

Set 11

S/N	Page No	Requirement	Question	Clarification Provided by Contracting Authority
1			1. Usually, the PKI system is operated by a small team. The respective training shall provide the knowledge about the system and about the workflows to operate this critical system securely. This knowledge can only be conveyed to small groups with intense hands-on sessions. With this in mind, how many participants have to be trained for the operation of the PKI core components?	DI&E will decide the number of people required for each scope, and this will be communicated to the winning bidder during the requirement finalization, workshop and final requirement approval phase.
2			2. It was stated that 100 officers need to be trained in one of the posted Q&A. Could the customer clarify how many employees shall be trained per target group? i. Passport Issuance Team: ? ii. IT Security: ? iii. PKI Admins: ? iv. IT Support: ? v. Compliance Officers: ? vi. NOC Team: ? vii. System Integration Team: ?	Please refer to the above
3			3. To ensure we have a clear and shared understanding of the responsibilities, we would appreciate your confirmation on the following division of tasks: Bidder Responsibilities (as we understand them): 1. On-site 1st, 2nd Level, and 3rd level Support for both PKI and personalization systems (service & maintenance). 2. Health monitoring and operational oversight of PKI and personalization systems. 3. Coordination with the Department of Immigration and Emigration (DIE) and ensuring quality control assurance. We understand that no continuous manual operation of the personalization or PKI systems by bidder staff is required beyond the above support and coordination roles. Customer Responsibilities (as we understand them): 1. Manual operation of the personalization machines. 2. Manual quality check of passports. 3. Dispatch of passports. 4. Operation of the stock management system on the workstations terminals.	Please comply with the original requirement, including the addendum.

4			4. “Security assessment from Sri Lanka CERT prior to go live” (Pg 23 – 5.10) : Please confirm whether the cost associated with the vulnerability testing and security assessment conducted by Sri Lanka CERT is to be borne by the bidder or the Department of Immigration and Emigration.	Please refer to the answers provided in pre bid queries
5	clarification No. 157	PC workstations	Is the bidder required to quote for the PC workstations used for system functions such as observation printing, inventory control, and system administration?	The bidder should clearly specify the number of workstations and their relevant specifications; DI&E will provide the workstations.
6	clarification No. 189	PKI hardware tokens	2. Does DIE require user authentication to be implemented using PKI hardware tokens as part of this proposal/bid?	Bidder may propose most appropriate security controls as part of the solution