracting Works The Tender currently does not allow subcontracting while simultaneously requiring the provision of multiple specialized technologies, OEM products and operational services. We respectfully request that the subcontracting restriction be relaxed with a provision permitting specialized subcontractors, OEM partners and implementation partners, provided the Prime Contractor remains fully responsible for all contractual, technical, operational and service obligations.	Subcontractors are allowed for civil works

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
23	V2: A.5.16, p16			A.5.16 requires interoperability testing with sample e-Passports and certificate material from at least ten ICAO-compliant issuing States (Asian, European, Middle Eastern), validated on Sri Lankan border-inspection systems. (a) Are physical sample passport books mandatory for this test, or can we validate the system using digital file data alone? (b) Can DIE help bidders get access to these sample passport books or test data through its official channels (like Interpol or other border agencies)?	(a) It has to be physical booklet (b) Sample e-Passports and certificate materials to be provided by the employer
24	V2: A.2.5, p8; A.5.19, p16			A.2.5 requires the solution not to depend on a "proprietary specific HSM brand", chip supplier, personalization machine, booklet supplier, border-control system, "country-specific foreign implementation" or vendor-controlled certificate distribution service. (a) How is "proprietary" defined? (b) What does "country-specific foreign implementation" mean? (c) Does requirement A.2.5 (which says the system shouldn't rely on proprietary/vendor-specific hardware) conflict with requirement A.5.19 (which requires Key Management software to run directly inside the Security Module hardware)?	(a)The solution proposed must not be tied to any single brand. (b) Distribution of certificates to follow ICAO recommnedations (c) This is a security feature that enhances the security of the HSM being used. Running sensitive KMS functions inside the HSM keeps cryptographic keys and operations protected from threats such as server compromise, malware and unauthorized access.

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
25	V2: A.2.1(e), p7			ICAO-PKD: A.2.1(e) requires compliance with the ICAO-PKD onboarding MoU. (a) Has Sri Lanka lodged the Notice of Participation? (b) Please confirm whether DIE, as the sovereign issuing authority, will be the official ICAO-PKD participant/member and therefore assume responsibility for ICAO membership obligations, annual fees, notices of participation and compliance obligations under the ICAO-PKD framework.	DIE will undertake the perocedural obligations (including procedural payments) related to ICAO-PKD membership. THE DIE is in the process of making the initial onboarding acitivies. The DIE expect the contractor to provide necessarey advice and gudance (when required) during thsi process.
26	V2: B.6.21, p44–45			B.6.21 refers to "Annexure A" with the current booklet specifications, which is not in the tender document. Please provide it. Please confirm whether the 500K MRP and 3.15 million e-MRP booklets utilize identical booklet specifications i.e. data pages, laminates, and chip inlays, as well as shared chip types and transport-key arrangements.	Yes they are identical , belonging to P seris of the passport. the Annexure A will be issued.Bidders can observe the passports physically by visiting the Department.
27	V2: B.6.1, p39; B.6.18, p43–44			Is laser engraving or marking required? B.6.1 specifies inkjet or dye-sublimation for the data page, and B.6.18 lists "laser-marked variable data on laminate" as one optional security feature among ten. Please confirm laser is optional and that a bidder may choose any two features from B.6.18, provided compatibility with the current booklet.	Bidder may choose any method conforming to the given requiremsnt and compatible with teh current booklet
28	V2: B.6.1–B.6.25, p39–45			Please confirm if the existing printers will be reused, replaced or retired, and does the Bidder have to supply all new personalization equipment?	The existing printers (i.e. printers used by teh DIE at present) will be decomissioned and hence will NOT be used in the new contarct.

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
29	V2: B.12.3, p58			Breakdown of expected operational and maintenance cost. (a) please explain the preferred format for the O&M cost breakdown required by B.12.3.	Bidder may provide its own format while maintaing confiormity with the biddign forms given
30	V2: B.3.1, p29; B.12.4, p58; V2: A.7.2, p17; A.9–A.13, p19–23			Facility and infrastructure: for the personalization facility (about 1,000 sq ft), please give the exact location, dimensions, floor loading, existing power/HVAC and network points, and boundaries of the Bidder's civil works (B.12.4). For Scope A, please confirm the 44U rack space, UPS power and two fibre ports in A.7.2 and the CSCA/DS zone locations on the 8th floor.	1. Personalization Location – 3rd Floor, Wing C A bare floor area will be provided for the personalization system at the 3rd Floor, Wing C, along with the network uplink, as specified in the bidding document. All other necessary infrastructure, equipment, and arrangements shall be the responsibility of the bidder. A site visit has already been conducted. However, if required, another site visit can be arranged upon bidders' request, 2. Data Centre – 8th Floor A 44U rack space will be provided at the 8th Floor Data Centre, along with the UPS facilities, as specified in the bidding document. All other necessary equipment, accessories, and arrangements shall be the responsibility of the bidder.
31	V2: B.13.1–B.13.3, p58–59			Regarding the system to fix security issues on passports that are already issued (Requirement B.13): 1. Is the cost for this system included in the per-passport price (Scope B), listed as a separate line item, or is it optional? 2. Which chip manufacturers' systems need to be supported, and who will provide access to them?"	Sri Lanka has not issued e passports yet.1.Yes this cost to be included in scope B 2. Proposed soltuion should be compatible any passport chip which should comply with ICAO9303
				Establish secure key-management procedures, key ceremonies, access controls, approval workflows, audit logging	

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
32	V2: A.11.6, p21; A.13.2, p23; A.5.13–A.5.14, p15; SLA, p68; V1&3: Form 4.12.3, p89			controls, approval workflows, audit logging, backup, restoration and disaster-recovery Please confirm the exact location for disaster recovery site for failover.	Same Location at Data Center, 8th Floor
33				following cross-reference errors: (a) A.11.6 and A.13.2 refer to "C.6" and "C.6.1" but there is no Section C; (b) SLA 3.7 cites "Scope B B.9.9", but B.9 ends at B.9.8; (c) A.5.13 and A.5.14 is the same requirements; (d) Volume 2 uses both "Scope 1/2" and "Scope A/B"; (e) Form 4.12.3 labels the post-warranty row "C Scope B".	(a) Typo error, there is no Section 'C' (b) Typo error , There is no B.9.9 (c)Noted. Both A.5.13 & A.5.14 are same. (d)Shall be corrected as Scope A and Scope B (e)Addendum will be issued
34	V2: B.6.1, p39			Please confirm whether the laminate over the data page is (a) part of the blank booklet the DIE supplies to the Bidder, or (b) a separate personalization consumable the Bidder must apply and supply, as listed under "specialized laminates" in the SLA. If (b), please describe its specification and how it interacts with the pre-existing laminate on the blank booklet.	a) Laminate is part of the blank booklet b) Question is not applicable
35	V2: B.13.1, p59; A.2.5, p9			What is the chip make, model and operating system (COS) used in the current and planned e-Passport booklets? Is the chip OS preloaded onto the chip by the chip manufacturer/booklet supplier before the booklet reaches the Bidder, or does the Bidder need to load or configure it as part of personalization?	The chip operating system will be made know to the selected. The Passport operating system is already loaded into the chip

	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
36				The tender specifies that the bidder must have a minimum average annual turnover of USD 10 million or equivalent, supported by audited financial statements for three (3) financial years within the period from 1 January 2023 to 31 March 2026. For a bidder whose financial year runs from January to December, kindly confirm whether the audited financial statements for the financial years 2023, 2024, and 2025 would be acceptable to fulfil this requirement.	For entities whose financial year begins in January: The financial statements for the three consecutive financial years from 1 January 2023 to 31 December 2025 shall be submitted For entities whose financial year begins in March: The financial statements for the three consecutive financial years from 1 March 2023 to 28 February 2026 shall be submitted
37				Kindly clarify whether the Non-Collusion Declaration requires only the signature of the bidder's duly authorized signatory or Power of Attorney (POA) holder, or whether it must also be attested by a Justice of the Peace (JP), Commissioner for Oaths, or lawyer.	Bidder's authorized signatory holder can sign

Set 2						
Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
1	II	A.3.8/SLA	10	The solution shall maintain separate PKD staging, test and production configurations, with controlled promotion of objects from test to production, documented test evidence, rollback capability, approval workflow and clear segregation of duties between preparation, approval and publication functions.	Please confirm which environments are required: Production, DR, Test, Staging, Development, and any other environment.	except DR, however Production environment should have HA on each component.
2	II	A.7.4; Scope A SLA 2.6	18	A.7.4 -All central hardware components should be provided with dual network interfaces and dual power supplies for redundancy SLA -2.6 Redundancy and No Single Point of Failure (Central PKI Infrastructure) All central PKI hardware components (CSCA, DS, CVCA, DVCA, KMS, HSM, nPKD and associated servers) shall be provided with dual network interfaces and dual power supplies, and the Contractor shall ensure no single point of failure exists in the central PKI infrastructure that could compromise the availability and RTO targets set out in Sections 2.1 and 2.2 above. [Ref:.Scope A A.7.4]A.	Please confirm the target topology for Production and DR: single site, dual site, active-active, or active-passive.	This is up to the Bidder to propose
3	II				Does DIE have an existing DR site? If yes, provide its location, available facilities and connectivity to the primary site.	No DR Facility
4	II				Please confirm whether the stated RTO of 20 minutes and RPO of zero data loss apply to every central PKI subsystem and to DR failover.	Applies to the complete system as a whole
5	II	SLA 2.2	63	In addition to annual cumulative targets, the Contractor is bound to immediate recovery actions during operational windows. The Recovery Time Objective (RTO) for any central PKI subsystem is set strictly at 20 minutes, with a strict target of Zero Data Loss (Recovery Point Objective - RPO = 0). If the Contractor fails to restore live operations within 20 minutes from the initial fault detection, a 1.0% penalty shall be deducted from the monthly maintenance or project support invoice for every incremental 5-minute delay beyond the RTO limit, until full service is restored.	Please confirm whether the stated RTO of 20 minutes and RPO of zero data loss apply to every central PKI subsystem and to DR failover.	Applies to the complete system as a whole

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
6	II				Please provide DIE standards or preferences for operating systems, databases, virtualization, Kubernetes/container platforms, backup, monitoring and SIEM.	This is up to the Bidder to propose
7	II	Section III 5.5			Please confirm whether any PKI components must be deployed on dedicated physical servers or whether virtual machines are acceptable.	This is up to the Bidder to propose
8	II	A.7.2	9	The selected bidder shall configure the system so that Sri Lanka can operate the PKI independently after acceptance, including generation, renewal, suspension, revocation, publication, export, import, validation, archival and destruction of all keys, certificates, CRLs and Master Lists without dependence on the supplier’s hosted services or personnel.	Please confirm the exact infrastructure to be provided by DIE, including rack space, power, UPS runtime, LAN/WAN ports, Internet access, DNS, NTP, load balancers, firewalls and backup systems.	The DI&E will provide only the space, UPS facilities (The bidder shall be responsible for the power cabling.), and network uplink. The bidder shall be responsible for arranging all other requirments except items mentioned in the BID document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
9	II	A.1.2; A.1.5; A.2.3	6,7,8	A.1.2 -All components of the Public Key Infrastructure — namely the Country Signing Certification Authority (CSCA), Document Signer (DS), Country Verifying Certification Authority (CVCA), Document Verifying Certification Authority (DVCA), national Public Key Directory (nPKD,including its interface to the ICAO Public Key Directory), Key Management System (KMS), and Hardware Security Module (HSM) — shall be designed, supplied, installed, and commissioned by the successful Bidder as part of this Contract. A.1.5 -The proposed solution shall support the issuance of Extended Access Control (EAC) certificates for e-Passports in accordance with Logical Data Structure 1 (LDS1). At a minimum, the proposed solution shall include the following modules, each of which shall comply with the latest release of BSI TR-03110 and ICAO Doc 9303 (8th Edition): a. Country Verifying Certification Authority (CVCA); b. Document Verifying Certification Authority (DVCA); and c. Administrative Certification Authority (Admin CA), for officer authentication and machine-to-machine authentication A.1.2.3-The issuance PKI shall include, at minimum, one national Country Signing Certification Authority for Sri Lanka, one or more Document Signer authorities, one Master List Signer authority, one national certificate and revocation publication service, one ICAO PKD interface service, one Key Management System, certified Hardware Security Modules, offline backup and recovery capability, and administrative workstations for secure PKI operation	Please confirm the required number of CSCAs, Document Signers, Master List Signers, CVCAs, DVCAs and Admin CAs.	Please follow ICAO recommendations
10	II				Please provide expected initial and annual volumes for DS, Master List Signer, DV, IS and administrator certificates.	Please follow ICAO recommendations
11	II				Please confirm required validity periods and rollover frequencies for CSCA, DS, Master List Signer, CVCA, DVCA and IS certificates.	Please follow ICAO recommendations

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
12	II				Please confirm CRL issuance frequency, overlap period, publication locations and maximum acceptable publication delay.	Please follow ICAO recommendations
13	II	A.2.3; A.3.2	8,9	A.1.2.3-The issuance PKI shall include, at minimum, one national Country Signing Certification Authority for Sri Lanka, one or more Document Signer authorities, one Master List Signer authority, one national certificate and revocation publication service, one ICAO PKD interface service, one Key Management System, certified Hardware Security Modules, offline backup and recovery capability, and administrative workstations for secure PKI operation. A.3.2 -The solution shall provide a dedicated ICAO-PKD integration service capable of uploading Sri Lankan Document Signer Certificates, Certificate Revocation Lists, CSCA link certificates where applicable, Master Lists, deviation lists and defect lists through ICAO-approved channels and in formats conformant with ICAO Doc 9303 and PKD interface requirements	Please confirm required LDAP and HTTP certificate/CRL publication points and whether they must be Internet-facing, internal, or both.	This is up to the Bidder to propose.
14	II				Will DIE provide an approved file replication mechanism from LDAP to HTTP/CRL servers, or should contractor include Integration Bridge or an equivalent replication capability?	This is up to the Bidder to propose.
15	II				Is cross-certification or subordination with any domestic or foreign authority required?	No
16	II	A.2.7	9	The selected bidder shall configure the system so that Sri Lanka can operate the PKI independently after acceptance, including generation, renewal, suspension, revocation, publication, export, import, validation, archival and destruction of all keys, certificates, CRLs and Master Lists without dependence on the supplier’s hosted services or personnel.	Please confirm the operational functions DIE expects to perform independently after acceptance and any restrictions on vendor remote access.	Remote access will be provide case by case.Dedicated VPNs provide under the relavnet Vendor's name

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
17	II	A.7.4; Scope A SLA 2.6	18	A7.4-.All central hardware components should be provided with dual network interfaces and dual power supplies for redundancy	Please confirm required HSM redundancy per environment and whether HSMs must be clustered or geographically separated.	This is up to the Bidder to propose.
18	II		64	SLA 2.6 2.6 Redundancy and No Single Point of Failure (Central PKI Infrastructure) All central PKI hardware components (CSCA, DS, CVCA, DVCA, KMS, HSM, nPKD and associated servers) shall be provided with dual network interfaces and dual power supplies, and the Contractor shall ensure no single point of failure exists in the central PKI infrastructure that could compromise the availability and RTO targets set out in Sections 2.1 and 2.2 above. [Ref: Scope A A.7.	Are HSMs required at any airport, border, DR or other remote verification site?	This is out of the scope of this tender
19	II	A.5.10; A.5.20	15,16	A.5.10-The KMS and HSM environment shall support documented key ceremonies for CSCA creation, Document Signer creation, Master List Signer creation, certificate rollover, CRL signing, HSM backup, HSM restoration, disaster recovery, key destruction and emergency revocation. A.5.20-The KMS (Key Management System) shall allow secure key import, export, backup and restore functionalities. The keys shall not be exposed in unencrypted form outside the HSM during the above functionalities.	Please confirm customer requirements for HSM/KMS key backup media, backup copies, offsite storage, custodianship and recovery testing frequency.	This is up to the Bidder to propose.
20	II	A.5.9	15	The KMS shall enforce role-based access control, named-user accountability, multi-factor administrator authentication, dual control for sensitive operations, split knowledge for key ceremonies, four-eyes approval for certificate issuance and revocation, and least-privilege access for all operational roles.	Should PKI Security Officers and administrators authenticate using certificate-based credentials stored in EPF, smart cards, or hardware tokens such as SafeNet eToken?	This is up to the Bidder to propose.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
21	II				Please confirm the number of Security Officers, CA Administrators, Audit Officers and Key Custodians per environment.	Total around 20
22	II	A.3.1	9	The selected bidder shall support Sri Lanka in completing ICAO Public Key Directory participant onboarding, including preparation of technical and procedural inputs required for registration, nominated roles, operational contacts, certificate submission arrangements, testing coordination, and transition to active PKD participation.	Has Sri Lanka completed ICAO PKD participant onboarding? Please provide current status, nominated roles and available test/production credentials.	DIE is in the process of initiating teh onboarding process
23	II	A.3.1	9	The selected bidder shall support Sri Lanka in completing ICAO Public Key Directory participant onboarding, including preparation of technical and procedural inputs required for registration, nominated roles, operational contacts, certificate submission arrangements, testing coordination, and transition to active PKD participation.	Please confirm whether the contractor is responsible for end-to-end ICAO PKD onboarding, test coordination and production activation.	The contractor must provide the relevant technical expertise and knowledge to enable DIE to test and connect successfully with ICAO PKD for the uploading of certificates
24	II	A.3.8	10	The solution shall maintain separate PKD staging, test and production configurations, with controlled promotion of objects from test to production, documented test evidence, rollback capability, approval workflow and clear segregation of duties between preparation, approval and publication functions.	Please confirm whether separate ICAO PKD staging, test and production infrastructure must be physically separate or may use logically segregated configurations.	Please refer the SOR
25	II	A.3.2-A.3.9	9,11	A.3.2 -The solution shall provide a dedicated ICAO-PKD integration service capable of uploading Sri Lankan Document Signer Certificates, Certificate Revocation Lists, CSCA link certificates where applicable, Master Lists, deviation lists and defect lists through ICAO-approved channels and in formats conformant with ICAO Doc 9303 and PKD interface requirements A.3.9-The solution shall provide scheduled PKD synchronization, configurable polling intervals, retry handling, failure alerts, exception queues, manual override controls and complete audit logs for every upload, download, validation, import, rejection, publication and trust-store distribution event.	Please confirm required schedules for automated upload/download of DSCs, CRLs, Master Lists, deviation lists and defect lists.	Must comply with the ICAO requirements and the international best practices.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
26	II	A.4.1-A.4.14	11,14	A.4.1-The solution shall support supplementary certificate-sharing mechanisms for issuing States, territories, authorities or organizations that are not active participants in the ICAO PKD or whose certificate, CRL or Master List content is not available, current or complete through ICAO PKD channels. A.4.14-The solution shall generate reports showing the coverage of ICAO PKD and non-PKD trust material by issuing State, including trust status, source channel, last verification date, CRL currency, Master List availability, operational restrictions, documents successfully validated and cases referred to manual or secondary inspection because trust material was unavailable or incomplete.	Please identify existing bilateral certificate exchange channels, participating States and approval authorities for non-PKD trust material.	No existing agreements
27	II	A.2.4; A.3.7	8,10	A.2.4-The border validation solution shall include a national truststore service for CSCA certificates, Document Signer Certificates, CRLs, Master Lists, deviation lists and defect lists. The service shall distribute validated trust material to all border inspection systems using authenticated, encrypted and auditable mechanisms. A.3.7-The ICAO-PKD integration shall be fully connected to both the passport issuance environment and the border verification environment. For issuance, it shall publish the certificates and revocation data required for other States to verify Sri Lankan e-Passports. For verification, it shall distribute downloaded and validated PKD trust material to all Sri Lankan border inspection systems.	Please provide the number and type of systems/sites that will receive national trust-store updates and the required update frequency.	Include all boader and passport verification points.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
28	II	A.1.5-A.1.6; A.2.8-A.2.9	7,9	A.1.5-The proposed solution shall support the issuance of Extended Access Control (EAC) certificates for e-Passports in accordance with Logical Data Structure 1 (LDS1). At a minimum, the proposed solution shall include the following modules, each of which shall comply with the latest release of BSI TR-03110 and ICAO Doc 9303 (8th Edition): a. Country Verifying Certification Authority (CVCA); b. Document Verifying Certification Authority (DVCA); and c. Administrative Certification Authority (Admin CA), for officer authentication and machine-to-machine authentication. A.1.6-The CVCA, CVCA link, DVCA and IS certificates MUST be in a verifiable format a. The solution shall support CVCA key rollover. b. The solution should be able to sign DV and IS certificate requests c. The solution should support authorizations for certificate holders as CVCA, DV, IS with read access rights to DG3 (Fingerprint). A.2.8-The implementation shall include Extended Access Control, Chip Authentication, Terminal Authentication and PACE support for inspection and future passport-profile compatibility. These functions shall comply with ICAO Doc 9303 Part 11 and BSI TR-03110 certificate and protocol profiles where EAC-compatible data groups or terminal authorization are used.	Please confirm whether contractor should deploy CVCA, CVCA Admin, DVCA, DVCA Admin, DVWS and DVCKM.	Please follow ICAO recommendations and use ICAO Definitions only

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
29	II	A.1.6; B.4.1	7,35	A.1.6-The CVCA, CVCA link, DVCA and IS certificates MUST be in a verifiable format a. The solution shall support CVCA key rollover. b. The solution should be able to sign DV and IS certificate requests c. The solution should support authorizations for certificate holders as CVCA, DV, IS with read access rights to DG3 (Fingerprint). B.4.1-The selected Bidder shall implement a comprehensive quality assurance and quality control system for the verification of personalized ePassports. The system shall support both individual passport verification and batch-level verification, and shall record the results of all checks for audit, monitoring, reporting, and operational control purposes. At a minimum, the quality assurance and quality control process shall verify the following functions and attributes: • Manual visual inspection of the passport, including verification of the logo, printing quality, security features, physical condition, and the absence of visible damage or defects. • Compliance of the personalized passport with applicable ICAO standards and specifications. • Verification of chip-encoded electronic data against the printed data and the original personalization record to ensure that the data stored in the chip correspond accurately with the data printed on the ePassport data page. • The system shall support full verification of ICAO electronictravel document security mechanisms, including BAC, SAC,AA, PA, and EAC, as applicable. This shall include verification of the MRZ and chip-encoded data groups, including the ability to read biometric-related Data Group 3 (DG3) through	Will EAC be used for issuance QC only, operational border inspection, or both?	DIE reserves the right to use EAC capability for both Issuance QC and for Border Inspection
30	II				Please confirm whether routine access to DG3 fingerprint data on foreign ePassports is required at border inspection sites, subject to authorization.	Not required

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
31	II				Please confirm the number and locations of ePassport inspection sites, including airports, seaports and land borders.	Propsoed suution shodul not have any dependancy on the number of sites, as far as they are conencted to the DIE core network.
32	II				Please confirm the number of inspection/QC workstations required at each site.	Personalized passport quality controls will be doen at the production site only
33	II				Please provide average and peak ePassport validation requests per hour at each site and expected concurrent sessions.	propsoed solution should not have any limitations on the validations carried out at border points
34	II				Please provide WAN availability, bandwidth, latency and redundancy between inspection sites and the central nPKD/DVCA infrastructure.	DIE core network is fibre-based and support any resonable bandwidth requirement
35	II				Is there a requirement to deploy local IS Concentrator, DVWS or HSM services at sensitive sites such as the national airport?	This is out of the scope of this tender
36	II				Please provide the make, model, firmware and software versions of existing ePassport readers and inspection applications.	The department uses multiple models of passport readers from different vendors that are compatible ICAO passport specifications. The proposed solution should not create any dependany for such readers.
37	II				Should the existing reader software integrated with solution proposed or will a new QC/inspection application and reader be supplied?	Inspection will be carried out by the readrs and should not be depenand on the proposed solution features.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
38	II	A.2.2; A.2.8; B.4.1	8,9,35	A.2.2-The solution shall implement Passive Authentication as a mandatory capability for all Sri Lankan and all foreign eMRTDs inspected at Sri Lankan borders. The solution shall verify the Document Security Object, signed data group hashes, Document Signer Certificate chain, CSCA trust anchor, CRL status, certificate validity period, signature algorithm, and document-chip data integrity before a document is accepted as electronically valid. A.2.8-The implementation shall include Extended Access Control, Chip Authentication, Terminal Authentication and PACE support for inspection and future passport-profile compatibility. These functions shall comply with ICAO Doc 9303 Part 11 and BSI TR-03110 certificate and protocol profiles where EAC-compatible data groups or terminal authorization are used.	Please confirm the foreign ePassport validation scope, including PA, BAC, PACE/SAC, AA, CA, TA/EAC and biometric data groups.	Foreign ePassport and validation is outside the scope of this tender
39	II	B.4.1-B.4.3	36	B.4.3-In addition to the quality control checks implemented at the personalization facility, the DIE will carry out its own internal quality control tests on personalized passports. The selected Bidder shall facilitate the DIE in integrating such test procedures with the relevant stages of the personalization process, including the provision of required data, status information, system access, and operational support.	Please confirm the number of issuance/personalization sites requiring ePassport QC inspection capability.	QC inspections will be carried out at the head office (where personalization is carried out)
40	II				Please confirm the number of QC workstations/readers per personalization site.	Proposed solution shodul not be dependant on the number of readers deployed at each site.
41	II	B.8.2	48	The rated personalization capacity of the system under normal operating conditions shall not be less than the following: • 375 passports per hour. • 3,000 passports per 10-hour shift, operating from 8:00 a.m. to 6:00 p.m.	Should QC validation be sized to the full personalization throughput of 375 passports per hour, or will sampling be used?	Personalization quality control shodul be carried for all passports

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
42	II	B.3.2; B.4.3	31,36	B.3.2-The functional solution boundary for passport personalization shall be as follows: a.The DIE shall release packs of passport blanks from the secure storage facility to the selected Bidder in quantities sufficient to maintain the required personalization volumes for each operational window. b. The DIE shall provide all biographic and biometric data required for passport personalization in electronic format to the selected bidder through a secure service-oriented API. The DIE passport enrolment system shall push the required data into the selected bidder's system for processing. c. The selected Bidder, using assigned and trained DIE staff, shall personalize each passport, including the data page, endorsements,and chip encoding for e-passports, using the technical services, systems, and equipment provided and maintained by the selected bidder. The selected bidder shall be responsible for training the relevant DIE staff to perform these operations in accordance with the approved procedures. d. The selected Bidder, through assigned DIE staff, shall carry out internal quality control checks on the personalized passports before handover to the DIE for onward processing. e. Upon completion of passport personalization and internal quality control, an electronic notification shall be transmitted back to the DIE system. The personalized passports shall then be handed over physically to the DIE for onward processing. The physical handover process shall include scanning of the MRZ	Will QC be performed by contractor staff, DIE staff, or both?	DIE staff will do the QC process using equipment provided by the contractor

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
43	II	B.10.2- B.10.7		B.10.2-Once the personalization facility is installed and ready for commissioning, DIE will carry out a site acceptance test before the facility can be commissioned for live operations. The site acceptance test will in general include the following. • A vulnerability assessment and a penetration test (especially related to the ICT systems and infrastructure) carried by an external agency nominated by the employer • A process/workflow audit carried out by the DIE • A trial run involving the personalization of around 10000 passports. The selected bidder must immediately rectify any defects, vulnerabilities discovered during these tests without any cost to the employer. If the tests must be repeated due to any un-resolved issue, the cost of subsequent audits/tests must be handled by the selected bidder.The full post commissioning live operation should be started only after the successful completion of these test procedures. B.10.7-If the initial test or trial run identifies any issue, the selected Bidder shall rectify the issue and may repeat the test or trial run up to two additional times within one calendar month. The DIE reserves the right to terminate the contract, without prejudice to any other rights or remedies available to the DIE, if the selected Bidder fails to successfully complete the test or trial runs within the permitted attempts.	Are dedicated test printers, chip encoders and QC readers required, or may production equipment be used before go-live for UAT/OAT?	Bidders should define suitable methods that comply with the service level and throughput requirements speficied in the Bidding diocument

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
44	II	Implementation Phase 3; B.2.1-B.2.3	26,29	B.2.1- In the current configuration, the DIE operates separate but interconnected systems for passport enrolment and passport personalization, with integration currently managed through a shared database backend. The existing passport enrolment system will continue to be used; however, the current passport personalization system will be replaced by the solution proposed under this tender. The enrolment process presently includes the following functions that are directly relevant to the functional scope of this tender: • Capture and validation of the applicant's biographic data. • Capture of an ICAO Doc 9303-compliant digital photograph of the applicant, including validation against applicable ICAO requirements for pose, illumination, resolution, image size, and other relevant quality parameters. • Capture of digital fingerprint images from applicants in 10-print format using the 4+4+2 method. At present, fingerprints are used for de-duplication purposes, and the related biometric data are maintained as raw images and template records. • Provision of the data required for passport personalization to the personalization system through a secure integration mechanism. • Receipt of the personalized passport and the associated electronic personalization data record from the personalization facility, followed by quality verification of the passport prior to dispatch to the bearer. The proposed personalization facility shall operate between steps (d) and (e) described above. Accordingly, the facility shall electronically receive the data required for passport personalization from the enrolment system. After the	Please provide interface specifications and technical contacts for the demographic, photo, fingerprint, enrolment, issuance, border, inventory and reporting systems.	DIE will develop and expose ReST API interfaces for integration with the DIE core systems

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
45	II	A.7.3; B.2.2-B.2.3	29	B.2.2- The ICT systems associated with the proposed personalization facility shall be installed, operated, and maintained as a separate sub-system that is logically separated from, but loosely coupled with, the main DIE ICT system. The two systems shall exchange data through a secure, service-oriented REST API interface. In general, the following data exchanges are expected: a) Transfer of personalization request data records from the DIE main ICT system to the personalization system through a secure service API endpoint published by the personalization system. These records shall contain the required personalization parameters and related production instructions. b) Transfer of data relating to the personalized passport from the personalization system back to the DIE main ICT system through a secure service API endpoint published by the main system. Such data shall include, where applicable, the document number, personalization status, production details, and PKI-related information c) Exchange and synchronization of data required for monitoring and auditing the passport supply and personalization process	Please provide required REST API standards, payload formats, authentication, authorization, encryption, certificate, retry and error-handling requirements.	These APIs are not yet develoiped. However they will follow open standards
46	II				Please provide average/peak request rates, payload sizes, batch sizes and retention windows for each integration.	Please refer to the service level, throughput and auditing requirements stated in the Bidding document
47	II				Will DIE provide corresponding test endpoints and representative test data for all external integrations?	Test endpoints will be provided to the selected Bidder for integration testing purposes

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
48	II	B.13.3	58	The solution/ system shall provide secure, userfriendly access for citizens and DIE through standard web browsers available in the market supporting different computer operating systems (Windows, Mac OS, Linux), integrated with existing national electronic identification services (e.g. National Identity Provider) where applicable, and shall not require dedicated client software installation on the user's computer	Please confirm whether integration with Active Directory, LDAP, national identity provider, MFA or other enterprise identity services is required.	DIE users working on equipmen t provided by the contractor must eb authenticated and authorized by the DIE system (Active Directory / LDAP)
49	II				Please confirm whether DIE will provide an enterprise backup platform or whether the bidder must supply one.	Contarctor is not expected to retain any personalization data. must design to comply with the service level, throughput and audit requirements provided in the Bidding document.
50	II				Please provide backup frequency, retention, encryption, immutability, offline/offsite storage and media-destruction requirements.	Bidders must design these parameters to meet the minimum requiremenst specified in the Bidding documents
51	II	A.5.10; A.5.17	15,16	A.5.10-The KMS and HSM environment shall support documented key ceremonies for CSCA creation, Document Signer creation, Master List Signer creation, certificate rollover, CRL signing, HSM backup, HSM restoration, disaster recovery, key destruction and emergency revocation. A.5.17- The selected bidder shall provide acceptance tests covering CSCA creation, DS creation, EF.SOD signing, passport personalization integration, CRL issuance, Master List signing, ICAO PKD upload/download workflow, border truststore update, passive authentication, PACE, chip authentication, terminal authentication, revocation checking, disaster recovery and audit-log review.	Please confirm the required frequency and scope of backup restore and DR recovery tests.	The solution must be designed to meet the requirements relating service level, throughput and audit requiremenst in the Biddign document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
52	II	A.3.9; A.5.11-A.5.12	11,15	A.3.9-The solution shall provide scheduled PKD synchronization, configurable polling intervals, retry handling, failure alerts, exception queues, manual override controls and complete audit logs for every upload, download, validation, import, rejection, publication and trust-store distribution event. A.5.11- The solution shall maintain tamper-evident audit logs for all PKI, KMS, HSM, certificate, CRL, Master List, trust-store, administrator and system events. Audit logs shall include timestamp, operator identity, source system, action performed, object affected, result, approval workflow and cryptographic verification status. A.5.12-The solution shall use a trusted time source for certificate validity, CRL issuance, audit logging and validation decisions. Time synchronization failures shall raise alerts and shall be handled according to a documented operational procedure	Please identify DIE monitoring, SIEM, SOC, syslog, SNMP, SMTP and ticketing platforms that the solution must integrate with.	Personalization system will be a separate and isolated module in relation to DIE core networka dn infrastructure monitoring.
53	II				Please confirm retention periods and storage requirements for PKI, HSM, KMS, PKD, OS, database, security and application logs.	The solution must be designed to meet the requirements relating service level, throughput and audit requiremenst in the Biddign document
54	II				Is a recurrent PKI health check required? If yes, confirm frequency, scope and required report/management review.	The solution must be designed to meet the requirements relating service level, throughput and audit requiremenst in the Biddign document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
55	II	A.2.6; A.8.2; A.9.2	,6,19 ,20	A.2.6-The supplier shall provide all certificate profiles, CRL profiles, Master List profiles, object identifiers, ASN.1 structures, policy identifiers, algorithm identifiers, transport protocols, interface specifications, certificate rollover procedures, key ceremony scripts, backup procedures, disaster recovery procedures, and operational manuals as project deliverables. A.8.2-Documentation Submission The following updated and finalized documents must be submitted: a. PKI System Architecture Diagram (latest version with all changes incorporated) b. Implementation Diagram (detailing the setup, connections, and security layers) c. PKI Policies and Procedures (Certificate Policy (CP) and Certification Practice Statement (CPS)) d. Installation, Configuration, and Administration Manuals e. Security and Compliance Reports f. Any applicable disaster recovery and business continuity plans A.9.2-The Bidder shall deliver comprehensive documentation covering the operational policies and procedures applicable to the CSCA and DS zones, including access control procedures, environmental monitoring procedures, physical-security incident response procedures, and maintenance procedures for all installed civil, electrical, and mechanical systems.	Please confirm which documents must be developed: i.e. CP, CPS, RPS, DR/BCP, access control, secure facility, media management, change management, incident management and certificate lifecycle procedures. Please provide a list.	Please refer to the bidding document.
56	II				Please confirm whether contractor must provide subscriber vetting/agreement forms, certificate management forms, trusted-role appointment/training forms, key custodian forms and cross-certification applications.	Question not clear

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
57	II	A.8.2; A.6.2	19,17	A.8.2-The Bidder shall deliver comprehensive documentation covering the operational policies and procedures applicable to the CSCA and DS zones, including access control procedures, environmental monitoring procedures, physical-security incident response procedures, and maintenance procedures for all installed civil, electrical, and mechanical systems. "A.6.2-Knowledge transfer shall include detailed documentation on system architecture, configuration, certificate management, disaster recovery protocols, and security controls, ensuring continuity and self-sufficiency post-deployment."	Please confirm whether customer-specific installation, configuration, administration, backup/restore, hardening, upgrade and troubleshooting guides are required	Yes. As per the Bid Document
58	II	A.5.10; A.13.3; Scope A SLA 2.4	15,23,64	A.5.10-The KMS and HSM environment shall support documented key ceremonies for CSCA creation, Document Signer creation, Master List Signer creation, certificate rollover, CRL signing, HSM backup, HSM restoration, disaster recovery, key destruction and emergency revocation. A.13.3-Key Generation & Ceremonies: Selected bidder shall Execute or provide complete technical support for the CSCA and DS key generation and certificate issuance ceremonies including KGC script. SLA 2.4-Advanced Technical Support for Key Ceremonies The Scope A Contractor must provide dedicated technical, cryptographic, and administrative support during DIE's critical key ceremonies, which include the Country Signing Certification Authority (CSCA) creation/replacement (mandated every 3 years), Document Signer (DS) key rollover, Country Verifying CA (CVCA) rollover, HSM backup, restoration, or key destruction. The Contractor shall deliver: • Ceremony Runbooks: Submission of formalized, step-by-step key ceremony scripts and procedures at least 15 business days prior to any ceremony. • On-Site Expertise: Provision of at least two certified cryptographic engineers on-site at DIE premises during the entire rehearsal and live ceremony. • Formal Auditing: Co-signing of ceremony logs and providing	Please confirm the number and type of required ceremonies, rehearsal expectations, witnesses, auditors, locations and ceremony deliverables.	Bidder to propose accoding to indutry standards

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
59	II	A.5.17; B.10.2-B.10.7	16,	A.5.17-The selected bidder shall provide acceptance tests covering CSCA creation, DS creation, EF.SOD signing, passport personalization integration, CRL issuance, Master List signing, ICAO PKD upload/download workflow, border truststore update, passive authentication, PACE, chip authentication, terminal authentication, revocation checking, disaster recovery and audit-log review. B.10.2-Once the personalization facility is installed and ready for commissioning, DIE will carry out a site acceptance test before the facility can be commissioned for live operations. The site acceptance test will in general include the following. • A vulnerability assessment and a penetration test (especially related to the ICT systems and infrastructure) carried by an external agency nominated by the employer • A process/workflow audit carried out by the DIE • A trial run involving the personalization of around 10000 passports. The selected bidder must immediately rectify any defects, vulnerabilities discovered during these tests without any cost to the employer. If the tests must be repeated due to any un-resolved issue, the cost of subsequent audits/tests must be handled by the selected bidder.The full post commissioning live operation should	Please confirm required FAT, SAT, SIT, UAT, OAT, security, performance, failover, interoperability and DR test phases, entry/exit criteria and evidence format.	Please comply with the bidding document.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
60	II	A.6.1-A.6.4; B.10.1	16,55	A.6.1-Comprehensive training sessions shall be provided for system administrators, technical support staff, and end users, covering system installation, operational procedures, maintenance activities, and troubleshooting techniques A.6.4-Ongoing support and refresher training opportunities shall be available to address system updates, patch updates, migrations, and integration with future technologies or system enhancements. B.10.1-The Bidder shall provide operational training on the personalization facility for 15 members of the DIE's staff. The training shall cover all relevant operational, monitoring, quality control, exceptionhandling, and routine support activities, and shall be completed before testing of the new facility begins	Please confirm trainee counts, roles, locations, language, delivery mode, duration, hands-on lab requirements and refresher-training frequency.	Count - 50 Location - DI&E Head Office Language - Sinhala Delivery Mode - Physical & Manuals Hands-on lab requirement - DI&E Onsite Duration - 2hrs sessions Refresher Training Frequency- once in two years
61	II				Please confirm whether remote support is permitted and the required secure-access mechanism, approval workflow and session logging.	Remote support will be provided case by case.
62	II	Implementation Phase 3	13		Please confirm the scope, timing, test environment and remediation obligations for the Sri Lanka CERT security assessment.	Bidder should allow to SLCERT to do comprehenisve audit & bidder should fullfill all the recommendation for successfully completion of OAT.
63	II	A.9-A.12	19-22		Please confirm detailed physical-security standards for CSCA/DS zones, including barriers, access factors, CCTV retention and environmental monitoring.	Please refer SOA and comply ICAO recommedations
64	II	A.5.9	15	The KMS shall enforce role-based access control, named-user accountability, multi-factor administrator authentication, dual control for sensitive operations, split knowledge for key ceremonies, four-eyes approval for certificate issuance and revocation, and least-privilege access for all operational roles.	Please confirm accepted MFA methods and token standards for trusted-role administrators.	Bidder to propose accoding to indutry standards

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
65	II	B.1-B.3	25-34		Please confirm responsibility allocation between DIE and contractor for facility operations, operators, consumables, preventive/corrective maintenance and production support.	Please refer SOR
66	II	B.7	46-47		Please confirm whether DIE has an existing blank-booklet inventory system or expects a new system including dual control, reconciliation and API integration.	Bidder to propose
67	II	B.9	50-55		Please confirm whether system-generated billing, penalty and surcharge calculations must be supplied within the personalization platform.	Bidder to propose

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
68	II	B.13.1-B.13.3	58	B.13.1The bidder shall include a backend system / solution in their proposal to remediate security vulnerabilities in the chip operating system and/or applications of electronic passports already issued to and held by citizens, by loading signed OS or security patches onto the chip in the field, without replacing or reissuing the physical passport documents. B.13.2 The solution / system shall maintain compliance with evolving cybersecurity, cryptographic algorithm, and regulatory requirements over the lifetime of the electronic passport documents, including support for future operating system, security updates, and cryptographic algorithm B.13.3 The solution/ system shall provide secure, userfriendly access for citizens and DIE through standard web browsers available in the market supporting different computer operating systems (Windows, Mac OS, Linux), integrated with existing national electronic identification services (e.g. National Identity Provider) where applicable, and shall not require dedicated client software installation on the user's computer	Please clarify whether B.13 requires a production capability to update chip OS/security applications on already-issued passports without reissue, and identify the passport chip/OS supplier and supported update mechanism.	No previous e Passports & however bidder should provide solution to update chip OS/Security for which will be issued with new solution.
69	II	B.13.3	58	B.13.3 The solution/ system shall provide secure, userfriendly access for citizens and DIE through standard web browsers available in the market supporting different computer operating systems (Windows, Mac OS, Linux), integrated with existing national electronic identification services (e.g. National Identity Provider) where applicable, and shall not require dedicated client software installation on the user's computer	Please clarify the required citizen browser-based workflow, identity-provider integration, security controls and supported devices for post-issuance updates.	Please refer SOR

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
70	II				Please identify business processes DIE expects to automate, including PKD synchronization, certificate lifecycle, CRL publication, trust-store distribution, QC, inventory, SLA reporting and billing.	Bidders must comply with the requriements specified in the Bidding document.
71	II				Please confirm the target project completion and operational go-live dates.	Bidders must refer and comply to the timeline requiremenst specified in the Biddign document
72	II	A.2.2; A.2.8	8	A.2.2-The solution shall implement Passive Authentication as a mandatory capability for all Sri Lankan and all foreign eMRTDs inspected at Sri Lankan borders. The solution shall verify the Document Security Object, signed data group hashes, Document Signer Certificate chain, CSCA trust anchor, CRL status, certificate validity period, signature algorithm, and document-chip data integrity before a document is accepted as electronically valid. A.2.8-The implementation shall include Extended Access Control, Chip Authentication, Terminal Authentication and PACE support for inspection and future passport-profile compatibility. These functions shall comply with ICAO Doc 9303 Part 11 and BSI TR-03110 certificate and protocol profiles where EAC-compatible data groups or terminal authorization are used.	Please confirm whether the project is BAC, EAC-only, or BAC plus EAC.	Both BAC and EAC are required
73	II	A.2.3	8	The issuance PKI shall include, at minimum, one national Country Signing Certification Authority for Sri Lanka, one or more Document Signer authorities, one Master List Signer authority, one national certificate and revocation publication service, one ICAO PKD interface service, one Key Management System, certified Hardware Security Modules, offline backup and recovery capability, and administrative workstations for secure PKI operation.	Please confirm the number and locations of ePassport issuance/personalization sites.	Personalization will be done only at the departments headoffice site

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
74	II				Please confirm the number of ePassport printers and chip encoders at each issuance site.	Bidders must provide quntities sufficient to meet the service level and throughput requiremenst in the Bidding document.
75	II				Are the personalization printers located in the same data centre/site as the DS/SDS and CSCA, or at remote locations?	Refer to the relavant requirements detailed in the Bidding document
76	II				Please confirm all document types to be signed by the Document Signer, including normal, diplomatic, official, child passport, emergency travel document, national ID or others.	Refer to the relavant requirements detailed in the Bidding document
77	II				Please confirm whether the Document Signer and SDS will be supplied by bidder or a third party; if third party, provide vendor and interface details.	Refer to the relavant requirements detailed in the Bidding document
78	II	A.2.3	8	The issuance PKI shall include, at minimum, one national Country Signing Certification Authority for Sri Lanka, one or more Document Signer authorities, one Master List Signer authority, one national certificate and revocation publication service, one ICAO PKD interface service, one Key Management System, certified Hardware Security Modules, offline backup and recovery capability, and administrative workstations for secure PKI operation.	Please confirm whether a Master List Signer is required and whether contractor must deploy and configure it.	Yes
79	II	A.3.2	9		Please confirm whether a Deviation List Signer is required and whether bidder must deploy and configure it.	Yes
80	II				Must Sri Lanka allow foreign States to validate Sri Lankan EAC ePassports and access authorized citizen biometric data through a SPOC infrastructure?	Refer to ICAO-PKD and certificate sharing mechanisms stated in the Bidding document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
81	II				Must Sri Lanka use SPOC to validate foreign EAC ePassports and access authorized foreign biometric data?	This is out of the scope
82	II				Please confirm whether dedicated HSM devices are required in Test, Staging, Development or other non-production environments.	Please refer to the requirements mentioned in the tender document
83	II				For HSMs, does DIE require Remote Administration Kit, Remote Administration Cards and Trusted Verification Devices?	Please refer to the requirements mentioned in the tender document
84	II				Will CSCA, CVCA, DVCA and any SPOC CA publish to an existing customer LDAP directory or a new directory?	Such a directory service is not available in the system at present.
85	II				Please confirm the approved LDAP product and version, including whether Internet-facing publication is required.	This should be part of the solution design. The Bidders can select the most appropriate distribution requirements complyign with tender conditions (including licensing conditions). Integration and exchaneg with ICAO-PKD must supports the standards setout by ICAO-PKD.
86	II				Please confirm whether the selected directory supports required ePassport certificate/PKD schemas, multi-valued RDNs and any customer naming constraints.	This should be part of the solution design. The Bidders can select the most appropriate distribution requirements complyign with tender conditions (including licensing conditions). Integration and exchaneg with ICAO-PKD must supports the standards setout by ICAO-PKD.

Number	Volum	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
87	II				If HA servers are required, who will deploy, operate and support the external PostgreSQL database, database redundancy and site-to-site replication: supplier or DIE?	All components and modules as per technical requirements must be provided by the Bidder
88	II	A.6.1-A.6.4			Please confirm required formal courses: ePassport solution, HSM, Security Manager Comprehensive, Security Manager Administration user management and Administration Services user management.	Bidders must decide the best training approach complying these requirements. That trainign shall cover all operational aspects of the propsoed system as indicated in the requirements.
89	II				Please confirm which activities must be on-site versus remote, including workshops, installation, configuration, testing, training and key ceremonies.	All staff and operator training must be carried out physically onsite. First leavl support during the wearranty period must be available onsite. Bidders can decide on how other support and relaed service be provide. However, Bidders must note that after comissioning, the system will rmeain isolated from the Internet and he support arrangemenst must be made without vialating this condition.

Set 3						
Number	**Volume**	**Section**	**Page No.**	**Requirement**	**Question**	**Clarification Provided by Contracting Authority**
1	V1 &V3				Could you kindly clarify whether two subsidiary companies of the same Holding company, operating as separate legal entities, may participate in the same procurement as part of separate Joint Ventures with different foreign bidders? Specifically: Subsidiary Company A participates in a Joint Venture with Foreign Bidder A and submits a bid. Subsidiary Company B participates in a Joint Venture with Foreign Bidder B and submits a separate bid. We would appreciate confirmation as to whether such participation is permissible under the tender conditions and applicable procurement regulations, or whether such an arrangement would be considered a conflict of interest and/or grounds for disqualification.	Bidders, inclusive of their affiliates and entities under common control, may participate in only one bid per procurement process. Submitting multiple bids through separate Joint Venture structures involving subsidiaries under the control of the same Holding Company breaches the "One Bid per Bidder" principle and constitutes a disqualifying Conflict of Interest
2	V1 &V3				We further wish to request your kind consideration for an extension of the bid submission deadline by three (03) weeks. The preparation of this bid requires the participation of several international technology partners, OEMs, PKI specialists, cybersecurity providers, and certification authorities. Due to the ongoing regional instability and conflict situation and its impact on international business travel, logistics, document processing, and coordination with overseas partners, the collection of essential technical, legal, and commercial documentation has been delayed.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
3	V1 &V3	4.9.1	76	Bid Security (Bank Guarantee)	Please confirm what should be stated as the “Name of Bidder” ? o Name of the Lead Partner; or o Name of the Consortium/JV; or o Full legal names of all Consortium/JV partners.	Refer ITB 23.7: The Bid Security of a JV shall be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of Bidding, the Bid Security shall be in the names of all future partners as named in the letter of intent referred to in ITB 4.1.
4	V1 &V3	3.1	47	The Employer shall confirm that the following documents and information have been provided in the Technical Bid. If any of these documents or information is missing, the offer shall be rejected. PCA3 Registration - With regard to the Public Contracts Act, No. 3 of 1987 (PCA3), kindly confirm whether the local partner can obtain and submit the PCA3 registration on behalf of the Consortium/JV? (a) (b) (c) (d) Letter of Technical Bid;Written confirmation of authorization to commit the Bidder;PCA Form, Bid Security, Manufacturer’s Authorization if applicable; and Technical Proposal in accordance with ITB 19.	PCA3 Registration - With regard to the Public Contracts Act, No. 3 of 1987 (PCA3), kindly confirm whether the local partner can obtain and submit the PCA3 registration on behalf of the Consortium/JV?	local partner can obtain and submit the PCA3 registration on behalf of the JV.
5	V1 &V3	ITB 11.1	13,26		In order to prepare a competitive and fully compliant bid and to arrange the requested JV agreement with our local partner in Sri Lanka, we kindly request to extend the Bid Submission Date by one (01) month to December 02, 2026.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DEA website, and directly communicated to all registered document purchasers.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
6	V1 &V3	4.3,		"[..] the Public Key Infrastructure (Scope A) and/or the ePassport Personalization and Printing Facility (Scope B), Data Centre Infrastructure Modification Requirements (Lot C), Service Level Agreement (SLA) [..]"	We kindly ask you to provide details for Lot C that is only mentioned in Section IV, chapter 4.3.	Typo error, Only Scope A & Scope B
7	V2	4.1 /A.2	5,8	4.1Physical and Environmental Controls The Contractor shall establish, manage, and maintain the following physical controls at primary and secondary sites (where applicable):Establish secure key-management procedures, key ceremonies, access controls, approval workflows, audit logging, backup, restoration and disaster-recovery arrangements." A.2.6-The supplier shall provide all certificate profiles, CRL profiles, Master List profiles, object identifiers, ASN.1 structures, policy identifiers, algorithm identifiers, transport protocols, interface specifications, certificate rollover procedures, key ceremony scripts, backup procedures, disaster recovery procedures, and operational manuals as project deliverables"	Please clarify if it is required to establish a Disaster site (renovation work, hardware and software).	No DR site

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
8	V2	A.2.4	8	"The border validation solution shall include a national trust-store service for CSCA certificates, Document Signer Certificates, CRLs, Master Lists, deviation lists and defect lists. The service shall distribute validated trust material to all border inspection systems using authenticated, encrypted and auditable mechanisms."	Please clarify how many border locations need to be integrated with the proposed PKI system? Is there any existing TCC (Terminal Control Center) at border location? If yes, shall it be re used?	The scope of this project is to generate the key/certificates needed for verification ePassport and handover the keys/certificates to the Border Inspection points. The Border Inspection System falls outside the scope of this tender
9	V2	A.3.1	9	"The selected bidder shall support Sri Lanka in completing ICAO Public Key Directory participant onboarding, including preparation of technical and procedural inputs required for registration, nominated roles, operational contacts, certificate submission arrangements, testing coordination, and transition to active PKD participation."	Please confirm that DIE will bear the ICAO PKD membership and maintenance cost.	Yes
10	V2	A.5.19	16	"The proposed HSM shall provide functionality modules to allow secure integration between the KMS and the HSM by executing the KMS firmware within the secure confines of the HSM."	We kindly request to modify this requirement as follows: "The proposed HSM shall provide functionality modules to allow secure integration between the KMS and the HSM."	No change in this requirement
11	V2	A.6.1	16	"Comprehensive training sessions shall be provided for system administrators, technical support staff, and end users, covering system installation, operational procedures, maintenance activities, and troubleshooting techniques."	· Please confirm or clarify our understanding that item A.6.1 related to training is exclusively related to Scope A (PKI and Data Center extension development) · Please clarify the expected number of participants for each category of training (system administrators, technical support staff, and end users) and the total number of expected participants.	Number of participants will be around 50

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
12	V2	4.2	24	"Scope B: Maintain security, access control, CCTV monitoring, data protection, data retention, audit logging, and compliance controls in accordance with applicable legal, ICAO, ISO/IEC, and Government of Sri Lanka requirements."	· Kindly provide or identify the applicable Government of Sri Lanka laws, regulations, policies, guidelines, standards, or other mandatory requirements that bidders are required to comply with under this tender. · Kindly specify the applicable ISO/IEC standards and/or specific clauses that shall be followed for this activity.	Please refer the tender document
13	V2	B.1.4	25	"During the contract period, the selected Bidder shall be fully responsible for ensuring that the personalization facility remains operational and capable of meeting the specified throughput, accuracy, reliability, availability, and quality requirements. The selected Bidder shall be responsible for supplying all consumables required for personalization, other than passport blank booklets, and for providing preventive maintenance, corrective maintenance, technical assistance, spare parts, software support, operational support, and all other related services necessary to maintain the required performance levels. The DIE's operational responsibilities shall be limited to providing passport blank booklets and assigning DIE staff for the agreed operational functions."	Please clarify if the lamination foil is considered a consumable and if the contractor has to provide the lamination foil.	Lamination foil is included in the booklet

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
14	V2	B.2.1	26	“In the current configuration, the DIE operates separate but interconnected systems for passport enrolment and passport personalization, with integration currently managed through a shared database backend. The existing passport enrolment system will continue to be used; however, the current passport personalization system will be replaced by the solution proposed under this tender. The enrolment process presently includes the following functions that are directly relevant to the functional scope of this tender.”	Please confirm that the enrolled data comes from a central database and the new Personalization system needs to be integrated into the central database to fetch the personalization job.	Yes. Please refer to the BID document
15	V2	B.3.1 b	30	“Provision of air conditioning through the building’s central air conditioning system. The selected bidder shall be responsible for providing any additional cooling capacity, environmental control, humidity control, or related arrangements required to maintain the operating conditions specified by the proposed equipment and systems.”	Please confirm our assumption that the bidder is responsible for the sole personalization facility developed as defined in Scope B of this tender.	Yes. Please refer to the BID document
16	V2	B.3.2 c	31	“c. The selected Bidder, using assigned and trained DIE staff, shall personalize each passport, including the data page, endorsements, and chip encoding for e-passports, using the technical services, systems, and equipment provided and maintained by the selected bidder. [..]”	What is ‘’endorsement’’ in this context? Please provide the complete passport layout that needs to be personalized.	The layout of the data page will be given to the awarded Bidder

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
17	V2	B.3.2d	31	“d. The selected Bidder, through assigned DIE staff, shall carry out internal quality control checks on the personalized passports before handover to the DIE for onward processing.”	Please confirm the desired type of Quality Control: 1. Automatic: QC performed automatically in the machine 2. Manual: performed exclusively by operator	Both ways
18	V2	B.3.3 c	32	“c) Personalization of any applicable endorsements, observations, or additional data fields required for the relevant passport type.”	Please provide information regarding all passport types which need to be personalized, e.g. name of passport, number of pages, associated specific layout for each type of passport. Please define the following items and their layout position: · applicable Endorsements · observations · additional data fields	1.Ordinary Official Diplomatic 2.Please follow the ICAO9303 guidelines for the Endorsements/Observations .Specimens can be checked from the Procurement branch.
19	V2	B.3.3 d	32	“d) Application or verification of document security features, including personalized security features where applicable.”	Please provide complete details regarding the expected ‘’Application or verification of document security features’’	Please refer SOR

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
20	V2	B.3.3	34	"Personalization of a passport shall generally include the following components and tasks within the personalization system: o) The eMRTD personalization solution shall be possible to integrate with different personalization machine suppliers in the market provided machine is compliant with relevant ISO 14443, ISO 7816 communication protocols. p) The eMRTD personalization solution shall be possible to integrate with different personalization machine suppliers in the market provided machine is compliant with relevant ISO 14443, ISO 7816 communication protocols."	Are there any existing personalization machines that need to be integrated into our proposed personalization system? If yes, please specify machine manufacturer and model.	No existing personalization machines to be integrated
21	V2	B.4.1	35	"The selected Bidder shall implement a comprehensive quality assurance and quality control system for the verification of personalized e-Passports [..]. · Manual visual inspection of the passport, including verification of the logo, printing quality, security features, physical condition, and the absence of visible damage or defects."	Please confirm DIE does not want an Automatic Quality Control of the personalized passport in the personalization machine, but wants a Manual Quality Control performed by an operator. Please confirm DIE is not interested in an Automatic machine including all processes inline (all processes in one machine) but is interested in a separate machine for printing, a separate machine for lamination of the foil onto the data page and a separate Manual Quality Control performed by an operator.	Bidder shall provide modern, industry standard, vendor-neutral passport personalization equipment suitable for the personalization of passport booklets with a non-polycarbonate data page protected by a thin laminate

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
22	V2	B.4.2	36	"All quality assurance and quality control actions, results, exceptions, and decisions shall be logged in the personalization system and made available to the DIE for review, monitoring, reporting, audit, and reconciliation purposes."	Please clarify if the Quality Control actions shall be done Automatically (in the machine, immediately after personalization) or Manually by the operator?	Both way
23	V2	B.6.1	39	The selected Bidder shall provide modern, industry-standard, vendor-neutral passport personalization equipment suitable for the personalization of passport booklets with a non-polycarbonate data page protected by a thin laminate.	Please confirm if DIE wants Modern Automatic personalization machines or Old Standard Manual machines? Please confirm if DIE wants Modern Automatic personalization machines or Old Standard Manual machines? Modern & Automatic = all personalization processes performed in one machine including quality control and automatic pushing of reports. Advanced security & ICAO. Old & Manual = the personalization processes are performed in separate machines, for example, printing in one machine, operator handling, lamination in another machine, operator handling, quality control performed by operator, the reports are pushed manually by operator. Minimum and simplest equipment available on the market, low security.	DIE has no preference. The Bidders may use either options while ensuring the service level nd throughput requirements are met

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
24	V2	B.6.2	40	“The personalization equipment shall be capable of printing the passport bearer’s colour facial image, biographic data, document data, machine-readable zone, and any other required visible personalization elements on the data page in accordance with the approved passport design and applicable ICAO Doc 9303 requirements. The printed output shall be sharp, durable, legible, machine-readable, resistant to normal handling, and compatible with the document laminate and security features.”	The ICAO Doc 9303 also mandates minimum operator intervention during the travel document personalization. Please confirm if DIE prefer to have in the personalization solution, several separate machines for printing, several separate machines for lamination and manual quality control performed by several operators OR prefer few Automatic Personalization Machines which include all personalization processes, as well as the quality control inline.	DIE has no preference.
25	V2	B.6.8	40	“The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet. [..]”	What is “endorsement printing” and where is it applied? What is “observation printing” and where is it applied? What is “Other Variable Data printing” and where is applied?	These refer to printing made on pages other than the main database, usually the page next to data page.

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
26	V2	B.6.10	41	“The equipment shall include all necessary modules and accessories for passport booklet feeding, positioning, page opening, page flattening, data page printing, endorsement page printing, chip encoding, machine-readable zone verification, optical inspection, chip verification, reject handling, audit logging, and secure operator control. The design shall allow safe handling of passport booklets of the approved format without excessive mechanical stress or risk of physical damage.”	Please clarify if all mentioned modules have to be in one machine, thus meaning an automatic machine? Or may the mentioned modules be split into separate machines, for example: separate printing, separate chip coding, separate lamination and separate quality control? How much Automation is required? Fully Automatic = The machine opens the booklet, browses the data page, performs all personalization and quality control, and delivers the booklet closed. Semi-Automatic = The operator opens the booklet and introduces it into the machine magazine; the machine performs all personalization and quality control, and delivers the booklet open. Manual = Booklet by Booklet operation. Several operators. The operator introduces the passport into a printer, then retrieve the booklet and introduce into a laminator, then retrieve the booklet and performs quality control assisted by some equipment and records the personalization results into the system.	DIE has not preference. Bidders must comply with the requirements given in the document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
27	V2	B.6.11	41	The personalization system shall be designed to minimize operator intervention between the main personalization stages, including passport booklet feeding, page positioning, data page printing, security feature personalization or verification, endorsement printing, chip personalization, quality verification, and reject handling. The workflow shall be automated to the maximum practical extent, while allowing controlled operator intervention only where required for exception handling, quality review, maintenance, or approved operational procedures. The Bidding document must include detailed information on the operation of the personalization process and at which stages the manual handling will be required."	Please confirm if the preferred passport personalization machines shall be Automatic which corresponds to ''The workflow shall be automated to the maximum practical extent'' or Manual (several machines for printing plus several machines for laminating plus manual quality control) which also corresponds to ''The workflow shall be automated to the maximum practical extent''?	DIE has not preference. Bidders must comply with the requirements given in the document
28	V2	B.6.12	42	"The personalization process shall include automatic and/or operator-assisted verification of printed data, colour facial image quality, MRZ readability, data consistency between the printed data page and chip encoded data, chip accessibility, and completion of all required security and quality checks before the passport is released for handover to the DIE."	Please confirm Manual Quality Control, performed by an operator, outside the machine, is enough for verification of printed data, colour facial image quality, MRZ readability, data consistency between the printed data page and chip encoded data, before the passport is released for handover to the DIE.	Please refer to requirements given in the document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
29	V2	B.6.14	42	“The data page personalization equipment shall provide a minimum effective print resolution of 600 dpi for visible data page personalization, including the colour facial image, biographic data, document data, MRZ, and other visible personalization elements. The final printed output shall be sharp, legible, machine-readable, and free from visible banding, bleeding, feathering, broken characters, or registration defects.”	Please confirm our understanding that the minimum printing resolution for all personalization performed by inkjet printing in the passport is 600 dpi.	Please refer to requirements given in the document
30	V2	B.6.17	43	“The MRZ shall be printed using ICAO-compliant OCR-B characters, spacing, alignment, contrast, line positioning, and check-digit formatting. The printed MRZ shall be automatically verified after personalization and shall be readable by standard passport readers without manual adjustment.”	With ‘’automatically verified after Personalization’’- please clarify if the MRZ shall be verified inline in the same personalization machine which has printed the MRZ or ‘’quick verified’’ by an operator outside the machine environment.	Please refer to requirements given in the document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
31	V2	B.6.18	43	The personalization process shall include a minimum of two personalized security features, consisting of variable data or bearer-linked security elements, selected from the following list or from equivalent alternative features proposed by the Bidder and accepted by the DIE: · UV-printed variable data · IR-printed variable data · Personalized ghost image · Microtext with bearer data · Personalized holographic portrait in laminate · Laser-marked variable data on laminate · Personalized secure overlay elements · Personalized guilloche pattern · Variable encrypted 2D code · Covert forensic marker tied to bearer data The Bidder shall ensure that the proposed personalized security features are fully compatible with the current Sri Lanka passport booklet	Kindly note that the selection of the security features should be in the hand of DIE to ensure a comparable competition. Please clarify “Variable encrypted 2D code”. Please clarify “Covert forensic marker tied to bearer data’” Please clarify if the bidder is supposed to continue with the existing security features.	Please refer to requirements given in the document
32	V2	B.6.19	44	“The personalization equipment shall maintain accurate print registration against the approved data page and endorsement page layouts. Critical printed elements, including the MRZ, facial image boundary, data fields, and endorsement text, shall be positioned within a practical tolerance of ±0.5 mm.”	Please clarify if ‘’The personalization equipment shall maintain accurate print registration’’ means vision alignment to the pre-printed information. Please confirm if the machine shall have Vision Alignment or if Mechanical Adjustment within ±0.5 mm is enough.	Please refer to requirements given in the document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
33	V2	B.6.21	44	"All printing, curing, drying, or fixing processes shall be compatible the current passport booklet ("P" Series") issued by DIE. The personalization process shall not cause laminate lifting, delamination, warping, cracking, ink migration, colour bleeding, excessive gloss variation, damage to security features, or reduction of document durability. Note: Specifications related to the current passport booklets are attached herewith as Annexure A."	Please provide Annexure A with the description of the current passport booklets.	Will be provided.
34	V2	B.6.23	45	"The personalization system shall provide automatic and/or operator-assisted quality verification covering print presence, print alignment, colour image quality, text legibility, MRZ readability, chip readability, chip data consistency, security mechanism verification, and overall document condition before acceptance."	Please clarify if DIE wants Automatic Quality Control OR Manual Quality Control? Automatic Quality Control = all personalized results are inspected immediately after the personalization process inside the machine. The operator is required just to do Sampling (checking again a quantity of passports between 1% and 5% from the job. Manual Quality Control = All quality control is done by operators offline. The results are interpreted by operators and introduced into the system manually by the operators.	DIE has no preference. Bidders must comply with the relevant requirements given in the Bidding document

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
35	V2	B 6.25	45	“For each personalized passport, the system shall record the personalization result, print verification result, MRZ verification result, chip verification result, operator ID, equipment ID, date and time, production batch reference, acceptance or rejection status, rejection reason where applicable, and complete audit trail required for reconciliation and reporting.”	Please clarify if the personalization result shall be recorded Automatically, Live, within the machine QC or Manually, Offline, by the operator who performs the verification outside the machine environment?	DIE has no preference. Bidders must comply with the relevant requirements given in the Bidding document
36	V2	B.8.1	47	“The passport personalization facility shall be implemented with full end-to-end redundancy and shall not contain any single point of failure in respect of critical production, personalization, verification, data exchange, storage, or operational control functions. The system shall be capable of maintaining at least 50% of its rated production capacity during scheduled maintenance of any equipment, module, component, or supporting subsystem.”	In Maintenance Mode, minimum 50% of rated production is required. Please clarify the redundancy in terms of throughput, when the Personalization Solution is in Normal Production at 100% capacity.	Please refer to the SLA and throughput requirements in the document
37	V2	B.8.11	50	“The selected bidder must provide an interface to employer that facilitates monitoring of personalization status of individual data record / passport during the personalization, including the expected delivery time for the passport.”	Please clarify if the Monitoring of the personalization status shall be done live (with direct input from the machine) or offline, inserted manually in the personalization system by the operator.	Live status monitoring of personalization process is required

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
38	V2	B.13.1	58	"The bidder shall include a backend system / solution in their proposal to remediate security vulnerabilities in the chip operating system and/or applications of electronic passports already issued to and held by citizens, by loading signed OS or security patches onto the chip in the field, without replacing or reissuing the physical passport documents."	Please disclose the supplier of the current ePP booklet and the supplier of the current chip. Which Chip OS is used? Does the end user have access to the chip OS / applet documentation? What should be the workflow of an already issued ePP for post issuance update of the security patches?	This will be shared to selected bidder
39	V2	3.5	68	"Quality Validation: All consumables must be OEM-certified and pre-tested in the staging environment. Any use of non-compatible or un-authorized consumables shall trigger immediate contractual default."	Please confirm if a staging and testing environment is requested. If yes, should it be hosted at the central site?	All components must be hosted on the DIE head office site
40	V2	B.6	39	Equipment, security and personalization requirements	Clarification Regarding Laminate and Consumables The tender requires the Contractor to supply the consumables necessary for passport personalization. In this regard, please clarify the following: a) Is the Contractor required to supply the laminate applied to the personalized passport data page? b) Must the proposed passport personalization equipment include an integrated laminate-application module, or will the lamination process be handled separately? c) If the laminate will be supplied by the Department of Immigration and Emigration (DIE) or by the passport booklet supplier, kindly provide the complete technical specifications of the laminate and, if possible, a sample for compatibility verification. This information is required to ensure that the proposed personalization equipment is fully compatible with the laminate and the required application process.	a) Lamination foil is coming integrated with the passport hence no need to provide b) This is up to the Bidder to propose. c) Will share Technical details of booklet

Number	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
41	V2	B.9	50	Billing cycles, committed volume, penalties, surcharges and payments	Minimum Volume Commitment and Contract Extension The tender provides for payment of a minimum of 1,000 passports per eligible working day, subject to the conditions specified in the tender documents. At the same time, the estimated quantities specified for the contract are 3.15 million e-Passports and 500,000 MRPs. In this regard, would DIE consider allowing the contract period to be extended, if necessary, until the cumulative quantities of 3.15 million e-Passports and 500,000 MRPs have been ordered and paid for? A guaranteed minimum cumulative volume, or an extension of the contract period until the estimated quantities are reached, would enable bidders to spread the fixed investment and operational costs over a defined volume of passports and may therefore facilitate a more competitive unit personalization price to the government.	The contract will be expired after 60 months.

Set 4

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
1	Volume 1 & 3	Invitations for Bids	2	c) Quality and Security Requirements: Bidder shall be certified with ISO 9001:2015 and ISO 27001.	We have noted that recent public procurements have included ISO 37001- Anti-bribery management as an eligibility criteria, which we believe is a very important inclusion. Therefore, we strongly request that ISO 37001 certification be included as the lead bidder's eligibility criteria for this procurement too.	ISO 37001 Anti-Bribery Management System certification is not required. Bidders must comply with the original ISO requirements specified in the Procurement Document
2	Volume 1 & 3	Section II: Bid Data Sheet	40	1. Bidders should propose commercially available products from established manufacturers (OEMs) for the PKI, PKD, personalization and inventory management components, provided the manufacturer's authorization required by the Bidding Document is submitted and bidder produces eligibility documents for references with same bidder-OEM combination. The Bidder (the JV/Consortium as a whole) stays fully and solely responsible for supplying, integrating, implementing, supporting and maintaining every component, whoever manufactured it. The Bidder will be responsible for ensuring the relevant support from the relevant OEMs is secured for the entire project duration and for the additional warranty period, the same must be captured in the manufacturers authorization from the OEM. These systems will run in a high-security national identity environment. DIE therefore expects all core components to be mature, proven products that are already deployed in production for ePassport / national identity / government PKI programs; hold recognized independent security certifications or evaluations where these apply (for example, Common Criteria evaluation for the CA/PKI software and FIPS 140-2/140-3 Level 3 validation for the HSMs); comply with ICAO Doc 9303 and the other standards specified in Volume 2;	i. As you have disallowed "subcontracting" in this procurement, we assume that all major software components (e.g. PKI, PKD, personalization system, inventory management) should be in-house products developed and owned by the bidder (consortium).Please confirm. ii. Please confirm whether the bidders are allowed to provide and install infrastructure (especially the data centre and personalization infrastructure such as networking, cabling, power supply, civil works, etc.) could be provided through subcontractors.	i. Subcontracting is not allowed, bidder has to do the integration of all the sub components (Members of JV) responsibility of running the complete project under the bidder ii. bidder may involve subcontractor only for civil works.
3	Volume 1 & 3	Section II: Bid Data Sheet	44	ITB 26.1 The Deadline for Bid Submission is Date: November 02, 2026	As the scope implies complex bid preparation work, we kindly request an extension of Two (02) weeks from the current closing date in order to submit a comprehensive and compliant proposal.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
4	Volume 1 & 3	Section III – Evaluation and Qualification Criteria	50	Table 3.2: Technical Marks for each Category3.1 Compliance with NIST SP 800-53 Rev. 5, Control CP-10(Information System Recovery and Reconstitution)Score will be awarded as follows: No certification: 70%Certified: 100%	As we understand, NIST SP 800-53 Rev. 5 Control CP-10 (Information System Recovery and Reconstitution) is only a control framework, not a certification standard for an accredited agency to certify. Therefore, please confirm whether a self-declaration of compliance with NIST SP 800-53 Rev. 5 Control CP-10 (Information System Recovery and Reconstitution) is sufficient to meet this criteria.	Please refer bidding document and related instructions
5	Volume 1 & 3	Section III – Evaluation and Qualification Criteria	50	Table 3.2: Technical Marks for each Category3.2 Compliance with ISO/IEC 27035 (Information Security Incident Management)Score will be awarded as follows: No certification: 70%Certified: 100%	As we understand, ISO/IEC 27035 is a framework for Information Security Incident Management under ISO27001. No specific certifications for ISO/IEC 27035 are issued by accredited agencies. Therefore, please confirm if self declared proof for the compliance to ISO/IEC 27035 framework is sufficient to meet this eligibility criteria.	Please refer bidding document and related instructions
6	Volume 1 & 3	Section I – Instructions to the Bidders Section II – Bid Data Sheet	22, 42-43	Bid Security for a Consortium[Page 22] (ITB 23.7); [Page .42–43] (BDS ITB 23.1–23.2)	We intend to bid for this tender as a "Consortium". Not as a Joint Venture (JV). Under such circumstances, can any member of the consortium provide the bid security on behalf of the entire consortium, subject to all parties of the consortium jointly and severally undertaking the responsibility to execute the project?	Refer ITB 23.7: The Bid Security of a JV shall be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of Bidding, the Bid Security shall be in the names of all future partners as named in the letter of intent referred to in ITB 4.1. This applies to both Consortium and JV
7	Volume 1 & 3	Section III – Evaluation and Qualification Criteria Section IV – Bidding Forms	55, 65	Turnover Definition[Page 55] (3.7.4); [Page 65] (Form 4.2.2), IFB p.2 (3(d))	As per ITB 14.3, the bidders are required to provide Audited Financial Statements as specified in form 4.2.2. However form 4.2.2. specifies providing the 'Average Annual Turnover' based on total "certified payments received for contracts in progress or completed", within the last 3 years between 1st January 2023 and 31st March 2026. As you are aware, audited accounts include information on "certified payments received" together with other financial performance information. Therefore, please confirm that submission of Audited Financial Statements for the past three years is sufficient to comply with this requirement.	For entities whose financial year begins in January: The financial statements for the three consecutive financial years from 1 January 2023 to 31 December 2025 shall be submitted For entities whose financial year begins in March: The financial statements for the three consecutive financial years from 1 March 2023 to 28 February 2026 shall be submitted
8	Volume 1 & 3	Section III – Evaluation and Qualification Criteria	55-56	Turnover / Financial Resources Conversion Rate[	What is the effective date of the exchange rate we should consider when providing information for "3.7.4. Average Annual Turnover" (in USD) and "3.7.5 Financial resources (in USD).?	3.7.4 Average Annual Turnover (in USD): The exchange rate applied shall be the selling rate published on the closing date of the respective financial year. 3.7.5 Financial Resources (in USD): The exchange rate applied shall be the selling rate published 14 days prior to the deadline for bid submission, as issued by the Central Bank of Sri Lanka.

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
9	Volume 1&3 and Volume 2	Section IV – Bidding Forms Appendix 7. Terms and Procedures for Payment	89,92 and 191	Form 4.12.3 – Scope A/B labelling[Page 89–92], [Page 191]	The title of Form 4.12.3 refers to Scope A post-warranty recurrent costs, but item C is labelled "Scope B: Procurement of Personalization services". Section III 3.4 (p.52–53) and Appendix 7 (p.191) indicate these costs apply to Scope A only. Please confirm that the Scope B reference in item C is an error and that the form should be completed for Scope A post-warranty maintenance only. If not, please clarify the correct scope and the costs to be included.	Please ignore scope 'C", Addendum will be issued. Applicable only for Post Warranty related to Scope A
10	Volume 1 & 3	Section VIII – Particular Conditions PC - 28.2	181	Liquidated damages shall be assessed at 1.0% per week of the T o t a l Contract Price, exclusive of all Recurrent Costs (Post Warranty). The maximum liquidated damages are Ten percent (10%) of the Contract Price (Excluding Post warranty Cost).	Does "Contract Price" include Scope B's service value?	Liquidated damages shall be assessed at 1.0% per week of the Contract Price, exclusive of all Recurrent Costs for Scope A(Post Warranty)
11	Volume 1 & 3	Section VII – General Conditions GC 12.4	114	Payments shall be made promptly by the Employer, but in no case later than forty-five (45) days after submission of a valid invoice by the Contractor. In the event that the Employer fails to make any payment by its respective due date or within the period set forth in the Contract, the Employer shall pay to the Contractor interest on the amount of such delayed payment at the rate(s) specified in Appendix 7 (Terms and Procedures of Payment) to the Contract for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.	In Section VII – General Conditions (C. PAYMENT) of 12.4 states that the Employer shall pay to the Contractor interest on the amount of such delayed payment at the rate(s) specified in Appendix 7. However, Appendix 7 does not specify the "rate of interest" payable on the delayed payments. Please specify the applicable interest rate.	Not applicable.
12	Volume 1 & 3	Section I – Instructions to the Bidders	21	The Bid Security shall be a demand guarantee in any of the following forms at the Bidder's option: (a) an unconditional bank guarantee; (b) an irrevocable letter of credit; or (c) a cashier's or certified check; from a reputable source from an eligible country. The Bid security shall be submitted either using the Bid Security Form included in Section IV (Bidding Forms) or in another substantially similar format approved by the Employer prior to Bid submission. In either case, the form must include the complete name of the Bidder. The Bid security shall be valid for twenty-eight days (28) beyond the original validity period of the Bid, or beyond any period of extension if requested under ITB 22.2.	As stated at the pre-bid clarification meeting, the validity of the bid security shall be 56 days until 5th July 2027 (Bid validity). Please reconfirm this.	Please refer to BDS- ITB 23.2, pg. No.43

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
13	Volume 1 & 3	SECTION I – INSTRUCTIONS TO THE BIDDERS A. General : 4. Eligible Bidders	5	4.1 Bidder should provide intent to enter into an agreement supported by a letter of intent or under an existing agreement in the form of a joint venture, consortium or association.[Page 05]	Please advise whether these documents should be attested by a Lawyer (attorney at Law)?	these documents should be attested by a Lawyer (attorney at Law)
14	Volume 1 & Volume 3	ITB 20.8, ITB 20.9, PC 11.2	19	Pricing Conditions [Page 19]	As per the pricing condition stipulated in the RFP, the contract duration may extend up to 60 months, while bid prices are fixed and non-adjustable. Please clarify whether any price adjustment mechanism is available in the event of significant inflation, foreign exchange fluctuations, etc.	No Price Adjustment.
15	Volume 1	Section II – Bid Data Sheet - C. Preparation of Bids (ITB 21.1)	42	ITB 21.1: Pricing for Personalization Services (Scope B)[Page 42]	As stipulated in the RFP, the personalization services of Scope B are to be invoiced over a contract period of 60 months. Please confirm that the invoicing and payment currency for the services of Scope B could be EURO for the entire 60-month period.	Payment will be made in the respective currencies specified by the Bidder in the Price Schedules
16	Volume 2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	24	MRP /eMRP Personalization Facility Requirements[Page 24]	Please confirm that DIE will provide the 3rd party SDK and technical information required to enable the personalization of the existing ePassport from the current ePassport booklet/OS supplier.	Information will be provided to the selected bidder
17	Volume 2	B.8 - Throughput, volume and service level requirements	47-48	B.8.2. The rated personalization capacity of the system under normal operating conditions shall not be less than the following: - 375 passports per hour. - 3,000 passports per 10-hour shift, operating from 8:00 a.m. to 6:00 p.m. [Page 47 & 48]	Can you clarify the type of personalization printers expected? Does printing and lamination have to be done in-line, with a single process? Can we propose desktop printers + desktop laminators separately to support the required throughput?	This is up to the Bidder to propose. Please refer the Vol 2 requirements . (The selected Bidder shall provide modern, industry standard, vendor-neutral passport personalization equipment suitable for the personalization of passport booklets with a non-polycarbonate data page protected by a thin laminate.)
19	Volume 2	Volume 2: B.9.5 Surcharges Volume 2: 3.10 Surcharge for Spoiled Booklets (Contractor Error)	53, 69	Surcharge for Spoiled Booklets : • B9.5 Surcharges :The surcharge rate will be Euro 5 or equivalent per damaged passport booklet. There is no upper limit for the surcharges applicable per billing cycle. [Page 53] • 3.10 On-Site Engineering Staffing and On-Call Coverage (Scope B - Personalization) : USD $50.00 equivalent in LKR per booklet spoiled or damaged due to technical/operational error (mentioned in the table)	As per B.9.5, the surcharge for the Spoiled-booklet is Euro 5.00. However, as indicated in Surcharge for Spoiled Booklets (Contractor Error) under 3.10: On-Site Engineering Staffing and On-Call Coverage (Scope B - Personalization), the surcharge for the Spoiled-booklet is USD 50.00. We believe this is a typographical error. Kindly confirm the correct surcharge amount.	Surcharge is Euro 5.

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
20	Volume 2 & Volume 3	Volume 2: B.11 Implementation timeline Volume 1&3: Section VIII – Particular Conditions (PC)	57, 177	• Volume 2:B.11.2: The selected Bidder shall complete full commissioning of the personalization system, including all required infrastructure and supporting facilities, within 120 days from the date of contract signing. [Page 57] • Volume 1&3: Contract Period: The PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 180 days from the contract award. [Page 177]	As stated in B.11.2 in Volume 2, Bidder shall complete full commissioning of the personalization system, including all required infrastructure and supporting facilities, within 120 days from the date of contract signing. However, as stated in the Contract Period under Section VIII – Particular Conditions (PC), the PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 180 days from the contract award. Please clarify which time is valid?	An addendum will be issued. MRP personalization is to be started within 150 days from the date of commencement.
21	Volume 2	A.7.2 Infrastructure component A.10 Site and zone architecture	17, 20	• A.7.2 Floor space within the DIE serve room for a single (44U) server rack. [Page 17]• A.10 The Bidder shall design and construct two separate, physically secured zones within the allocated space [Page 20]	During the pre-bid clarification meeting, you stated that a separate DR site will not be available during the implementation. Therefore, all the DR servers will be established in the same primary location. Please reconfirm this.	Yes
22	Volume 2	B.5.1: Security and data protection requirements 4.1 Physical and Environmental Controls (for Personalization)	36, 70	• B.5.1: The selected Bidder shall install, operate, and maintain an electronic access control system for all production areas, storage areas, and other restricted areas of the primary and secondary personalization facilities. [Page 36] • 4.1: Physical and Environmental Controls The Contractor shall establish, manage, and maintain the following physical controls at primary and secondary sites (where applicable). [Page 70]	During the pre-bid meeting, you stated that printing and personalization of e-Passports will be carried out centrally only at the DIE. No personalization and printing will be carried out at the DIE branches. Please reconfirm this.	Personalization of e-Passports will be carried out only at the DIE Head office.
23	Volume 2	B.12.4: Site work and construction (Scope of work - General requirements)	58	ite work and construction: The Bidder shall be responsible for all civil works, modifications, and fitout activities required to establish the personalization facility, including partitioning, security enclosures, and any other site preparation works necessary for installation and operation.	During the pre-bid meeting, you stated that the DIE will provide only the power supply and the space for the personalization operation. The rest of the infrastructure and all peripherals should be supplied by the bidder within the scope of the contract. Please reconfirm this.	Yes
24	Volume 2	A.13.1: Submittals and Approvals (Scope of work)	22	A.13.1: Prior to commencement of any installation work, the Bidder shall submit the following for the Employer's review and written approval: (a) proposed architectural floor layout and equipment placement plan for both zones; (b) physical partition/cage design and material specifications; (c) power load calculations, single-line diagram, and cooling distribution plan (per C.3 and C.4); and (d) access control and CCTV system design. [Page 22]	Could you please provide the existing architectural blueprints, structural floor load limits, and current HVAC cooling capacity metrics prior to bid submission to allow Bidders to prepare accurate civil and electrical designs?	Site visit can be arranged if requested.
25	Volume 2	B.3 Passport personalization process	34	B.3.3 (s): Bidder shall provide evidence through a static code analysis report by using a trusted tool available in the market. [Page 34]	Please confirm whether DIE expects any specific tool to be used for generating the static code analysis report required to be submitted during the implementation phase.	DIE has no such preferences

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
26	Volume 2	B.5 Security and data protection requirements	37	B.5.2: The information security solution, associated controls, and related procedures shall be certified or independently assessed by a competent independent agency acceptable to the Government of Sri Lanka. [Page 37]	Please inform us who will bear the cost of the information security assessment. Will the cost be borne by the DIE, or should the contractor bear the cost?	DIE will bear the cost of security assessment carried out through SL-CERT
27	Volume 2	B.6 Equipment, security and personalization requirements	40	Missing points (B.6.4, B.6.5 and B.6.6) [Page 40]	We have noted that B.6.4, B.6.5 and B.6.6 have been omitted under the B.6. Equipment, security and personalization requirements. Please confirm whether this is a typographical error.	Typo error. There is no information included under B.6.4, B.6.5 and B.6.6. Hence please follow the same numbering.
28	Volume 2	B.10 Training, testing and commissioning	56	• B.10.5: Before full commissioning and the start of regular operations, the proposed personalization facility shall undergo a test or trial run covering not less than 10,000 passports or five regular operating shifts, whichever provides the broader operational validation. [Page 56] • B.10.8: The DIE shall not make any payment for passports personalized during the test or trial runs. [Page 56]	Please confirm whether DIE will provide 10,000 blank passports for the trial run.	Yes
29	Volume 1 & 3	ITB -4.1		A Bidder may be a private entity or a government owned entity or any combination of such entities with the intent to enter into an agreement supported by a letter of intent or under an existing agreement in the form of a joint venture, consortium or association (JV).	As we understand, a “Consortium” is generally two or more independent entities collaborating through a legally binding ‘Consortium Agreement’ for the purpose of bidding for and/or executing a particular project, while retaining their separate legal and commercial identities. In this tender, we expect to form a ‘Consortium’ through a legally executed and binding Consortium Agreement to submit a bid. All partners in the Consortium will be jointly and severally responsible and liable for executing the Contract in accordance with the Contract terms required in the RFP. Under such a situation (bidding as a Consortium), please re-confirm; i. Consortiums formed through a legally executed Consortium Agreements are acceptable to the procurement entity as a Bidder. ii. It is not required to incorporate a ‘separate Joint-Venture company (incorporated joint venture company)’ in Sri Lanka to execute the project if the bidder is a Consortium formed through a legally binding Consortium Agreement.	A Consortium formed through a legally binding Consortium Agreement (or supported by a Letter of Intent to enter into a Joint Venture/Consortium agreement) is fully acceptable to the procurement entity as an eligible Bidder . Under the bidding provisions: Eligible Bidders: A Bidder may be a single entity or any combination of entities with the intent to enter into an agreement supported by a letter of intent, or under an existing agreement in the form of a Joint Venture, Consortium, or Association (collectively referred to as "JV") . Submission Documents: Bidders bidding as a Consortium/JV are required to submit either a letter of intent to form a JV/Consortium or an executed JV/Consortium agreement along with their technical bid
30	Volume 2				Will VPN connectivity be provided and available during installation and commissioning of the system	Bidder should present onsite during installation and commissioning

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
31	Volume 1 & 3	Section III – Evaluation and Qualification Criteria	55 & 56	3.7. Eligibility and Qualification Requirements of the Bidder 3.7.4. Average Annual Turnover	As the consortium partners have different financial year-end dates, confirm whether the audited financial statements for the following financial years will be accepted for the evaluation of the minimum average annual turnover requirement of USD 10,000,000. As per ITB 14.3, the bidders are required to provide Audited Financial Statements as specified in form 4.2.2. Accordingly audited financials will be provided to prove the 'Average Annual Turnover'	For entities whose financialH31:H39 year begins in January: The financial statements for the three consecutive financial years from 1 January 2023 to 31 December 2025 shall be submitted For entities whose financial year begins in March: The financial statements for the three consecutive financial years from 1 March 2023 to 28 February 2026 shall be submitted
32	Volume 2	B,13		The bidder shall include a backend system / solution in their proposal to remediate security vulnerabilities in the chip operating system and/or applications of electronic passports already issued to and held by citizens, by loading signed OS or security patches onto the chip in the field, without replacing or reissuing the physical passport documents.	Can you clarify this requirement? As per ICAO Doc 9303 standard, it is not possible to update, modify or rewrite a chip from a passport that has been issued.	Please follow the ICAO 9303.
33	Volume 2	A.1.3		The solution shall comply with ICAO Doc 9303 Parts 1, 2, 3, 4, 9, 10, 11 and 12, including the 2021 eighth edition requirements for Public Key Infrastructure for MRTDs. The solution shall also support ICAO PKD operational procedures for automated exchange of Document Signer Certificates, Certificate Revocation Lists and Master Lists. These functions should be available at all DIE operational applicable. The integrations shall be based on secure RESTAPIs.	What is automated exchange? Does automated exchange expect NPKD to exchange info with ICAO PKD without user intervention?	Automation should be carried out within the provision available ICAO 9303 and ICAO PKD Stranded Operating Proceedings
34	Volume 2	A.1.5		The proposed solution shall support the issuance of Extended Access Control (EAC) certificates for e-Passports in accordance with Logical Data Structure 1 (LDS1). At a minimum, the proposed solution shall include the following modules, each of which shall comply with the latest release of BSI TR-03110 and ICAO Doc 9303 (8th Edition): a. Country Verifying Certification Authority (CVCA); b. Document Verifying Certification Authority (DVCA); and c. Administrative Certification Authority (Admin CA), for officer authentication and machine-to-machine authentication.	What is Admin CA? What is the workflow of the officer auth? Is machine-to-machine auth same as TLS authentication?	Please follow the ICAO 9303.

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
35	Volume 2	A.2.3		The issuance PKI shall include, at minimum, one national Country Signing Certification Authority for Sri Lanka, one or more Document Signer authorities, one Master List Signer authority, one national certificate and revocation publication service, one ICAO PKD interface service, one Key Management System, certified Hardware Security Modules, offline backup and recovery capability, and administrative workstations for secure PKI operation.	Are there details for 'one national cert and revocation publication service'? Is this an OCSP responder?	DIE is in the process of establishing the necessary procedures and logistics.
36	Volume 2	A.2.4		The border validation solution shall include a national truststore service for CSCA certificates, Document Signer Certificates, CRLs, Master Lists, deviation lists and defect lists. The service shall distribute validated trust material to all border inspection systems using authenticated, encrypted and auditable mechanisms.	No mention of defect list in ICAO PKD sites. Does defect list and deviation list refer to the same information? If not, please provide a a sample defect list?	Please follow the ICAO 9303.
37	Volume 2	A.3.3		The solution shall support automated and manual download of ICAO PKD content for passport verification, including Document Signer Certificates, CRLs, CSCA Master Lists, deviation lists, defect lists and other conformant or nonconformant content categories made available by the PKD for validation use.	What is automated download? Does automated download expect NPKD to exchange info with ICAO PKD without user intervention?	Please follow the ICAO 9303.
38	Volume 2	A.3.12		The solution shall generate operational and compliance reports showing PKD upload status, downloaded-content status, validation failures, expired or soon-to-expire certificates, CRL currency, Master List currency, synchronization history, rejected objects, trust-store distribution status and border-verification readiness.	What is CRL currency and Master List currency?	Please follow the ICAO 9303.
39	Volume 2	A.4.1		The solution shall support supplementary certificate-sharing mechanisms for issuing States, territories, authorities or organizations that are not active participants in the ICAO PKD or whose certificate, CRL or Master List content is not available, current or complete through ICAO PKD channels.	Is this expected to be supported via NPKD application? Is there sample workflow?	Part of the design submitted by the bidder
47	Volume 2	A.6.2		Knowledge transfer shall include detailed documentation on system architecture, configuration, certificate management, disaster recovery protocols, and security controls, ensuring continuity and self-sufficiency post-deployment.	What is referred to as the configuration, certificate management, and security controls on this requirement?	Please refer the bidding document .
48	Volume 2	A.6.4		Ongoing support and refresher training opportunities shall be available to address system updates, patch updates, migrations, and integration with future technologies or system enhancements.	What is the frequency of refresher and foreseen number of attendees?	In every two years time for 50 attendees

F	Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
49	Volume 1 & 3	Section I – Instructions to the Bidders; Section II – Bid Data Sheet ITB 4.1(b); BDS ITB 4.1; ITB 24.2; BDS ITB 24.2			Our consortium comprises partners incorporated in Sri Lanka and France, operating under separate jurisdictions. As such, there is no legal provision for executing a Combined Power of Attorney. In view of this will the Employer accept two separately executed Power of Attorneys within respective jurisdictions, to comply with the BDS ITB 24.2? Each counterpart would be notarized or attested in the relevant partner's home country and submitted together as one set.	The Employer will accept two separately executed Powers of Attorney from the respective consortium partners, provided that, when submitted together as a set, they fully satisfy all authorization requirements. Each individual Power of Attorney must explicitly authorize the designated Lead Partner (and/or signatory) to sign on behalf of the Bidder and to act on behalf of that specific member regarding all aspects of the bidding process, joint liability, and contract execution
50	Volume 1 & 3	Section III – Evaluation and Qualification Criteria Section 3.3.1; Tables 3.1 and 3.2			The given sub-criteria terms "partially meets," "meets minimum," "exceeds" and "significantly exceeds" are ambiguous and subjective. Pls specify the exact specific measuring benchmarks for each of these sub-criteria to award marks.	The terms "partially meets," "meets minimum," "exceeds," and "significantly exceeds" are qualitative evaluation standards used by the Evaluation Committee to assess the technical merits of each bid relative to the requirements outlined in the procurement document. Bidders shall provide comprehensive details, evidence, and supporting documentation in their proposals to justify any areas where their offering exceeds or significantly exceeds the baseline specifications

Set 05

Volume	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
2	Section VI, Scope A, Clause A.5.10 & Scope B, Annexure 1 (Item 8)	15	A.5.10 The KMS and HSM environment shall support documented key ceremonies for CSCA creation, Document Signer creation, Master List Signer creation, certificate rollover, CRL signing, HSM backup, HSM restoration, disaster recovery, key destruction and emergency revocation.	With reference to Volume 2, Scope A, Clause A.5.10 and Scope B, Annexure 1 (Item 8), please confirm the exact protocol for transferring secret Chip Transport Keys from the booklet manufacturer to DI&E. Will DI&E confirm that key transfer will occur via a formal Key Ceremony directly into the contractor's FIPS 140-3 Level 3 / CC EAL 4+ HSM, and that key derivation formulas (if applicable) will be fully disclosed?	The Transport key for the booklets will be transferred to selected bidder through a secure manner. The bidder should import the transport key into their system.
2	Section VI, Scope A, Clause A.5.19	16	A.5.19 The proposed HSM shall provide functionality modules to allow secure integration between the KMS and the HSM by executing the KMS firmware within the secure confines of the HSM.	With reference to Section VI, Clause A.5.19 (p. 16), will the Procuring Entity (DI&E) confirm that Clause A.5.19 is amended to allow standard secure API integration (e.g., PKCS#11, KMIP, or REST) between the KMS and the HSM, ensuring zero proprietary vendor lock-in and open competition while guaranteeing that all private keys remain strictly generated, stored, and executed within FIPS 140-3 Level 3 / CC EAL 4+ certified HSM hardware?	Requirement of this security feature that to enhance the security of the HSM being used. Running sensitive KMS functions inside the HSM keeps cryptographic keys and operations protected from threats such as server compromise , malware and unauthorized access.
2	Section VI, Scope B, Clauses B.5.1–B.5.3 & Annexure I (SLA) §4.1–§4.2	36–37; SLA 70–71	B.5.1 - The selected Bidder shall install, operate, and maintain a CCTV surveillance system at both the primary and secondary personalization facilities, covering all operational areas, storage areas, access points, and other security-sensitive locations. The CCTV system shall retain video footage for a minimum period of 180 days. The DIE shall be provided with full access to the CCTV system for real-time monitoring, review of historical footage, and post-incident audit purposes. The selected Bidder shall install, operate, and maintain an electronic access control system for all production areas, storage areas, and other restricted areas of the primary and secondary personalization facilities. The system shall maintain complete access logs for all persons entering or leaving such areas. The DIE shall be provided with management-level access to the access control system for monitoring, administration, audit, and reporting purposes. B.5.2- All data stored on servers, workstations, and related components of the personalization system shall be protected using industry-standard encryption and endpoint protection mechanisms. The information security solution, associated controls, and related procedures shall be certified or independently assessed by a competent independent agency acceptable to the Government of Sri Lanka. B.5.3 -No equipment within the personalization facility shall be connected to any external network other than the DIE's authorized network. Where Internet access is required for approved purposes such as product updates, security patches, or vendor support, such access shall be provided only through the DIE's network and in accordance with the DIE's approved security procedures. SLA §4.1 Physical and Environmental Controls The Contractor shall establish, manage, and maintain the following physical controls at primary and secondary sites (where applicable): CCTV Surveillance; Electronic Access Control (EACS); Non-Returnable Storage policy; Equipment Movement Control	Will the Procuring Entity confirm that performing contactless chip initialization, LDS file structure creation (EF.COM, EF.SOD, DG1–DG3), and chip locking inside the physically isolated, biometric-controlled, and 3-hour data-purged DI&E personalization facility fully satisfies all national security and Common Criteria EAL 5+ protection profile requirements (BSI-CC-PP-0055/0056/0068) without requiring pre-initialization at the foreign booklet factory?	The selected bidder will be given the required Information and transport key to write into the ePassport chip. It is up to the bidder to propose the type of access control mechanism for physical entry into the DI&E personalisation facility.

Volume	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
2	Section VI, Scope B, Clause B.6.22 (Chip Personalization)	45	B.6.22 The chip personalization subsystem shall support contactless chip initialization, data group encoding, chip access control configuration, secure messaging where applicable, chip locking, and verification of the encoded LDS data against the printed data page and the original personalization record. The system shall support applicable eMRTD security mechanisms, including Passive Authentication and other mechanisms required by the DIE.	With reference to Volume 2, Scope B, Clause B.6.22, will the Procuring Entity (DI&E) confirm that the incumbent e-Passport booklet supplier (Thales) will be contractually required to deliver to the winning Personalization Contractor—under NDA and at no additional cost—the full Chip Operating System (COS) APDU command set, applet AID select commands, EEPROM memory map, ATR/ATS response profiles, and personalization SDK/scripts at least thirty (30) days prior to Phase 2 installation?	DI&E will facilitate required
2	Section VI, Scope B, Clause B.6.22 & Annexure 1 (Items 8 & 9)	45	B.6.22 The chip personalization subsystem shall support contactless chip initialization, data group encoding, chip access control configuration, secure messaging where applicable, chip locking, and verification of the encoded LDS data against the printed data page and the original personalization record. The system shall support applicable eMRTD security mechanisms, including Passive Authentication and other mechanisms required by the DIE.	With reference to Volume 2, Scope B, Clause B.6.22 and Annexure 1 (Items 8 & 9), will the Procuring Entity confirm that performing contactless chip initialization and LDS file creation inside DI&E's biometric-controlled, air-gapped facility fully maintains Common Criteria CC EAL 5+ protection profile boundaries (BSI-CC-PP-0055/0056/0068) when operational staff adhere to mandatory security clearances and dual-control rules; and will DI&E confirm that the e-Passport booklet supplier will be contractually required to deliver secret Transport Keys, KDF formulas, ISO 7816-4 APDU command sets, EEPROM memory maps, and 5,000 live CC EAL 5+ sample test booklets to the Personalization Contractor at least thirty (30) days prior to Phase 2 installation?	DI&E will facilitate operational security controls for personalization activities. The selected bidder shall ensure that its solution and procedures comply with the applicable chip/OS certification requirements and manufacturer’s guidance. DI&E will coordinate with the ePassport booklet supplier to make the necessary technical information and authorized access arrangements available to the selected bidder, subject to applicable security and contractual requirements.
2	Section VI, Scope B, Clause B.10.5 (Trial Production) & Pre-Bid Clarification #163	56	B.10.5 Before full commissioning and the start of regular operations, the proposed personalization facility shall undergo a test or trial run covering not less than 10,000 passports or five regular operating shifts, whichever provides the broader operational validation.	With reference to Pre-Bid Clarification #163 and Volume 2, Clause B.10.5, will DI&E confirm that five thousand (5,000) blank e-Passport sample booklets equipped with live CC EAL 5+ chips will be provided to the Contractor at T+3 months to execute equipment calibration, printer alignment, thermal lamination tuning, and contactless chip encoder testing?	will provide the required booklets

Volume	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
2	Section VI, Scope B, Clauses B.13.1, B.13.2 & B.13.3 (Post Issuance)	58–59	B.13.1 The bidder shall include a backend system / solution in their proposal to remediate security vulnerabilities in the chip operating system and/or applications of electronic passports already issued to and held by citizens, by loading signed OS or security patches onto the chip in the field, without replacing or reissuing the physical passport documents. B.13.2 The solution / system shall maintain compliance with evolving cybersecurity, cryptographic algorithm, and regulatory requirements over the lifetime of the electronic passport documents, including support for future operating system, security updates, and cryptographic algorithm B.13.3 The solution/ system shall provide secure, user-friendly access for citizens and DIE through standard web browsers available in the market supporting different computer operating systems (Windows, Mac OS, Linux), integrated with existing national electronic identification services (e.g. National Identity Provider) where applicable, and shall not require dedicated client software installation on the user's computer	With reference to Volume 2, Scope B, Clauses B.13.1, B.13.2, and B.13.3, e-Passport chips certified under Common Criteria CC EAL 5+ Protection Profiles (BSI-CC-PP-0055/0056/0068) have Card Content Management permanently locked upon personalization (Phase 2), rendering post-issuance code loading technically restricted and a direct violation of CC EAL 5+ certification rules. Will the Procuring Entity (DI&E) confirm that Clause B.13.1 is satisfied by a backend vulnerability management solution that generates Defect Lists and publishes revocation feeds via the National PKD (nPKD) and ICAO-PKD Write Directory (Scope A, Clause A.3.2) to enable border e-Gate flagging and physical booklet replacement, formally waiving direct remote code loading onto issued, locked chips?	The Procuring Entity does not agree with the claim that Common Criteria EAL 5+ certification prohibits all post-issuance loading of OS or security patches onto ePassport chips. Published EAL 5+ ePassport Security Targets allow controlled OS patch loading during operational use while protecting personalized passport data from modification. The proposed backend vulnerability management solution, including Defect Lists, revocation information, border-system flagging and physical booklet replacement, does not meet Clause B.13.1, which requires loading signed OS or security patches onto issued chips without replacing or reissuing the physical passport. No change in original requirement

Set 6						
S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
1	1 and 3	4. Eligible Bidders 4.1	5 and 6	1. Request for Clarification on Participation Eligibility	We respectfully seek clarification regarding bidder eligibility under the above procurement. Could you kindly clarify whether two subsidiary companies of the same Holding company, operating as separate legal entities, may participate in the same procurement as part of separate Joint Ventures with different foreign bidders? Specifically: 1. Subsidiary Company A participates in a Joint Venture with Foreign Bidder A and submits a bid. 2. Subsidiary Company B participates in a Joint Venture with Foreign Bidder B and submits a separate bid. We would appreciate confirmation as to whether such participation is permissible under the tender conditions and applicable procurement regulations, or whether such an arrangement would be considered a conflict of interest and/or grounds for disqualification.	Bidders, inclusive of their affiliates and entities under common control, may participate in only one bid per procurement process. Submitting multiple bids through separate Joint Venture structures involving subsidiaries under the control of the same Holding Company breaches the "One Bid per Bidder" principle and constitutes a disqualifying Conflict of Interest
2	1 and 3	Section II - ITB 26.1 Bid Data Sheet	44	2. Request for Extension of Bid Submission Deadline	We further wish to request your kind consideration for an extension of the bid submission deadline by three (03) weeks. The preparation of this bid requires the participation of several international technology partners, OEMs, PKI specialists, cybersecurity providers, and certification authorities. Due to the ongoing regional instability and conflict situation and its impact on international business travel, logistics, document processing, and coordination with overseas partners, the collection of essential technical, legal, and commercial documentation has been delayed. An extension of three weeks would provide prospective bidders with sufficient time to obtain the necessary authorizations, certifications, reference documents, and supporting information required to submit comprehensive and competitive proposals. We believe that such an extension would encourage broader international participation and enhance the competitiveness and overall quality of the bids received. We would be grateful if the above clarification and extension request could be considered and an official response issued to all prospective bidders.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
3	2	B.13.1	58	Technical - Chip/COS/Security	For the currently issued Sri Lankan e-passport and the booklet/chip to be personalized under this tender, please provide: (a) chip manufacturer/model; (b) chip operating system (COS) and version, including whether a common platform such as JCOP (NXP) is used; and (c) supported access-control and security mechanisms, including BAC, PACE/SAC, Active Authentication and/or Chip Authentication.	The details of the Chip Operating System will be given to the selected bidder
4	2	Part B.2	26	Operations - Incumbent/Transition	Who currently supplies and operates the passport personalization machines and issuing system on site? As V2 B.2 states that the existing personalization system will be replaced, please confirm the required transition or coexistence period and the operational/data-handover obligations expected from the incumbent supplier. Technical interface specifications for retained equipment are addressed separately.	The bidders shall submit the overal project plan, covering installation, testing, operational readiness. The bidder shall identify all incumbent dependencies in its project plan. Once UAT is successful, DI&E will announce the switchover to the new system. The existing system shall be decommissioned only after DI&E accepts the replacement system and confirms completion of the required handover. DI&E will ensure that all coordination and dependencies on the the incumbent supplier are facilitated for a smooth trasntion plan. DI&E will provide a secure storage space for storing its equipments and tools during the implementation phase to the selected bidder. DIE will also provide a secure place for project management activities to the selected bidder. This space will be within the existing personalisation site but will be secure aand only authorised DI&E staff , the selected bidder personell will have access.

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
5	2	Scope B (Personalization Services)	26	Operations - MRP/Cutover	The SOR covers approximately 3.15M e-Passports plus 500K MRP booklets (V2 p.26). Please confirm whether MRP production will remain on the existing line or migrate to the new facility, and describe the required production cutover and continuity arrangement. Contractual milestone dates and extension events are addressed separately.	The same physical location will be used. The selected bidder shall make the necessary production arrangements in accordance with the original RFP requirements.Once UAT is successful, DI&E will announce the switchover to the new system. The existing system shall be decommissioned only after DI&E accepts the replacement system and confirms completion of the required handover. DI&E will ensure that all coordination and dependencies on the the incumbent supplier are facilitated for a smooth trasntion plan.
6	2	Scope B (Personalization Services)	26	Technical - Booklet/Chip Initialization & Support	For the non-polycarbonate 'P' series booklet, please confirm: (a) the envisaged blank-booklet supplier; (b) the exact chip state on delivery, including whether the chip OS is loaded only, initialized, pre-personalized, blank, or secured with transport/manufacturer keys; (c) the party responsible for each key handover and injection step and the secure key-exchange mechanism; (d) whether the booklet supplier will provide all required technical documentation, SDKs/APDU specifications, personalization profiles, key-loading procedures, test cards/booklets and engineering support; and (e) responsibility if booklet/COS integration issues delay acceptance.	The details of the Chip Operating System, other specifications will be given to the selected bidder
7	2	Part B.9.6	54	Commercial - Surcharge/Penalty	The spoiled-booklet surcharge is stated as EUR 5 per booklet in the main text (B.9.5, V2 p.54) but as USD 50 per booklet in the SLA penalty summary table (SLA 3.6, V2 p.70). Which figure governs? Please confirm in writing, and confirm whether the surcharge is subject to the 60% daily penalty cap or only the monthly carry-over rule.	Surcharge is Euro 5 per booklet. 60% limit does not applicable for surcharge limit..

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
8	2	Part 11.2	57	Schedule - Implementation/Customs/LD	Please reconcile the implementation milestones: B.11 requires the trial run within 90 days and full go-live within 120 days of contract signing (V2 p.58), while the master schedule provides Phase 2 completion at T+3 months and full-line integration at T+6 months (V2 p.4). Confirm: (a) which timeline governs contractual acceptance and liquidated damages under PC 28; (b) whether the 90-day MRP milestone starts at contract signing and includes site preparation and customs clearance under DDP; and (c) whether customs delays or other Employer-controlled dependencies qualify for extension of time.	a&b). Addendum will be issued c) Bidders' sole responsibility.
9	2	B.6.1 / B.6.21	40/46	Technical - Data Page/Equipment Evidence	B.6.1 / B.6.21 specify a non-polycarbonate data page with thin overlay using inkjet or dye-sublimation (or an equivalent mature process) (V2 pp.40, 46). Is a polycarbonate laser-engraved data page acceptable as an equivalent alternative? For the B.6.3 evidence requirement (equipment in live passport personalization use in ≥2 countries, V2 p.41), which equipment lines does DIE envisage as qualifying?	Personalisation will be carried out with the specifacations of the existing passport(please refer addendum)
10	2	B.6.7	40	Technical - System Integration & Interfaces	For technical integration with DIE's application/issuance environment and any equipment retained after cutover, please confirm: (a) which incumbent-owned or DIE-owned printers, QC devices or other components must interface with the new personalization software, versus equipment newly supplied under B.6.7; (b) the interface specification and responsibility matrix for applicant and biometric data, personalization requests/responses, status updates, rejection/remake, inventory/booklet tracking and audit data; and (c) whether APIs, message formats, sample payloads and a test/UAT environment will be provided before implementation starts.	a). Non of the existing personalization equipment made available for this contract b,c) the relevant information will be availble for the selected bidder.
11	2	A.5.16	16	Testing - Interoperability	Regarding the interoperability test with at least 10 ICAO-compliant issuing states (A.5.16, V2 p.17): (a) at what stage is this test conducted — commissioning, UAT, or operational acceptance; (b) will DIE provide the sample passports and certificate material from the 10 states, or must the contractor obtain them; (c) is the test repeated as part of the Sri Lanka CERT security assessment?	a) OAT b)The passports will be provided by DIE c) No

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
12	2	B.9.2	51	Commercial - P3 Penalty	For P3 (batch) requests, B.9.2(b) (V2 p.53) specifies 1% per booklet for the first 24 hours and 0.5% per day beyond 48 hours, but is silent on the 24–48 hour window. What rate applies in that window?	0.5% rate is applicable
13	2	SLA A-1	64	SLA - Availability Deduction	In the Scope-A availability table (SLA A-1, V2 p.64), rows A-1.5 (QC software & verification endpoints), A-1.6 (workstation personalization software) and A-1.9 (EDR/SIEM/firewall) do not state the deduction formula, while the other seven rows specify 0.001% of contract price per 0.1% shortfall. Does the same formula apply to these three rows?	Same formula will be applied.
14	2	A-1.1	63	SLA - Multi-vendor Attribution	Under the multi-vendor support model acknowledged in the SLA (V2 p.63), SLA rows A-1.1 (personalization solution & reporting module) and A-1.6 (workstation personalization software) are Scope-B components but carry penalties computed against the Scope-A contract price. If Scope A and Scope B are delivered by different contractors, how are these penalties attributed?	The seletced bidder has to deliver entire scope
15	2	ITB 7.1	40	Contractual - Subcontracting	BDS ITB 7.1 and Section III 3.9 prohibit subcontracting, while GC 20 permits subcontracting with the Employer's approval. Please define the boundary — specifically, whether OEM supply of equipment and MAC (manufacture authorization certificate) products, and the engagement of local installation/civil works subcontractors for the data-centre retrofit (Scope A.9–A.13), constitute subcontracting requiring prior approval.	Sub Contractors are not allowed
16	2	ITB 42.1(d)	45	Commercial - NPV Evaluation	Section III 3.4 defines the post-warranty cost NPV with x = 4…7 (the 4 years following the 3-year warranty), while ITB 42.1(d) states a generic x = 1…N+M. Please confirm that Section III governs the NPV comparison formula for evaluation purposes.	NPV will be applied only for the post warranty prices of the Scope A and only for the evaluation process.
17				Tender - Prior Clarifications	As this procurement is a re-tender/re-issued procurement (IFB No. DIE/PRO/PKI/2026), please confirm whether any clarifications, addenda, technical decisions or responses issued under the previous DIE/PRO/PKI/2025 procurement remain applicable to this tender. If yes, please identify the documents that form part of the current contractual requirements.	No referece to previous, Refer to (IFB No. DIE/PRO/PKI/2026) only

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
18	2	Scope A/B		Technical - LDS/Profile	Please provide the detailed e-Passport data structure and personalization profile, including mandatory/optional LDS Data Groups, biometric image formats, SOD/signing requirements, MRZ-to-chip consistency rules, the applicable LDS version, and any Sri Lanka-specific proprietary data elements or files that must be encoded.	this information will be provided to the selected bidder.
19	2	A.1.2	6	PKI - CSCA/DSCA Migration	For the National e-Passport PKI, please confirm whether the CSCA/DSCA infrastructure is entirely new or whether any existing keys, certificates, HSMs, certificate policies, CRLs, link certificates or trust material must be migrated or integrated. Please clarify ownership and custody of CSCA/DSCA private keys and the required key-ceremony participants/procedures.	As clarified during the tender briefing, the solution for Scopes A and B shall comprise entirely new hardware, software and related components. Reuse of existing components is not envisaged.
20	2	A.2.3	8–15	PKD - ICAO Integration	For ICAO PKD integration, please confirm Sri Lanka's current ICAO PKD membership/onboarding status and define the contractor's scope for PKD connectivity, certificate/CRL upload, Master List handling, download/synchronization, testing, operational procedures and coordination with ICAO. Please identify any activities or approvals that remain the responsibility of DIE.	DI&E is in the process of initiating ICAO PKD onboarding . The selected bidder shall provide onboarding support and PKD integration in accordance with Clauses A.3.1–A.3.12, including connectivity, certificate/CRL uploads, Master List handling, download and synchronization, testing, operational procedures, training and technical coordination with ICAO.
21	2	B.8	47	Capacity - Throughput	Please confirm the expected production capacity and peak workload that the solution must support, including normal daily/monthly volume, peak daily/hourly volume, batch size, number of concurrent personalization stations and required end-to-end throughput.	Please refer to Scope B 8.2

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
22	1 and 3	6. Interllectual Property	6	Legal - Source Code/IP/Escrow	Please confirm the required source-code, intellectual-property and escrow arrangements for the personalization software, PKI applications, interfaces and custom developments.	1. Custom developments: All intellectual property in software developed specifically for this contract (interfaces, integrations, workflows, reports and configurations) shall vest in DI&E. Complete source code and technical documentation shall be handed over at Operational Acceptance and with every subsequent release. 2. Commercial / proprietary products: IP in the bidder's or third parties' standard products (PKI/CA software, personalisation software, HSM firmware, databases, operating systems) remains with the respective owner. The bidder shall provide perpetual, irrevocable licences in the name of DI&E covering all sites (including DR) and required volumes, without remote deactivation or time limits. 3. Data and keys: All data, cryptographic keys, certificates and configurations are the sole property of DI&E and shall be exportable in open formats. CSCA and Document Signer private keys shall be generated and kept only within DI&E-controlled HSMs.
23	2	A.2.6	Pages 8–15	BCP/DR - Architecture	Please confirm the required disaster-recovery and business-continuity architecture for the Personalization and PKI services, including DR site responsibilities, RTO/RPO, HSM/key recovery, database replication, offline operation (if required) and the DR acceptance/test frequency.	This is up to the Bidder to proposed as long as it comply and fullfill the SLA requirements. There is no DR needed
24	2	A.6.2	17	Technical - Chip/COS/Security	Please clarify the exact state of the chip when blank booklets are delivered to the personalization facility: chip OS loaded only, initialized, pre-personalized, or secured with transport/manufacturer keys. Please identify which party is responsible for each key handover/injection step and the secure key-exchange mechanism to be used.	The existing chip complies with the ICAO 9303 guidelines.The required information will be provided to the selected bidder.

Set 7

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
1	1 & 3	IFB 3(a) / Section III 3.7.6	3	The Bidder shall have at least ten (10) years of experience in the implementation and technical operation of an e-Passport personalization solutions and design, supply, implement, test, deploy, commission and maintaining national e-Passport PKI solution with ICAO-PKD integration prior to the Bid Submission Deadline.	Please clarify whether the required ten (10) years of experience must include ICAO-PKD integration, or whether experience in the e-Passport personalization solution alone is sufficient.	No Change in original requirement
2	1 &3	IFB 3(b)(ii) / Section III 3.7.7(2)	3	The Bidder shall have successfully delivered and maintained at least one (01) national PKI solution for e-Passports including ICAO-PKD integration as the main contractor, within the Ten (10) years prior to the Bid Submission Deadline. The claimed deployment should be currently in operation.	Please clarify whether a reference national PKI project is acceptable if it covers PKI only (without ICAO-PKD integration), and confirm the required delivery time window for the reference deployment.	No Change in original requirement
3	1 & 3	BDS ITB 20.5 PKI 1+3.	46	The Incoterms edition is — Incoterms® 2024	Please clarify the applicable Incoterms edition: the currently prevailing edition is Incoterms 2020; an 'Incoterms 2024' edition has not been published.	Incoterms® 2020
4	2	SLA 3.6 (table) PKI-2.	70	Surcharge for Spoiled Booklets (Contractor Error): USD $50.00 equivalent in LKR per booklet spoiled or damaged due to technical/operational error. No upper limit per billing cycle. If the surcharge exceeds 60% of the invoice amount (after penalties), the balance is carried forward to the next month.	Please clarify whether the surcharge for spoiled booklets is denominated in USD or EUR or LKR	The surcharge is EUR 5,The payment will be made as per the currency quoted in the price schedule..

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
5	2	B.9.5 PKI-2.pdf ·	54	Surcharges: A surcharge shall apply for each passport blank or personalized passport that is spoiled, damaged, rendered unusable, or rejected as a result of any technical, operational, handling, or procedural error attributable to the selected Bidder, its personnel, equipment, systems, consumables, maintenance activities, or approved subcontractors. The surcharge rate will be Euro 5 or equivalent per damaged passport booklet. There is no upper limit for the surcharges applicable per billing cycle. In the event, the surcharge amount exceeds 60% of the payable invoice amount (after deducting penalties), the balance may be carried forward to the following month.	Please clarify whether the surcharge for each damaged passport booklet is denominated in USD or EUR or LKR.	The payment will be made as per the currency quoted in the price schedule..
6	2	B.8.9 PKI-2.pdf ·	50	No payment will be made for such void / QC failed passports. However, penalties will be applied as per the details given in this document.	To be clarified together with Items 4 and 5: void / QC-failed passports are not paid, yet a per-booklet penalty applies. Please clarify whether a production yield requirement (acceptable reject rate) is defined for the personalization facility.	Every rejected passport will be subjected to this penelty.

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
7	1 & 3	PC 23.4 PKI 1+3.pdf ·	##	The Contractor shall provide the Employer with all updates and bug fixes to all Standard Software during the Contract Period, at no additional cost, as specified in the GC. All the product updates/releases and patches shall be implemented by the contractor within the reasonable timeframe. Any critical updates/patches/releases (e.g. anti-virus updates/patches etc) shall be implemented with immediate effect after necessary testing and validation ...	Please clarify for how many years software updates and patches must be provided.	Software updates, bug fixes and security patches shall be provided throughout the entire Contract Period at no additional cost. For standard Commercial Off-the-Shelf (COTS) software, the supplied licences and support arrangements shall ensure continued access to updates and security patches throughout the product's supported lifecycle, including if DI&E appoints a different service provider.
8	2	B.13.1 PKI-2.pdf ·	59	The bidder shall include a backend system / solution in their proposal to remediate security vulnerabilities in the chip operating system and/or applications of electronic passports already issued to and held by citizens, by loading signed OS or security patches onto the chip in the field, without replacing or reissuing the physical passport documents.	Please clarify the feasibility of this requirement: loading signed OS or security patches onto issued passports in the field appears to conflict with B.6.9 (the chip is locked after personalization), and cannot be implemented as specified.	Please follow the ICAO 9303 guidelines

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
9	2	B.6.8	41	The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet. Such printing shall be aligned accurately with the approved page layout, shall preserve existing security printing and page features, and shall not damage the booklet structure, stitching, laminate, visa pages, or other security components.	Please clarify the number of inner pages requiring variable-data printing (endorsement / observation printing).	one page
10	2	B.6.12	43	The personalization process shall include automatic and/or operator-assisted verification of printed data, colour facial image quality, MRZ readability, data consistency between the printed data page and chip-encoded data, chip accessibility, and completion of all required security and quality checks before the passport is released for handover to the DIE.	Please clarify the required colour facial image quality check: whether the colour photo or the colour curve is to be checked.	Please follow the ICAO 9303 guidelines
11	2	A.3.10	11	The selected bidder shall conduct ICAO-PKD integration testing and acceptance testing covering participant onboarding readiness, upload of Sri Lankan DSCs and CRLs, Master List publication, download and validation of PKD contents, import to the national trust store, distribution to border systems, validation of foreign e-Passports and operational recovery after communication failure.	Please confirm whether Sri Lanka has already joined the ICAO PKD; if not, when will the membership procedures and interface preparations be completed?	Initiated the process of ICAO PKD onboarding

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
12	2	A.4.13	13	The selected bidder shall provide test cases demonstrating import and validation of non-PKD CSCA certificates through at least three mechanisms: diplomatic or manual handover, secure website or HTTPS download, and LDAP or directory-based retrieval. Testing shall also demonstrate rejection of unverified, malformed, expired, revoked or inconsistent certificate material.	Please clarify whether the diplomatic channel for non-PKD CSCA certificate exchange is established by the Employer or by the Bidder, and whether the Employer can provide the official contact and verification method.	NO such diplomatic channels at present.
13	2	A.5.16	16	The selected bidder shall provide interoperability testing with sample e-Passports and certificate material from at least ten ICAO-compliant issuing States, including Asian, European and Middle Eastern issuers, and shall demonstrate successful validation using Sri Lankan border-inspection systems.	Please clarify who will provide the sample e-Passports and certificate material from the at least ten (10) ICAO-compliant issuing States required for interoperability testing.	DIE will provide.
14	2	A.7.5	17	All equipment supplied under the contract shall include a comprehensive, onsite warranty period of not less than 3 years. The warranty shall include/cover the following conditions. a) The warranty shall commence from the date of commissioning the system for live operations. b) Any critical failed component that stores sensitive information (storage, HSM, etc.) will be retained by the DIE in case of the replacement (non -returnable components)	Please clarify whether the three (3) year onsite warranty requires technical staff to be resident on site, or whether onsite technical support can be provided by Orel IT (Pvt) Ltd	Bidder should comply with the SLA requirements.

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
15	2	A.7.12	19	The title ownership of all equipment/components/modules provided under this Scope must rest with the DIE from trek date of final acceptance.	Under the PPP business model, please clarify whether title ownership of the equipment may transfer to the DIE at the end of the contract period, instead of from the date of final acceptance.	Any equipment provided under scope B will not be transferred to DIE. This procurement does not carried under PPP model.
16	2	ITB 26.1	48	The Deadline for Bid Submission is Date: November 02, 2026 Time: 3.00 pm. (Sri Lankan Time)	We would be grateful if you could kindly review our request and consider granting the proposed two-week extension.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.

Set 08

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
1	1&3	Section III – Evaluation and Qualification Criteria 3.7.7. Specific Experience		"The scope of this contract should include end-to-end responsibility of personalization process, including but not limited to supply and maintenance of hardware equipment, design, supply and implementation of software components, technical operations and maintenance."	For major contracts of this nature, the supply and maintenance of hardware can be procured from a separate party, as this is a common industry practice. Accordingly, please remove the scope of "supply and maintenance of hardware equipment" from the specific experience scope, as it may unnecessarily restrict competition and limit the participation of otherwise qualified service providers.	No change in the requirement
2	Vol 1&3	Section III – Evaluation and Qualification Criteria Table 3.2: Technical Marks for each Category		1.0 Experience of Bidder	Under this criterion, 70% of the marks will be given for one (01) project. This alignes with the "3.7.7 – Specific Experience". However, bidder should have 2 or 3 similar projects, as a main contractor, with minimum 3 million personalized vilume to score 85% or 100% marks. In this domain, most of the principal solutions providers engage in "sub contracting" model. Due to this reason, principals having several and very strong references adopting the sub contracting model will not be able to score beyond 70%. Considering this, please relax the criteria (for 2nd and 3rd projects) allowing the valid projects adopting sub contracting model, with reasonable passport personalization numbers (Ex: 1 million).	Requirements to remain as it is. Having at least 2 or 3 relevant experiences as a main contractor will give assurance to DIE that the contractor is fully capable of implmentation the scope of the project
3	Vol 2			Section VI — Schedule of Requirements	Please elaborate the requirement of "Disaster Recovery - DR" with regard to the deployment infrastructure, whether a physically separated DR environment shall be established.	Disaster Recovery is not required in the scope, however, the solution proposed should not have any single point of failure. Bidder is free to proposed any DR solution if Bidder deem it necessary
4	Vol 2			Section VI — Schedule of Requirements	Hope the bidder can propose any number of personalization printers, equipment and supporting infrastructure, provided that the requested parameters including the throughputs and service level agreements (SLAs) are met. Please confirm.	Yes, however, should fullfill RFB requirements such as SLA and Peformance requirments
5	Vol 2			Section VI — Schedule of Requirements	Please provide the required technical specifications of the e-Passports and MRPs, especially the type of data page, type of lamination and other parameters required to select the appropriate personalization equipment (printers). These information will be essential for designing the right personalization system.	Will be provided with the addendum.

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
				Bid Submission deadline	Following Tender Section I, ITB 11.3 (p.13) and ITB 26.2 (p.24), we are contacting you again with the urgent request to postpone the Bid Submission Date of the above-mentioned tender by one (01) month to December 02, 2026.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.
6	Volume	Section III – Evaluation and Qualification Criteria		3.7. Eligibility and QualificationRequirements (	As the consortium partners have different financial year-end dates, confirm whether the audited financial statements for the following financial years will be accepted for the evaluation of the minimum average annual turnover requirement of USD 10,000,000. As per ITB 14.3, the bidders are required to provide Audited Financial Statements as specified in form 4.2.2. Accordingly audited financails will be provided to prove the 'Average Annual Turnover' Epic Lanka – Financial Year April 1st to 31st March- 2023/2024,2024/2025,2025/2026 Foreign Partner - Financial Year January 1st to 31st December - 2023,2024,2025	For entities whose financial year begins in January: The financial statements for the three consecutive financial years from 1 January 2023 to 31 December 2025 shall be submitted For entities whose financial year begins in March: The financial statements for the three consecutive financial years from 1 March 2023 to 28 February 2026 shall be submitted
7	Volume	B,13		The bidder shall include a backend system /solu	Can you clarify this requirement? As per ICAO Doc 9303 standard, it is not possible to update, modify or rewrite a chip from a passport that has been issued.	Please follow the ICAO Doc 9303 .
8		Section VI, item A.11.4 (p.21)	21	All power circuits serving the CSCA and DS zones shall be routed through the data center's existing Uninterruptible Power Supply (UPS) system, or a zone-dedicated UPS supplied by the Bidder where the existing UPS lacks spare capacity. The Bidder shall confirm and document, in writing, the available UPS backup capacity and runtime for the added load.”	Please clarify the capacity of the existing UPS and the existing load on the UPS?	Adequate power capacity is available. The bidder shall specify the power requirements of the proposed solution in its proposal. DIE will facilitate this

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
9		Section VI, chapter 4.2, items B.1.1 (p.25), B.1.4 (p.25), B.3.1.d (p.30), B.3.2.c (p.31)		B.1.1: "The selected Bidder shall design, supply, install, test, commission, operate, and maintain a passport personalization facility at the DIE for the personalization of passport blanks using personalization data provided by the DIE." B.1.4: "The selected Bidder shall be responsible for supplying all consumables for providing preventive maintenance, corrective maintenance, technical assistance, spare parts, software support, operational support, and all other related services." B.1.1: "The selected Bidder shall design, supply, install, test, commission, operate, and maintain a passport personalization facility at the DIE for the personalization of passport blanks using personalization data provided by the DIE." B.1.4: "The selected Bidder shall be responsible for supplying all consumables for providing preventive maintenance, corrective maintenance, technical assistance, spare parts, software support, operational support, and all other related services."	Since B.1.1 and B.3.2.c are contrary to B.1.4 and B.3.1.d, kindly clarify whether the operation of the machine is in the Bidder's responsibility, or if the responsibility is limited to the operational support?	DIE will provide operators to operate the machinery provided. However the Bidder to ensure the good working order of all the machinery provided.
10		Section VI, item B.3.3.c (p.32)		Personalization of any applicable endorsements, observations, or additional data fields required for the relevant passport type."	How many total types of Passports are planned?	For MRP- 3types. For e passports - 3 types
11		Section VI, item B.5.1 (p.36)		"The selected bidder Shall install, operate, and maintain a CCTV surveillance system at both the primary and secondary personalization facilities. [..]"	Kindly clarify the location of secondary personalization facility.	There is no secondary personlization facility.
12		Section VI, item B.6.8 (p.40)		"[..] Such printing shall be aligned accurately with the approved page layout, shall preserve existing security printing and page features, [..]"	Kindly provide the approved page layout.	This will be provided only to the selected bidder. The bidder needs to adopt the security features to the passport design

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
13		Section VI, item B.8.7 (p.49)		"In the event that a personalized passport is found as void (i.e. to be rejected due to quality/technical errors) by the employer's final quality checks, the time window for personalization of a new document should be considered from the point of initially handing over the data record provided that the void notification is made within 60 minutes of handing over. [..]"	Sounds impractical, if a personalized passport is found as void at the 31st minute or later of handing over the data. The creation of a new document is not possible while maintaining the same time window for priority 1 cases.	DIE has a mandate to handover a working passport to citizen within a stipulated time.The bidder needs to design their solution to cater to rework and urgent passport requests
14		Section VI, item B.9.1 (p.50)		"Daily committed volume: The DIE shall commit to a minimum daily volume of 1,000 passport personalization's per calendar day, to be carried out during the regular 10-hour operating shift, provided that all of the following conditions are satisfied: a. The relevant day is a normal DIE working day, and the DIE has submitted at least one valid passport personalization request to the personalization facility during the shift. [..]"	Kindly explain the minimum daily volume terms and conditions if DIE does not submit even a single valid passport for personalization on a particular day due to some reason, however entire facility is readily available to carry out the personalization.	Please refer to the requirement specified in the bidding document.
15		Section VI, item B.9.2 (p.51)		"Penalties: The following service-level and performance-related penalties shall apply to payments due to the selected Bidder where the applicable service requirements are not met. Throughput penalty: The throughput penalty shall be calculated based on delays in the turn-around time for each individual personalization request. For this purpose, turn-around time shall be measured from the time the DIE system first attempts to submit the relevant personalization request to the personalization facility until the time the corresponding personalized passport is scanned into the DIE ICT system after handover. [..]"	Kindly explain the terms to measure turn-around-time, if DIE system fails to submit the relevant personalization request even after multiple attempts. · How can throughput-related penalties be applied to the bidder even if the bidder is not responsible for the operation of the machine?	The time starts when the personsalisation system received the data and request need to start personalisation of the passport. Operators handling time is not included in the calculation of the timings. The system should have logs to prove the duration of the operator's handling time.
16		Section VI, item B.10.2 (p.55)		"If the [Site Acceptance] tests must be repeated due to any un-resolved issue, the cost of subsequent audits/tests must be handled by the selected bidder."	What are the cost components and their unit prices included in the cost calculation?	Cost for the entire test

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
17		Section VI, item B.11.2 (p.57) Section VI, chapter 3. "Implementation schedule", item 2 (p.3)		"The selected Bidder shall complete full commissioning of the personalization system, including all required infrastructure and supporting facilities, within 120 days [4 months] from the date of contract signing." "Phase 1: Design, install, test, commission all required Data Centre Development components (A.8 to A.13) to establish the CSCA and DS zones within the existing data center [within T + 6 months = 180 days]."	If Phase 1 allows the bidder to finalize the project in 6 months, please clarify if the duration of 120 days [T + 4 months] for the complete solution is a typo and should mean 180 days [T + 6 months].	MRP personalization needs to start in advance to complete the phase 1. 1. Live operations of the passporrt personalization service should commence within 150 days from the date of commencement for personalization of MRP passports. Addendum Will be issued to correct the details. 2. The PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 210 days from the date of commencement . (Completion of all equipment installation/ integration and the commencement of full operation for personalization of e MRP- T + 7 months)
18		Section VI, item B.9.5 (p.53) Section VI, Service Level Agreement (SLA), item 3.10 (p.69)		"[..]. The surcharge rate will be Euro 5 or equivalent per damaged passport booklet. [..]" "Surcharge for Spoiled Booklets (Contractor Error): USD $50.00 equivalent in LKR per booklet spoiled or damaged due to technical/operational error."	Both statements related to surcharge rate are different (Euro 5 vs. USD $50.00). Kindly clarify.	Surcharge amount is Euro 5.

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
19	1&3	Section III, Clause 3.7.7 (Specific Experience), Item 2 & Table 3.2, Item 1.2	9–50, 5	Clause 3.7.7 (2) The Bidder shall have successfully delivered or currently have operational at least one (01) PKI solution for e-Passports including ICAO-PKD integration within the last Ten (10) years prior to the Bid Submission Deadline. (Must meet requirement – Form 4.2.5) Table 3.2, Item 1.2 – Weight 10% Experience as the main contractor in implementing national e-Passport PKI solutions including ICAO-PKD integrations within last 7 years. Scores will be assigned based on the number of successfully completed contracts as below. One Contract: 70; Two Contracts: 85; Three or more contracts: 100.	With reference to Clause 3.7.7.2 and Technical Table 3.2, Item 1.2: Connecting an nPKD system to ICAO-PKD relies entirely on standard LDAP/LDAPS protocol configurations. Once DIE pays the official participant subscription fees to ICAO Montreal, ICAO provides client TLS certificates and LDAP host URLs. Integrating the software requires entering these credentials into standard software fields—it involves zero custom software development. Requiring 'ICAO-PKD main contractor experience' unfairly favors a small subset of border control system integrators while disqualifying tier-1 global PKI cryptographic software vendors whose certified PKI engines fully support ICAO Doc 9303 LDAP interfaces out of the box. Will the Procuring Entity (DI&E) amend Clause 3.7.7.2 and Table 3.2 Item 1.2 to read: "The Bidder (or Lead Partner in a Joint Venture) shall have successfully delivered and currently operate at least one (01) national e-Passport PKI solution OR an ICAO-compliant National Public Key Directory (nPKD) / Identity Management solution featuring standard LDAP directory interfaces, prior to the Bid Submission Deadline."?	No chnage in this requirement
20	2	Section VI, Scope A, Clause A.5.16	16	A.5.16 The selected bidder shall provide interoperability testing with sample e-Passports and certificate material from at least ten ICAO-compliant issuing States, including Asian, European and Middle Eastern issuers, and shall demonstrate successful validation using Sri Lankan border-inspection systems.	With reference to Scope A, Clause A.5.16: Reading physical chip booklets, executing PACE/BAC access protocols, and displaying biographic text are core functions of the Border Control System (BCS) e-Gates and inspection counters. Physical passport readers do not exist inside a PKI Data Centre. The true scope of National PKI (Scope A) is to demonstrate automated LDAP synchronization, CSCA Master List ingestion, and cryptographic chain validation of 10 foreign nations' public certificates into the local nPKD trust store database. Will the Procuring Entity (DI&E) amend Clause A.5.16 to read: "The selected bidder shall demonstrate automated nPKD database synchronization, cryptographic chain verification, and trust-store ingestion of public certificates, CRLs, and Master Lists from at least ten (10) ICAO-compliant issuing States into the local nPKD database, making the verified trust material available to Sri Lanka's border inspection interfaces over secure LDAP/REST APIs."?	This is outside the scope of this procurement.The responsibility of test the passport at the Border Inspection System belongs to the responsiblity of the Border Inspection System

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
21	2	Section VI, Scope A, Clause A.5.19 (with reference to Clause A.2.5)	(A.2.5	A.5.19 The proposed HSM shall provide functionality modules to allow secure integration between the KMS and the HSM by executing the KMS firmware within the secure confines of the HSM. A.2.5 The selected bidder shall deliver the solution using open standards and documented interfaces. The solution shall not require a proprietary specific HSM brand, specific proprietary chip supplier, specific proprietary personalization machine, specific proprietary passport booklet supplier, proprietary border-control system, country-specific foreign implementation, or vendor-controlled certificate distribution service.	With reference to Section VI, Scope A, Clause A.5.19: Under ICAO Doc 9303 Part 10/11 standards, the KMS performs a single, atomic cryptographic signing operation (C_Sign) using one Document Signer (DS) Private Key to construct the EF.SOD object. Functionality Modules (FMs) were created for financial payment networks where a single transaction requires multiple sequential cryptographic operations, and yield zero measurable performance or latency advantage for passport issuance. Private key security remains identical in both approaches, with keys secured inside FIPS 140-3 Level 3 / CC EAL 4+ HSM hardware. Standard PKCS#11 integration exceeds the mandated throughput of 375 e-Passports per hour, while restricting the architecture to firmware execution locks the project into proprietary HSM vendors, in conflict with Clause A.2.5. Will the Procuring Entity (DI&E) amend Clause A.5.19 to read: “The Key Management System (KMS) shall communicate with the Hardware Security Module (HSM) using standard, open cryptographic APIs (PKCS#11 / KMIP / REST API over mTLS), ensuring that all Document Signer private keys remain 100% secured within FIPS 140-3 Level 3 / CC EAL 4+ hardware silicon. Vendor-specific firmware execution (Functionality Modules) shall not be a mandatory requirement, thereby ensuring vendor neutrality and open hardware competition as per Clause A.2.5.”?	A5.19 This is a securty that enhances the security of the HSM being used. Running sensitive KMS function inside the HSM keeps cryptographic keys and operations protected from threats such as server compromise, malware and unauthorised access

S/N	Volumn	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
22	2	Section VI, Scope B, Note following Clause B.6.21 (Annexure A – Passport Booklet Specifications)	44–45	B.6.21 All printing, curing, drying, or fixing processes shall be compatible the current passport booklet (“P” Series”) issued by DIE. The personalization process shall not cause laminate lifting, delamination, warping, cracking, ink migration, colour bleeding, excessive gloss variation, damage to security features, or reduction of document durability. Note Specifications related to the current passport booklets are attached herewith as Annexure A.	Volume 2, Section VI, Scope B (page 45) states that “Specifications related to the current passport booklets are attached herewith as Annexure A”. However, Annexure A has not been included in the procurement documents issued to us. We kindly request the Procuring Entity (DI&E) to provide Annexure A (specifications of the current “P” Series passport booklet, including the passport data page and endorsement page templates/layouts, booklet construction and chip inlay details) to all prospective bidders. As the personalization requirements under Scope B (Clauses B.6.2, B.6.8, B.6.18, B.6.19, B.6.21 and B.6.22) must be designed in accordance with the approved passport design and these booklet specifications, in the absence of Annexure A we are not in a position to discuss and finalize the personalization mechanism with our principal. We therefore kindly request an extension of two (2) weeks to the bid submission deadline, i.e. from 3.00 p.m. on 02 November 2026 to 3.00 p.m. on 16 November 2026.	Annex A will be provided. Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.