

Set 1					
Number	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
Volume I & III					
1	IFB	1	The Bidder should have at least five (05) years of experience in e-Passport personalization and issuance solution implementation prior to the Bid Submission Deadline.	<p>The requirement for the references be presented by the bidder is extremely limiting. Many of the companies able to provide such references, aren't established in Sri Lanka. To present proposal, these companies would need to create a legal presence in Sri Lanka. This requirement will create an onerous proposal to the government of Sri Lanka as any company interested in participating, would need to establish themselves in the country to entertain a single project, or this requirement will provide unfair advantage to any company who may have established themselves in Sri Lanka to provide other parts of the program that would require a local presence, as in the provision of secure printed items that are finished in country. Will the government consider references from a subcontractor?</p>	<p>Clause remains same. Comply to the original requirements</p>
2	IFB	2		<p>2b) ii. can you please clarify if bidders that delivered or have in operation at least two (02) e-Passport personalization solutions for e-Passports with a cumulative value of 30 million USD value (even if one of the projects is less than 15 million USD) are also eligible?</p>	<p>Clause remains same. Comply to the original requirements</p>
3	IFB	2	2.b1). The Bidder should have completed the implementation of an e-Passport personalization and issuance solution implementation prior to the Bid Submission Deadline.	<p>Since issuance of ePassport is still in the nascent stages in this part of the world request to consider: One (01) year of experience in e-Passport personalization and issuance solution implementation prior to the Bid Submission Deadline.</p>	<p>Clause remains same. Comply to the original requirements</p>

4	IFB	2	The Bidder should have completed the implementation of an e-Passport personalization and issuance solution, issuing a minimum of Three (3) Million e-Passports using the system in the role of a contractor, within at least the last five (05) years prior to the Bid Submission Deadline	Request to consider: 3 Million Passport issued by any member in the JV/ Consortium and One (01) year prior to the Bid Submission Deadline (1 or 5 year doesn't make any difference, since you are looking for experience in issuance by the related party)	Clause remains same. Comply to the original requirements
5	IFB	2	.The Bidder should have delivered or have in operation at least two (02) e-Passport personalization solutions for e-Passports, supported by reference letters. The minimum value of each project must not be less than fifteen (15) million USD, and the projects must have been completed or operational within the last five (05) years prior to the Bid Submission Deadline. At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution.	The minimum value of each project must not be less than Ten (10) million USD, and the projects must have been completed or operational within the last One (01) year prior to the Bid Submission Deadline. At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution	Clause remains same. Comply to the original requirements

6	IFB	2	The minimum value of each project must not be less than fifteen (15) million USD,	We appreciate the clarity and the intent of this requirement . How ever, in the interest of encouraging broader participation & promoting competitive bidding while still ensuring the technical and financial capacity of bidders , we kindly submit the following two alterative suggestions for your consideration: Suggestion 1: At least one of these projects must have a minimum value of 15 million USD. Rational. This approach maintains a high standard by requiring experience with a project of significant value, while allowing bidders who have successfully executed multiple slightly smaller projects to also qualify. It encourages participation from capable firms that may have diversified their experience across multiple contracts. Suggestion 2: Minimum value of each project must not be less than 12 Million USD. Rational: Lowering the threshold slightly still ensures substantial project experience while increasing the pool of eligible bidders. This can promote a more competitive bidding process and potentially lead to better value for the procuring entity.	Clause remains same. Comply to the original requirements
7	IFB	2	The minimum value of each project must not be less than fifteen (15) million USD, and the projects must have been completed or operational within the last five (05) years prior to the Bid Submission Deadline. At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution	if this is required for this project, we will have our local partner to perform this activity with SOP that is reviewed and confirmed with government, to ensure sufficient measures are in place to operate the applicants data.	Clause remains same. Comply to the original requirements
8	IFB	2	Solution provided through this contract shall be able to successfully personalize ePassport selected by DI&E as per relevant ICAO 9303 (8th edition).	What chip / OS vendor is expected to be personalized for this tender? Is the Department expecting a vendor agnostic personalization solution?	As per RFP Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder. Department is expecting vendor to propose a solution

9	(Volume 1 & Volume 3) ITB - 2.1	4	Source of Funds Government of the Democratic Socialist Republic of Sri Lanka	We understand that the DIE is looking to pay on a monthly basis. Can you confirm that the complete budget is already allocated from the Government side upon issuance of the tender?	This procurement is proceeded under government policy decision.
10	(Volume 1 & Volume 3) ITB - 4.1	5	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). Unless specified in the BDS, there is no limit on the number of members in a JV	Little confusing & conflicting with the below mentioned clause – Kindly Clarify Like we are Global CA and among top three global vendors in PKI solution Similarly we have specialized secured printing vendor, Specialised Personalisation vendor, Hardware specialized vendors.	Clause remains same. Comply to the original requirements
11	(Volume 1 & Volume 3)ITB 4.1	40	Maximum number Joint Venture partners: Two(2). One Partner of JV must be Local and Local Partner shall be legally registered company in Sri Lanka and should have physical presence (office) in Sri Lanka and has been in operation for the last Five (05) years.	Request to consider: Maximum number Joint Venture partners: Five (5) Since requirement of issuance of epassport is very specialised and domain centric each vendor is specialized in their respective domain:	Clause remains same. Comply to the original requirements
12	(Volume 1 & Volume 3)ITB 7.1	40	Can we have multiple sub contractors	Request to consider: Since requirement of issuance of epassport is very specialised and domain centric each vendor is specialized in their respective domain: Kindly consider.	Subcontracting is not allowed. Bidder has to do the integration of all the sub components. Responsibility of running the complete project under the bidder.
13	(Volume 1 & Volume 3) ITB 7.1	40	Subcontracts are not allowed	Could Contracting Authority reconsider this by allowing the bidders to use some of the system components by other vendors to make the tender open for healthy competition?	Subcontracting is not allowed. Bidder has to do the integration of all the sub components. Responsibility of running the complete project under the bidder.
14	(Volume 1 & Volume 3) ITB 7.1	40	Subcontracts are not allowed	There are many suppliers of PKI that commonly provide their platform to the Prime Bidder/System Integrator. Is it considered subcontracting? If so, does it mean that the Bidder MUST have a in-house developed PKI platform? Can you clarify what is allowed/not allowed as subcontractor? software? equipments? services? etc...	Subcontracting is not allowed. Bidder has to do the integration of all the sub components. Responsibility of running the complete project under the bidder.

15	(Volume 1 & Volume 3) ITB 20.5(a) ITB 20.5(b)	42	<p>ITB 20.5(a) states: "For (foreign) Goods, System Software and Services supplied outside Sri Lanka shall be quoted on Delivered Duty Paid (DDP), inclusive of all taxes, stamps, custom duties, levies & fees imposed in Sri Lanka except VAT for the Goods at the time of invoicing or sales transaction, if the contract is awarded."</p> <p>whereas</p> <p>ITB 20.5(b) states "All the prices should be quoted on an EXW (ex -factory, ex works, ex warehouse or off-the-shelf, as applicable) basis to the SLUDI Sites /Project Sites. Bidder shall include all the costs including taxes other than VAT and local transportation costs to the bid price."</p>	Could contracting Authority clarify what Incoterms base should be used for the price quotation?	<p>For (foreign) Goods, System Software and Services supplied outside Sri Lanka shall be quoted on Delivered Duty Paid (DDP)</p> <p>Local Good should be quoted on an EXW.</p> <p>Bidder shall include all taxes (Local & Foreign) other than VAT to the bid price</p>
16	(Volume 1 & Volume 3) ITB 20.5(a) ITB 20.6 4.11 Letter of Price Bid 4.12 Price Schedule	42	<p>ITB 20.5(a) states: "For (foreign) Goods, System Software and Services supplied outside Sri Lanka shall be quoted on Delivered Duty Paid (DDP), inclusive of all taxes, stamps, custom duties, levies & fees imposed in Sri Lanka except VAT for the Goods at the time of invoicing or sales transaction, if the contract is awarded"</p> <p>ITB 20.6 states "Prices of services shall be included to Bid Price and include all Taxes, Duties, levies, fees, whatsoever except only VAT"</p> <p>whereas Letter of Price Bid and Price Schedule require price without and with VAT.</p>	Could Contracting Authority confirm that prices should be quoted both with and without VAT?	<p>Yes, Bidder shall submit the price as per the 4.12. Price Schedule specified in Section IV: Bidding Forms</p>
17	(Volume 1 & Volume 3), ITB 14.3, item vii.	41	Any other documents submit with the Bid :	PCA- 3 document from the lead bidder or from the both parties in JV	On behalf of the foreign partner, Local Partner can submit PCA form

18	(Volume 1 & Volume 3) Sec III Evaluation & Qualification Criteria, 3.7 Eligibility and Qualification Requirements of the Bidder	55	3.7.7. Specific Experience	What is the definition of “bidder operated”? Does this mean that bidder own and manage a team of resources that manage the personalization centre operations?	Bidder operated means the bidder is responsible for the complete operation of personalization and issuance system. The bidder takes ownership of the project, including managing resources (In Sri Lanka it will be managing the health of the PKI & Person system operations on site, while Department of Immigration and Emigration personnel do the personalization, apart from coordinating work with Department of Immigration and Emigration, and ensuring quality control performance)
19	(Volume 1 & Volume 3) Sec III Evaluation & Qualification Criteria, 3.7 Eligibility and Qualification Requirements of the Bidder	55	2). The Bidder should have delivered or have in operation at least two (02) e-Passport personalization solutions for e-Passports, supported by reference letters.	Issuance service are generally carried out by Government civil staff as there are handling confidential and sensitive personal data of applicants. System is hand over to government staff to operate while we will provide technical support to make sure system runs smoothly.	Clause remains same. Comply to the original requirements
20	(Volume 1 & Volume 3) Section VII – General Conditions 29.2	127	In addition, the Contractor warrants that: (a) all Products components to be incorporated into the System form part of the Contractor's and/or Sub-Contractor's current product lines, (b) they have been previously released to the market, and (c) those specific items identified in the PC (if any) have been in the market for at least the minimum periods specified in the PC.	Since sub-contracting is not allowed, is contracting authority expecting all system components to be part of bidder's product lines? In our understanding, the requirement means that the bidder should be the owner and provider of all system components. It might limit the competition. Could Contracting Authority accept system components offered by the bidder coming from other OEMs provided the bidder has the legal rights to use in the offer through ownership, licensing or OEM agreement?	If the Bidder/Contractor is not the product manufacturer, the product manufacturer shall comply with GC 29.2

21	Volume II Scope of work ©	1	2.C. The Bidder shall design the Public Key Infrastructure (PKI) with DI&E and install, test, commission all required components at the DI&E site as part of this contract.	<p>Is there any existing ePassport PKI system deployed or is this new ePassport PKI deployment?</p> <p>If there is an existing ePassport PKI solution then would you please help to clarify the queries below:</p> <ol style="list-style-type: none"> 1. What is the vendor/solution name of the existing ePassport solution? 2. what solution is currently deployed (BAC/EAC)? 3. Who is the ePassport reader vendor (eg. 3M) and model? 4. How many ePassport verification sites (eg. airports)? 	New ePassport PKI deployment
22	Volume II Scope of work (k)	2	Solution provided through this contract shall be able to successfully personalize ePassport selected by DI&E as per relevant ICAO 9303 (8th edition).	What chip / OS vendor is expected to be personalized for this tender? Is the Department expecting a vendor agnostic personalization solution?	As per RFP Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder. Department is expecting vendor to propose a solution
23	Volume II Scope of work (l)	2	l. Infrastructure provided through this contract shall be able to integrate with existing DI&E monitoring system.	What is the existing DI&E monitoring system?	The DI&E system operates its own Network Operations Center (NOC), which is responsible for monitoring the network, hardware, applications, and databases.
24	Volume II Scope of work (q)	2	q. Minimum monthly commitment of E-Passports will be 60,000. Is 60,000	is the number of ePassport will be issued each month?	in a particular month if the number of personalizes passports are less than 60000, payment will be made for the 60000.
25	Volume II -5	4	Existing Printing Machine Details	Is there any plan from the Department to add machines to the environment? Would the system need to support such future equipment too?	Yes
26	Volume II ,Functional requirements 1.1 & 1.2	5	Par 1.1 states: "The PKI solution shall include CSCA, DS, CVCA, DVCA, nPKD (including interface to ICAO PKD), KMS, HSM." Par 1.2 states "The CSCA, DS, CVCA, DVCA, nPKD (including interface to ICAO PKD), KMS, HSM shall be provided by the winning Bidder."	Both requirements are stating the same thing. Could Contracting Authority explain the difference between the two items - "The PKI solution shall include" and shall "be provided by the winning Bidder"?	Both clauses mentioned the same point. Bidder should compliant to both.

27	Volume II ,Functional requirements 1.2	5	1.2 The CSCA, DS, CVCA, DVCA, nPKD (including interface to ICAO PKD), KMS, HSM shall be provided by the winning Bidder.	Does this mean bidder have to pay for the subscription to ICAO PKD?	No
28	Volume II ,Functional requirements -1.23	8	The DS shall be able to define key validity by time period or maximum number of signature generation or the combination of both.		Clause remains same
29	Volume II ,Functional requirements -1.36	9	The HSM shall be at least FIPS 140-2 Level 3 validated or Common Criteria EAL4+ certified	he HSM shall be at least FIPS 140-2 Level 3 validated or Common Criteria EAL4+ certified	Clause remains same
30	Volume II ,Functional requirements 2.1.2	13	Any server applications shall be developed using Java technology or other similar open source	Is there any reason to be specific about a certain technology? What would be considered similar technologies?	Any other similar open source technology can be allowed.
31	Volume II ,Functional requirements 2.1.6	13	Any client applications shall be developed using .NET framework or other similar technologies on windows platform.	Is there any reason to be specific about a certain technology? What would be considered similar technologies?	Any other similar open source technology can be allowed.
32	Volume II Implementation Schedule	3	Requirement finalization, workshop and final requirement approval - Delivery Date T+1 month	The Requirement finalization, workshop and final requirement approval within 1 month from the date of commencement seems to be too short considering the scope and complexity of the required system. Could Contracting Authority accept to extend the time to 2 months? Since data page design will be shared post contract award, it might be very difficult to finalize the requirements within one month of contract signing.	Clause remains same

33	Volume II, Implementation Schedule	3	<p>Par 5.2 states: Delivery date T+ 6 months:</p> <p>Phase 1: Design, install, test, commission all required core components required to start personalization of ePassport as per ICAO 9303 (8th edition).</p> <p>Include Core components</p> <p>Core components are :</p> <ol style="list-style-type: none"> 1. KMS, HSM 2. Document Signer 3. CSCA 4. CVCA 5. DVCA 6. Personalization Solution Manager with data aggregation, data preparation as per Sri Lanka e-Passport requirement. 7. Personalization Station Software to drive / interface / control the existing printing machine from DIE to personalize the e-Passports. 8. Integration with three input database system(Demographic, Photo and Fingerprint) 9. QC with mandatory feature to test Sri Lanka e-Passport personalization. 10. All the relevant IT hardware, software, database, 3rd party license for above components. 11. Sri Lanka CERT security assessment <p>Par 7.5.10 states:</p>	<p>Taking into consideration all core components , the design, installation, testing and commissioning requires the knowledge about input database system (Demographic, Photo and Fingerprint) and Sri Lanka CERT security assessment process, it is very difficult to complete Phase 1 activities within 6 months of contract signing. In addition, it requires BOM availability which is not feasible based on the current market lead times.</p> <ol style="list-style-type: none"> 1. Could Contracting Authority clarify the details of three input database system(Demographic, Photo and Fingerprint)? Interface description, data format, data exchange etc. are necessary to estimate the implementation cost and time 2. Taking into account the BOM component's current and expected lead times, it is not feasible to source, install and integrate the required hardware within 6 months. Could Contracting Authority extend the Phase 1 time to 10 months minimum? 3. Could Contracting Authority describe details about Sri Lanka CERT security 	<p>Sri Lanka CERT security assessment to be completed before go-live</p>
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34	Volume II, Implementation Schedule	3	<p>Phase 2: Design, install, test, commission all remaining components required in this contract</p> <p>Remaining components are :</p> <ol style="list-style-type: none"> 1. Personalization solution: Remaining all requirement described in compliance table other than already delivered as core 2. Phase 2: Design, install, test, commission all remaining components required in this contract <p>Remaining components are :</p> <ol style="list-style-type: none"> 1. Personalization solution: Remaining all requirement described in compliance table other than already delivered as core components. 2. QC : Remaining all requirement described in compliance table other than already delivered as core components. 3. Inventory management system 4. nPKD 5. Scaling/ expansion of core components to full size for High availability 6. All the related IT hardware and software, 3rd party license etc. 7. Sri Lanka CERT security assessment 	<p>Is High-Availability (HA) required for ePassport PKI for Production & DR?</p> <ol style="list-style-type: none"> 1. Active (PR)-Active (DR) ? 2. Active (PR)-Passive (DR)? 3. HA with redundant servers for all services? 4. HA required for subset of the services? 5. HA required in the Test environment? 	<p>Sri Lanka CERT security assessment to be completed before go-live</p>
35	Volume II , Implementation Schedule, L No. 2	3	9. QC with mandatory feature to test Sri Lanka e-Passport personalization.	Please confirm what is/are the mandatory feature to test?	Please refer volume II - 7-3.0Functional Requirement of Quality Control System (page 17-18)
36	Volume II -5	4		Can you confirm the capability and readiness of printers (Diletta 900i) to support electronic personalization (RFID option)?	Diletta 900i) is capable of personalization of e- passports
37	Volume II -5	4		What types of certifications of the system will be required on top of Sri Lanka CERT?	Sri Lanka CERT security assessment to be completed before go-live for the Network, Infrastructure, Applications and ITG Controls

38	(Volume 2) Section VI Schedule of Requirements 7.2.18	14	A web interface shall be provided to configure the personalization solution	<p>In our opinion, the possibility to re-configure the system with a web interface after go-live might destabilize the system if not done by the system designer.</p> <p>Could Contracting Authority explain the reason of a web interface to configure the personalization solution?</p> <p>Could Contracting Authority accept the system to be pre-configured during the design and implementation stage and that re-configuration during run could be done by system provider?</p>	Clause remains same
39	(Volume 2) Section VI Schedule of Requirements 7.2.35	16	The personalization solution shall implement a mechanism to prevent the personalization of duplicate application requests	<p>Could Contracting Authority confirm that the personalization system will receive each application request with a unique identification number. If an application with the same number is received, the personalization system shall refuse the request and inform the system.</p> <p>If our understanding above is not correct, could Contracting Authority detail the content of the application request, to understand what a duplicate means</p>	each personalization request should have unique identify
40	Section VI Schedule of Requirements 7.3.2 PROCUREMENT DOCUMENT (Volume 2)	17	Quality Control system shall be a standalone application used to check personalized e-Passports. It shall support the quantity of e-Passports to be verified per batch by configuration	<p>Could Contracting Authority confirm that "standalone" means that Quality Control system is physically separated, but still logically connected to personalization system to report the quality control results?</p>	Yes
41	PROCUREMENT DOCUMENT (Volume 2) Section VI Schedule of Requirements 7.4.7	20	<p>"Inventory Management system shall manage security:</p> <ul style="list-style-type: none"> · Track all stock transactions so that you can see who has done what and when · Supports dual-control mechanism for sensitive operations such as stock removal, transfer and reconciliation." 	<p>Could Contracting Authority confirm, that "stock removal" means "stock destruction"?</p>	Removal means not destruction

42	(Volume 2) Section VI Schedule of Requirements 7.4.8	20	Inventory Management system shall be <ul style="list-style-type: none"> • Able to be deployed as a stand-alone application without any dependency with other modules • Built on OPEN API standard model • Able to be integrated with other ERP system 	Could Contracting Authority provide more details about the OPEN API and the ERP system to be integrated? Could contracting authority explain the meaning of "standalone" in relation to inventory management system?	OPEN API refers to publicly available API which is based on Restful API. Requirement is for future changes in ERP system Standalone meaning is that Inventory management system must be fully functional on its own without requiring other systems or modules to operate its core features.
43	9. Facilities Provided by the Department of Immigration & Emigration	26	g. Ensuring the support and software update from existing database vendors to integrate with the new personalization system	Please confirm what database software does Bidder need to integrate the new personalization system with?	Proposed solution should supports any commercial DBMS
44	(Volume 2) Section VI Schedule of Requirements 7 5.9 (Volume 1 & Volume 3) Section VIII - Particular Conditions (PC), 8.1	23	The selected bidder shall provide 5 years of operation, support and maintenance for proposed issuance and PKI system. Support and maintenance period shall be Four (4) Years from the date of Operational Acceptance. (After final Operational Acceptance)	Volume 1 & 3 states 4 years of support and maintenance whereas Volume 2 expects it to be 5 years. Which one is correct?	4 Years and 6 month (From Phase1 Go live)
45	Annexure : 1 e-Passport High Level Technical Specifications		N/A	Could Contracting Authority confirm, that if the security features applicable during the passport personalization require the license fee from IP owner, this license fee shall not be included in the Price Schedule?	Not relevant

46	Annexure : 1 e-Passport High Level Technical Specifications		N/A	Could Contracting Authority confirm, that if the security features applicable during the passport personalization require specific or proprietary input data, corresponding data preparation is outside the scope of the bidder and it will be digitally prepared upfront (by the contracting authority or the corresponding OEM) ? For example, security features like steganography encoding requires proprietary algorithm to encode the portrait during data preparation phase.	Not relevant
47	Volume 2 - Annexure 2 -	34	Integration Diagram	Would it be possible to highlight which part of the integration diagram is considered as part of this offer?	Integration diagram was provided. No.10 of the integration diagram.
General					
48				What is the ePassport readers used in the current eMRTD deployment (eg. 3M/Thales) and model?	Not relevant
49				How many ePassport-verification sites eg. Airports? 1. How are the ePassport verification sites connected to the ePassport Datacenter? 2. How many passengers are travelling out and coming into the country from each verification site?	Not relevant
50				How many ePassport (document type) needs to be signed (regular, child, diplomatic and service)?	Three types Ordinary, Diplomatic and Official passports
51				Is there a need to allow foreign countries to validate the EAC ePassport and access the ePassport citizen biometric information?	Not in the scope of RFP
52				Is there a need to validate foreign country ePassport and access the foreigner biometric information on the ePassport?	Not in the scope of RFP

53				We need information on sites and on a high level you can divide it into three different categories. i.e. Small, Medium and Big Sites based on the numbers of passengers going out and coming into the country during peak hours and number of counters.	One personalization site will be only running.
54	Volume I &III			Can you clarify how do you plan to manage contractually the yield? for instance when a passport cannot be personalized due to its defectiveness, or due to a printer issue, etc...	Department will take in to account only the successfully personalized passports.
55	Volume II - 2			Can you detail your needs in terms of data migration?	Not relevant
56	Volume II - 2			How many personnel shall be trained and what is your expected training duration for each module?	Around 100 officers
57	Volume II - 2			What is the data retention period?	Will be keep for 30 days
58	Volume II			What is the target batch size for quality control?	All the daily issuance
59	Volume II			Can you provide details on the existing DI&E systems we should integrate with? Especially interface type, numbers, integration mode (synchronous or asynchronous...) Also, please specify the responsibility of each party in the process, during setup as well as during day-to-day operations.	Please refer the Diagram - Annexure 2 of volume II.
60	Volume II			Can you provide the exact list of deliverables that will be issued by existing or future supplier of booklets regarding the chip personalization (Operating System SDK...) to enable proper interfacing	RFP Clauses remains same. Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder.
61	Volume 2 - Annexure 1	34		Please specify what is the chip type and OS version of current ePassport?	RFP Clauses remains same. Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder.

62-1			Request to consider: extension for tender response submission date to be extended by 30 days	An extension will be granted
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Set 2

Number	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
Volume I & III					
63	IFB	1	The Bidder should have at least five (05) years of experience in e-Passport personalization and issuance solution implementation prior to the Bid Submission Deadline	Since the issuance of ePassport is at the very initial stages in this region request to consider: One (01) year of experience in e-Passport personalization and issuance solution implementation prior to the Bid Submission Deadline.	Clause remains same. Comply to the original requirements
64	IFB	1	The Bidder should have delivered or have in operation at least two (02) ePassport personalization solutions for e-Passports, supported by reference letters. The minimum value of each project must not be less than fifteen (15) million USD, and the projects must have been completed or operational within the last five (05) years prior to the Bid Submission Deadline. At least one (01) of these projects must be a bidder operated issuance service project, including a PKI solution.	Request to consider: The minimum value of each project must not be less than Ten (10) million USD, and the projects must have been completed or operational within the last One (01) year prior to the Bid Submission Deadline.	Clause remains same. Comply to the original requirements
65	IFB	2	Bids must be delivered to the address (above para 3) at or before 3.00 p.m. on June 23,2025. Late bids will be rejected. Bids will be opened soon after the bid closing in the presence of the bidders' representatives, who choose to attend at 3.00 p.m. on June 23, 2025.	Request to consider the Extension for Tender Response Submission Date to be extended by 30 days.	An extension will be granted

66	Instructions to Bidders 4.1 BDS - ITB.4.1	5 & 40	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). Unless specified in the BDS, there is no limit on the number of members in a JV. Maximum number Joint Venture partners: Two(2) One Partner of JV must be Local and Local Partner shall be legally registered company in Sri Lanka and should have physical presence (office) in Sri Lanka and has been in operation for the last Five (05) years.	confusing & conflicting with the below mentioned clause – Kindly Clarify Request to consider: Maximum number Joint Venture partners: Five (5) Since requirement of issuance of ePassport is very specialised and domain centric each vendor is specialized in their respective domain: For a project of this magnitude, getting the best in experience for each specialization is required at times • For example, we have a specialized secured printing vendor. • Specialised Personalization vendor • Hardware specialized vendors	Clause remains same. Comply to the original requirements
67	BDS,ITB 7.1	40	Subcontracts are not allowed	Can we have multiple sub-contractors Request to consider: Since requirement of issuance of ePassport is very specialised and domain centric each vendor is specialized in their respective domain:	Subcontracting is not allowed. Bidder has to do the integration of all the sub components. Responsibility of running the complete project under the bidder.
68	BDS,ITB 7.1	40	Subcontracts are not allowed	According to the clause, sub-contracting is not allowed. This is acceptable. Typically the prime contractors and major system integrators get the PKI and related software components from separate suppliers. Hope this approach is acceptable. Please confirm.	Subcontracting is not allowed. Bidder has to do the integration of all the sub components. Responsibility of running the complete project under the bidder.
69	BDS, ITB 14.3	41	IV-experience in the relevant field and Detail of similar projects for which subcontractors have provided services should be provided	Point iv. States “experience in the relevant field and Detail of similar projects for which sub-contractors have provided services should be provided”. Please elaborate above requirement (mainly what sub-contractors have provided).	ITB 14 iv: Not Applicable
70	BDS, ITB 14.3	41	VII- Documents being comply with Public Contract Act - number 03 of 1987.	Point vii) states the requirement of Document being comply with PCA number 03 of 1987. When the Lead Partner is a foreign party, hope the PCA certificate shall be obtained only for the local party. Please confirm.	On behalf of the foreign partner, Local Partner can submit PCA form

71	ITB 14.1	44	<p>Point (b) states “the JV shall nominate one of the partners who shall have the authority to conduct all business for and on behalf of any and all the partners of the JV during the Bidding process and, in the event the JV is awarded the Contract, during Contract execution. This shall be evidence by submitting a Power of Attorney signed by legally authorized signatories of all the partners.”</p> <p>As per the requirements of this tender, foreign party which brings relevant experience will be the Lead Partner. In this context, can the local party be nominated as the party having authority to conduct all business for and on behalf of any and all the partners of the JV during the Bidding process and, in the event the JV is awarded the Contract, during Contract execution? Or, shall it only be the “Lead Party”? (In this case, Lead Party will be a foreign party)</p>	<p>Can the local party be nominated as the party having authority to conduct all business for and on behalf of any and all the partners of the JV during the Bidding process and, in the event the JV is awarded the Contract, during Contract execution? No Lead Party will be a foreign party</p>
72	ITB 23.2	42	<p>If the Bid Security is to be issued by a bank outside Sri Lanka that has a correspondent bank in Sri Lanka, what is the exchange rate to be used to calculate the equivalent bid security amount in foreign currency (LKR 55,000,000)?</p>	<p>Selling rate on June 09, 2025 as published by the Central Bank of Sri Lanka.</p>
73	ITB 24.2 BDS, ITB 14.3 (vi)	43	<p>With regard to the person duly authorized to sign on behalf of the Bidder, can this person be from local partner while the Lead Partner is a foreign party?</p>	<p>Clearly specified in ITB 24.2 Section II: Bid Data Sheet</p>
74	Section III, 3.7 Eligibility and Qualification Requirement s of the Bidder	52	<p>According to the requirements, foreign party of the JV / Consortium shall be the Lead Partner since the general and specific experience shall come from the Lead Partner. Please confirm.</p>	<p>Any party who meets the minimum requirement specified in 3.7 Eligibility and Qualification Requirements of the Bidder</p>

75	Section IX – Contract Forms Appendix 7. Terms and Procedures for Payment	179		Will the employer be able to do the payments to a foreign party, or will the payments be done to the local party? (In this tender, the Lead Party will be a foreign party)	Payment can be made to the JV, Local or Foreign partner
Volume II					
76	Volume II	1	System Integration Requirements	The scope of work references integration with existing systems to obtain data. However, the specifications do not identify which systems are involved, nor do they provide details on the integration methods (e.g., via custom APIs, HTTPS, etc.). Could you please provide further details?	Image Capturing, Printing, Application Enrolment systems (Architecture diagram mentioned in the bidding document) Most systems are integrate via APIs
77	Volume II		Support and Maintenance Costs	The tender does not mention the requirement to quote support and maintenance costs post-warranty period. Should these be included, and if so, could guidance be provided?	The Bidder/Contractor is responsible for system operations as per the SLA for the only full duration of the contract.
78	Volume II	4	Contract Boundaries	refers to the contract terms. Please clarify whether the contract is time-bound, volume-bound, or both.	Performance Base. Until completion of 3,150,000 nos
79		23	Security assessment from Sri Lanka CERT prior to go live	Network Isolation and SLCERT Certification: Is the intended network for this solution isolated from other DIE networks? If not, are the shared networks SLCERT certified as well?	Sri Lanka CERT security assessment to be completed before go-live for the Network, Infrastructure, Applications and ITG Controls
80		23	Security assessment from Sri Lanka CERT prior to go live	There will be a cost for Sri Lanka CERT security assessment. As we understand, SLCERT offers different rates for the government and private sector clients. Since the scope of the security assessment is not clear, please give a flat rate for all bidders to cover this scope.	Sri Lanka CERT security assessment cost could be provided only after solution architecture is provided

81	Volume II Facilities Provided by the Department of Immigration & Emigration	26		Does the scope cover other security aspects such as CCTV systems, biometric door locks, and other physical security measures, or should these be included in our costing?	Physical security will provide DI&E
82	Volume II 11.1 Exit Criteria for PKI Solution of e-Passport Implementation	28	All PKI-related data, including certificate authorities (CAs), keys, logs, and transaction records, should be transferred to the designated entity or nominated party by the department at least three months before the project's end or any other specified date during the project period. All license applicable will be renewed by employer on contract completion. The data to be transferred in secure manner for Keys and Certificates.	While the rate card does not request pricing for license renewals, Section 11.1 refers to such renewals. How should we include pricing for this in our submission?	After contract period ends or after hand over, employer will be responsible for license renewals.
83	Volume II 11.2 Exit Criteria for PKI Solution of e-Passport Implementation	28	Hardware and Software Component Handover & Procurement Record · All hardware & Software application components, including HSMs (Hardware Security Modules), servers, security appliances, and workstations, must be transferred to the department as part of the project scope. All license applicable will be renewed by employer on contract completion. · The department should have full ownership of the hardware and software application, and procurement records should be shared, including asset registration, serial numbers, and licensing details.	Section 11.2 mentions license renewals, but these are not included in the rate card. How should these be addressed?	After contract period ends or after hand over, employer will be responsible for license renewals.
84	Annexure II	34	Integration Diagram	Please clarify from the hardware devices shown in the diagram below what are the existing and what needs to be procured from this tender?	hardware devices shown in the diagram is using existing hardwares in the department. Hardware related to the this procurement bidder shall provide.

85	2. Scope of Work 11.3 Exit Criteria for PKI Solution of e-Passport Implementation	2 & 28	<p>It is clear that the relevant hardware, software, database and 3rd party licenses shall be provided by the bidder. At the pre-bid meeting, it was explained that the hardware will be deployed at the data centre of DIE located in 8th floor.</p> <p>a) Please confirm whether a Disaster Recovery (DR) site will be implemented and the bidders have to provide hardware, software, database and related equipment for DR site also?</p> <p>b) Please confirm that the department will provide the power supply with redundancy and network connectivity.</p> <p>c) Please confirm that the cost of power supply and network connectivity will be borne by the department.</p>	<p>a) Solution provided through this contract shall be flexible to expand to disaster recovery site in future.</p> <p>b) Yes</p> <p>c) yes</p>
86		4	Please explain whether Sri Lanka has the Root CA under the National Certification Authority, and will there be any impact on this with this project? Please explain.	ePassport project require its root CA compliant with ICAO
87		4	Hope the integration with existing solutions, required SDKs will be provided, and there will be no additional cost to be paid for the other service providers. Please confirm.	Employer will be paying to other service providers in such scenarios
88		4	<p>Do the 17 DIETTA 9i includes any of the below components:</p> <p>Integrated OCR Reader Integrated Barcode Reader Integrated Camera System Integrated RFID Encode</p>	Except Barcode readers others are included in the machine
89		4	Do the 17 DIETTA 9i installed in single Issuing centre?	Yes
90			Do they plan to encode the 1.8 million issued e-passport previously on border control?	There is no previously issued ePassports

91				<p>Please confirm that Printer: 1- INK 2- spare parts 3- maintenance are out of scope as per the scope of work</p>	Yes
92				Which chip Operating System is used now?	RFP Clauses remains same. Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder.
93	Volume II		Concurrent Users	Could you please specify the expected number of concurrent users for the system?	40 concurrent users
Other					
94			Unforeseen Scope Costing	The rate card does not include a section for unforeseen items. How should such items be costed or addressed in our proposal?	Bidder should cost the relevant unforeseen items as per understanding
96	Volume II Functional Requirement 7	22	5.2 Firewall Specifications	The specifications for the required firewalls are not provided. Could you please share the details?	It depends on your solution, but it should cover all required protections during the project period.
97	Volume I & III		License usage limit	What happens if the license volume (3.1 million) is reached before the five-year warranty period ends?	Will be decided when such occurs
98	Volume II		Hosting Infrastructure:	Is it expected that the application will be hosted on servers provided by the bidder?	It is clearly mentioned that the hosting servers should be provided by the bidder.
99	Volume II		Redundancy Servers	Where should the redundancy servers be located?	Airport - Katunayaka
100	Volume II		Inter-Site Connectivity Costs	Who is responsible for the cost of interconnectivity between different operational sites?	Not scope of this RFP
101	Volume II		Biometric Database Standards Compliance	Do the three existing biometric databases comply with ISO 9303 quality standards?	Yes
102	Volume II		Database Manufacturer and Version	Could you provide details on the manufacturers and current versions of the three biometric databases?	Will be provided to the selected bidder

103	Volume II		Database Support Responsibility	Do the three servers have active support agreements in place? In the event of issues related to the databases, who is responsible for their resolution?	Will be provided to the selected bidder
104	Volume II		Credential Production Architecture:	Is the credential production process centralized or decentralized? If decentralized, how many production points are there, and what is their current network connectivity status?	Centralized.

Set 3

Number	Section	Tender Clause No	Section	Page	Requirement	Question	Clarifications
105	Volume 1& 3	ITB 21.1 AND ITB 23.1	Bid Data Sheet	42	<p>Bid prices shall be quoted in only one currency. i.e US\$, EURO, LKR , etc</p> <p>AND</p> <p>Bids shall include a Bid Security in the form of Bank Guarantee issued by bank using the form included in Section IV (Bidding Forms).</p> <p>The amount and currency of the bid security shall be ; Sri Lanka Rupees Fifty Five Million (LKR. 55,000,000.00).</p> <p>The Bid Security shall be issued in favour of Controller General Department of Immigration and Emigration</p>	<p>1. Does the Bid Price and Bid Bond are required to be in the same currency. Please advice on above request.</p> <p>2. In light of these two clauses, we understand that the Bid Bond can also be submitted in USD / EUR apart from LKR (to be same as the currency of Bid Price). Please re-confirm.</p>	<p>Does the Bid Price and Bid Bond are required to be in the same currency: No</p> <p>Currency of the Bid security: USD / EUR / LKR</p> <p>Conversion rate based on the selling rate on June 09 ,2025 published by the central bank of Sri Lanka.</p>
106	Volume 1& 3	3.1.	Preliminary Examination of Technical Bids	47	3.1 (c) : PCA Form, Bid Security, Manufacturer's Authorization if applicable; and	We understand that PCA 3 form can be provided by the foreign bidder or the local bidder and hence not a must to submitted by the foriegn bidder. We hereby request you to confirm that PCA 3 from can be provided by either party in case if its a JV or a consortium.	On behalf of the foreign partner, Local Partner can submit PCA form
107	Volume 1& 3	ITB 20.5(a)	Bid Data Sheet	46	<p>For (foreign) Goods, System Software and Services supplied outside Sri Lanka shall be quoted on Delivered Duty Paid (DDP), inclusive of all taxes, stamps, custom duties, levies & fees imposed in Sri Lanka except VAT for the Goods at the time of invoicing or sales transaction, if the contract is awarded.</p>	<p>The project is a service oriented project (including software + hardware) wherein the bidder will be paid on a per booklet basis with a minimum guarantee of 60k units booklets per month.</p> <p>Hence the incoterm of Delivery Duty Paid (DDP) is not applicable. It is recommended that the same may please be removed to avoid confusion. Please confirm.</p>	<p>As the payment for the contract is contingent upon delivery, the Bidder shall incorporate all applicable taxes, excluding VAT, into the Bid Price. However, if the Bidder imports hardware and software to complete the solution, pricing shall be determined in accordance with the Incoterms "Delivered Duty Paid (DDP)," and all such costs shall be included in the Bid Price and shall not be paid separately.</p> <p>For further clarity, the Bidder shall ensure that all taxes, stamps, customs duties, levies, and fees both local and foreign are included in the Bid Price. If applicable, Only VAT shall be paid separately.</p>

108	Volume 1& 3	4.11.	Letter of Price Bid	78	(c) The price of our Bid without VAT, including any discounts offered is the sum of: [insert the total Bid Price in words and figures] (d) The price of our Bid with VAT, including any discounts offered is the sum of: [insert the total Bid Price in words and figures]	The Price Bid can be quoted in USD / EUR / LKR as per Clause ITB 21.1 (Bid prices shall be quoted in only one currency. i.e US\$, EURO, LKR , etc). Please note that VAT is not applicable if the bids are quoted in USD / EUR. It is therefore requested that clause (d) may please be removed and deleted. Kindly confirm.	Indicate Not Applicable
109	Tender Notice AND Volume 1& 3	4.2.2.	Tender Notice Clause 2(d) AND Average Annual Turnover	ND 63	Average Annual Turnover - Vol 1&3 Annual Turnover Data: Current requirement to quote Average Annual Turnover in "LKR" currency AND Tender Notice Clause 2(d) The bidder should have a minimum average annual turnover of Ten (10) million USD, as evidenced by audited financial reports, within the last three (3) years.	We understand that the bidder can submit the average annual turnover in either of LKR or Euro or USD converted with the relevant exchange rate of the respective years. Please re-confirm.	Yes
110	Volume 1& 3	4.2.2	Average Annual Turnover	63	Requirement of submission of Average Annual Turnover for 2021-22, 2022-23, 2023-24	The audited balance sheets for the latest financial year 2023-24 may not be available by the time the bid is submitted. This is normally available around mid of July / Aug 2025. We hereby request you to confirm that the bidder can submit the audited balance sheet for the previous three financial years mentioned and enclose a statement as part of the bid response. Please confirm that this is acceptable to the Department.	Yes it will be accepted
111	Tender Notice AND Volume 1& 3	4.2.5.	Tender Notice Clause 2(b)-ii AND 4.2.5 Specific Experience in Contracts of a Similar Nature	ND 67	Tender Notice Clause: "The Bidder should have delivered or have in operation at least two (02) e-Passport personalization solutions for e-Passports, supported by reference letters." AND Completion Date: Bidder shall submit completion certificates with this form	We understand that the bidder can submit either the customer reference letters or the completion certificate as an evidence. So request you to amend or allow to submit reference letters for form 4.2.5. Specific Experience in Contracts of a Similar Nature to allow customer reference letters as some projects may be ongoing ones. In such projects we cannot provide completion letters. Please re-confirm.	bidder can submit either the customer reference letters or the completion certificate: Yes. Requested details have to be mentioned.

112	Volume 1& 3	4.5. 4.5.1.	Key Personnel Key Personnel Details	70	Bidders should provide the names of at least two candidates qualified to meet the specified requirements stated for each position	<p>It is a standard practice to ask for SLA compliance by the bidder. Hence, its should be left to bidder to ensure compliance to SLA and business continuity.</p> <p>It is recommended to ask for details of minimum one candidate per position. The clause may please be amended accordingly and strict adherence to SLA be required.</p>	Submitting one key personal details per position allowed. Requirement to be amended accordingly.
113	Volume 1& 3	4.4	Approach Methodology , Project Plan and Support and Maintenance	69	Support and Maintenance: In this chapter you should propose the approach for Four (4) years support and maintenance of the system...	<p>Could you please clarify what is the duration of operation and support and maintenance? Is it 5 years? Is it 4 years? Is it 4 years and 1 month (From Phase 2 completion)? Is it 4 years and 6 month (From Phase 1 completion)?</p> <p>If it is 4 years, then from when this 4 years starts?</p>	4 years 6 month(from Phase 1 go live)
114	Volume 1& 3	4.5.1	Key Personnel Details	70	4.5.1 Key Personnel Details	Could you please clarify if the e-mail address in the table is meant for the e-mail address of the candidate or the e-mail address of the candidate's manager?	e-mail address of the candidate
115	Volume 1& 3	4.5.2	Staff Deployment Play	71	4.5.2 Staff Deployment Plan	Could you please clarify if the staff deployment plan is meant for warranty and post-warranty period only?	Staff deployment plan up to complete of the project
116	Volume 1& 3	38, 38.1, 38.2	Insurance	138,139	<p>The Employer shall be named as co-insured under all insurance policies taken out by the Contractor pursuant to GC Sub-Clause 38.1, except for the Third Party Liability, Workers' Compensation and Employer's Liability Insurances, and the Contractor's Sub-Contractors shall be named as co-insured under all insurance policies taken out by the Contractor pursuant to GC Sub-Clause 38.1 except for the Cargo Insurance During Transport, Workers' Compensation and Employer's Liability Insurances. All insurers' rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.</p>	<p>The bidders are the internationally renowned companies who would be providing bid bond, performance bond and also make a substantial upfront investment (per booklet payment model) in the project.</p> <p>The project is a service oriented project wherein the bidder shall be paid on " per passport personalized basis" that covers the software and hardware required to implement the project but the bidder will not invoice any hardware or software to the Department.</p> <p>Further, international insurance companies do not provide co-insurance as per the clause mentioned. They are open to only providing insurance to / for the insurer.</p> <p>In light of the above, these clauses are not relevant to the current project and hence may please be removed and deleted.</p>	Co-insurance not required

117	Volume 1& 3	49.1	Instruction to Bidders	38	<p>SECTION I – INSTRUCTIONS TO THE BIDDERS Clause 49.1</p> <p>Within twenty-eight (28) days of the receipt of notification of award from the Employer, the successful Bidder shall furnish the performance security in accordance with the General Conditions, subject to ITB 42.4,</p> <p>And</p> <p>Section VII – General Conditions</p> <p>13.3 Performance Security</p> <p>(a) The Contractor shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount specified in the PC.</p> <p>And</p> <p>PCC Clause 13.3 (a)</p> <p>Performance Security shall be submitted within fourteen (14) days of the notification of contract award.</p>	<p>Please clarify that successful bidder shall furnish performance security within 28 days of the notification of award from employer as per Section 1: Clause 49.1 and GCC 13.3(a)</p> <p>From our experience from other project we feel that 28days from award is required for this compare to 14 days.</p> <p>So we request PCC Clause 13.3 (a) to be updated accordingly to 28 days as in Section 1: Clause 49.1 and GCC 13.3(a).</p>	<p>The Contractor shall Performance Security, within Fourteen (14) days of the notification of Contract award. Comply to the original requirements</p>
118	Volume 1& 3	Appendix 7	Terms and Procedures for Payment	179	<p>Note: Above 10% Advance Payment shall be recovered from the payments of first 3 million personalized e-passports proportionately.</p> <p>i.e Advance recovery = (Total Advance payment * Actual Number of Personalized e-passports)/3,000,000</p>	<p>For simple and easy computation of advance recovery amount, we request you to replace 3 million personalised ePassport with 3,150,000 personalised ePassports. accordingly with each monthly payment, 10% amount shall be recoved.</p> <p>i.e Advance recovery = (Total Advance payment * Actual Number of Personalized e-passports)/3,150,000</p>	<p>Comply to the original requirements</p>
119	Volume 1& 3	12.6	Payment - Under General Condition of Contract	103	<p>Unless otherwise specified in Appendix 7 (Terms and Procedures of Payment), to the Contract, payment of the foreign currency portion of the Contract Price for Products supplied from outside the Employer's Country shall be made to the Contractor through the irrevocable letter of credit opened by an authorized bank in the Contractor's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce, Paris</p>	<p>Please clarify that in case of payment of the foreign currency portion of the contract, payable monthly to contractor shall be paid through irrevocable letter of credit opened by an authorized bank in the Contractor's Country and will be payable on presentation of the appropriate documents. OR kindly clarify the process of paying to the foriegn bidder</p>	<p>payment of the foreign currency portion of the contract will be made directly to the foreign partner</p>
120	Volume 1& 3	46.1	Termination for employers convenience	152	<p>The Employer may at any time terminate the Contract for any reason by giving the Contractor a notice of termination that refers to this GC Clause 46.</p>	<p>Bidder request to delete this clause and related clauses for termination for employers convenience. Successful bidder will invest in implementation of the PKI and personalisation solution including HW, hence employer should not have a clause of termination for convenience.</p>	<p>Comply to the original requirements</p>

121	Volume 1& 3	20.5(a) & 20.5(b) & 20.6	Bid Data Sheet	42	<p>For (foreign) Goods, System Software and Services supplied outside Sri Lanka shall be quoted on Delivered Duty Paid (DDP), inclusive of all taxes, stamps, custom duties, levies & fees imposed in Sri Lanka except VAT for the Goods at the time of invoicing or sales transaction, if the contract is awarded.</p> <p>ITB 20.5 (b)</p> <p>All the prices should be quoted on an EXW (ex - factory, ex works, ex warehouse or off-the-shelf, as applicable) basis to the SLUDI Sites /Project Sites. Bidder shall include all the costs including taxes other than VAT and local transportation costs to the bid price.</p> <p>ITB 20.6</p> <p>Prices of services shall be included to Bid Price and include all Taxes, Duties, levies, fees, whatsoever except only VAT</p>	<p>Since this offer is for Issuance System and Relevant Public Key Infrastructure components for personalization of e-Passports and Issuance of personalized e-passports and price offered will be unit rate for issuance of personalised passport, payable monthly after operation go live, can you please confirm that Bid data sheet ITB clause 20.5(a) and Clause 20.5(b) is not relevant and ITB clause 20.6 of Bid data sheet is only relevant?</p> <p>20.6 Prices of services shall be included to Bid Price and include all Taxes, Duties, levies, fees, whatsoever except only VAT</p>	<p>As the payment for the contract is contingent upon delivery, the Bidder shall incorporate all applicable taxes, excluding VAT, into the Bid Price. However, if the Bidder imports hardware and software to complete the solution, pricing shall be determined in accordance with the Incoterms "Delivered Duty Paid (DDP)," and all such costs shall be included in the Bid Price and shall not be paid separately. For further clarity, the Bidder shall ensure that all taxes, stamps, customs duties, levies, and fees both local and foreign are included in the Bid Price. If applicable, Only VAT shall be paid separately.</p>
122	Volume 1& 3	14	Taxes and Duties	104	Clause 14 of GCC Taxes and Duties Page 103.	Can you please clarify if Employer will deduct any withholding tax on monthly payment?, if yes, please provide the rate of Withholding tax applicable on each payment?	Department of Immigration and Emigration will be transferring the relevant amounts to bidder's accounts. Department of Immigration and Emigration has no responsibility over that scope
123	Volume 1& 3	14.1	Taxes and Duties	104	As per clause 14.1 of GCC, For IT Products and/or Services supplied from outside the Employer's country, the Contractor shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies, payable in the Employer's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Employer's country for the supply of Products and Services from outside the Employer's country are the responsibility of the Contractor.	Please clarify that all taxes payable in Employers country referred in this clause will exclude VAT applicable in Sri Lanka and VAT applicable in Sri Lanka shall be paid by Employer.	Depend on the government policies
124	Volume 1& 3	5	Section: Invitation for Bids	2	<p>ITB Clause 5 page 2,</p> <p>All bids must be accompanied by a Bid Security in the form of bank guarantee of not less than Sri Lankan Fifty Five Million (LKR 55 million) or the equivalent amount in a freely convertible currency in Sri Lanka.</p> <p>ITB 23.1 of Bid Data sheet Page 42</p> <p>The amount and currency of the bid security shall be ; Sri Lanka Rupees Fifty Five Million (LKR. 55,000,000.00).</p>	Can you please clarify that bidder can provide bid security of equivalent amount in a freely convertible currency in Sri Lanka?	Yes

125	Volume 2	5.4	7. Functional & Non-functional Technical Requirements & Compliance		Proposed Solution architecture (Production site) provides High Availability of 99.50% uptime.	<p>Could you please clarify how is the link between this High Availability requirement with the requirement in Table 1 page 30?</p> <p>Does clause 5.4 refer to the maximum High Availability as some component in table also have 95% uptime? Request you to update this 5.4 requirement accordingly</p>	This will be corrected to 95%
126	Volume 2	5.9	7. Functional & Non-functional Technical Requirements & Compliance	23	The selected bidder shall provide 5 years of operation, support and maintenance for proposed issuance and PKI system.	<p>Table of Implementation Schedule in page 4 mentions operational period of 4 years and 1 month.</p> <p>Could you please clarify what is the duration of operation and support and maintenance? Is it 5 years? Is it 4 years and 1 month? Is it 4 years 6th Month?</p>	4 years 6 month(from Phase 1 go live)
127	Volume 2	5.1	7. Functional & Non-functional Technical Requirements & Compliance	23	Security assessment from Sri Lanka CERT prior to go live.	<p>a) Could you please elaborate on what is required from the bidder to support Sri Lanka CERT prior to go live so that bidder can assess the required tasks?</p> <p>b) Who will be responsible for the cost of the Sri Lanka CERT?</p> <p>c) Could you please clarify if the CERT is required for annual renewal and certification / audit support cost will be under DI&E scope?</p> <p>d) What are the security compliances that bidder needs to implement and will be assessed / audited by Sri Lanka CERT for this RFP?</p>	<p>a) Sri Lanka CERT security assessment to be completed before go-live</p> <p>b) Cost of the assessment to be borne by the Bidder</p> <p>c) Comprehensive Security Assessment need to be done annually and major changes to the system</p> <p>d) Information & Cyber Security Policy for Government and industry frameworks https://www.onlinesafety.lk/database/FAINAL%20BOOK%2013%2001%202023_opt%202ND.pdf</p>
128	Volume 2	10	Training Approach	28	Interoperability & Integration Training Module: PKI integration with border control, visa systems, and international standards	Since integration with border control and visa systems are out of the scope of the project, could you please clarify what is expected from bidder on this training? Are you referring to the National PKD training?	Required training related to how the proposed system integrates with other systems.
129	Volume 2	12	Performance requirements for the system	30	Table 1: 1.11 Information Security Applications	Could you please clarify what does Information Security Applications refer to?	Any hardware or software based security controls / applications used for securing the proposed solution

130	Volume 2	12	Performance requirements for the system	30	<p>The SLA parameters shall be measured on the availability of system in business days and the SLA reports shall be made available to the purchaser at the same time</p> <p>Table 1: For each 0.1% drop in performance from the required level, 0.001% Contract Price penalty will be imposed.</p>	<p>a) Could you please clarify how is the penalty / reporting calculated?</p> <p>b) Is the SLA calculated only for business days and business hours? Request to clarify which days are considered as business days applicable for this project. Example : Will it be Monday to Friday 8 am to 5 PM excluding public holidays of DI&E?</p> <p>c) If yes, can detail business days and business hours in a month is used for the calculation?</p> <p>d) Could you please clarify whether the calculation will be made on monthly basis or yearly basis?</p>	<p>a)Based on system performance and log reports, a penalty will be imposed on the monthly bill for each SLA violation, in accordance with the SLA..</p> <p>b) 8 am to 5 pm</p> <p>c) Yes</p> <p>d) Annually</p>
131	Volume 2	12	Daily Performance Indicators	31	<p>Table 2: Recovery time objective (RTO) is set at 20 minutes with zero data loss. 1% penalty will be imposed on the monthly bill for every 5-minute delay beyond the RTO.</p>	<p>a) Could you please clarify how is the penalty / reporting calculated?</p> <p>b) Could you please confirm that the calculation will be made on monthly basis?</p>	<p>a) System performance and log reports: A 1% penalty will be imposed on the monthly bill for every 5-minute delay beyond the RTO. Payment will be released after deducting the applicable penalty amount.</p> <p>b)monthly basis</p>
132	Volume 2	12	Severity Levels	32	<p>Table 4: Severity Levels</p> <p>3.2 High: Resolution within 2 hours and will put commercially reasonable effort to restore the service to its workable condition on best effort basis.</p>	<p>Clause uses word resolution and restore. There is a difference between restoration time and resolution time. Restoring system within 2 hours is Ok. But resolution within 2 hours is very aggressive and not possible to achieve.</p> <p>Could you please confirm that "resolution" here is a typo and should be updated to "restoration"?</p>	<p>Restoration within 2 hours and will put commercially reasonable effort to restore the service to its workable condition on best effort basis.</p>
133	Volume 2	12	Severity Levels	32	<p>Table 4: Severity Levels</p> <p>3.3 Moderate: Resolution within 3 business days and will put commercially reasonable effort to restore the service to its workable condition.</p>	<p>There is a difference between restoration time and resolution time. Resolution within 3 business days may not be possible.</p> <p>Could you please confirm that "resolution" here is a typo and should be updated to "restoration"?</p>	<p>Restoration within 3 business days</p>
134	Volume 2	1.5	Functional requirements for PKI system	5	<p>1.5 The selected Bidder must facilitate and guide the DI&E in relation to the formalities required in obtaining the ICAO-PKD membership (including preparation of the relevant documents, reports, samples).</p>	<p>Could you please clarify what is timeline for ICAO-PKD membership application?</p> <p>PKI will be operated by purchaser, so all the cost will be born by purchaser. Could you please clarify here you mean the bidder needs to provide technical support during procedure for ICAO-PKD aside from documentation?</p>	<p>ICAO-PKD membership cost will be born by Department of Immigration & Emigration</p>
135	Volume 2	5.6	General Requirements of Overall Solution	23	<p>The selected bidder shall install and integrate proposed system with existing DI&E systems.</p>	<p>Could you please clarify what are "existing DI&E systems?</p>	<p>Refer Annexure 2 of Volume II</p>

136	Volume 2	12	Performance requirements for the system	30	[1.6] of Table 1: Availability of Document Signer (DS) /Document Verifying Certification Authority (DVCA) -> Anual Performance ... <99.50. and [1.5] of Table 1: NPKD (interfacing with ICAO PKD)---> Anual Performance ... <99.50.	Based on our project experience while Document Signer (DS) performance is needed <99.50, but for Document Verifying Certification Authority (DVCA) and NPKD (interfacing with ICAO PKD) it is not required to be live all the time operatrionally. So request you to change DVCA and NPKD performance needed to <95.00 similer to CSCA and CVCA in clause 1.4 of same table. This will help purchaser as well in getting better price without compromising on overall functioning of operatrion as all bidders then need not put additional components to meet <99.50 performance.	During the Business critical time 99.5 is required. Rest of the time 95.00 is sufficient.
137	N/A	N/A	N/A	N/A	Address	<p>Kindly confirm the correct address to be used in the following documents:</p> <ul style="list-style-type: none"> • Declaration Letters • Letter of Authorization • Legal Documents • Cover Letter • And any other applicable documents. <p>If we do not receive any confirmation, we will proceed with using the address listed in the IFB, as follows:</p> <p>Controller General - Department of Immigration and Emigration 5 th floor, Suhurupaya, Sri Subhuthipura Road, Battaramulla, Sri Lanka</p>	Controller General - Department of Immigration and Emigration 5 th floor, Suhurupaya, Sri Subhuthipura Road, Battaramulla, Sri Lanka
138	Volume 1 & 3	4.5.2. Staff Development Plan	Section IV-Bidding Forms	71	The following format should be used to detail the staff to be deployed by the bidders for Design, Implementation, support services during warranty and post warranty period.	Why 5 Columns are Included to mark the Staff Deployment Plan	it is a sample format
139	Volume 2	2. Scope of Work Page 02	Existing DI&E monitoring system	2	Infrastructure provided through this contract shall be able to integrate with existing DI&E monitoring system.	<ul style="list-style-type: none"> • What monitoring system is DI&E currently using? • Please specify the current monitoring system's technical specifications, including integration protocols supported and communication interfaces that our solution must connect with. 	The DI&E system operates its own Network Operations Centre (NOC), which is responsible for monitoring the network, hardware, applications, and databases. Technical Specification will be provided to selected bidder
140	Volume 2	2. Scope of Work Page 02	authorized users	2	o. Administrative privileges to be provided by the system for authorized users of DI&E and training to be given on the same	Kindly confirm the number of administrative users requiring privileges and the key administrative roles needed	5 users

141	Volume 2	5. Existing Printing Machine details Page 04	Printers	4	Diletta 900i	Please confirm if all 17 Diletta 900i printers support both graphical printing and chip encoding capabilities required for e-Passports.	Yes
142	Volume 2	1. Functional Requirements for PKI System Page 05	Scope	5	1.5 The selected Bidder must facilitate and guide the DI&E in relation to the formalities required in obtaining the ICAO-PKD membership (including preparation of the relevant documents, reports, samples).	Kindly explain the expected scope of the bidder?	The selected bidder must facilitate and guide the DI&E in relation to the formalities required in obtaining the ICAO-PKD membership (including preparation of the relevant documents, reports, samples). process.
143	Volume 2	1. Functional Requirements for PKI System	Very flexible and user-friendly manner	5	1.6 The proposed solution shall provide the total management of keys and certificates used to sign personalized eMRTD. The solution shall handle all aspects of key, certificate creation,	Please define your expectations for "flexible and user-friendly" key management, including key ceremony procedures, certificate lifecycle automation, and any specific UI/UX requirements for non-technical users.	Should easily adapt to requirements while remaining simple and intuitive for DI&E users to operate.
144	Volume 2	Page 05	Various user roles	9	management, revocation and associated policies in a very flexible and user-friendly manner	Please specify the number and types of user roles required for the DS system, and the key permission sets needed for each role.	4 users User roles will be defined with the winning bidder on the workshop.
145	Volume 2	1. Functional Requirements for PKI System	Various user roles	11	1.26 The DS shall have Role-Based Access Control (RBAC) to manage the various user roles and their access to system functionalities.	Please define the number of administrative and operational roles required for KMS, and specify the key scenarios requiring dual control authorization.	4 users User roles will be defined with the winning bidder on the workshop.
146	Volume 2	2. Functional Requirements of Personalization Solution	Windows operating system	13	2.15 Client applications shall support Windows operating system.	Please specify which Windows versions must be supported (e.g., Windows 10/11) and any specific requirements regarding domain integration.	Windows 10 or 11
147	Volume 2	Page 13	user roles	15	2.26 The personalization solution shall provide customizable production dashboard containing the	Please specify the number of user roles requiring dashboard access and the key performance indicators each role needs to monitor.	5 users User roles will be defined with the winning bidder on the workshop.
148	Volume 2	2. Functional Requirements of Personalization Solution	Active Directory	15	most important production KPIs in one central point of access in order to track and optimize	Please clarify if the solution should integrate with an existing DI&E Active Directory infrastructure or if a new AD deployment is required.	Existing AD
149	Volume 2	2. Functional Requirements of Personalization Solution	user roles	16	2.33 The user interfaces of the personalization solution shall be role-based, providing different	Please provide the number of distinct user roles requiring different interfaces and the key functional differences needed between roles.	This will be defined with the winning bidder on the workshop.
150	Volume 2	Page 16	data retention	17	user interfaces and functions depending on the user role. Critical	Please note that the solution sizing may vary depending on the data retention period.	Retention period is 30 days

151	Volume 2	2. Functional Requirements of Personalization Solution	End Point Protection	22	2.37 The personalization solution shall be dynamically configurable to securely delete any personal data within a pre-defined data retention period after document production. The	In order to proceed with accurate sizing, we kindly request you to provide an indication of the expected data retention duration.	Retention period is 30 days
152	Volume 2	5. General Requirements of Overall Solution Page 23	existing DI&E systems	23	5.6 The selected bidder shall install and integrate proposed system with existing DI&E systems	In addition to the systems mentioned in the document, kindly confirm whether there are any other DI&E systems that need to be integrated with the proposed solution.	Image Capturing, Printing, Application Enrolment systems (Architecture diagram mentioned in the bidding document)
153	Volume 2	5. General Requirements of Overall Solution Page 23	Training	23	5.7 The selected bidder shall propose the trainings for the administration, operation and supporting teams	<p>Please specify the number of personnel to be trained for each module?</p> <ul style="list-style-type: none"> • Introduction to PKI & e-Passport • Certificate Authority (CA) Operations • Key Management & HSM Operations • e-Passport Issuance System • PKI Infrastructure Security & Compliance • Incident Response & Disaster Recovery • Interoperability & Integration 	All together 100 officers
154	Volume 2	09. Facilities Provided by the Department of Immigration & Emigration Page 26	Data Centre Location	26	a. Data centre & Office space to host relevant IT equipment. 5.3 The infrastructure must be fully hosted within the territory and jurisdiction of Sri Lanka at a location agreeable to the DI&E.	<p>As per point 5.3, it is stated that the data centre location should be within Sri Lanka, which is agreeable to DI&E. However, under the DI&E facilities section, it is also mentioned that a data center will be provided.</p> <p>We kindly request clarification on whether DI&E will be providing the data center infrastructure, or if the bidder is expected to provision a local data center within Sri Lanka.</p>	Space, Network and electricity will be providing DI%E
155	Volume 2	12. Performance requirements for the system Page 30	business days	30	The SLA parameters shall be measured on the availability of system in business days and the SLA reports shall be made available to the purchaser at the same time	Please define what constitutes a "business day" for SLA calculation, including specific working hours and any exclusions for scheduled maintenance windows.	8 am to 5 pm
156	Volume 2	12. Performance requirements for the system Page 30	Annual Performance Achieved (%)	30	1.6 Document Verifying Certification Authority (DVCA)	Please clarify why DVCA requires 99.50% availability when other PKI components require 95.00%, and whether a standardized 95.00% availability would be acceptable.	This will be corrected to 95%

157	Volume 2	12. Performance requirements for the system Page 30	Annual Performance Achieved (%)	30	1.8 Availability of Personalization Software for Workstation	<p>The availability of the personalization software for each workstation depends on the workstation itself. Therefore, we kindly request you to confirm the number of workstations that will be provided by DI&E.</p> <p>Additionally, please confirm whether the provision and readiness of these workstations will not impact the SLA commitments outlined in the document.</p>	Currently 17 workstation.
158	Volume 2	5. General Requirements of Overall Solution, Page 21	Infrastructure Hardware and software required for the proposed solution	21	1. The selected bidder must supply and maintain all specialized and general hardware/software components that are required to fully implement the PKI infrastructure as per ICAO 9303 recommendations. Below minimum hardware and software shall be provided by the selected bidder.	<p>Do we need to provide separate manufacturer authorization letters from all the associated hardware and software principles/ vendors or only for the core items such as DVCA/ CA etc?</p> <p>If yes, is it mandatory to follow the given manufacturer authorization letter format on the RFP? Or is it possible to follow a standard layout from the principal?</p>	Yes. Any legally acceptable format.
159	Volume 2	09. Facilities Provided by the Department of Immigration & Emigration Page 27	Test Environment	27	1. Ensuring availability of test data during development stage	<p>In addition to the provision of test data, will DI&E also provide access to the test environments of the existing systems that need to be integrated with the proposed solution, in order to validate integration functionality during development?</p>	DI&E will provide access to the existing system during the testing period
160	Volume 2	4. Functional Requirement for Inventory Management system Page 20	Dual Control	11	1.38 The KMS shall have Role-Based Access Control (RBAC) to manage the various user Roles and their access to system functionalities. It shall support Dual Control for access to the most secure data or functionalities	<p>Kindly elaborate on the implementation expectations for "Dual Control". Does it refer to functionality, multi factor authentication, or another form of access control?</p>	Dual Control for this requirement means two different user roles are required to authenticate to the system before performing sensitive functions.
161	Volume 2	4. Functional Requirement for Inventory Management system Page 20	ERP System	20	4.8 Able to be integrated with other ERP system.	<p>Please specify the ERP systems currently in use that need to be integrated with the proposed solution. Additionally, will these ERP systems remain unchanged throughout the project duration?</p>	Image Capturing, Printing, Application Enrolment systems (Architecture diagram mentioned in the bidding document)
162	Volume 2	4. Functional Requirement for Inventory Management system Page 20	Physical Destruction	20	4.6 Inventory Management system shall manage physical destruction process of secure documents with generation of certificate of destruction.	<p>Please clarify what constitutes "Physical Destruction" in this context. What types of documents or items are subject to destruction? Also, will the destruction tools or services be provided by DI&E, or is the bidder expected to supply them? Who will be responsible for issuing the Certificate of Destruction?</p>	Destruction will be carried out by DI&E by using existing DI&E machines. But Inventory management system should have an option to input these details and should be able to generate reports whenever required.
163		General	General		General	How many sample booklets will be provided by DIE?	5000 booklets

164		General	General		General	Will DI&E assign a dedicated human resource contact within the implementation and after go-live to assist the project team with ongoing support and clarification needs?	Yes
165	Volume 2	2. Functional Requirements of Personalization Solution	15	2.28 The personalization solution shall enable exporting of the report into different file format including, but not limited to, PDF and EXCEL files format.	Do bidder have to propose required Microsoft Office license and other software license to open these report in workstation and servers? or it will be purchaser scope? Kindly confirm.	DI&E has Microsoft Office License	
166	Volume 2	5.10 and 5 General Requirements of Overall Solution and Implementation Schedule	and 3&4	"5.10: Security assessment from Sri Lanka CERT prior to go live " and 5. Implementation Schedule , Under 2 (Pahse 1) , 11th Point and Under 3 (Pahse 2), 7th Point. "Sri Lanka CERT security assessment"	Sri Lanka CERT assessment will need few months to complete. So request you to remove Sri Lanka CERT assessment at Phase 1 Go live as it will be difficult to complete then Phase 1 Go live within 6 month with Sri Lanka CERT. Our understanding is that Sri Lanka CERT Security assessment can start only after complete system is ready. So kindly allow Sri Lanka CERT Security assessment to start after Phase2 completion.	Sri Lanka CERT assessment to be accomplished before go live	

Set 4

Number	Section	Page No.	Requirement	Question	Clarification Provided by
Volume I & III					
167	ITB 7.1	44	Subcontracts are not allowed	If subcontractors are not allowed, does it mean the only way to have two companies working together is under joint venture. Does it also include suppliers (such as HP, IBM or other IT equipment suppliers)?	Bidders may purchase equipment, software, etc. from the OEM. If a bidder is not the OEM, then they shall submit the manufacturer's authorization.
168	Section III - 3.3.2 - item 5 (3.4)	53	DR including Backup, Replication (Comply with SLA and system update plan without service interruptions)	How can this element be scored as there is a request for no DR site? In scope of work Section VI, item 2.n page 6, DR is presented as a possible future expension	Solution provided through this contract shall be flexible to expand to disaster recovery site in future.
169	3.7.6. General Experience	53	The Bidder should have at least five (05) years of experience in e-Passport personalization and issuance solution implementation prior to the Bid Submission Deadline.	Suggestion The Bidder should have at least five (05) years of experience in ICAO compliant Identity Document personalization and issuance solution implementation prior to the Bid Submission Deadline.	Clause remains same
170	3.7.7.2. Specific Experience	54	At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution	Does this requirement ask for the reference system to be operated by the own staff of the bidder or it only means delivered by the bidder?	Bidder operated means the bidder is responsible for the complete operation of personalization and issuance system. The bidder takes ownership of the project, including managing resources (In Sri Lanka it will be managing the health of the PKI & Perso system operations on site, while Department of Immigration and Emigration personnel do the personalization, apart from coordinating work with Department of Immigration and Emigration, and ensuring quality control performance)

171	3.7.7. Specific Experience	54	1)The Bidder should have completed the implementation of an e-Passport personalization and issuance solution, issuing a minimum of Three (3) Million ePassports using the system in the role of a contractor, within at least the last five (05) years prior to the Bid Submission Deadline	Suggestion The Bidder should have completed the implementation of an ICAO Compliant Identity Document personalization and issuance solution, issuing a minimum of Three (3) Million ICAO Compliant Identity Document using the system in the role of a contractor, within at least the last five (05) years prior to the Bid Submission Deadline	Clause remains same
172	3.7.7. Specific Experience	54	2)The Bidder should have delivered or have in operation at least two (02) e-Passport personalization solutions for e-Passports, supported by reference letters. The minimum value of each project must not be less than fifteen (15) million USD, and the projects must have been completed or operational within the last five (05) years prior to the Bid Submission Deadline. At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution	2) The Bidder should have delivered or have in operation at least two (02) ICAO Compliant Identity Document personalization solutions, supported by reference letters. The minimum value of each project must not be less than fifteen (15) million USD, and the projects must have been completed or operational within the last five (05) years prior to the Bid Submission Deadline. At least one (01) of these projects must be for e- Passport with a bidder-operated issuance service project, including a PKI solution.	Comply to the original requirements
173	Volume 1& 3 Section IV Bidding Forms	64	Evidence of Access to or availability of Credit Facility – Form 4.2.3.1 Format for the credit facility letter from the bank.	As per the Bank , the exact format given in the RFP ,Will Not Be Provided Hense we request to allow to submit bank letters with the values in a different format .	The bank format is acceptable, but the bidder must ensure the accuracy of its content.
174	Volume 2 Scope of Work 2.a	1	The Bidder shall design the Personalization and Issuance system with DI&E and install, test,commission all required components at the DI&E site as part of this contract.	Since the personalization system will be commissioned at the DI&E site, will all the site preparation and network infrastructure to other DI&E systems being provided by DI&E?	Yes
				Since one site for the personalization system has been mentioned, does it means that the personalization system proposed should be a centralized solution?	As per RFP

175	Volume 2 Scope of Work 2.b	1	The Bidder shall design a component to aggregate Demographic, Photo and Fingerprint data from different existing DI&E system and install, test, commission all required components for the system at the DI&E site as part of this contract.	The personalization system is required to retrieve data (fingerprint, photo, etc.) from various existing systems. Are these systems located in the same data centre with the new personalization system? If not, who will be responsible to provide network connection to these systems? In addition, will there be any defined protocol to access and retrieve data from the existing DI&E systems?	DIE will provide the network infrastructure, and the main application data will be transferred to the middleware. The selected bidder shall be responsible for integrating with the middleware, photo studio server and document scanning server. Also delivering a complete printing solution
176	Volume 2 Scope of Work 2.g	1	All the IT infrastructure, 3rd party software solutions including racks and peripherals relevant to above systems to provided as part of this contract.	<p>There are several system components requested in the tender such as,</p> <ul style="list-style-type: none"> · Travel Document Inventory · Document Signer · nPKD · Integration Layer · Issuance System · CSCA · CVCA · DVCA · HSM <p>There will be many users performing several functions on the above components. Does the supplier have to supply equipment and peripherals to access these systems such as laptops / desktops, printers, barcode readers etc.?</p>	Yes
177	Volume 2. Scope of Work k.	2	Solution provided through this contract shall be able to successfully personalize ePassport selected by DI&E as per relevant ICAO 9303 (8th edition).	<p>Required solution has to handle both printing & ePassport chip writing both or only ePassport chip writing?</p> <p>Is the passport's chip already loaded with the LDS 1.8?</p> <p>Is the passport supplier providing the electrical personalisation script?</p> <p>Is there a requirement to personalize already issued passports too?</p>	<p>Both printing & ePassport chip writing has to be done</p> <p>No, Bidder has to write the data to the chip according to ICAO 9308, no structure is created in the chip</p> <p>No</p>
				Are you expected the personalization system would drive the existing 17 Diletta 900i to meet the booklet personalization requirements? Or contractor should propose new personalization machine for the solution?	No existing printer should be integrated

178	Volume 2	4	5. Existing Printing Machine details	Do the Dilettta i900 printers include a built-in RFID reader/writer for passport chip personalization purposes? If yes, what are the specifications for the RFID reader's make and model?	Yes. Specification will be provided to the selected bidder
				The Dilettta 900i is printing in inkjet and requires additional laminator machine for lamination of passport datapage. Is there any existing laminator machine supporting personalization. Any additional will be	Lamination machines are available and no additional are required.
				If the personalization system needs to drive the existing equipment (including Dilettta personalization machine and laminator, etc.), will the related consumable items (printing ink, lamination rolls, etc.) be supplied by tenderer or contract bidder?	Lamination machines are available and no additional are required.
179	Volume 2 2.11	13	The personalization solution shall support centralized, distributed and mixed issuance scheme	DE&I has regional offices in Matera, Kandy, Vavuniya and Kurunegala. Do we need to support printing and personalization of passports in these branches or passports are printed and personalized in only head office in Colombo?	Only head office in Colombo
				Any future expansion during the next 5 years for the branch network?	Future expansion may be possible In case it may be requested through CR
				Which branches will be operated on centralized mode, which once operated in distributed mode?	Only head office in Colombo
				For the branches which operate in distributed mode (printing & personalization happens at branches), specify the throughput expected and the future upgrade plans.	Only head office in Colombo
180	Volume 2	27	10. Training Approach	Is there any estimation regarding the number staff to be trained for the production rollout of the project?	Around 100 officers
181	Volume 2 Performance requirements for the system	30	Table 1: Annual Performance Indicators	Since the personalization system needs to have 99.5% availability and there is no DR site for this project, will the system outage caused by events beyond the scope of personalization system (e.g. electricity outage, internet connection failure, site disaster, etc.) being exempted from calculation of system availability?	Yes
		31	Table 2: Daily Performance Indicators	The Recovery Time Objective (RTO) should be less than	Site disaster RTO is accepted

182	Volume 2	34	Annexure 2: Integration Diagram	<p>In Annexure 2 section of the PROCUREMENT DOCUMENT (Volume 2), the architecture diagram depicts a database called "Middleware Application". Please describe this.</p>	<p>Approved application details will transferred to the middleware. Signature details at Document Scanning server also Passport Image at Photo studio server. These three servers should be integrated with the new personalization.</p>
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No.	Section No	Page No	Requirement	Question	Clarification Provided by Contracting Authority
183	Sec III - Evaluation & Qualification Criteria, 3.7 Eligibility and Qualification Requirements of the Bidder	55	<p>3.7.7. Specific Experience</p> <p>2). The Bidder should have delivered or have in operation at least two (02) e-Passport personalization solutions for e-Passports, supported by reference letters. The minimum value of each project must not be less than fifteen (15) million USD, and the projects must have been completed or operational within the last five (05) years prior to the Bid Submission Deadline. At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution</p>	<p>What is the definition of “bidder operated”? Does this mean that bidder own and manage a team of resources that manage the personalization center operations?</p> <p>Issuance service are generally carried out by Government civil staff as they are handling confidential and sensitive personal data of applicants. System is handed over to government staff to operate while system vendor will provide technical support to make sure system runs smoothly.</p> <p>For this project, we will have our local partner to perform this activity with SOP that is reviewed and confirmed with government, to ensure sufficient measures are in place to operate the applicants data.</p>	<p>Bidder operated means the bidder is responsible for the complete operation of personalization and issuance system.</p> <p>The bidder takes ownership of the project, including managing resources (In Sri Lanka it will be managing the health of the PKI & Perso system operations on site, while Department of Immigration and Emigration personnel do the personalization, apart from coordinating work with Department of Immigration and Emigration, and ensuring quality control performance)</p>
184	Sec IV Bidding Forms	65	4.2.3.1 Evidence of Access to or Availability of Credit Facilities	Please allow for some flexibility in the template given for letters issued by banks as they are usually reviewed and approved by the legal department prior to release and may not follow the given template 100%.	The bank format is acceptable, but the bidder must ensure the accuracy of its content.
185	Sec IV Bidding Forms , 4.4. Approach Methodology, Project Plan and Support and Maintenance	69	Availability of Island Support	Please confirm what is "Island support"? Is this a typo error?	No need to mention in the technical proposal "Availability of Island Support "
VOLUME 2					

186	Schedule VI Schedule of Requirements, 5. Implementation Schedule, L No. 2	4	5. Existing Printing Machine details Printers : Diletta Model : 900i Qty : 17	<p>1. Please note that the existing Diletta 900i printers would need to have chip encoders to complete the Personalization process. Can we assume that the encoder is not part of the scope of this tender?</p> <p>2. Do the current Diletta printers already have a workstation connected to each printer?</p> <p>3. What is the make and model of the lamination machine currently?</p>	<p>1. Yes, not a part of tender</p> <p>2. Yes</p> <p>3. Not relevant to the bidder</p>
187	Schedule VI Schedule of Requirements, 7. Functional & Non-functional Technical Requirements& Compliance, 1. Functional Requirements for PKI System	5	1.2 The CSCA, DS, CVCA, DVCA, nPKD (including interface to ICAO PKD), KMS, HSM shall be provided by the winning Bidder.	Please confirm if DI&E will pay for the annual subscription fees to ICAO PKD.	Yes
188	Schedule VI Schedule of Requirements, 7. Functional & Non-functional Technical Requirements& Compliance, 2. Functional Requirements of Personalization Solution	12	2.2 The personalization solution shall be composed of separate modules of which each of the module handles their own separate tasks	Please confirm if separate modules mean surface print, chip encoding and passport laminating module?	No, As per the RFP
189	Schedule VI Schedule of Requirements, 7. Functional & Non-functional Technical Requirements& Compliance, 2. Functional Requirements of Personalization Solution	15	2.31 The personalization solution shall rely on Active Directory for the user or role management	1. Can we assume that the proposed solution will interface to existing AD, which is provided by DI&E.	Yes
190	Schedule VI Schedule of Requirements, 7. Functional & Non-functional Technical Requirements& Compliance, 4. Functional Requirement for Inventory Management system	21	4.11 Inventory Management system shall notify external system on specific stock events (stock entry, stock removal)	Please state the external system that needs to be integrated with Inventory Management.	Main DB

191	Schedule VI Schedule of Requirements, 7. Functional & Non-functional Technical Requirements& Compliance, 5. General Requirements of Overall Solution	22	The infrastructure must be fully hosted within the territory and jurisdiction of Sri Lanka at a location agreeable to the DI&E. The DI&E shall have full ownership of the title, authority and access to such equipment, without any reservation or restriction from the date of commissioning of the new system.	Will the location be at DI&E data centers or bidder needs to propose and cover the cost at other location?	DI&E Data Centre Head office
192	9. Facilities Provided by the Department of Immigration & Emigration	26	a. Data centre & Office space to host relevant IT equipment	2. 1. Is the Passport Personalization system and existing 17 units of Dilettia 900i printers centralised in one location / perso center? 2. Do bidders need to supply additional personalization printers?	1. Yes 2. No
193	9. Facilities Provided by the Department of Immigration & Emigration	26	g. Ensuring the support and software update from existing database vendors to integrate with the new personalization system	Please confirm what database software/RDBMS does Bidder need to integrate the new personalization system with?	Should be able to integrate with all commercially available DB softwares.
194	-	-	-	Is the passport packaging done using DI&E's existing system? Will the packaging process be managed by DI&E staff?	Out of the scope
195	-	-	-	Will the new personalization system be setup within same network segment as the current enrolment database and/or other modules?	Yes.
196	-	-	-	Can we assume that existing DC infrastructure can be utilized such as Firewall, Network Switch, Load Balancer	For the scope of project, firewall, network switch and load balancer should be provided by the bidder.
197	-	-	-	Will the E-Passports be issued within the same business day as application or within few days after application?	One day service and normal service will be available

Set 6

IDNo.	Volume	Section	Reference	Query/Remark	Clarifications
198	Volume 1 & 3	Section II	ITB 2.1 Source of Funds Government of the Democratic Socialist	We understand that the DIE is looking to pay on a monthly basis. Can you confirm that the complete budget is already allocated from the Government side upon issuance of the tender?	This procurement is proceeded under government policy decision.
199	Volume 1 & 3	Section II	ITB 7.1 Subcontracts are not allowed	There are many suppliers of PKI that commonly provide their platform to the Prime Bidder/System Integrator. Is it considered subcontracting?	No Change Comply to the original requirement
200	Volume 1 & 3	Section VIII	28. Completion Time Guarantee	Can you clarify how do you plan to manage contractually the yield, for instance when a passport cannot be personalized due to its defectiveness, linked to the supplier, etc...	Department will take in to account only the successfully personalized
201	Volume 2	VI 2.	5. Implementation Schedule	Can you detail your needs in terms of data migration?	Not relevant
202	Volume 2	VI 2.	5.7	How many personnel shall be trained and what is your expected	Around 100 officers
203	Volume 2	VI 5.	5. Existing Printing Machine	Can you confirm the capability of printers (Diletta 900i) to support	Intergrated RFID encoder.
204	Volume 2	VI 5.	5. Implementation Schedule	What types of certifications of the system will be required on top of Sri Lanka CERT?	Sri Lanka CERT security assessment to be completed before go-live for the Network, Infrastructure, Applications and ITG Controls
205	Volume 2	VI	2.37	What is the data retention period?	Will be keep for 30 days
206	Volume 2	VI	3. Functional Requirements of	What is the target batch size for quality control?	All the daily issuance
207	Volume 2	Annexure 2	Annexure : 2 - Integration diagram.	Can you provide details on the existing DI&E systems we should integrate with? Especially interface type, numbers, integration mode	Please refer the Diagram - Annexure 2 of volume II.
208	Volume 2	VI	09. Facilities Provided by the Department of Immigration & Emigration	Can you provide the exact list of deliverables that will be issued by existing or future supplier of booklets regarding the chip personnalization (Operating System SDK...) to enable proper interfacing. If there are any cost of integration associated with the existing or future supplier of booklets, is DIE going to cover it?	RFP Clauses remains same. Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder.
209	Volume 2	Annexure 1	e- Passport High Level Technical Specifications	Please specify what is the chip type and OS version of current ePassport?	RFP Clauses remains same. Volume II, Annexure 1. More details if required will be discussed during workshop with winning bidder.

210	Volume 2	Annexure 1	e- Passport High Level Technical Specifications	Please specify if the personalization will still require to include Jura IPI and Letterscreen security features as part of the tender requirement (as	No
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7th Set

#	Tender Clause No	Section	Page	Requirement	Question	Clarification Provided by Contracting Authority
211	7.1.1–7.1.3			CSCA Support	Must support Country Signing Certification Authority (CSCA)	Please refer section VI
212	7.1.1, 7.1.6, 7.1.19–7.1.24			DS Support	Document Signer compliant with ICAO 9303	Please refer section VI
213	7.1.1, 7.1.16–7.1.18			CVCA/DVCA Support	Extended Access Control support	Please refer section VI
214	7.1.1, 7.1.28–7.1.39			KMS with HSM	Integrated key management system with FIPS 140-2 Level 3 HSM	Please refer section VI
215	7.1.1, 7.1.13–7.1.15			PKD & LDAP	National PKD with interface to ICAO PKD via LDAP	Please refer section VI
216	7.1.14, 7.1.10			Key Rollover	Scheduled key rollover policy for CSCA and DS	Please refer section VI
217	Exit Criteria #3			CP/CPS	Certificate Policy / Certification Practice Statement	Please refer section VI
218	7.1.26, 7.1.38			Role-Based Access Control	RBAC for all PKI roles (Admin, Operator, Auditor)	Please refer section VI
219	7.1.27, 7.1.39			Audit Logging	Detailed logs for operations, access, key usage	Please refer section VI
220	7.1.11–7.1.12, 7.1.33			Crypto Support	RSA, ECC, AES, SHA2+, RSASSA-PSS, ECDSA	Please refer section VI
221	7.1.13–7.1.15			CRL & OCSP	Certificate revocation via CRL and optional OCSP	Please refer section VI
222	7.1.31			HSM Certification	FIPS 140-2 Level 3 or EAL4+	Please refer section VI
223	7.1.6, 2(a), 2(b), 2(e)			API Integration	PKI system to integrate with personalization system via REST/SOAP	Please refer section VI
224	7.1.3, 7.1.15			ICAO Compliance Test	Validation against ICAO tools or simulator	Please refer section VI
225	2(n), 5.4			Backup & Disaster Recovery	Support for key backup, redundancy, DR site expansion	Please refer section VI
226	9(o), 9(p)			Secure Key Ceremony	Key generation and import via dual control process	Please refer section VI

227	7.1.22, 7.1.25			Interoperability	Compatibility with multiple eMRTD suppliers	Please refer section VI
228	7.1.8, 7.1.35			Lifecycle Management	End-to-end key lifecycle functions: generate, revoke, renew	Please refer section VI
229	2(h), Exit Criteria			Hardware/Software Ownership	Full handover and perpetual licensing	Please refer section VI
230	5.3			National Hosting	Entire PKI to be hosted within Sri Lanka	Please refer section VI
231	Section 12 (Table 1, 2, 3)			SLA for PKI	≥99.5% availability, with penalties as per RFP	Please refer section VI
232	2(k), 6, 5.10			Security Audit	Clearance from Sri Lanka CERT required before go-live	Sri Lanka CERT security assessment to be completed before go-live for the Network, Infrastructure, Applications and ITG

#	Tender Clause No	Section	Page	Requirement	Question	Clarification Provided by Contracting Authority
233	General			COTS PKI acceptance	Can COTS PKI products like Ascertia be used for CSCA, DS, CVCA, DVCA, KMS?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
234	General			Architecture preference	Preferred architecture style: appliance, modular services, cloud-ready?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
235	General			Virtualization	Can PKI be deployed on virtualized infrastructure?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
236	General			Cloud technology	Any constraints on use of cloud technologies in a private DC environment?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.

237	General			ICAO PKD membership	Is DI&E already a member of ICAO PKD or must bidder facilitate onboarding?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
238	General			Certificate profiles	What ICAO certificate profiles are preferred (CSCA, DS, CVCA, DVCA)?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
239	General			Key rollover	Preferred rollover interval for CSCA and DS keys?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
240	General			OCSP requirement	Is OCSP support mandatory or is CRL sufficient?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
241	General			LDAP write access	Should solution support uploading to ICAO PKD via LDAP Write Directory?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
242	General			Crypto standards	What cryptographic algorithms and key sizes are mandated?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
243	General			National crypto standards	Are there additional national crypto/compliance standards beyond ICAO?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
244	General			Dual algorithm	Should RSA and ECC be supported simultaneously from day one?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.

245	General			HSM separation	Should CSCA and DS have logically/physically separate HSMs?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
246	General			Dual control	Is dual control required for all KMS key operations?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
247	General			Key backup policy	Expected backup policy for critical keys (offline, periodic, etc.)?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
248	General			HSM certification	Is FIPS 140-2 Level 3 mandatory, or is EAL4+ also acceptable?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
249	General			Preferred HSM	Any preference for HSM vendors (e.g., Thales, Utimaco)?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
250	General			Key ceremony	Must key ceremony be done onsite with DI&E security officers?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
251	General			Key ceremony SOP	Will DI&E provide a Key Ceremony SOP or should bidder propose one?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
252	General			Database APIs	Can you share APIs/data formats for Demographic, Photo, Fingerprint databases?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.

253	General			Middleware/ESB	Is there an existing middleware or ESB for integrations?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
254	General			Printer SDK	Are SDKs/drivers for Diletta 900i printers available?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
255	General			Multiple eMRTD types	Should DS support signing of all eMRTD types (Ordinary, Diplomatic)?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
256	General			SOD signing extensions	Is SOD signing required to include optional DG14, DG15 data groups?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
257	General			LDS 2.0 plans	Is there a roadmap to support LDS 2.0 or mobile credentials in future?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
258	General			CP/CPS availability	Does DI&E have existing CP/CPS or should we draft it?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
259	General			Data protection	Are there national data protection laws beyond ICAO standards?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
260	General			SIEM integration	Should logs be integrated with an existing SIEM/log collector?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.

261	General			Smartcard support	Is support for IS/IS-SIG cards or officer authentication required?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
262	General			External audit	Will there be a third-party PKI audit or internal validation only?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
263	General			Onsite support	Should bidder provide onsite L1 and L2 engineers, or only L2+L3 remote?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
264	General			SLA reporting	Should SLA reports be automated from PKI system or submitted manually?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
265	General			Monitoring dashboard	Should the solution include a real-time PKI dashboard?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
266	General			Incident escalation	Preferred escalation process for critical PKI system issues?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
267	General			Language support	Should UIs be localized to Sinhala/Tamil or English-only is acceptable?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
268	General			License type	Should licenses be perpetual or is subscription-based model accepted?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.

269	General			Ownership transfer	Should software and hardware be fully owned by DI&E post-contract?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
270	General			Exit data transfer	Should PKI data (certs, logs, keys) be handed over at exit?	Please refer section VI for technical specifications. Bidder may propose the most appropriate solution.
271	General			Exit checklist	Will DI&E provide a final exit readiness checklist or should we propose one?	Bidder should prepare the check list and get the approval from DI&E.

□ Part 3: Sizing Qu

#	Tender Clause No	Section	Page	Requirement	Question	Clarification Provided by Contracting Authority
272	Section VI – 7.1 to 7.5 (Functional Requirements of PKI System) and Annexure 1			CSCA Certificates	Estimated number of CSCA certificates issued annually	Bidder may propose the sizing as per SECTION VIII: PARTICULAR CONDITIONS
273	Section VI – 7.1 to 7.5 (Functional Requirements of PKI System) and Annexure 1			DS Certificates	Projected number of Document Signer certificates issued per year	Bidder may propose the sizing as per SECTION VIII: PARTICULAR CONDITIONS
274	Section VI – 7.1 to 7.5 (Functional Requirements of PKI System) and Annexure 1			Daily SODs	Average and peak number of SODs (Document Signatures) generated per day	Bidder may propose the sizing as per SECTION VIII: PARTICULAR CONDITIONS

275	Section VI – 7.1 to 7.5 (Functional Requirements of PKI System) and Annexure 1			CVCA/DVCA Certs	Expected number of EAC-related certificates issued annually (CVCA, DVCA, IS)	Bidder may propose the sizing as per SECTION VIII: PARTICULAR CONDITIONS
276	Section VI – 7.1 to 7.5 (Functional Requirements of PKI System) and Annexure 1			Officer Auth Certs	Expected number of officer authentication certificates (if applicable)	Please refer section VI
277	7.1.10–7.1.20, 7.1.28–7.1.33, and Annexure 1 – #10 & #11			Crypto Operations	Expected cryptographic operations per hour (average and peak)	Please refer section VI
278	7.1.10–7.1.20, 7.1.28–7.1.33, and Annexure 1 – #10 & #11			Key Usage Policy	Key validity: by time period, number of uses, or both?	Please refer section VI
279	7.1.10–7.1.20, 7.1.28–7.1.33, and Annexure 1 – #10 & #11			HSM Redundancy	Do you require HA or DR HSMs?	Please refer section VI

280	7.1.10–7.1.20, 7.1.28–7.1.33, and Annexure 1 – #10 & #11			HSM Partitioning	Do you need separate HSM partitions for CSCA, DS, CVCA etc.?	Please refer section VI
281	7.1.10–7.1.20, 7.1.28–7.1.33, and Annexure 1 – #10 & #11			Key Algorithms	What algorithms/key sizes are required (RSA 2048/3072/4096, ECC P-256/P-384)?	Please refer section VI
282	7.1.1, 7.1.4, 7.1.13–7.1.15, 7.1.17, and Annexure 1 – #8			PKD Uploads	Estimated number of certificates and CRLs uploaded to ICAO PKD yearly	Please refer section VI
283	7.1.1, 7.1.4, 7.1.13–7.1.15, 7.1.17, and Annexure 1 – #8			LDAP Access	Number of concurrent LDAP readers (e.g., border control, visa systems)	Please refer section VI
284	7.1.1, 7.1.4, 7.1.13–7.1.15, 7.1.17, and Annexure 1 – #8			CRL Specs	Expected CRL size and update frequency	Please refer section VI
285	Section VI – 2(f), 2(n), 5.4, Exit Criteria, and General Requirements (5.1–5.4)			Infrastructure Type	Preferred deployment platform: physical, virtual, containers	Please refer section VI

286	Section VI – 2(f), 2(n), 5.4, Exit Criteria, and General Requirements (5.1–5.4)			DR Requirements	Should DR site be active from day one?	Solution provided through this contract shall be flexible to expand to disaster recovery site in future.
287	Section VI – 2(f), 2(n), 5.4, Exit Criteria, and			Scalability	Should the PKI platform be horizontally scalable?	Yes
288	Section VI – 2(f), 2(n), 5.4, Exit Criteria, and			Staging Environment	Do you need a separate test/staging environment?	Yes
289	7.1.26–7.1.27, 7.1.39, 5.2, and Exit Criteria – #3			Log Retention	Required retention period for PKI logs and audit records	At least 30 days real time & all other logs have to be archived.
290	7.1.26–7.1.27, 7.1.39, 5.2, and Exit Criteria – #3			SIEM Integration	Do logs need to integrate with centralized logging/SIEM?	Yes.
291	7.1.26–7.1.27, 7.1.39, 5.2, and Exit Criteria – #2			Log Volume	Expected size of daily PKI logs	Depend on bidder's solution.
292	Section VI – 2(g), 2(h), 7.1, 10 (Training)			CA/DS Instances	How many concurrent issuing servers (DS) and CAs are required?	Please refer section VI
293	Section VI – 2(g), 2(h), 7.1, 10 (Training) and Exit Criteria			Admin Roles	How many admin/operator users will be defined in the system?	Super Admin + 5 Admins (Active) No. of operators depends.
294	Section VI – 2(g), 2(h), 7.1, 10 (Training)			External Integration	Any third-party signing/verifying device integrations required?	Not Relevant
295	Section VI – 2(g), 2(h), 7.1, 10 (Training)			API Usage	Expected number of daily API signing/verification transactions	Please refer section VI