## PKI - Eighth Set of Questions

| SN | page No. | Section | Requirement | Question | Clarification Provided by Contracting Authority |
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| 1 | 1 | IFB | 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. | 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? | No Change Comply to the original requirement |
| 2 | 2 | Scope of work | The solution provided through this contract shall be able to successfully personalize ePassport selected by DI&E as per relevant ICAO 9303 (8thedition). | 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 |
| 3 | 34 | Annexure 2 | Diagram | Would it be possible to highlight which part of the integration diagram is considered as part of this offer? | Integration diagram is provided. No.10 of the integration diagram. |
| 4 | 13 | 2.16 | 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. |
| 5 | 13 | 2.12 | 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. |
| 6 | 4 | 5 | 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 |
| 7 | 8 | 1.23 | The DS shall be able to define key validity by time period or maximum number of signature generation or the combination of both. | The ICAO 9303 Part 12 document doesn't mention maximum number of signatures. Is there a reason for the department to require such requirement. | Define the maximum number of signatures of the bidders solution . |

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| 8 | 1 | 2. Scope of Work | 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. | Is there any existing ePassport PKI system deployed or is this new ePassport PKI deployment? If there is an existing ePassport PKI solution then would you please help to clarify the queries below: 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 |
| 9 | 2 | 2. Scope of Work | 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. |
| 10 | 2 | 2. Scope of Work | 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 60,000, payment will be made for the 60,000. |

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| 11 | 3 | 5. Implementation Schedule | Phase 2: Design, install, test, commission all remaining componentsrequired in this contract<br>Remaining components are :<br>1. Personalization solution: Remaining all requirement described in compliance table other than already delivered as core components.<br>2. QC : Remaining all requirement described in compliance table other than already delivered as corecomponents.<br>3. Inventory management system<br>4. nPKD<br>5. Scaling/ expansion of core components to full size for High availability<br>6. All the related IT hardware and software, 3rd party license etc.<br>7. Sri Lanka CERT security assessment | Is High-Availability (HA) required for ePassport PKI for Production & DR?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? | Only HA for production is required. |
| 12 | 9 | | The HSM shall be at least FIPS 140-2 Level 3 validated or Common Criteria EAL4+ certified | FIPS 140-2 level 3 become historical on Sep 21, 2026 , need to change FIPS 140-3 level 3 ? | Comply to the original requirements |
| 13 | 19 | Functional Requirements of Quality Control (QC) System 3.12 | The system shall support contactless PCSC reader, full page scanners, MRZ readers | What is the ePassport readers used in the current eMRTD deployment (eg. 3M/Thales) and model? | Not relevant |
| 14 | 18 | 3.9 3.10 | The system shall control by batch with a minimum of verification according to configured thresholdThe system shall be deployed in connected mode with production system and shall notify production system on e-Passport control result | 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 |

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| 15 | 12 | | 2.7 | The personalization solution shall integrate with a Document Signer system. | How many ePassport (document type) needs to be signed (regular, child, diplomatic and service)? | Three types Ordinary, Diplomatic and Official passports |
| 16 | 18 | | 3.6 | The system shall verify MRZ and read data groups, including reading biometrics related Data Group (DG3) through EAC protocol | Is there a need to validate foreign country ePassport and access the foreigner biometric information on the ePassport? | Not in the scope of RFP |
| 17 | | | | The system shall verify MRZ and read data groups, including reading biometrics related Data Group (DG3) through EAC protocol. | 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 |
| 18 | 23 | | 5.5 | Proposed solution shall handle minimum of 5,000 booklets data preparation requests within 7 hours (Active shift) for Production site. The solution shall be able to handle peak volume of 1,000 requests per hour. | 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. | There will be one personalization site in operation. Proposed solution must be capable of fully handling the day-to-day passport issuance workload, which includes both the average daily requirements and the peak-hour requirements. |
| 19 | | | | | "The tender documents require the installation of a national PKD (nPKD) system. However, such system will only work if Sri Lanka becomes a member of the ICAO PKD. Does the Contracting Authority expect the Bidders to price in their pricing offer the services related to supporting Sri Lanka during this effort?" | DI&E will undertake |
| 20 | 80 | In section 4.12 Price Schedule of Chapter IV – Bidding Forms (Bidding Documents Vol1&3), | | Minimum total number of documents to be personalized | The pricing table indicates a quantity of 3,150,000 e-passports to be personalized. But in Appendix 7 Terms and Procedures for Payment, the indicated quantity is 3,000,000. Can you indicate the minimum total number of passports to be personalized?" | Appendix 7 is about advance payment |
| 21 | | | | | What document types ePassports must we support ? Diplomatic, Ordinary, Special, etc.? Please provide the specifications of each passport type | Three types Ordinary, Diplomatic and Official passports. Please refer Volume 02 Annexure 01 for specifications |

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| 22 | | | | Payment is done after epassport are personalized but even if the system works the contractor have no control over the operation so how will the contractor be notified when the 60k personalized passport are reached to trigger a payment ? | In a particular month if the number of personalizes passports are less than 60,000, payment will be made for the 60,000. |
| 23 | | | | The contractor has no control over the supply of blank epassport or the data to be personalized, if is missing the personalization is not possible, in this case contractor cannot be paid ? As of today there is no blank epassport available, does it mean contractor deliver the system but don't get paid until the epassport supply is fixed ? | blank passport will be available by the time of implementation |
| 24 | | | | Is the vendor expected to perform Sri Lanka CERT Security assessment or the customer will be performing this on the solution using their resources or third party | Assessment to be done through SLCERT |
| 25 | | | | Is the current setup of the machines and personalization center is a centralized solution? Or the machines are deployed in multiple personalization center and the personalization software shall connect those sites | Centralized. |
| 26 | | | | Is there a preference on the number of workstations for the personalization process (Quality Control, Stock, etc.) or bidder to propose? | Currently 17 workstation. |
| 27 | | | | Please provide at least 14 days extension for the bid submission from the original bid submission date (23rd June 2025) | Please refer Addendum 02 |
| 28 | | | | I'm writing to request site visits to all the operational locations related to the RFP for the Procurement of Issuance System and Relevant Public Key Infrastructure Components for Personalization of e-Passports (DIE/PRO/PKI/2025). | Site visit will be allowed for the selected bidder only. CAT 6 connections is available from Data Center to Personalization area. Data centre established in the 8th floor and the personalization compartment in the 3rd floor below the data centre. |

| 29 | | Section III, 3.7 Eligibility and Qualification Requirements of the Bidder | "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" | Typically, these solutions are at a national level and are operated by the respective government entities of those countries and/or local parties.Therefore, the engagement model of the core solutions providers is via a sub-contracting model whereby the implement the solution, does the commissioning of the same and also provides the training on how to operate the solution.<br><br>Moreover, considering security reasons, foreign parties are not allowed to get directly involved with operations due to the sensitive nature of data which includes all the citizens' data.<br><br>Therefore, the above clause will significantly restrict a significant number of foreign solution providers who have proven solutions and adequate experience in delivering similar solutions BUT sub-contractors due to the restrictions imposed in the countries they have implemented the solutions<br><br>This will result in a serious lack of competition and may result in a situation whereby the price competitiveness is also seriously reduced.<br>Accordingly, following changes are requested.<br>(1) Allow the role of contractor or as sub-contractor.<br>(2) Remove the clause "At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution" | 01. Comply to the original requirement.<br>02. Please refer addendum 02 |
| 30 | | BDS, ITB 7.1 | At least one (01) of these projects must be a bidder-operated issuance service project, including a PKI solution" | 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.<br><br>Above question was asked in previous clarification cycle and answer was given as "Subcontracting is not allowed. Bidder has to do the integration of all the sub components. Responsibility of runing the complete project under the bidder. (item #68)"<br><br>It is clear that bidders can't sub-contract any scope, and it will be bidder's responsibility to implement and run the complete solution. Our question is whether we can use the PKI and/or other components developed from other parties, provided that the authorization is given to the bidder to use those. This is the typical approach. | Comply to the original requirements |

| 31 | | Section III, 3.7 Eligibility and Qualification Requirements of the Bidder | IThe requirement for having implemented an e-Passport personalization and issuance solution with a minimum issuance of 3 million e-Passports within the last five years, and ii. The requirement for at least two e-Passport personalization projects, each valued at no less than USD 15 million, with at least one including a bidder-operated issuance service project with a PKI solution. | We believe these requirements are extremely restrictive and not fully aligned with the global evolution of e-Passport technology. As the adoption of e-Passports is a relatively recent advancement, very few—if any—private sector players globally have had the opportunity to meet the scale of 3 million e-Passports within five years, especially while also operating issuance services inclusive of PKI. Such high-volume and high-value thresholds may inadvertently limit competition and innovation, excluding many globally experienced and technically capable firms that have successfully implemented e-Passport solutions at the national level, albeit with volumes or values slightly below the stated limits. In the interest of fostering fair competition and attracting a broader pool of technically competent and financially stable bidders, we respectfully request the Department to consider revising the eligibility criteria We thank you for your consideration and look forward to hearing positively from you. | Please refer Addendum 02 |
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| 32 | | | | You have mentioned pre bid meeting minutes the address to be used in the following documents: • Declaration Letters • Letter of Authorization • Legal Documents • Cover Letter • And any other applicable documents. | Controller General - Department of Immigration and Emigration 5th floor, Suhurupaya, Sri Subhuthipura Road, Battaramulla, Sri Lanka |
| 33 | | | | We request an extension of thirty 30 days from the current submission deadline (23rd July 2025) | Please refer Addendum 02 |
| 34 | Q118 | | Appendix7.TermsandProceduresforPayment Note:Above10%AdvancePaymentshallberecoveredfromthepaymentsoffirst3millionpersonalizede-passportsproportionately. i.eAdvancerecovery=(TotalAdvancepayment*ActualNumberofPersonalizede-passports)/3,000,000 | Since advance payment is 10% of the contract amount,bidderr equest for recovery of advance @10% from monthly invoice. | Comply to the original requirements |

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| 35 | Q119 | | Clause12.6 General Condition of Contract Page 103<br>Unless otherwise specified in Appendix 7 (Termsand 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 letterof 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 Article10 of the latestrevision of Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce,Paris | "payment of the foreign currency portion of the contract will be made directly to the foreign partner"<br>Since there will be a minimum monthly payment for issuance of 60000 booklets per month. Bidder request to provide payment through confirmed Letter or Credit for fix amount. Any invoice amount over and above monthly payment can be remiited through direct transfer.<br>Alternatively bidder request to provide a stanby letter of credit (SBLC). | Clause 12.6 of the General Conditions of Contract (GCC) explicitly states that "unless otherwise specified in Appendix 7 (Terms and Procedures of Payment)," payments shall be made through an irrevocable Letter of Credit.<br>In this case, Appendix 7 clearly specifies that payment will be made based on the actual number of passports personalized, upon submission of corresponding invoices. Therefore, the terms outlined in Appendix 7 prevail.<br>Accordingly, this procurement is not subject to payment through a Letter of Credit (LC) or Standby Letter of Credit (SBLC). Payments will be made strictly based on verified quantities delivered and invoiced, in accordance with the procedures set out in Appendix 7.<br>Bidders are kindly advised to refer to Appendix 7 for the applicable terms of payment. |
| 36 | Q120 | | Clause46.1Terminationforemployer sconveniance,page152TheEmploye rmayatanytimeterminatetheContrac tforanyreason by giving the Contractor a notice of termination that refers tothisGCClause46. | Since bidder will invest in implementation of the PKI and personalisation solution including HW at the start of the project and recovery of investment will be over the contract duration, hence bidder request to delete the termination for convenance clause to ensure the recovery of investment. | Comply with the original requirement.<br><br>Please refer to GC Clause 46.3 onwards, which clearly outlines the employer's responsibility in such a situation.<br><br>Termination and exit clauses will be included in the agreement signed between the employer and the contractor, based on mutual understanding. |
| 37 | Q 122 | | Clause 14 of GCC Taxes and Duties Page 103. | Please confirm if employer will remit amount equal to invoice amount to foreign contractor without any deduction of taxes | Contractor shall comply to the Tax regulation of the country. More information can be obtain from the Inland Revenue Department of Sri Lanka |

| 38 | | BDS - ITB 21.1, | Bid prices shall be quoted in only one currency. i.e US$, EURO, LKR , etc .Bidding Form 4.11, Letter of Price Bid Bidding Form 4.12, Price Schedule | Whether bidder can submit price in two currencies: 1) for share of foreign bidder in foreign currency, exclding VAT 2) for share of local bidder in LKR, excluding VAT | Yes, One foreign and Local currency |
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| 39 | 105 | GCC Clause 14.4, | For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract is based on the taxes, duties, levies and charges prevailing at the date twenty-eight (28) days prior to the date of bid submission in the country where the Site is located (hereinafter called —Tax‖ in this GC Sub-Clause 14.4). If anyrates of Tax are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Contractor, Sub-Contractors or their employees in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take into account any such change | Since price of foreign bidder in foreign currency will be quoted excluding VAT. If Any VAT is imposed in Sri Lanka in future on foreign bidders invoice. Please confirm whether an equitable adjustment will be considered by contractor. | Only the VAT will be paid separately after submission of TAX invoice validated by Inland Revenue Department |

| 40 | 1 | IFB | "The minimum value of each project must not be less than fifteen (15) million USD." | We appreciate the clarity and intent of this requirement. However, in the interest of encouraging broader participation and promoting competitive bidding while still ensuring the technical and financial capacity of bidders, we kindly submit the following two alternative suggestions for your consideration:<br>Suggestion 1:<br>"At least one (01) of these projects must have a minimum value of fifteen (15) million USD."<br>Rationale:<br>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.<br>Suggestion 2:<br>"The minimum value of each project must not be less than twelve (12) million USD."<br>Rationale:<br>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.<br><br>We trust that these suggestions align with the broader objectives of transparency, inclusivity, and fair competition, and we respectfully | Please refer Addendum 02 |
| 41 | | | The minimum value of each project must not be less than fifteen (15) million USD. | At least one (01) of reference these projects must have a minimum value of fifteen (15) million USD.<br>Each reference project may have a minimum value of (12) million USD. | Please refer Addendum 02 |

# PKI - Ninth Set of Questions

| SN | RFP Volume | Section | Page | Current Clause | Query | Clarification Provided by Contracting Authority |
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| 42 | Volume 2 | 12. Performance requirements for the system | 30 | 1.5 NPKD (interfacing with ICAO PKD)<br><br>1.6 Availability of Document Signer (DS)/Document Verifying Certification Authority (DVCA) | We note that there is inconsistency in the clarifications(PKI Queries), under point 156, only DVCA is mentioned, whereas in point 136, both DVCA and NPKD are listed under business-critical components with a 99.5% requirement.<br><br>We kindly request that the required Annual Performance Achieved (%) for NPKD be revised to 95.00% which will result in a cost benefit to DI&E. | Refer Addendum 02. Comply with the provided Table 1: Annual Performance Indicators. |
| 43 | Pre bid Clarifications 127 | | 30 | c) Comprehensive Security Assessment need to be done annually and major changes to the system | One of the clarifications provided during the pre-bid meeting appears to change the original RFP requirements. However, this change has not been included in Addendum 01.<br><br>Additionally, We would like to clarify whether DI&E will bear any cost for the SL Cert security assements which will done annually. | Vendor should bear the cost. |
| 44 | Volume 2 | | 22 | 5.4 Proposed Solution architecture (Production site) provides High Availability of 99.50% uptime | While components are expected to achieve an Annual Performance Achieved (%) of 99.5%, some components are set at 95.00%.<br>With this we request to amend the 5.4 clause as below:<br>"5.4 Proposed Solution architecture (Production site) provides High Availability as per the Table 1: Annual Performance Indicators.<br>a. Software level<br>b. Database level<br>c. Server hardware level." | 5.4 proposed solution architecture (production site) shall provide high availability as per table 1 addendum 2 |

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| 45 | Volume 1 & 3 | Preliminary Examination of Technical Bids | 47 | 3.1 ( c) : PCA Form, Bid Security, Manufacturer's Authorization if applicable; and | It may not be feasible to obtain physical/original letters for all hardware and software components. We propose that original authorization letters be submitted for core components such as HSM and PKI. For other associated hardware and software items, digitally signed letters should be considered acceptable as the global vendors do not provide original letters. | Comply to the original requirement.<br><br>Electronically signed letters will be accepted, except for the core components below, which must be submitted original signed letters.<br>- PKI<br>- Peronalization Solution<br>- HSM |
| 46 | Volume 2 | 2. Scope of Work | | q. Minimum monthly commitment of E-Passports will be 60,000 | As per the RFP, DI&E plans to personalize 3,150,000 ePassports over a 5-year period, with a minimum monthly commitment of 60,000.<br><br>1. In case DI&E is unable to personalize the full 3,150,000 ePassports within the five-year period, we would like to understand how the remaining ePassports will be personalized. Since the bidder's responsibility ends with the expiry of the agreement period, despite full payment being made, please clarify how the remaining volume will be personalized.<br><br>2. In case 3,150,000 ePassports are personalized before the end of the agreement period (i.e., before 4 years and 6 months), please clarify whether the agreement will be considered complete, or if the bidder is expected to continue personalizing additional ePassports until the end of the agreement term. | Refer addendum 2.<br>Either scenario which will be compelling first will be the end of the contract.<br>If the employer wishes to continue, with the new passports or remaining passports, a new agreement will be signed following negotiations between the employer and the bidder. |

| 47 | Volume 1 & 3 | | 71 | Staff Deployment Plan | We have filled the staff deployment plan which is in the RFP as an example. Can you confirm this satisfy your requirement. | This format filled is acceptable |
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| S.N | Designation | Year/Month | Year/Month | Year/Month | Year/Month | Year/Month |
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| 1 | Project Manager | Yes | Yes | Yes | Yes | Yes |
| 2 | Business Analyst | Yes (6 months) | | | | |
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| 48 | | | | | 1) enable bidders to show the references as a sub contractor, rather than just as direct contractor or operator | Comply to the original Requirement |
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| 49 | | | | | 2)Change project value requirement as USD 30 million cumulative. | Refer Addendum 02 |

| S/N | PKI - Tenth Set of Questions | |
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| | **Query** | **Clarification** |
| | Scope Confirmation | |
| 50 | • Please confirm that the scope is strictly limited to the provision of the Personification System, Inventory Module, and PKI infrastructure. | Please refer the procurement document |
| 51 | • Kindly validate that no biometric capture devices (e.g., fingerprint scanners, iris scanners), booklet printers, booklets, or consumables are to be supplied as part of this engagement. | Please refer the procurement document |
| 52 | Please provide us with a complete BOQ required | BOQ shall be prepared by the bidder |
| | Demographic & Biometric Data Aggregation Component | |
| 53 | • The requirement states to design a component that aggregates demographic, photo, and fingerprint data from various existing DI&E systems. Could you please clarify: | Please refer Annexure 2 - Integration diagram |
| 54 | What are the exact existing systems (DI&E) from which data needs to be aggregated? | Please refer Annexure 2 - Integration diagram |
| 55 | What is the expected functionality—simple data ingestion or advanced matching/indexing? | Please refer to the procurement document |
| 56 | Is the required system an ABIS (Automated Biometric Identification System), MBIS (Multimodal Biometric Identification System), or something else? | Bidder should propose the solution |
| 57 | What are the expected performance benchmarks (e.g., match speed, accuracy, concurrent users)? | Please refer to the procurement document |
| 58 | Should this component include a rules engine or business logic for matching and deduplication? | Please refer to the procurement document |
| 59 | Will historical or legacy biometric data be migrated or integrated? | Please refer to the procurement document |
| 60 | Required Components & Environment Details | |
| 61 | • Can you provide a high-level architecture or list of required hardware/software components expected to be delivered? | Bidder should propose the solution |
| 62 | • Is there an expectation to deliver infrastructure (servers, storage, networking) or will this be provided by DI&E? | Please refer to the procurement document |

| 63 | • Should the system be hosted on-premises, hybrid, or is cloud-based deployment acceptable? | Please refer to the procurement document |
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| | Quality Control System Clarification | |
| 64 | • Regarding the design and implementation of a Quality Control (QC) system with DI&E, please clarify the following: | Please refer to the procurement document |
| 65 | What are the functional expectations of the QC system? (e.g., biometric data validation, image quality checks, duplication checks) | Please refer to the procurement document |
| 66 | Is the QC process manual, semi-automated, or fully automated? | Bidder should propose the solution |
| 67 | Are there specific quality thresholds, standards, or compliance protocols to be followed (e.g., NIST, ICAO)? | Please refer to the procurement document |
| 68 | Is this QC system expected to integrate with existing enrollment systems or function as a standalone module? | Please refer to the procurement document |
| 69 | Are any reporting and analytics tools expected to be built into the QC system? | Bidder should propose the solution |