Set 16

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
1	Vol 2 Vol 2 Vol 1/3	Section 3, S.No 3–5 B.11.1–B.11.2 PC 1 (Contract Period, items 1–2)	3 57 177	Vol 2 S.No 3: "T + 3months" for MRP personalization; S.No 4: "commencement of full operation for personalization of e MRP" at "T + 6 months"; S.No 5: "T + 7 months" for PKI. B.11.1: "within 90 days from the date of contract signing"; B.11.2: "within 120 days from the date of contract signing". PC: "within 90 days from the contract award" (MRP) and "within 180 days from the contract award" (PKI and e-MRP).	Three timelines are measured from three reference points: T (commencement), contract signing and contract award. Please confirm (a) which single timeline governs; (b) the reference date for each milestone; and (c) which milestones attract liquidated damages under PC 28.2–28.3.	Please refer to the previous clarifications issued.
2	Vol 1/3	PC 8.1 PC 1	178 177	"Date of Commencement: 14 Days from the Effective Date" and "Effective Date: The Date both parties sign the Contract Agreement"	Please confirm that "T" in the Vol 2 implementation schedule equals the Date of Commencement (Effective Date + 14 days). The PC milestones are counted from "contract award", which precedes the Effective Date, and so shorten the available time.	Please refer to the previous clarifications issued.
3	Vol 2	S.No 4 and S.No 5	3	Full e-MRP operation at "T + 6 months"; "Document Signer", "CSCA" and "KMS, HSM" at "T + 7 months"	e-passport chips cannot be signed (EF.SOD) before the Document Signer and CSCA exist. Please confirm (a) whether DIE operates an existing CSCA/DS that will sign e-passports in the interim; or (b) whether e-MRP personalization is intended to start only after the Scope A PKI is commissioned.	point (b) is correct.
4	Vol 2	S.No 3	3	"Commencement of MRP personalization using full or intermediatory set up at employer's premises."	Please define an acceptable "intermediatory set up" (minimum equipment, capacity and redundancy). Please also confirm whether the trial run in B.10.5 and the SLA penalties in B.9 apply to this interim set-up.	Penalties applied in the trial period.
5	Vol 2	B.10.5 and B.10.7 B.11.2	56 57	"not less than 10,000 passports or five regular operating shifts"; "may repeat the test or trial run up to two additional times within one calendar month"; commissioning "within 120 days from the date of contract signing"	Three trial attempts within one calendar month may extend beyond day 120. Please confirm (a) whether time for repeat trials counts toward the commissioning deadline and liquidated damages; and (b) that DIE will supply sufficient booklets and personalization data for 10,000 trial passports.	(a)Yes (10,000 passports and data will be provided.
6	Vol 1/3 Vol 2 Vol 2	PC 1 (Contract Period, item 3) S.No 6 B.1.2	177 4 25	"60 months (whichever occurs earlier)"; "until completion of issuance of the contracted volume"; "expected to be completed within 60 months"	Please confirm (a) the event from which the 60 months start (contract signing, MRP go-live or e-MRP go-live); (b) whether the contract ends at 60 months if the volume is not reached; and (c) the compensation for unrecovered capital investment if DIE submits less than the contracted volume.	(a) 60 months stats from e passport Go live. (b) Contract expires after 60 months (c)As per the statistics 3150000 will ends prior to 60 months
7	Vol 1/3 Vol 1/3 Vol 2	PC 1 (item 4) and "Post-Warranty Services Period" PC 8.1 SLA 1	177 178 62	"3 years of warranty from the date of Go Live after Commissioning"; "Contract for the post warranty shall be signed by the Employer after the warranty period"; "The Post-Warranty Services Period is Not Applicable"; "Post Support and maintenance period shall be Four (4) Years"; SLA: "5-year maintenance"	The documents state a 4-year post-warranty period, a post-warranty period that is not applicable, and a 5-year maintenance period. Please confirm (a) the total Scope A support duration; (b) whether the post-warranty prices quoted in Form 4.12.3 are binding on both parties; and (c) whether a separate post-warranty contract will be signed.	(a) 3 years warranty and four years post warranty. (b)Binding on the contractor (c)yes

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8	Vol 2 Vol 1/3	A.7.5(a) PC 8.1	18 178	"The warranty shall commence from the date of commissioning the system for live operations."; "Three (3) Years from the date of Go Live after Commissioning. (After final Operational Acceptance)"	Please confirm that the warranty starts on final Operational Acceptance of the complete Scope A system, not on partial commissioning of individual components.	As stated in the bidding document
9	Vol 1/3	PC 26.3	181	"Employer may decide to put the systems into operations/usage even in case of any major or minor issues identified during acceptance testing are pending for resolution"	Where DIE uses a system in live operation before acceptance, please confirm (a) that the warranty period starts from that date; (b) that the go-live payment (Appendix 7, item 3) and Scope B billing start from that date; and (c) that liquidated damages stop from that date.	a.) Warranty period starts from the issuance of the first production passport b) please refer the requirements c)please refer the document
PART 2 – SCOPE A: PKI, ICAO-PKD AND DATA CENTRE EXTENSION						
10	Vol 2	A.3.1 A.2.1(e)	9 7	"support Sri Lanka in completing ICAO Public Key Directory participant onboarding"; "Any specific requirement included in the ICAO-PKD onboarding Memorandum of Understanding (MoU)"	Please confirm (a) the current status of Sri Lanka's ICAO PKD participation; (b) that the ICAO PKD registration fee, annual fees and MoU obligations are borne by DIE; and (c) that delays caused by ICAO's onboarding process are excluded from liquidated damages.	a. The DIE is currently in the process of the necessary arrangements for participation in the ICAO Public Key Directory (PKD). b. Yes c. Yes
11	Vol 2	A.2.2 and A.2.4 A.3.7 A.5.16	8 10 16	"mandatory capability for all Sri Lankan and all foreign eMRTDs inspected at Sri Lankan borders"; "distribute validated trust material to all border inspection systems"; "demonstrate successful validation using Sri Lankan border-inspection systems"	Border inspection systems are not otherwise described in the scope. Please confirm (a) whether modifying border inspection software to perform Passive Authentication is within Scope A or is done by DIE's border-system provider; (b) the number of border locations and inspection points; (c) the vendor and interface (protocol, API specification) of the border systems; and (d) DIE's commitment that the border-system provider will cooperate during integration and testing.	The Bidder shall provide the necessary standards-based interfaces and relevant technical documentation to facilitate integration with border verification systems. The implementation and integration activities relating to the border verification systems themselves, including any required configuration, modification, and ongoing operation, are expected to be managed separately by the respective system owners and therefore do not form part of the scope of this procurement.
12	Vol 2	A.5.16	16	"sample e-Passports and certificate material from at least ten ICAO-compliant issuing States"	Specimen passports from foreign States can only be obtained through government channels. Please confirm that DIE will provide the specimens and test certificate material, or accept test data from public ICAO test sets.	DIE will facilitate
13	Vol 2	A.1.5(c)	7	"Administrative Certification Authority (Admin CA), for officer authentication and machine-to-machine authentication"	Please confirm (a) the number of officers and systems to be issued certificates; (b) whether smart cards or tokens and readers are to be supplied; and (c) which DIE applications must accept these certificates.	a) around 50 b) refer to the document c) please refer to ICAO guidelines

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14	Vol 2	A.2.10	9	"The Document Signer shall be agnostic to CSCA (Country Signing Certification Authority)."	Under ICAO Doc 9303 Part 12, every Document Signer certificate is issued by the CSCA. Please explain the intended meaning of "agnostic", for example independence from the CSCA software vendor.	The term "agnostic" refers to the ability of the proposed Document Signer solution to operate independently of any specific CSCA software vendor
15	Vol 2	A.5.1–A.5.2	14	"The final algorithm set shall be configured consistently across personalization, EF.SOD generation and border validation."	The chip in DIE's booklet stock determines which algorithms are possible for Active Authentication, Chip Authentication and PACE. Please provide the chip and LDS profile of the current booklets (see item 3.7) so that algorithm choices can be confirmed.	Please refer Annex A
16	Vol 2	SLA 2.4	64	"Country Signing Certification Authority (CSCA) creation/replacement (mandated every 3 years)"	Please confirm the intended CSCA private-key usage period and certificate validity under ICAO Doc 9303 Part 12, and the number of CSCA, DS and CVCA ceremonies to be priced within the contract period.	Please follow ICAO 9303 recommendations
17	Vol 2 Vol 2 Vol 2	A.7.1–A.7.2 A.9.1 and A.10.1–A.10.2 A.12.4	17 19–20 22	"installed within the DIE's existing server room"; "Floor space within the DIE serve room for a single (44U) server rack"; "two separate, physically secured zones"; "equipment racks and lockable server cabinets within both zones"	One rack cannot be split into an air-gapped CSCA zone and a separate DS zone. Please confirm (a) the number of racks permitted; (b) whether the "server room" and the "8th Floor" data centre are the same location; and (c) the dimensions of the allocated area.	a) Please propose according to SOR b) Yes c) Please refer SOR
18	Vol 2	A.10.1	20	"The exact allocated area shall be confirmed by the Employer at contract commencement."	Civil, partitioning and cabling works cannot be priced without the allocated area. Please provide the floor plan, area dimensions before the bid deadline, or state a maximum area for pricing.	Please refer SOR
19	Vol 2 Vol 2	A.7.2(b) A.11.2 and A.11.4	17 21	"un-interrupted power from the DIE central UPS solution (shared with other server infrastructure)"; "or a zone-dedicated UPS supplied by the Bidder where the existing UPS lacks spare capacity"	Please state the spare capacity (kVA) and runtime of the existing UPS and the rating of the nearest distribution board, so that bidders can determine whether a dedicated UPS and DB upgrade must be priced.	DIE will facilitate if any such requirement arises.
20	Vol 2	A.13.1(c)	22	"cooling distribution plan (per C.3 and C.4)"	No cooling requirement exists in Vol 2, and clauses C.3 and C.4 are not in the documents. Please confirm whether the bidder must supply precision cooling for the CSCA and DS zones, or whether the existing data centre cooling will serve them.	DIE will facilitate
21	Vol 2 Vol 2 Vol 2	A.2.3 A.5.10 SLA 2.2	8 15 63	"offline backup and recovery capability"; "disaster recovery"; "Zero Data Loss (Recovery Point Objective - RPO = 0)"	A zero-data-loss objective normally requires a replicated secondary site. Please confirm whether a disaster recovery site is required for Scope A. If so, please state its location, the space and power DIE provides there, and the connectivity between sites.	Not Required
22	Vol 2	A.7.2(c)	17	"Two ports from the DIE core fiber network (including LAN and Internet access)"	Please confirm that DIE provides the Internet connectivity and bandwidth required for ICAO PKD upload and download. Please also confirm that the air-gapped CSCA zone is excluded from this connectivity.	Bidders may propose the required bandwidth based on their proposed solution and technical requirements. DIE will facilitate the necessary bandwidth accordingly.

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23	Vol 2	A.7.9	18	"All active equipment (servers, storage, HSM, etc.) but have a published end-of- life greater than 5 years and end-of-support for over 10 years from the date of Bid document submission."	Few OEMs publish end-of-support dates 10 years ahead. Please confirm that an OEM letter committing to the end-of-life and end-of-support dates will be accepted as "necessary documentation".	Yes
24	Vol 2	A.7.10	18	"shall not be restricted by number of users, seats, transactions, documents, certificate volumes, inspection volumes, issuance volumes, or any other usage-based limitation"	Third-party software (operating systems, databases, virtualization) is usually licensed per core or per server. Please confirm that perpetual licences sized to the supplied hardware comply, provided no usage limit applies to the PKI functions.	The proposed solution shall include appropriately sized licenses to meet all functional and operational requirements. The licensing arrangement shall not impose any usage-based restrictions or limitations on the PKI functions throughout the contract period.
25	Vol 2 Vol 2	A.8.1 A.5.6	19 14	"All PKI-related data, including certificate authorities (CAs), keys, logs… should be transferred… at least three months before the project's end"; "Plaintext private keys shall never be exported"	Please confirm (a) that "keys" means HSM-protected backups or transfer of the HSMs themselves, not export of private keys; and (b) which "project's end" applies: the end of warranty, the post-warranty period or the Scope B contract.	Cryptographic keys shall be transferred securely using an appropriate transport key or an equivalent industry-standard key protection mechanism, ensuring that private keys are not exposed in plaintext at any stage of the transfer process.
26	Vol 2 Vol 2	S.No 5 item 12 SLA 2.5	3 64	"Sri Lanka CERT security assessment"; "A joint audit by Sri Lanka CERT must certify that DIE can operate the system 100% independently"	Please confirm (a) who engages and pays Sri Lanka CERT; (b) the assessment criteria; and (c) that DIE's own staffing and training uptake are excluded from the contractor's exit obligation.	(a) DIE will coordinate the engagement with Sri Lanka CERT (SLCERT) and bear the cost of the initial security assessment. The costs of any subsequent assessments required to verify the rectification of identified security findings shall also be borne by the bidder (b) The assessment will focus on verifying compliance with the applicable security requirements of the bidding document, including system configuration, security controls, vulnerability management, access controls, and overall security readiness. Any identified non-compliances attributable to the proposed solution shall be addressed by the successful bidder in accordance with the contractual requirements. (c) Yes

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PART 3 – SCOPE B: PERSONALIZATION FACILITY						
27	Vol 2 Vol 2 Vol 2	S.No 5 items 6, 7 and 9 B.3.3 SLA 2.1 (A-1.1, A-1.5, A-1.6)	3 32–35 63	Phase 3 (PKI) lists "Personalization Solution Manager", "Personalization Station Software" and "QC with mandatory feature to test Sri Lanka e-Passport personalization"; the Scope A SLA lists "Personalization Solution & Reporting module", "Quality Control (QC) software" and "Personalization Software for Workstation clients"	The personalization software appears in both Scope A and Scope B. Please confirm (a) which scope it belongs to; (b) which price schedule carries its cost (Form 4.12.1 line A.5 or the per-passport price in Form 4.12.2); and (c) whether its ownership, warranty and SLA follow Scope A or Scope B.	Scope B
28	Vol 2 Vol 2 Vol 2 Vol 2	S.No 5 item 8 B.3.3(i) B.2.1 B.2.3	3 33 27–28 29	"Integration with the three input database systems (Demographic, Photo and Fingerprint)"; "a component to aggregate Demographic and Photo data from different existing DI&E system"; "The DIE will update its current enrolment system to support REST API-based integration"; "The DIE will make the necessary modifications to the existing systems"	Two integration models are described: the bidder pulls from three databases, or DIE's enrolment system pushes records through REST APIs. Please confirm (a) which model applies; (b) the date DIE's REST APIs will be ready; (c) when the API specifications will be issued; and (d) that delays in DIE's API readiness extend the bidder's milestones without liquidated damages.	The DIE will push personalization data and the Contractor has to push the status information. DIE will make API documentation available after signing the contract and at design stages. No penalty will be applicable to the contractor due to a delay in API availability
29	Vol 2	B.2.3	29	"The integration between the passport personalization system and the existing enrolment and border management systems shall be implemented through REST APIs."	Please state what data Scope B must exchange with the border management system, as no such exchange is described in B.2.2.	No integration with Border System
30	Vol 2 Vol 2	B.1.4 B.3.2(c)–(d)	25–26 31	"The DIE's operational responsibilities shall be limited to providing passport blank booklets and assigning DIE staff"; "The selected Bidder, using assigned and trained DIE staff, shall personalize each passport"	DIE staff operate the equipment, but the bidder carries all throughput penalties and spoilage surcharges. Please confirm (a) the number of DIE operators per shift, including extended shifts; (b) whether the bidder may use its own operators; and (c) that delays or spoilage caused by DIE operators, or by operator unavailability, are excluded from penalties under B.9.2 and surcharges under B.9.5.	The time taken for operational activities performed by DIE personnel shall be excluded from the calculation of SLA timelines. The Bidder shall provide relevant system logs and supporting evidence to substantiate the duration of any such exclusions.
31	Vol 2	B.3.1	30	"Provision of empty floor space of approximately 1000 square feet"; "230V AC, 50Hz, 3-phase at 60Aper phase"	Please provide (a) the location, floor plan, ceiling height and floor loading of the space; and (b) confirmation that the 60 A per phase supply is dedicated to the facility. As the site visit has passed, please also confirm whether a further site visit can be arranged under B.12.1.	Site visit can be arranged based on request.
32	Vol 2 Vol 2 Vol 2	B.5.1 SLA 4.1 B.8.1	36 70 47	"both the primary and secondary personalization facilities"; "primary and secondary sites (where applicable)"; "full end-to-end redundancy"	Only one facility is described. Please confirm whether a secondary personalization facility is required. If it is, please state its location, floor space, capacity and the DIE facilities provided there.	No DR facility

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33	Vol 2	B.6.21	44–45	“Specifications related to the current passport booklets are attached herewith as Annexure A.”	Annexure A is not included in the documents issued. Please issue it, including (a) booklet and data-page construction; (b) laminate type; (c) chip IC, chip operating system and booklet manufacturer; (d) LDS version and supported protocols (BAC, PACE, AA, CA, TA); and (e) how chip transport and personalization keys will be provided to the bidder.	Please refer the addendum
34	Vol 2 Vol 2	B.6.1 B.1.4	39 25–26	“non-polycarbonate data page protected by a thin laminate”; “supplying all consumables required for personalization, other than passport blank booklets”	Please confirm whether the laminate is pre-applied to the data page by the booklet manufacturer, or applied during personalization as a bidder-supplied consumable. This decides which security features in B.6.18 are possible and their cost.	The laminate is supplied with the passport booklet.
35	Vol 2	B.6.18	43–44	“a minimum of two personalized security features”, including “Personalized holographic portrait in laminate” and “Laser-marked variable data on laminate”	Please confirm (a) which listed features are already supported by the current booklet; (b) whether DIE has a preferred combination; and (c) whether additional features beyond two earn technical marks.	a) Please refer the addendum b) No c) No
36	Vol 2 Vol 2	B.4.1 A.1.6(c)	35–36 7	“the ability to read biometric-related Data Group 3 (DG3) through the EAC protocol”	Reading DG3 requires Inspection System certificates from DIE’s DVCA (Scope A). Please confirm that DIE will issue these certificates to the QC stations, and that DG3 checks are not required until the Scope A CVCA/DVCA is live.	Yes, DIE will issue the relevant certificates
37	Vol 2	B.1.2	25	“a smaller proportion of regular Machine-Readable Passports (MRPs) of a similar type”	Please confirm whether MRP and e-MRP booklets share the same format and data page, and the expected daily split between them.	They share the same data page specifications. Bidder can inspect the specimen booklets based on request.
38	Vol 2	B.8.5–B.8.6	48–49	“up to 5,000 passports per 24-hour period… no additional charges”; “The DIE will not submit any new personalization requests during the last 2 hours of a normal operating shift.”	Please confirm (a) the maximum number of extended-operation days per year and the notice DIE will give; (b) whether DIE operators are available during extended hours; and (c) whether the 2-hour submission cut-off applies to extended shifts.	Extended working hours are not normally anticipated but may be required depending on operational needs, such as system failures or sudden increases in demand.
39	Vol 2	B.8.3–B.8.4	48	“Priority Level 3: within 3 operating shifts”; daily volumes “Priority Level 1: 50 passports”, “Priority Level 2: 2000 passports”, “Priority Level 3: 950 passports”	Please confirm (a) whether weekends, public holidays and extended shifts count as “operating shifts”; and (b) that requests above the daily cap for a priority level are excluded from SLA measurement.	Please refer the document

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40	Vol 2 Vol 2	B.8.1 B.9.2	47 52	"at least 50% of its rated production capacity during scheduled maintenance"; "The above penalties shall not apply on days where planned maintenance is carried out"	Please state the permitted frequency and duration of planned maintenance windows, and the notice period for DIE approval.	Notices will be issued
41	Vol 2	B.8.14	50	"Employer shall reserves the right to conduct reliability test/failure resilience test on a periodic basis not less than 30 days."	Please confirm that SLA penalties are suspended during DIE-initiated resilience tests, and the advance notice DIE will give.	Please refer to the conditions of penalties in the Bidding document
42	Vol 2	B.10.2 and B.10.8	55–56	"A trial run involving the personalization of around 10000 passports"; "The DIE shall not make any payment for passports personalized during the test or trial runs."	Please confirm (a) whether trial passports are live applicant passports issued to citizens; (b) that DIE supplies the booklets; (c) that spoilage surcharges do not apply during trials; and (d) that DIE pays for the first vulnerability assessment and penetration test by its nominated agency.	(a) Yes (b)Yes (c)Surcharges are applied for the trial period d) Yes
43	Vol 2	B.5.2	37	"certified or independently assessed by a competent independent agency acceptable to the Government of Sri Lanka"	Please name the acceptable agencies or certification schemes, and confirm whether the assessment is needed before go-live or within a period after it.	SL-CERT will be an acceptable agency
44	Vol 2	B.5.7	38	"may be required to obtain security clearance from the relevant government authorities"	Please state the clearance process, the typical lead time and whether foreign OEM engineers can be cleared. Please also confirm that clearance delays will not count against the bidder's timeline.	Contractor must provide the details of such personal in advance to DIE to obtain security clearance where applicable. No penalties will be applicable provided that the details have been submitted without delays
45	Vol 2 Vol 2	B.5.3 SLA 4.2	37 70–71	"Where Internet access is required for approved purposes… such access shall be provided only through the DIE's network"; "No hardware or software within the personalization facility shall be connected to any external network or internet channel"	Please confirm that B.5.3 applies, so that supervised remote vendor support and patch downloads through DIE's network are permitted.	Such downloads must be carried over the DIE network and under DIE supervision
46	Vol 2	B.3.3(s)	34	"Bidder shall provide evidence through a static code analysis report by using a trusted tool available in the market."	Please confirm whether this report is required with the bid or at delivery, and whether a report on the current product release is acceptable.	Required at delivery
47	Vol 2 Vol 2 Vol 2	B.7.2 A.7.12 SLA 4.1	46 19 70	"bulk stock management shall remain under the exclusive control and operation of the DIE"; "The title ownership of all equipment… provided under this Scope must rest with the DIE"; "must be permanently retained by DIE upon replacement or contract termination"	Under the OpEx model the bidder funds the Scope B equipment. Please confirm that title to Scope B equipment and software stays with the bidder at contract end, except storage media retained under SLA 4.1. If DIE expects ownership to transfer, please state the basis.	Please refer to the conditions mentioned in the Bidding document
PART 4 – POST-ISSUANCE CHIP PATCHING AND CITIZEN PORTAL (B.13)						
48	Vol 2	B.13.1	58	"to remediate security vulnerabilities in the chip operating system and/or applications of electronic passports already issued to and held by citizens, by loading signed OS or security patches onto the chip in the field"	Field patching is only possible if the chip OS was designed for post-issuance updates. Please confirm (a) whether the chip OS in DIE's current booklet stock supports post-issuance patch loading; and (b) whether B.13 applies to the existing stock or only to booklets procured in future.	No post chip-locked updates will be required

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49	Vol 2	B.13.1	58	"loading signed OS or security patches onto the chip"	Patches must be produced and signed by the chip OS vendor, using keys loaded at manufacture. Please confirm (a) the identity of the chip and chip OS vendor; (b) who holds the post-issuance update keys (DIE or the vendor); and (c) that DIE will make the vendor's cooperation, patch packages and interface specifications available to the bidder.	No post chip-locked updates will be required
50	Vol 1/3 Vol 2	BDS ITB 7.1 B.13.1	40 58	"Subcontracts are not allowed"	Because subcontracting is prohibited, the bidder cannot contract the chip OS vendor for B.13. Please confirm how DIE expects the vendor's participation to be secured.	No post chip-locked updates will be required
51	Vol 2	B.13.3	58–59	"through standard web browsers… and shall not require dedicated client software installation on the user's computer"	Communicating with a passport chip requires a contactless reader and low-level chip commands, which standard desktop browsers cannot perform without a driver, extension or helper application. Please confirm whether a mobile application or a certified reader driver is acceptable.	No post chip-locked updates will be required
52	Vol 2	B.13.3	58–59	"integrated with existing national electronic identification services (e.g. National Identity Provider) where applicable"	Please identify the National Identity Provider service, its operator and its interface specification, and state whether integration is mandatory.	Integration with SLUDI will be required once it becomes operational and where applicable
53	Vol 2 Vol 2	A.2.5 B.3.3(n) and (q)	8 33–34	"The solution shall not require a proprietary specific HSM brand, specific proprietary chip supplier"; "independent from proposed personalization machine suppliers"; "PKI suppliers independent"	B.13 is tied to one chip supplier's OS and keys, which conflicts with these neutrality requirements. Please confirm which requirement prevails.	No post chip-locked updates will be required
54	Vol 2	B.13.2	58	"over the lifetime of the electronic passport documents"	A passport's lifetime (typically 10 years) extends beyond the 60-month contract. Please confirm the period for which the bidder must support B.13, and the price schedule line in which it is to be priced.	No post chip-locked updates will be required
55	Vol 2	B.13.1	58	Not stated	Please confirm that the bidder is not liable for passports rendered inoperable by a vendor-supplied patch, and that DIE approves each patch campaign before release.	No post chip-locked updates will be required
56	Vol 2	B.13	58–59	Not stated	In view of items 4.1 to 4.8, we request that B.13 be made an optional, separately priced item that is excluded from the evaluated bid price, or be removed from this procurement.	No post chip-locked updates will be required, hence not applicable
PART 5 – SLA, PENALTIES, SURCHARGES AND COMMITTED VOLUME						
57	Vol 2 Vol 2	B.9.5 SLA 3.6 table	53 69	"The surcharge rate will be Euro 5 or equivalent per damaged passport booklet."; "USD $50.00 equivalent in LKR per booklet"	The two rates differ by about ten times. Please confirm the applicable rate and currency.	Surcharge is Euro 5.
58	Vol 2	B.9.5	53	"attributable to the selected Bidder, the selected bidder, its personnel, equipment, systems, consumables, maintenance activities, or approved subcontractors"	Please confirm that no surcharge applies to booklets that are defective as supplied (for example a non-functional chip or a printing defect in the blank), or that are spoiled by DIE operators. Please also explain the reference to "approved subcontractors", given ITB 7.1.	Any damage on the source material will not be subjected to surcharges
59	Vol 2 Vol 2	B.8.6 SLA 3.2 table	49 67	"For extended hours of operations (beyond 6.00pm) only priority levels 2 and 3 will be applicable."; Priority Level 1: "Fully applicable during extended shifts"	Please confirm whether Priority Level 1 requests may be submitted after 6.00 pm.	Refer to information given in the Bidding document

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60	Vol 2 Vol 2	SLA 3.5 B.9.2–B.9.3	68 52–53	“a penalty of LKR 250,000 per shift shall be applied as a deduction, and all throughput penalties shall apply cumulatively”; “shall be the higher of the two penalty amounts and shall not be applied cumulatively”; “capped at 60% of the total daily personalization payment”		Refer to information given in the Bidding document
61	Vol 2 Vol 2	B.9.2(a)–(b) B.9.3	51–52 52–53	“0.25 percentage points per passport”; “applied as a percentage deduction from the total daily personalization payment”	Please confirm the base of each percentage point: the delayed passport’s own fee, or the total daily payment. A worked example for 100 delayed passports in a day would remove the ambiguity.	Penalties will be computed for each passport and added to the final penalty amount
62	Vol 2	B.9.2(b)	52	“First 24 hours of delay: 1 percentage point per passport.”; “Delay beyond the first 48 hours: 0.5 percentage points per calendar day”	No rate is set for delays between 24 and 48 hours. Please confirm the intended rate, and whether “48” should read “24”.	Refer to information given in the Bidding document
63	Vol 2 Vol 2	B.9.2 B.8.3	51 48	“measured from the time the DIE system first attempts to submit… until the time the corresponding personalized passport is scanned into the DIE ICT system after handover”; “until the personalized passport is returned to the DIE”	Please confirm that the turnaround clock stops at physical handover or the electronic completion notice (B.3.2(e)). It should not run until DIE scans the passport, and should exclude time when DIE’s systems are unavailable.	Scanning will be carried out at the time of handing over
64	Vol 2	B.9.2(c)	52	“the expected volume applicable for that shift”; “the number of passports personalized and returned within the shift”	Please define “expected volume”. Please also confirm that Priority Level 3 requests completed within their permitted 3 shifts are not counted as a volume shortfall in the shift they were submitted.	Refer to information given in the Bidding document
65	Vol 2	B.8.7–B.8.8	49	“the personalization time window for eh passport will be reset to zero”	Please confirm that “reset to zero” means a new turnaround window starts when DIE notifies the void, and that re-personalization of a void passport carries a new priority window.	Refer to information given in the Bidding document
66	Vol 2 Vol 2	B.9.1 SLA 3.4	50–51 67	“a minimum daily volume of 1,000 passport personalization’s per calendar day”; “The relevant day is a normal DIE working day”; “No performance or service-level penalties are applicable to the selected Bidder in respect of the relevant shift”	A single delayed passport currently removes the whole daily commitment. Please confirm (a) whether the commitment applies per calendar day or per DIE working day; and (b) whether DIE will accept a proportional approach, where the penalty is deducted but the committed volume is still paid.	Refer to information given in the Bidding document
67	Vol 2 Vol 2	SLA 3.3 B.3.2(f)	67 31–32	“All void booklets must be immediately physically punched through the contact/contactless chip and the MRZ area”; “returned to the DIE for post-audit, subsequent cancellation, and destruction in accordance with the DIE’s established operational procedures”	Please confirm which procedure applies, who performs the punching, and whether the bidder must supply the punching equipment.	Bidder must provide all necessary equipment
68	Vol 2	SLA 3.5	68	“a rolling 3-month supply of all OEM-recommended consumables”; “Any use of non-compatible or un-authorized consumables shall trigger immediate contractual default.”	Please confirm that DIE provides secure storage for a 3-month consumables reserve in addition to the 1,000 sq ft facility. Please also confirm that “contractual default” follows the notice and cure process in GC 47.	Only the stated floor area will be provided

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
69	Vol 2	SLA 2.1	62–63	“financial deductions shall be applied as a percentage of the Scope A Contract Price or the annual support fees”; CSCA and CVCA target “>= 95.00%”	Please confirm (a) which base applies during warranty and during post-warranty support; (b) that planned maintenance is excluded from availability; and (c) how availability is measured for the CSCA, which is offline and air-gapped by design (A.10.2).	Refer to information given in the Bidding document
70	Vol 2	SLA 2.2	63	“The Recovery Time Objective (RTO) for any central PKI sub-system is set strictly at 20 minutes”; “a 1.0% penalty… for every incremental 5-minute delay beyond the RTO limit”	Please confirm (a) the definition of “operational windows”; (b) that offline components (CSCA, CVCA) are excluded from the 20-minute RTO; and (c) a cap on this penalty, which is currently unlimited.	Refer to information given in the Bidding document
71	Vol 2	SLA 2.3	63	Severity 1: “Immediate continuous 24x7 work until restored”; “LKR 100,000 deduction per incident window”	Please define “incident window” and the Severity 1 resolution target. Please also confirm that a single fault is not penalised under both SLA 2.2 and SLA 2.3.	Refer to information given in the Bidding document
72	Vol 2 Vol 2	SLA 2.1 (A-1.1, A-1.5, A-1.6) B.9.2–B.9.5	63 51–53	Personalization software listed in the Scope A availability table	Please confirm that personalization software is penalised under one regime only (Scope A or Scope B), to avoid double penalties for the same event.	Penalties will be applied for each scope separately
73	Vol 2 Vol 2	SLA 2.8 SLA 3.10	65 69	“a qualified PKI/HSM/KMS engineer physically present at the DIE premises”; “a qualified personalization/technical engineer physically present at the personalization facility”	Please confirm (a) the duration of each on-site obligation; (b) whether one engineer may cover both scopes; and (c) whether on-call support is sufficient during extended shifts beyond 6.00 pm.	Refer to information given in the Bidding document
74	Vol 2 Vol 2	SLA 4.1 A.12.1	70 22	“Access logs shall be made fully transparent to DIE and retained for the duration of the contract.”; “access logs retained for a minimum of 180 days”	Please confirm the required retention period for access-control logs.	Refer to information given in the Bidding document
75	Vol 2	SLA 3.6	68–69	“deducted as stipulated in SCOPE 2 — MRP / eMRP PERSONALIZATION FACILITY REQUIREMENTS (SCOPE B) directly from the monthly Operational Expenditure (OpEx) invoice:”	SLA 3.6 ends without content, and the table on p.69 appears after SLA 3.10. Please confirm that this table belongs to SLA 3.6, and that B.9 prevails where the two differ.	B.9 will prevails, Yes table on p.69 Belongs to SLA 3.6
76						
76	IFB Vol 1/3	para 3(a) Section III 3.7.6	1 56	IFB: “at least ten (10) years of experience in the implementation and technical operation of an e-Passport personalization solutions and design, supply, implement, test, deploy, commission and maintaining national e-Passport PKI solution with ICAO-PKD integration”; Section III: “at least ten (10) years of experience in the implementation and operation of e-Passport personalization solutions”	The IFB requires 10 years in both personalization and PKI; Section III requires 10 years in personalization only. Please confirm which requirement applies.	Comply to original requirement of IFB

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77	IFB Vol 1/3	para 3(b)(ii) Section III 3.7.7(2)	1 57	IFB: “successfully delivered and maintained at least one (01) national PKI solution… The claimed deployment should be currently in operation.”; Section III: “successfully delivered or currently have operational at least one (01) PKI solution for e-Passports including ICAO-PKD integration”	Please confirm (a) whether the reference must be both delivered and currently operational (“and”) or either (“or”); and (b) whether it must be a national deployment.	The claimed deployment should be currently operational
78	Vol 1/3	Section III 3.7.6–3.7.8 (JV column “At least one member”)	56–57	“Must meet requirement” under “At least one member”	Please confirm whether, in a joint venture, the personalization experience (3.7.7(1)) and the PKI experience (3.7.7(2)) may be met by different members.	Yes
79	IFB Vol 1/3	para 3(b)(i) Table 3.2 criterion 1.1	1 49	“not less than Three Million e-Passports (3,000,000) under a single contract”; “a personalization volume of not less than 3 million passports within last 7 years”	Please confirm (a) whether MRPs count toward the 3 million volume, or only e-passports; and (b) for a facility still in operation, whether the volume completed to date counts.	minimum volume of Three (3) Million e-Passports under a single contract
80	Vol 1/3 IFB	Table 3.2 criterion 1.2 para 3(b)(ii)	49–50 1	“within last 7 years… based on the number of successfully completed contracts”; qualification window “within the Ten (10) years”	Please confirm whether a PKI reference that qualifies under the 10-year window but is older than 7 years earns marks under criterion 1.2, and whether currently operational contracts count as “completed”.	Yes
81	Vol 1/3	Table 3.1	49	Rows 2 and 3, “Feature/requirement is present and partially meets the requirements” and “Feature/requirement is present and meets minimum requirement”, have no score	Please state the scores for rows 2 and 3 of Table 3.1.	Feature/requirement is present and partially meets the requirements 30%, Feature/requirement is present and **meets** minimum requirement 70%
82	Vol 1/3	Table 3.2 criteria 2.1–2.2	50	“The number of live e-Passport personalization deployments”; “The number of currently operational e-passport PKI solution deployments”	Please state the scoring scale (number of deployments against score) for criteria 2.1 and 2.2.	One Contract: 70% Two Contracts: 85 % Three or more contracts: 100 %
83	Vol 1/3	Table 3.2 criteria 3.1–3.2	50	“Compliance with NIST SP 800-53 Rev. 5, Control CP-10… No certification: 70% Certified: 100%”; “Compliance with ISO/IEC 27035… No certification: 70% Certified: 100%”	NIST SP 800-53 is a control catalogue and ISO/IEC 27035 is a guidance standard; neither has a formal certification scheme. Please state what evidence earns 100%, for example an independent audit report or attestation.	The bidder shall provide a documented mapping demonstrating how the proposed solution addresses the applicable NIST SP 800-53 controls and ISO/IEC 27035 guidance, supported by relevant technical documentation, policies and procedures. Full marks will be awarded where the evidence demonstrates that all requirements specified in the relevant evaluation criterion are met.
84	Vol 1/3	Table 3.2 criterion 4.1	50	“Key technical teams’ specific experience (at least minimum two members) of the team such as PKI implementations”	Please confirm (a) whether the project count is per member or for the team; (b) whether personalization projects count as well as PKI projects; and (c) whether at least two members must meet the stated count.	a) Per Member b) PKI Projects c) Yes

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
85	Vol 1/3	Table 3.2 criteria 8.1–8.3	52	"The core personalization software has been available in the global market for at least seven (7) years."; "stable, active five-year product lifecycle (2021-2026)"	Please confirm (a) whether the software OEM's release history is acceptable where the bidder is not the OEM; and (b) what documents constitute evidence (release notes, OEM letter).	OEM release history is applicable if the said software does not need substantial modification when deployed at DIE
86	Vol 1/3 Vol 2	Section III 3.8 Section 5	58 59–60	Vol 1/3: "Bachelor's Degree in relevant field & PMP"; Vol 2: "A recognized project management certification (e.g., PMP, PRINCE2, PMI-ACP®, or equivalent) is preferred"	Please confirm whether PMP is mandatory or whether PRINCE2 or equivalent is accepted. The same applies to CISSP for the PKI Specialist, where Vol 2 accepts "an equivalent security certification".	Yes
87	Vol 1/3	Section III 3.8	58	"Full Time" under "PKI project Implementation (Time commitment)"	Please confirm whether "Full Time" applies only to the implementation period or to the whole contract. Please also confirm whether key staff for personalization operations are required, as none are listed for a 60-month operation.	"Full Time" applies only to the implementation period
88	Vol 1/3	Section III 3.7.4–3.7.5	55–56	"Must meet minimum 20 % of the requirement" (each member); "Must meet minimum 60 % of the requirement" (at least one member); "within the last three (3) years between 1st January 2023 and 31st March 2026"	Please confirm that Sri Lankan members with an April–March financial year may submit FY 2022/23, 2023/24 and 2024/25, or FY 2023/24 to 2025/26, as long as the years fall within the stated window.	Comply to original
89	Vol 1/3	Section III 3.4	52–53	"(a) Price of Design Development and Implementation + Other Cost in the Price Schedule (b) Recurrent Costs"	Please confirm that the evaluated bid price is: Scope A (Form 4.12.1) + Scope B total for the full volume (Form 4.12.2) + NPV of Scope A post-warranty costs (Form 4.12.3). Please also confirm how foreign-currency Scope B prices will be converted.	specified in ITB 40.1 and 3.4 Price Evaluation
90	Vol 1/3 Vol 1/3	Section III 3.4(iv) PC 1	53 177	"N = number of years of the Post Warranty Support and Maintenance Period, i.e. 4 years"; "The Post-Warranty Services Period is Not Applicable"	Please confirm that post-warranty prices are evaluated and binding even though the PC states the post-warranty period is not applicable (see item 1.7).	Applicable only for Post Warranty for Scope A
91						
92	Vol 1/3 Vol 1/3	BDS ITB 20.5(a) Forms 4.12.1–4.12.2	42 83–88	"shall be quoted on Delivered Duty Paid (DDP)"; price schedule column "Unit price on CIF basis"	Please confirm whether foreign-supplied items are to be priced DDP (as in the BDS) or CIF (as in the price schedules), and amend the forms accordingly.	The final price shall be in DDP
93	Vol 1/3	Form 4.12.3	89–91	Heading: "Post warranty recurrent costs applicable to Scope A"; first line item: "C Scope B: Procurement of Personalization services"	Please confirm that Form 4.12.3 covers Scope A post-warranty costs only, and correct the line-item label.	Please refer the addendum
94	Vol 1/3 Vol 2	Form 4.12.2 B.1.3	87–88 25	"Total cost of personalization 3,150,000 e-passports (e-MRPs)"; "The price quoted is assumed to be as the total price for each category considering the total personalization volume."; "verified against the accepted production output"	Please confirm that the monthly unit rate for billing is the quoted total divided by the stated quantity, with separate unit rates for e-MRPs and MRPs.	Refer to the relevant details provided in the Bidding document

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
95	Vol 1/3 Vol 1/3	BDS ITB 21.1 PC 11.2	42 178	"All Goods, Software or Services etc. supplied within Sri Lanka shall be quoted on LKR only."; "Price Adjustments shall not apply"	Scope B services are delivered in Sri Lanka, but the equipment and consumables are imported and paid for over 60 months. Please confirm (a) whether the Scope B unit rates may be quoted wholly or partly in USD or EUR; and (b) if LKR only, whether DIE will allow exchange-rate or price adjustment over the 60-month period.	Please refer the document
96	Vol 2 Vol 1/3	B.12.3 BDS ITB 24.1	58 43	"The Bidder shall include in its bid a detailed breakdown of the expected operational and maintenance costs… Failure to provide this information may result in the bid being treated as non-responsive."; "If the bidder includes any Price Information with technical Bids… its bid will be rejected."	These two clauses cannot both be met. Please confirm that the O&M cost breakdown is to be submitted in the Price Bid envelope only. The same question applies to draft maintenance agreements under A.7.6 if they contain prices.	Cost shall be included only in Price Bid
97	Vol 1/3	BDS ITB 45	45	"The Employer reserves the right to vary the quantities… by plus or minus: 20%"	Please confirm whether this applies to the Scope B passport volumes. If so, please confirm that the unit rates remain unchanged and that the 60-month limit is extended for an increase.	Apply to all items in the price schedule
98	Vol 2	B.10.7	56	"The DIE reserves the right to terminate the contract… if the selected Bidder fails to successfully complete the test or trial runs within the permitted attempts."	Please confirm whether termination under B.10.7 covers Scope B only, or the whole contract including Scope A work already delivered and paid for.	General Provision of the Contract. Please comply
99	Vol 1/3	PC 13.3(a) and 13.3(d)	178	"Ten percent (10%) of the Total Contract Price"; "Performance Security shall not be reduced until satisfactory completion of the contract"	The Total Contract Price includes five years of Scope B fees. Please consider (a) separate securities for Scope A and Scope B; (b) a Scope B security based on annual contract value; and (c) a reduction of the Scope A security after Operational Acceptance.	Comply "Performance Security shall not be reduced until satisfactory completion of the contract"
100	Vol 1/3	PC 28.2–28.3	181	"1.0% per week of the Total Contract Price, exclusive of all Recurrent Costs"; "based completion of commissioning and operational acceptance testing of the entire implementation"	Please confirm (a) whether the liquidated-damage base includes the Scope B total; (b) which milestone dates apply (see item 1.1); and (c) that liquidated damages are not applied alongside SLA penalties for the same delay.	Liquidated damages shall be assessed based completion of commissioning and operational acceptance testing of the entire implementation
101	Vol 1/3	Appendix 7	191	Scope A: "Hardware Delivery & Installation… 40%"; "Go-live after Commissioning… 50%"; Scope B: payment monthly on "Undisputed invoice value"	Please confirm (a) under which Scope A payment item the civil works, custom software, ICAO-PKD services and training (Form 4.12.1, lines A.5–A.8) are paid; and (b) whether DIE will consider a mobilisation payment for Scope B, which currently has no advance or capital payment.	Payment will be made as per Appendix 7. Terms and Procedures for Payment
102	Vol 1/3 Vol 1/3	GC 33.1(b) PC	145 177–184	"the multiplier specified in the PC… or, if a multiplier is not so specified, the total Contract Price"	No multiplier is specified in the PC. Please confirm (a) that aggregate liability is capped at the total Contract Price; and (b) that penalties, surcharges and liquidated damages count toward this cap.	if a multiplier is not so specified, the total Contract Price
103	Vol 1/3 Vol 1/3 Vol 2 Vol 2	BDS ITB 7.1 Section III 3.9 A.11.7 B.12.4	40 59 22 58	"Subcontracts are not allowed"; "certified by a licensed electrical contractor/engineer"; "The Bidder shall be responsible for all civil works"	Please confirm that the following are not prohibited subcontracting: specialist civil, electrical and CCTV works by licensed contractors; OEM supply, warranty and maintenance; and consumables supply.	Comply to Original

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
104	Vol 1/3 Vol 1/3	PC 15.4(a) PC 15.5 and 16.1	179 179–180	“including customizations specific to this contract where the software components does not provide API based integration”; “Complete set of source code/scripts developed for this project (custom software) should be royalty free”	Please confirm (a) that pre-existing commercial software (PKI, KMS and personalization products) and its source code remain the property of the OEM, licensed to DIE; and (b) that DIE’s ownership is limited to custom code written for this contract. Please also explain the qualifier about API-based integration.	The condition is applicable only for code that are specifically developed for DIE purposes and / or for the customizations made specifically for DIE. OEM/Standard software, governed by OEM published end-user-license agreements are not included
105	Vol 1/3 Vol 2	PC 29.3 A.7.5	181 18	“Contractor shall provide comprehensive warranty for the entire system till end of the contract.”; “warranty period of not less than 3 years”	Please confirm that the Scope A warranty is 3 years, followed by paid post-warranty support under Form 4.12.3, and that PC 29.3 applies to Scope B equipment only.	Defined in the Procurement Document
106	Vol 1/3	BDS ITB 14.3(vi)	41	Manufacturer’s Authorization for “Servers & Storage”, “Specialized hardware devices such as HSM, KVM”, “Network and data communication devices”, “Standard software”, “Information security software or devices”	Please confirm whether Manufacturer’s Authorizations are also required for personalization equipment, chip encoders and QC readers under Scope B.	Yes
107	Vol 1/3	PC 38.1.1–38.1.2	182	“should also cover ‘All Risks’ basis including War Risks and Strikes”; “War Risks” and “Terrorists Cover”	Please confirm the period for which war-risk cover is required.	All contract period
PART 8 – MISSING ANNEXURES, CROSS-REFERENCES AND EDITORIAL ERRORS						
108	Vol 2 Vol 2 Vol 2	A.11.6 A.13.1(c) A.13.2	21 22 23	“as part of the submittals required under C.6”; “(per C.3 and C.4)”; “approval of the submittals in C.6.1”	Clauses C.3, C.4, C.6 and C.6.1 do not exist in the documents. Please confirm the intended references (we assume A.13.1) and issue any missing clauses.	There is no Scope C
109	Vol 2	A.5.13 and A.5.14	15	Both read: “The system shall generate CSCA certificates, Document Signer Certificates, Master Lists and CRLs in formats compatible with ICAO Doc 9303 and ICAO PKD processing.”	Please confirm whether one clause was intended to state a different requirement.	The requirements in the document remain unchanged
110	Vol 2	B.3.3(o) and (p)	34	Both read: “The eMRTD personalization solution shall be possible to integrate with different personalization machine suppliers in the market…”	Please confirm whether one item was intended to state a different requirement.	Noted. Both ' O " and "P" are same.
111	Vol 2	B.6.3 and B.6.7	40	Numbering moves from B.6.3 to B.6.7	Please confirm whether clauses B.6.4 to B.6.6 have been omitted and, if so, issue them.	Typo error. There is no information included under B.6.4, B.6.5 and B.6.6. Hence please follow the same numbering.
112	Vol 2	B.2.1	27	“The proposed personalization facility shall operate between steps (d) and (e) described above.”	The enrolment steps above are bulleted, not lettered. Please confirm that (d) and (e) refer to the fourth and fifth bullets: provision of personalization data, and receipt of the personalized passport.	please refer the addendum

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
113	Vol 2 Vol 2 Vol 2	Section 2 S.No 6 SLA 3.6	2 4 68	"Scope 1", "Scope 2", "Consolidated Service Level Agreement"; "SLA stipulated in Part 4"; "SCOPE 2 — MRP / eMRP PERSONALIZATION FACILITY REQUIREMENTS"	Please confirm that Scope 1 = Scope A, Scope 2 = Scope B, and "Part 4" and the "Consolidated SLA" both mean Annexure I.	Scope 1 = Scope A Scope 2 = Scope B Part 4 and Consolidated SLA = Annexure I.
114	Vol 2	SLA 3.7	68	"[Ref: Scope B B.9.9]"; "[Ref: Scope B B.9.8]"	B.9.9 does not exist, and invoice content is set out in B.9.7, not B.9.8. Please correct the references.	Noted. B.9 ends with B.9.8.
115	Vol 2	SLA 3.1	66	"Sustained Shift Capacity: Personalization of 3,000 passports per standard 10-hour operating shift (operating from 8"	The sentence is truncated. Please confirm the shift hours (we assume 8:00 a.m. to 6:00 p.m., as in B.8.2).	Shift started at 8.00 a.m
116	Vol 2	A.7.9	18	"All active equipment (servers, storage, HSM, etc.) but have a published end-of- life…"	Please confirm that "but have" should read "must have".	All active components need to have a published end-of-life as stated.
117	Vol 2	B.6.21	44–45	"attached herewith as Annexure A"	Annexure A is missing (see item 3.8). Please issue it with the addendum.	Will provide
PART 9 – GENERAL CONDITIONS AND CONTRACT DATA						
118	Volume 3	Section VII – GC 33.1 and GC 32.1	Page 145	GC - Liability and IP Indemnity	Kindly clarify whether an agreed aggregate liability cap can cover indemnities and repair/replacement costs, with clearly defined exceptions, while retaining the exclusion of indirect and consequential losses.	These are general clauses of the contract for bidders to comply with. This is clearly elaborated in the General Conditions.
119	Volume 3	Section VIII – PC 26.2–26.3	Page 180	PC- Completion - Acceptance and Payment	Kindly confirm whether acceptance can be granted with minor, non-critical defects outstanding, establish clear acceptance timelines, align these provisions with GC 27.3.6, and clarify the conditions for releasing the 50% PKI payment linked to successful UAT/OAT.	Comply with original requirements
120	Volume 3	Section VIII – PC 11.2; Section VII – GC 23.2	Page 178 and 131	Contract Price/ Product Upgrades	Kindly clarify how the no-price-adjustment provision interacts with the requirement to pass on cost reductions offered to other local customers, and confirm the applicability of FX, cost escalation, and tax/change-in-law adjustments under GC 14.4 and GC 40.1.	These are general clauses of the contract for bidders to comply with. This is clearly elaborated in the General Conditions.
122	Volume 3	Section VII – GC 47.2	Page 166	Termination for Contractor's Default	Kindly clarify whether the 14-day cure period can be extended to 45 days, with additional reasonable time where remediation is progressing satisfactorily, and confirm the applicable termination notice requirements.	Comply with original requirements
123	Volume 3	Section VII – GC 51.1–51.2	Page 171	Contractor's Claims	Kindly clarify whether missing the 28-day notification deadline automatically extinguishes claims for additional payment or extensions of time, even where the delay causes no material prejudice to the Employer.	Comply with original requirements
124	Volume 3	Section VII – GC 51.1–51.2	Page 155	Force Majeure	Kindly clarify the termination thresholds of 60 consecutive days or 120 aggregate days and whether a 45-day threshold can be considered, while confirming the applicable resolution procedure and payment protections under GC 41.8.	Comply with original requirements

S/N	Volumn	Section	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
125	Volume 3	Section 4- Bidding Forms	Page 67	4.2.3.1. Evidence of Access to or Availability of Credit Facilities	The bank has agreed to issue the letter using its standard format. Could you please confirm whether this format is acceptable for the tender?	Please comply with the Bidding document
121	Volume 3	Section VII – GC 7.1(c) and GC 9.1	Page 109 and 110	Scope of Facilities and Contractor's Responsibilities	Kindly clarify the scope of items and services reasonably inferred as necessary and confirm that additional requirements beyond the agreed scope will be subject to change control, including cost and timeline implications.	We confirm that any additional requirements or services beyond the agreed scope will be managed strictly in accordance with the Change Request process, including any associated cost and timeline implications
126	Volume 3	Section III	Page 49 to up	Computation of the Total Technical Marks	Under this criterion, 70% of the marks are awarded for one (01) project, which aligns with the requirements specified under Clause 3.7.7 – Specific Experience. However, bidders must demonstrate two or three similar projects, executed as the main contractor, with a minimum of three million passport personalizations, to qualify for 85% or 100% of the marks. In this domain, most principal solution providers operate through a subcontracting model. Consequently, principals with several strong project references executed under this model may be unable to score beyond 70%, despite their extensive experience and proven capabilities. Considering this, we kindly request that the evaluation criteria for the second and third projects be relaxed to accept valid project references executed under a subcontracting model, subject to a reasonable minimum threshold for passport personalization volumes (e.g., one million personalizations per project). This would allow the evaluation to more fairly recognize the relevant experience and capabilities of principal solution providers.	No Change in the requirement.

Set 17					
Volume	**Section**	**Page No.**	**Requirement in the Bidding Document**	**Question**	**Clarification Provided by Contracting Authority**
Volume I & I	Section III, Clause 3.7.6 – General Experience	56	The Bidder shall have at least ten (10) years of experience in the implementation and operation of e-Passport personalization solutions prior to the Bid Submission Deadline.	We respectfully request the Procurement Committee to consider amending this requirement to allow bidders who have successfully implemented e-Passport Personalization Solutions within the last 10 years prior to the bid submission deadline, rather than requiring a minimum of 10 years of experience. Our request is based on the following considerations: 1. Technological relevance: Recent implementations better reflect advancements in e-Passport personalization technologies, biometric integration, chip encoding, security features and ICAO compliance. 2. Demonstrated capability: Successful implementation and operational performance are stronger indicators of technical competence than the total number of years in the industry. 3. Wider international competition: Relaxing the requirement would enable more internationally established and technically qualified solution providers to participate. 4. Fairness and proportionality: Qualification criteria should reflect actual project requirements and avoid unnecessarily excluding capable bidders based solely on the duration of their industry experience. Proposed Revised Clause: "The bidder shall have successfully implemented at least one e-Passport Personalization Solution within the ten (10) years immediately preceding the bid submission deadline."	Comply to original requirement
Volume 1 &	Clarification – Set 04		Clarification No. 015: ("Payment will be made in the respective currencies specified by the Bidder in the Price Schedules"), [Page 42] (BDS ITB 21.1), [Page 191] (Appendix 7)	With reference to Clarification No. 015, (a) for Price Schedule A please confirm whether a Consortium can designate separate consortium members as payment recipients and invoicing parties according to their scope of work (local vs. foreign), regardless of how the currencies are quoted, and (b)for Price Schedule B please confirm whether the payment can be invoiced and received by any of the consortium partner ?	(a) Yes (b) Yes
Volume 1 &	Bid Data Sheet ITB 20.5(a)		All Goods, Software or 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 (as applicable at the bid submission deadline).	Since DIE requested an excluding VAT price in Schedule A, if the goods are consigned to DIE with a DDP price, how can DIE pay Customs duty on the DDP price (cascading) VAT, etc.? at the time of clearing the goods? Who has the responsibility to pay Customs duty and whether the VAT can be claimed separately from DIE? Please clarify if the final invoicing for Goods, Software or Services supplied outside Sri Lanka will have to incorporate VAT or if it will be exempted from it.	All taxes shall be paid by the Contractor (DDP basis). Only VAT shall be indicated separately, and all other taxes (Customs duties, SSCL, etc.) shall be included in the Bid Price

Volume 1 &	4.11. Letter of Price Bid		The price of our Bid with VAT, including any discounts offered is the sum of: i. Total for goods and services supplied from outside Sri Lanka is: [insert the currency and the total Bid Price in words and figures] ii. Total for goods and services supplied within Sri Lanka is: LKR [insert the currency and the total Bid Price in words and figures]	As ITB 20.5 (a) mention exemption of VAT for the the Goods, Software or Services supplied outside Sri Lanka, can you confirm that the Total for goods and services supplied from outside Sri Lanka will not include VAT?	The Bidder shall include in the Bid Price all other costs; only VAT applicable in Sri Lanka shall be paid separately as indicated in the Price Schedule
Volume 1 &	ITB 4.1 /ITB 14.3			ITB Clause 4.1 & ITB Clause 14.3 (i): Explicitly states that a Bidder may be a combination of entities in the form of a "joint venture, consortium or association (JV)", and permits the submission of a "JV / Consortium agreement or a letter of Intent". General Conditions Clause 9.7: References "a joint venture or consortium of two or more parties" being jointly and severally bound. Recent Clarification Response (Sr No.115]): States that only a Joint Venture (JV) is allowed. The original bidding document (Volume 1) explicitly permits both Joint Ventures and Consortiums to participate, provided all partners sign a Letter of Intent / Agreement and assume joint and several liability to the Employer [ITB 4.1, ITB 14.3, GC 9.7]. However, the recent clarification indicates that only a "JV" is permitted. Could you please clarify whether a Consortium structure (where partners maintain distinct work scopes but are bound by joint and several liability under an incorporated or legally enforceable agreement) is fully acceptable for this bid?	A Consortium formed through a legally binding Consortium Agreement (or supported by a Letter of Intent to enter into a Joint Venture/Consortium agreement) is fully acceptable to the procurement entity as an eligible Bidder . Under the bidding provisions: Eligible Bidders: A Bidder may be a single entity or any combination of entities with the intent to enter into an agreement supported by a letter of intent, or under an existing agreement in the form of a Joint Venture, Consortium, or Association (collectively referred to as "JV") . Submission Documents: Bidders bidding as a Consortium/JV are required to submit either a letter of intent to form a JV/Consortium or an executed JV/Consortium agreement along with their technical bid

1 & 3; 2	Section IV, Form 4.12.2 (Price Schedule – Scope B), Items B.1 & B.2 and Note 2; Section VI, Clause B.9.1	87–88; 50	Vol 1&3, Form 4.12.2, Items B.1 & B.2 and Note 2 B.1 Total cost of personalization 3,150,000 e-passports (e-MRPs); B.2 Total cost of personalization 500,000 regular passports (MRPs). Note 2: The price quoted is assumed to be as the total price for each category considering the total personalization volume. Vol 2, B.9.1 … the DIE shall commit to a minimum daily volume of 1,000 passport personalization's per calendar day … (conditional, as quoted in full in the following row).	, payment will be made only on actual monthly production volumes, and the only quantity DIE commits to pay for is the conditional daily minimum under Clause B.9.1 – approximately 1,200,000 passports, or 38.1% of the estimated e-MRP volume (calculation in the following query). The fixed investment and operating costs of the personalization facility (equipment, facility fit-out, on-site engineering staff, maintenance and the mandatory 3-month consumables reserve) must be recovered through the per-passport price. Pricing on 3,150,000 passports while only about 1,200,000 are committed exposes bidders to an un-recoverable shortfall; pricing on the committed minimum would instead significantly increase the per-passport price quoted to DIE. We note the response to clarification Set 03, Query No. 41 that the contract will expire after 60 months. To enable all bidders to price on a common and realistic basis, we kindly request DIE to confirm one of the following: (a) the minimum cumulative personalization quantity DIE can commit to over the 60-month contract period, with any shortfall against that quantity at the end of the contract period being payable at the contracted per-passport rate; or (b) that bidders may quote Scope B as a fixed monthly facility charge (covering fixed facility, equipment, staffing and maintenance costs) plus a per-passport personalization charge; or (c) that Note 2 of Form 4.12.2 is amended so that the per-passport price is quoted on the basis of the quantity DIE commits to under Clause B.9.1.Minimum billing quantity committed by DIE under Clause B.9.1: Our understanding of the maximum quantity DIE commits to pay for over the contract period, based on Clause B.9.1, is as follows: • Minimum committed volume per qualifying DIE working day: 1,000 passports • DIE working days per year (5-day week, less public and Poya holidays falling on weekdays – bidder's assumption): approx. 240 days • Contract period (PC 3, as amended by Addendum 01): 60 months = 5 years • Qualifying working days over the contract period: 240 × 5 = 1,200 days • Maximum committed minimum billing quantity: 1,200 × 1,000 = 1,200,000 passports • Estimated contract volume (B.1.2 / PC 3): 3,150,000 e-MRPs (plus 500,000 MRPs per B.1.2) • Committed minimum as a share of the estimated volume: 1,200,000 ÷ 3,150,000 = 38.1% (32.9% of the combined 3,650,000) • Estimated volume not covered by any commitment: 3,150,000 − 1,200,000 = 1,950,000 e-MRPs (61.9%) • Average daily volume implied by the estimate: 3,150,000 ÷ 1,200 days = 2,625 passports per working day, against a committed minimum of 1,000 per day Even at 22 working days per month (264 days per year), the committed minimum is 1,320,000 passports (41.9% of 3,150,000). This is a ceiling, as days on which conditions (b) or (c) of Clause B.9.1 are not met do not qualify. We kindly request DIE to confirm: (i) that the 1,000-passport minimum under Clause B.9.1 applies per DIE working day, notwithstanding the words "per calendar day"; (ii) the number of DIE working days per year to be used for this calculation; and (iii) that the above calculation correctly reflects the maximum minimum billing quantity committed by DIE over the 60-month contract period, and that DIE does not commit to any personalization quantity beyond this.	The payments will be done as per the bidding document.