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1	Volume 1,3	41	ITB 14.3 (v)	Documents to comply with Public Contract Act - number 03 of 1987 and Eligible Bidders - Section I – Instructions to the Bidders Local Companies bidding for these tender or Local partners of Foreign Companies bidding for this tender shall be registered under the Public Contracts Act, No	We understand that in case where the Bidder is a JV/ Consortium, the PCA registration and PCA related documents are required to be submitted from both partners of the JV /Consortium.	Please refer to ITB 4.7.
2	Volume 1,3	177	1	PARTICULAR CONDITIONS: Contract Period is 1. Live operations of the passport personalization service should commence within 90 days from the contract award for personalization MRP passports.	The requirement of operationalizing the MRP passport booklet personalization within 90 days from the contract award is highly unrealistic and directly favors ONLY the current service provider who is incumbent for last more than 20 years and has an existing MRP personalization solution deployed and running with the Department. Who knows the details of the system/ Process / intigration details. It is our understanding that the implementation is required at least 180 days including required hardware delivery due to the world crisis situaiton , software, integrations, security controls, production capacity, acceptance criteria. Please note that the set up of any new MRP perso system by a new vendor will require a minimum of 180 days due to all above complications and the criticality of the system. As DIE expecting best solutions and implementations and best financials we request to consider above	Live operations of the passport personalization service should commence within 150 days from the date of commencement for personalization of MRP passports.
3	Volume 1,3	179	15.2	PARTICULAR CONDITIONS: 15. Intellectual Property and Copyright Technical documents and manuals can be duplicated by the Employer for noncommercial and internal use.	As per the bidders understanding of the Scope Technical Documents and Manuals are part of IP and Copyrights of the IP owner. For any duplication requirements, the Employer should formally make a request to the IP owner. Please confirm	Employer shall have the right to duplicate without prior request.

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4	Volume 1,3	179	15.5	PARTICULAR CONDITIONS: The parties shall enter into such (if any) escrow arrangements in relation to the Source Code for “Custom Software”	We understand that bidders who are providing the standard products and not custom solutions will not fall under this clause . Please confirm	1. Custom developments: All intellectual property in software developed specifically for this contract (interfaces, integrations, workflows, reports and configurations) shall vest in DI&E. Complete source code and technical documentation shall be handed over at Operational Acceptance and with every subsequent release. 2. Commercial / proprietary products: IP in the bidder’s or third parties’ standard products (PKI/CA software, personalisation software, HSM firmware, databases, operating systems) remains with the respective owner. The bidder shall provide perpetual, irrevocable licences in the name of DI&E covering all sites (including DR) and required volumes, without remote deactivation or time limits. 3. Data and keys: All data, cryptographic keys, certificates and configurations are the sole property of DI&E and shall be exportable in open formats. CSCA and Document Signer private keys shall be generated and kept only within DI&E-controlled HSMs.
5	Volume 1,3	181	28.2	28. Completion Time Guarantee Liquidated damages shall be assessed at 1.0% per week of the Total Contract Price, exclusive of all Recurrent Costs (Post Warranty). The maximum liquidated damages are Ten percent (10%) of the Contract Price (Excluding Post warranty Cost).	The standard practice in RFPs for Liquidated damages is 0.5% per week of the Total Contract Price, exclusive of all Recurrent Costs (Post Warranty). The maximum liquidated damages are Five percent (5%) of the Contract Price (Excluding Post warranty Cost). Please allow the above change in LD clause and confirm.	Comply to the Original Requirement

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6	Volume 2	3	3	Phase 2: Design, supply, install, test, commission all required Personalization and Printer Hardware components (Scope B) to establish the ePassport personalization facility. Commencement of MRP personalization using full or intermediatory set up at employer's premises: T + 3months	Practically, there are only 2 months implementation period for commencement of MRP personalization which is very short for such a project considering the HW/SW procurement, installation, deployment, etc. And as per our understanding of the contract scope , Setting up a MRP Personalization facility is highly unlikely within the given timeline unless the provider is well equipped with the know-how within the department and currently ongoing procedures , Implementation of this printer setup requires integration of the current systems which is highly dependant on the different service providers of such systems. So To make it more neutral, we will suggest to provide at least 6 months(180) days implementation	Live operations of the passport personalization service should commence within 150 days from the date of commencement for personalization of MRP passports.
7	Volume 2	3	4	Completion of all equipment installation/ integration and the commencement of full operation for personalization of e MRP: T + 6 months	Personalisation of an ePassport is only possible when KMS, HSM, Document Signer, CSCA, CVCA and DVCA are ready. However the readiness of the above components is at T+ 7 months, but your requirement for ePassport Personalisation is at T + 6 months. Personalisation of an ePassport can only be done after Phase 3 is completed which should be after T+7 months. Otherwise, it will not be possible to personalize e-MRP. Could you please confirm that this will be corrected accordingly?	Will be corrected with an addendum
8				Phase 2: Design, supply, install, test, commission all required Personalization and Printer Hardware components (Scope B) to establish the ePassport personalization facility. Commencement of MRP personalization using full or intermediatory set up at employer's premises. T + 3months	Please confirm and clarify below as it will help all the bidders to stand on same ground without any bidder gets an advantage. 1. DIE will be allowing to use existing printers / Hardware/ Software for bidders for MRP and EPP solutions 2. If DIE will not allow to use existing hardware, please confirm all the vendors has to provide the all brand new hardware/ Brand new software/ Brand new printers for MRP AND EPP solutions	1.The existing printers (i.e. printers used by the DIE at present) will be decommissioned and hence will NOT be used in the new contract. 2. Bidder must meet the SLA requirement.

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9	Volume 2		-	3. Implementation Schedule	In the Implementation schedule it has described Phase 1 , 2 and 3 How about the Inventory Management System and the Post Issuance? When is the expected delivery timeline as they can be delivered after Phase 3?	Inventory management & Post Issuance to be ready at the start of Phase 3, Further requirements will be discuss with the selected bidder during the requirement gathering phase.
10	Volume 2	4	6	Operational Period.	What is the expected warranty period and S&M period for the MRP and EPP personalization solution?	Warranty period is not applicable for the scope B. Comply with the SLA
11	Volume 2	5	4.1	Integrate the PKI solution with passport issuance, personalization, border verification and other relevant DIE ICT systems through secure, documented and standards-based interfaces.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification	Integrate the PKI solution with passport issuance, personalization, and other relevant DIE ICT systems within the Bidder's scope through secure, documented, and standards-based interfaces. The Bidder shall provide the necessary standards-based interfaces and technical documentation to facilitate integration with border verification systems. The implementation, configuration, modification, and operation of border verification systems, including the integration activities on such systems, shall remain outside the Bidder's scope
12	Volume 2	6	A.1.3	The integrations shall be based on secure REST-APIs.	The method ICAO recommends to download the certificates from the PKD is through LDAP and not REST-APIs, to align with the General Scope of Work in Page 5: to allow Standards-based interface, REST-API, LDAP or SOAP API for standard integration method	The integrations shall be based on secure REST-API/ LDAP as applicable.
13	Volume 2	8	A.2.2	The solution shall implement Passive Authentication as a mandatory capability for all Sri Lankan and all foreign eMRTDs inspected at Sri Lankan borders. The solution shall verify the Document Security Object, signed data group hashes, Document Signer Certificate chain, CSCA trust anchor, CRL status, certificate validity period, signature algorithm, and document-chip data integrity before a document is accepted as electronically valid.	It is our understanding that , The bidder can only implement Passive Authentication for Sri Lanka ePassport, The Bidder cannot implement Passive authentication for Foreign eMRTD. Verification of foreign eMRTD can only be perform by the Border Control Solution , which is out of scope of this current contract and It is our understanding that Importing to the national trust store is the scope of the BVS Scope - This is out of the scope of this contract . And validation of foreign e-passports cant be done. Please confirm	An ePassport personalisation responsibilities is to generate the Certificates and keys needed and to transfer them to a single location for the Border Verification Solution to use.

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14	Volume 2	9	A.3.1	The selected bidder shall support Sri Lanka in completing ICAO Public Key Directory participant onboarding, including preparation of technical and procedural inputs required for registration, nominated roles, operational contacts, certificate submission arrangements, testing coordination, and transition to active PKD participation.	Could you please clarify whether the Authority will bear the annual PKD fee?	Yes
15	Volume 2	10	A.3.8	The solution shall maintain separate PKD staging, test and production configurations, with controlled promotion of objects from test to production, documented test evidence, rollback capability, approval workflow and clear segregation of duties between preparation, approval and publication functions.	1) Could you please clarify whether test and staging refer to the same (single) environment? 2) For security reason, certificate materials (CSCA certificates, DS certificates, CRLs, etc.) used in the Test environment are not recommended to be promoted or used in the Production environment as it means that test materials can be used to produce real (authentic) passports in the Test environment. Could you please clarify the intention of this requirement?	Bidders can propose a suitable solution based on requirements given in the document and industry best practices
16	Volume 2	14	A.5.7	The proposed HSM shall be at least FIPS 140-3 Level 3 validated or Common Criteria EAL4+ certified	Could you please clarify if this requirement refers to FIPS 140-2 Level 3 validated OR FIPS 140-3 Level 3 validated? As both provide strong protection, hence request DIE to allow to use based on bidders preference. Please confirm?	FIPS-3 Level 3 , CC EAL 4+ only
17	Volume 2	15	A.5.14	The system shall generate CSCA certificates, Document Signer Certificates, Master Lists and CRLs in formats compatible with ICAO Doc 9303 and ICAO PKD processing. The system shall validate all objects before publication or upload.	This is a duplicate from requirement A.5.13.	Noted. Both A.5.13 & A.5.14 are same.
18	Volume 2	16	A.5.16	The selected bidder shall provide interoperability testing with sample e-Passports and certificate material from at least ten ICAO-compliant issuing States, including Asian, European and Middle Eastern issuers, and shall demonstrate successful validation using Sri Lankan border-inspection systems.	Please clarify that DIE will provide the required sample e-Passports and certificate materials as Bidder will not have access to such samples.	Samples will be provided by DIE .Interoperability testing will be done by DIE with Border Verification System.

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19	Volume 2	16	A.5.17	The selected bidder shall provide acceptance tests covering CSCA creation, DS creation, EF.SOD signing, passport personalization integration, CRL issuance, Master List signing, ICAO PKD upload/download workflow, border truststore update, passive authentication, PACE, chip authentication, terminal authentication, revocation checking, disaster recovery and audit-log review.	Does it mean that DR Data Center is required?	No DR Facility
20	Volume 2	17	A.7.1	The hardware infrastructure supporting the solution shall utilize enterprise-grade servers installed within the DIE's existing server room, leveraging current network connectivity and baseline security controls such as firewalls and VPN connections.	It is our understanding that DIE will be providing this relevant scope . Please confirm	Connectivity up to the TOR will be provided.
21	Volume 2	17	A.7.3	All interfaces with the DIE ICT systems (including the personalization system interface) must be made through standard, secure REST-api endpoints published and subscribed by the relevant service modules.	For the secure REST API to and from DIE ICT systems . Will DIE be preparing for the REST API for bidders to connect to ? Or the bidders needs to prepare the REST API for DIE to connect to ?	The integrations shall be based on secure REST-API/ LDAP as applicable
22	Volume 2	18	A.7.6	The solution must be supported with an annual maintenance support agreement, starting from the end last date of the warranty. The Bidder must include a draft of the proposed annual maintenance agreement with the Bid.	Could you please clarify what needs to be provided by the Bidder? Is this required for the bid or during the project implementation? Is there a template for this?	Bidder should comply to the given SLA and submission shall be done accordingly.
23	Volume 2	18	A.7.7	The selected Bidder will be required to sign a service level agreement covering all critical services and components in the solution. A draft version of the service level agreement must be included in the Bidding document.	Is there a template for this?	Please refer the bid document
24	Volume 2	18	A.7.8	The Bidders shall provide a draft copy of the standard warranty agreement, included in the Bidding document.	Is there a template for this?	The Bidder shall comply with the SLA. The Employer will sign the contract in accordance with the draft Contract included in the Procurement Document.

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25	Volume 2	20	A.9.2	The Bidder shall deliver comprehensive documentation covering the operational policies and procedures applicable to the CSCA and DS zones, including access control procedures, environmental monitoring procedures, physical-security incident response procedures, and maintenance procedures for all installed civil, electrical, and mechanical systems.	Does "environmental monitoring procedures" refer to system monitoring? As the CSCA is offline, it may not be possible to be automatically monitored for security reason.	Bidders are expected to monitor external parameters mentioned in the requirements concerning their impact on equipment / operations proposed by the Bidder
26	Volume 2	24	4.2	Integrate the personalization system with the DIE passport enrolment, issuance, verification, inventory, reporting, and audit systems through a data-base back-end interface and secure REST API-based interfaces.	For this clause REST API is needed for the bidders owned system or any existing systems within DIE ?	REST API is only needed for connections with DIE systems. Bidders can use their own communication protocol within their own system.
27	Volume 2	25	B.1.1	The selected Bidder shall design, supply, install, test, commission, operate, and maintain a passport personalization facility at the DIE for the personalization of passport blanks using personalization data provided by the DIE. The facility shall support both Machine-Readable Passport (MRP) personalization and electronic Machine-Readable Passport (eMRP) chip personalization, and shall include all required hardware, software, operational resources, technical services, consumables support, and associated liveware necessary for reliable end-to-end operation.	What does "liveware" refer to here?	Refers to any staff deployed by the Bidder for the purpose

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28	Volume 2	25	B.1.2	The proposed personalization facility shall have the capacity to personalize the current passport stock of approximately 3.15 million e- passports & 500,000 MRP passports. Based on current enrolment statistics, this stock is expected to be completed within 60 months. The personalization volume is expected to consist primarily of e-passports, with a smaller proportion of regular Machine-Readable Passports (MRPs) of a similar type.	Could you please clarify whether the Authority is going to personalize MRP and e-Passport at the same time? Or e-Passport personalization will be done only after MRP personalization is fully completed?	Shall have the ability to run parallelly until DIE completely transferred to e passports.
29	Volume 2	26	B.1.4	The DIE's operational responsibilities shall be limited to providing passport blank booklets and assigning DIE staff for the agreed operational functions.	How many DIE staffs are available for operation ? 1. Personalization 2. Lamination 3. Quality Assuarance This will help the bidder to plan the project rollout effectively and other operational activities for the project plan	1. Personalization - 06 - 08 (per day) 2. Lamination - 03 -05 (per day) 3. Quality Assurance - 02-04 (per day) 4.Observation - 02 - 04 (per day)
30	Volume 2	28	B.2.2	c) Exchange and synchronization of data required for monitoring and auditing the passport supply and personalization process, including data required for invoicing,operational monitoring, audit trails, reconciliation, and reporting activities.	For security reason, could you please confirm whether Bidder is allowed to propose for this functionality to be embedded/performed directly from the Personalization System?	Based on the Bidders design the relevant data may be obtained form the personalization equipment
31	Volume 2	29	B.2.3	The integration between the passport personalization system and the existing enrolment and border management systems shall be implemented through REST APIs.	Does integration with the border management is required ? It is our understanding that the personalization system requires only to send certificates to a single point in Border verification system. Please confirm	No Integration is needed apart from the certificates to shared with the central DIE System
32	Volume 2	30	B.3.1	The DIE's responsibility for the establishment and maintenance of the facility shall be limited to the following:	It is our understanding that DIE will be providing the necessary infrastructure for the physical premises including the IT infrastructure for the monitoring activities. Please confirm	Refer the bid document

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33	Volume 2	34	B.3.3	o) The eMRTD personalization solution shall be possible to integrate with different personalization machine suppliers in the market provided machine is compliant with relevant ISO 14443, ISO 7816 communication protocols.	Requirement p) is a duplication of requirement o).	Noted
34	Volume 2	36	B.5.1	The selected Bidder shall install, operate, and maintain a CCTV surveillance system at both the primary and secondary personalization facilities, covering all operational areas, storage areas, access points, and other security-sensitive locations.	1.Where are the location of the primary and secondary personalization facilities? 2.Does secondary refer to passive Disaster Recovery? 3.Does the bidders to be provided all infra and printers/ software/ hardware for the secondary site?	1. No Secondary site 2. NA 3. NA
35	Volume 2	37	B.5.2	The information security solution, associated controls, and related procedures shall be certified or independently assessed by a competent independent agency acceptable to the Government of Sri Lanka.	It is our understanding that any cost related to audits by Sri Lanka CERT and / or DIE shall be borne fully by DIE . Please confirm.	The cost of the initial audit will be borne by DIE. The selected bidder shall bear the cost of any subsequent audits.
36	Volume 2	39	B.6.1	The proposed equipment shall support high-quality colour personalization of the data page using inkjet, dye-sublimation, or an equivalent proven personalization technology suitable for laminated paper-based or composite passport data pages, without causing deformation, delamination, image bleeding, substrate damage, or reduction of document durability.	Could you please clarify whether Authority is looking for dye-sublimation inks or pigmented inks?	This is up to the bidder to propose
37	Volume 2	40	B.6.7	The Bidder shall also provide official OEM documentation, datasheets, brochures, or equivalent technical evidence confirming the specifications, capabilities, supported standards, operating requirements, and performance parameters of each proposed item.	Is this also required for PKI & Perso Solution Software?	Documentation is required for all OEM provided components

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38	Volume 2	40	B.6.8	The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet.	1) Could you please specify the information printed for endorsement / observation so that throughput can be estimated accordingly? 2) Does "designated inner pages" refer to the Observation page or the page behind the booklet cover?	This include standard endorsements, such as the previous passport number, any restrictions etc. The relevant data will be printed as text on the page next to the data page
39	Volume 2	48	B.8.3	• Priority Level 3: within 3 operating shifts.	Referring to definition in B.8.2, does "3 operating shifts" mean 30 hours?	Please refer the bid document
40	Volume 2	48	B.8.4	• Priority Level 2: 2000 passports • Priority Level 3: 950 passports	Could you please clarify that there will be no back-log left over from the existing system and that the enrollment system will provide the application requests to the Personalization System in real time? Otherwise, if there are 2000 application requests come at the same time, it may not be possible to personalize all the 2000 passports within 120 minutes.	The input volume will be limitted to throughput requirements stated in the document
41	Volume 2	48	B.8.6	Extended operating shifts	For planning purpose, please specify the average number of days and hours where by such extended operating shifts will be required monthly / annually?	Extended working hours are not normally anticipated but may be required depending on operational needs, such as system failures or sudden increases in demand.
42	Volume 2	49	B.8.6	For extended hours of operations (beyond 6.00pm) only priority levels 2 and 3 will be applicable.	Does it mean that collection offices' operating hours will also be extended?	This is a DIE internal matter and not relevant to the personalization service
43	Volume 2	49	B.8.7	In the event that a personalized passport is found as void (i.e. to be rejected due to quality/technical errors) by the employer's final quality checks, the time window for personalization of a new document should be considered from the point of initially handing over the data record provided that the void notification is made within 60 minutes of handing over.	For fairness to Bidder, this should be considered from the re-personalization request (or informing the invalid state) received by the Perso System because it will not be possible to achieve for Priority Level 1 and may be very tight for Priority Level 2. Can DIE take this ti priority level 3. Could you please help to clarify this point?	Bidders should take every effort to avoid such voids during personalization. The throughput requirements will remain unchanged
44	Volume 2	49	B.8.10	• Selected bidder has not started the personalization procedure related to the data record.	Could you please clarify that once the batching has been done, it will also not be possible to change the priority level? Otherwise, the batching process needs to be re-done and it will have impact on other personalization requests in the same batch.	Personalization requests will not be passed as batches but as individual data records. If the bidder is queuing them as batches, the entry into the batch queue can be considered as start of the personalization process.

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45	Volume 2	50	B.8.13	Where all personalization requests submitted during a normal 10-hour operating shift are not completed within that shift, the selected bidder shall complete the remaining requests before the commencement of the next operating shift, without prejudice to any applicable service-level requirements, penalties, or reporting obligations specified in this document.	It is understood from the clause that the normal personalization shift will be a 10 hour shift and this will be used for all SLA and respective penalties and obligations of the bidder. Please highlight what are the conditions and instances which may lead to extending this 10 hour shift to extra hours. Kindly also advice how many such instances will happen ?	Extended working hours are not normally anticipated but may be required depending on operational needs, such as system failures or sudden increases in demand.
46	Volume 2	50	B.9.1	Daily committed volume: The DIE shall commit to a minimum daily volume of 1,000 passport personalization's per calendar day, to be carried out during the regular 10-hour operating shift, provided that all of the following conditions are satisfied:	Could you please clarify that the committed monthly volume is only approximately 22,000 passports?	Minimum committed daily volume is for invoicing purpose.
47	Volume 2	51	B.9.1	b. No performance or service-level penalties are applicable to the selected Bidder in respect of the relevant shift.	It is understood that the bidder will submit the performance bond while executing the contract which protects the interests of DIE for all SLA Breaches whatsoever. Could you please clarify why this condition is relevant since there is already penalty to protect the Authority from performance or SLA breach?	Penalties are applied on the monthly bills and not on the performance Bond.
48	vol 2	8	A.10.2	The Bidder shall design and construct two separate, physically secured zones within the allocated space: (a) a CSCA zone, built as a physically isolated, air-gapped enclosure suitable for strictly offline operation of the CSCA root servers and Hardware Security Modules (HSMs); and (b) a DS zone, separately secured and access-controlled, to host the operational DS servers, HSMs, and associated issuing infrastructure.	As per the clause, physical isolation is specified, including an air-gapped enclosure. Could you please clarify whether physical segregation within the existing data center is sufficient, or whether a dedicated air-gapped enclosure is mandatory? If an air-gapped environment is required, please clarify how frequently the CSCA and DS systems need to communicate with each other and how this communication should be established securely. Alternatively, can the bidder propose and decide on the communication method and frequency based on the technical requirements?	Physical separation of the two environments will be sufficient. The air-gap means that there will not be any active online communication between the two environment components

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49	Volume 2	51	B.9.1	c. The personalization facility remains operational at full contracted capacity throughout the relevant shift, and no scheduled maintenance, planned downtime, or Selected bidder-caused service interruption occurs during the shift.	Could you please clarify why this condition is relevant as long as DIE agreed to the scheduled maintenance as periodic maintenance activities should be done to maintain the system, and certain maintenance activities may only take minutes to complete, e.g. less than 1 hour?	These conditions are based on the DIE operational requirements
50	Volume 2	51	B.9.2	• First two hours of delay: 0.25 percentage points per passport.	Could you please provide an example to make it clear for the computation?	Compute it as (personalization cost) * 0.25/100
51	Volume 2	53	B.9.5	Surcharges: A surcharge shall apply for each passport blank or personalized passport that is spoiled, damaged, rendered unusable, or rejected as a result of any technical, operational, handling, or procedural error attributable to the selected Bidder, the selected bidder, its personnel, equipment, systems, consumables, maintenance activities, or approved subcontractors.	As the operations will be done by DIE staff, how do you arbitrate the potential conflict that may arise?	Damages caused as result of DIE staff actions will not be considered for surcharges and penalties
52	Volume 2	54	B.9.7	The invoice and accompanying statement shall be system-generated and shall include the following details for each operational day: a. Personalization volumes by channel.	Could you please clarify what does it mean by "channel" here?	Refers to priority channel
53	Volume 2	55	B.10.2	• A vulnerability assessment and a penetration test (especially related to the ICT systems and infrastructure) carried by an external agency nominated by the employer	Could you please clarify who will bear this cost?	DIE will bear the cost for the initial assessment. If subsequent assessments are required due to Bidders failure to correct the initial findings, the Bidder has to bear the additional cost.
54	Volume 2	55	B.10.2	• A trial run involving the personalization of around 10000 passports.	Could you please clarify that the Authority will be supply the test booklets and the test data?	Yes
55	Volume 2	56	B.10.6	Full commissioning and the first billing cycle shall commence only after the successful completion of the test or trial run without any issue that would have resulted in a penalty, surcharge, or material operational failure if it had occurred during regular production.	Does it mean that the test or trial run will be done using a real passport production data? Please note that it is highly recommended to conduct sufficient test using test data and test passport booklets prior to the real passport production.	Noted.

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56	Volume 2	17	A.7.2	Apart from the above, all other components, modules, accessories, etc. must be provided by the selected Bidder.	How about air conditioning? Will it be provided by DIE?	Yes
57	Volume 2	59	5	2. Solution Architect: Full Time 3. PKI Specialist: Full Time 4. Security Architect: Full Time 5. System Administrator: Full Time	Could you please clarify why "Full Time" is required for all these roles as their involvement in the project will only be applicable to their own subject matter related topics which may not require full time involvement? As LD penalties been pushed in the project the manpower arrangements should ne eased to use on the method the bidder wants to manage. Seek your confirmation on allowing bidder to decide the manpower requirment as required?	Full time refers to usual working hours as per Sri Lankan labour regulations
58	Volume 2	63	2.2	If the Contractor fails to restore live operations within 20 minutes from the initial fault detection, a 1.0% penalty shall be deducted from the monthly maintenance or project support invoice for every incremental 5-minute delay beyond the RTO limit, until full service is restored.	Could you please confirm that this is applicable only in the case that the sub-system service is totally down and theres is no issuance of ePassports	Please refer to SLA requirements
59	Volume 2	63	2.3	Severity 1 (Critical): Complete system outage, loss of critical PKI functionality (e.g., signing certificates, ICAO sync failure), or private key compromise. No workarounds available.	ICAO sync failure should not be considered as "critical" issue because it is only done periodically and workaround exists, as this can be downloaded manually from ICAO for this process.Hence this is not critical please confirm	No changes to SLA requirements
60	Volume 2	64	2.4	The Scope A Contractor must provide dedicated technical, cryptographic, and administrative support during DIE's critical key ceremonies, which include the Country Signing Certification Authority (CSCA) creation/replacement (mandated every 3 years), Document Signer (DS) key rollover, Country Verifying CA (CVCA) rollover, HSM backup, restoration, or key destruction.	Could you please clarify whether CSCA renewal period is expected every 3 years or 5 years? Please note that Page 62 mentioned 5 years: "5-year maintenance of Sri Lanka's national Country Signing Certification Authority (CSCA)".	The process will follow ICAO / PKD best practices
61	Volume 2	64	2.5	A joint audit by Sri Lanka CERT must certify that DIE can operate the system 100% independently post-contract completion.	It is our understanding that any cost related to audits by Sri Lanka CERT and / or DIE shall be borne fully by DIE . Please confirm.	DIE will bear the cost for the initial assessment. If subsequent assessments are required due to Bidders failure to correct the initial findings, the Bidder has to bear the additional cost.

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62	Volume 2	66	3.2	The maximum permitted turn-around time— measured from the moment DIE pushes the biographic/biometric data record to the personalization system API until the completed physical passport is scanned back into the DIE system—is defined as follows:	As Bidder has no visibility on the source data sent by the source system from existing DIE system until it reaches the Personalization System and also the scanning of the personalized passport into DIE ICT system after handover, it is highly recommended to change the measurement as follows: "… from the time the complete personalization data record is received by the personalization system until the personalized passport information is returned to the DIE system". Can we assume that the time taken by the DIE to feed the passport booklet into the printer , retrieve the booklet from the printer , feed the booklet into the laminator , retrieve the booklet from the laminator and Quality Assurance done by DIE is not taken account for the SLA ?	Throughput and SLA requirements will remain unchanged.
63	Volume 2	67	3.2	Priority Level 1 (Urgent): Fully applicable during extended shifts	This is contradictory with the requirement B.8.6 that specifies Priority Level 1 is not applicable for extended shifts. Could you please confirm and update accordingly?	Please refer to details given in the tender document
64	Volume 2	11	A.3.9	The solution shall provide scheduled PKD synchronization, configurable polling intervals, retry handling, failure alerts, exception queues, manual override controls and complete audit logs for every upload, download, validation, import, rejection, publication and trust-store distribution event.	Could you please clarify / explain what is expected by "exception queues" and "manual override controls"?	Please refer to usual technical meanings of these terms
65	Volume 2	68	3.7	Throughput Reporting & API Access: Reporting/auditing tools and a REST-API integration point enabling DIE to monitor personalization throughput for billing and audit purposes. [Ref: Scope B B.8.12]	It is understood that the bidder can propose this functionality as an embedded function of the personalization solution or an external addon for DIE to do monitoring/reporting . Please confirm.	Bidders can make suggestion based on their design and equipment capabilities
66	Volume 2	70	4.1	CCTV Surveillance: Installation and 24/7 maintenance of high-definition CCTV cameras covering all production, storage, entry/exit, and audit points.	Could you please clarify what does it mean by "24/7 maintenance" for CCTV surveillance here? Does the Authority expect the Bidder to provide on-site resource for 24/7 maintenance?	Bidders must ensure that CCTV is operational on a 24x7 basis
67	Volume 2	57	B.12	General requirements	Could you please clarify whether Test/Staging environment is required for Scope B?	No

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68	Volume 2	10	A.1.3	The solution shall comply with ICAO Doc 9303 Parts 1, 2, 3, 4, 9, 10, 11 and 12, including the 2021 eighth edition requirements for Public Key Infrastructure for MRTDs. The solution shall also support ICAO PKD operational procedures for automated exchange of Document Signer Certificates, Certificate Revocation Lists and Master Lists. These functions should be available at all operational endpoints, through integration with existing ICT system where applicable. The integrations shall be based on secure REST-APIs.	The method ICAO recommends to download the certificates from the PKD is through LDAP and not REST-APIs, to align with the General Scope of Work in Page 5: to allow Standards-based interface, REST-API, LDAP or SOAP API for standard integration method. Please clarify?	Bidders can follow ICAO-PKD best practices and guidelines. The Rest-APIs here refers to DIE internal system integrations
69	Volume 2	43	B.6.18	The personalization process shall include a minimum of two personalized security features, consisting of variable data or bearer-linked security elements, selected from the following list or from equivalent alternative features proposed by the Bidder and accepted by the DIE: • UV-printed variable data • IR-printed variable data • Personalized ghost image • Microtext with bearer data • Personalized holographic portrait in laminate • Laser-marked variable data on laminate • Personalized secure overlay elements • Personalized guilloche pattern • Variable encrypted 2D code • Covert forensic marker tied to bearer data	1. Please confirm if the list security features are needed on the Passport Data Page or needed on the Passport Observation Page (3rd Page)? 2. For Personalised Ghost Image, it hints to only one technological supplier, do considered changing Personalised Ghost Image to Secondary Protrait.	No security features are required on the endorsement page. Bidders are only required to select the specified number of security features, not the entire list.

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70	Volume 2	47,48 and 66	B.8.2 , B.8.5, 3.1	B.8.2 The rated personalization capacity of the system under normal operating conditions shall not be less than the following: • 375 passports per hour. B.8.5 During normal operations, DIE requests for personalization of passports submitted to the facility will not exceed 375 passports per 60-minute moving window, from the beginning of the daily shift. The DIE will not submit any new personalization requests during the last 2 hours of a normal operating shift. 3.1 Personalization Facility & Throughput Capacity Targets. The personalization facility must maintain a robust and redundant hardware/software configuration to prevent single-point failures. The facility is contractually bound to the following sustained throughput capacities: • Nominal Hourly Throughput: Minimum personalization rate of 375 passports per hour under normal operating conditions.	Please clarifiy that the volume of 375 passports needed per hour is the maximum or minimum volume needed per day. Is this only refer to the system throughput excluded with manual labour work involved ?	Information is already in the bidding document
71	Volume 1	89,90,91	4.12.3 {C} and C.1	C. Scope B: Procurement of Personalization services for the e-Passports/ Passport personalization at the Department of Immigration and Emigration C.1 Cost during post warranty maintenance year 1	Row C mentioned that it is for ePassport Personalisation Services, the Question is for C.1, do you mean the post warranty maintenance for the ePassport Personalisation Services or do you mean the post warranty maintenance for the PKI solution?	Post warranty maintenance is only applicable for PKI scope

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72	Volume 2	20	A.10.2	The Bidder shall design and construct two separate, physically secured zones within the allocated space: (a) a CSCA zone, built as a physically isolated, air-gapped enclosure suitable for strictly offline operation of the CSCA root servers and Hardware Security Modules (HSMs); and (b) a DS zone, separately secured and access-controlled, to host the operational DS servers, HSMs, and associated issuing infrastructure.	For the sake of clarity, could you please clarify whether this means that PKI application (CSCA, CVCA, DVCA, etc.) must be hosted in separate physical server(s) from the physical server(s) hosting the Document Signer and other personalization / issuance applications?	Information is already in the bidding document
73	Volume 1	51	5.3	and (c) clearly defined interoperability with third-party and legacy systems without proprietary lock-in.	Please define what are the existing legacy systems ?	Information will be provided to the selected bidder upon signing NDA
74	Volume 1	70	4.3	The Bidder shall provide, under this Form, a technical solution proposal demonstrating that it has the technical capability to design, supply, implement and support the component(s) of the System for which it is bidding, the Public Key Infrastructure (Scope A) and/or the ePassport Personalization and Printing Facility (Scope B), Data Centre Infrastructure Modification Requirements (Lot C), Service Level Agreement (SLA) — Scope A (PKI) and Scope B (Personalization) — in accordance with the requirements of this Procurement Document. The Bidder shall summarize the certifications, proprietary methodologies, products and specialized technologies it proposes to utilize in the execution of the Contract for each requirement.	There is no such "Lot C" under the Volume 2 document. Please clarify	Yes only Scope 1 & 2.

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75	Volume 1	71	4.3	Security Architecture, Data Protection and Standards Compliance The Bidder shall further confirm, with supporting evidence, compliance with ICAO Doc 9303, applicable ICAO-PKD requirements, and the e-Passport personalization and issuance standards referenced in Volume 2 — Section VI. (Table 3.2, Sub-Criterion 5.4)	Could you please clarify what kind of supporting evidence is expected here since there is no certification for compliance with ICAO Doc 9303?	Bidders must follow the IOCAO guidelines on passport personalization facilities / process
76	Volume 1	87	B.1 & B.2	B.1 Total cost of personalization 3,150,000 epassports (e-MRPs) B.2 Total cost of personalization 500,000 regular passports (MRPs)	1) Could you please confirm that the total cost shall include the operations, warranty, support and maintenance cost for a total of 60 months duration? 2) How do you expect Bidder to split the 60 months duration between B.1 and B.2?	Payments will be made on the actual monthly production volumes as stated in the Bidding document
77	Volume 1	42, 83-91	ITB 20.5(a), 4.12	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). 4.12. Price Schedule	ITB 20.5(a) mentioned DDP incoterm while the price schedule table under clause 4.12 mentions CIF incoterm, could you please clarify which one is correct?	The final price shall be DDP
78	Volume 1	177	1.2	2. The PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 180 days from the contract award.	There is inconsistency comparing to the requirements described under Volume 2, Clause 3. Implementation Schedule, Page 3. In Volume 2 document, the PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 7 months (~210 days) from the date of commencement.	refer the Addendum
79	Volume 1	177	1.3	3. The contract duration for passport personalization facility service will cover completion of a personalization volume of 3,150,000 eMRPs and 500,000 MRPs or 60 months (whichever occurs earlier).	Could you please clarify when is the start date of the 60 months? Is it after the MRP personalization commencement? or after the e-MRP personalization commencement?	60 months will start form the point where the first production passport is personalized

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80	Volume 1	177	1.3 and 1.4	Particular Conditions: 3, The contract duration for passport personalization facility service will cover completion of a personalization volume of 3,150,000 eMRPs and 500,000 MRPs or 60 months (whichever occurs earlier). and 4. Contact duration of the PKI solution component will include 3 years of warranty from the date of Go Live after Commissioning.	Reading these two clauses, it is our understanding that the contract duration of PKI solution component is also 60 months and shall run concurrently with the contract duration of passport personalization facility service. Please provide confirm.	Please refer the bid document
81	Volume 1	87 to 92	4.12.2 4.12.3 4.12.4	Price Schedules All the price scheules have the following provisions: Goods and Services supplied from outside Sri Lanka - quoted in Foreign Currency. Goods and Services supplied within Sri Lanka - quoted in LKR	Please confirm the below two points: - Will the Goods and Services supplied from outside Sri Lanka and quoted in Foreign Currency be allowed to be separately invoiced in foreign currency (USD / Euro) by the foreign partner in JV ? In this case please also advise the applicable taxes. - Will the Goods and Services supplied within Sri Lanka and quoted in LKR be allowed to be separately invoiced in LKR by the local partner in the JV ?	Separate invoices can be submitted .
82	Volume 2	66 to 69	3	Scope B: Personalization & Printer Service Levels	Our understanding is that the existing lamination machines will be used during the project execution and that the support and maintenance of the lamination machines will continue to be borne by DIE, including exemption of any penalties, surcharges, etc. Please confirm laminators are not under the scope of the bidder under this contract	No existing equipment will be used in the new contract. All required equipment must be provided by the Bidder
83	Vol 2	14	A.4.11	The solution shall support controlled distribution of approved non-PKD trust material to all border inspection systems using the same authenticated, encrypted, auditable and version-controlled trust-store distribution mechanism used for ICAO PKD data.	Please clarify what are the non-PKD Trust material ? Please clarify	refer to stranded definitions and practices related to the e-MRPs

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84	Vol 2	15	A.4.14	The solution shall generate reports showing the coverage of ICAO PKD and non-PKD trust material by issuing State, including trust status, source channel, last verification date, CRL currency, Master List availability, operational restrictions, documents successfully validated and cases referred to manual or secondary inspection because trust material was unavailable or incomplete.	It is our understanding that the Information such as source channel, last verification date, CRL currency, Master List availability, operational restrictions, documents successfully validated and cases is only available by the Border Verification Systems . Please confirm	refer to the bid document
85	Vol 2	2	Implementation Schedule	The System shall be implemented in phases: Data Centre Development, followed by Personalization and Printer Hardware Setup, followed by PKI implementation/full integration and commissioning	Please clarify the intended implementation sequence and dependencies between Phases 1, 2 and 3. In particular, please confirm whether commencement of MRP personalization at T+3 months is independent of completion of the Data Centre/CSCA/DS zones scheduled for T+6 months, and identify the infrastructure expected to be available for the T+3-month interim operation.	Please refer the addendum
86	Vol 2	57	B.11.2	The selected Bidder shall complete full commissioning of the personalization system, including all required infrastructure and supporting facilities, within 120 days from the date of contract signing.	Please clarify which timeline shall prevail for Scope B commissioning: T+6 months under the overall Implementation Schedule or 120 days under Clause B.11.2. Please also clarify the relationship between "Date of Commencement (T)" and "date of contract signing."	Please refer the addendum
87	Vol 2	3	Implementation Schedule	Requirement finalization, workshop and final requirement approval, covering all activities.	Please confirm the Employer's review and approval period for requirements, solution architecture, design documents, implementation plans and other submissions, and whether delays attributable to Employer review/approval will result in corresponding adjustment to implementation planning.	Any delays of approvals will not impact bidders timelines
88	Vol 2	5	General Scope	Prepare the solution architecture, detailed design, implementation plan, integration plan, test plan, migration and cutover plan, and project delivery documentation.	Please clarify the existing systems/interfaces and incumbent solution documentation that will be made available to the selected Bidder during requirements finalization, including interface specifications, existing architecture, network/security requirements and test environments required for integration planning.	The relevant information will be submitted to the selected bidder upon signing an NDA
89	Vol 2	5	General Scope	Integrate the PKI solution with passport issuance, personalization, border verification and other relevant DIE ICT systems through secure, documented and standards-based interfaces.	Please provide/confirm the number, ownership and responsibility boundaries of all external systems/interfaces to be integrated under Scope A, including responsibility for changes required within existing DIE or third-party systems.	The relevant information will be submitted to the selected bidder upon signing an NDA

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90	Vol 2	18	A.7.5	All equipment supplied under the contract shall include a comprehensive, onsite warranty period of not less than 3 years. The warranty shall include/cover the following conditions. a) The warranty shall commence from the date of commissioning the system for live operations. b) Any critical failed component that stores sensitive information (storage, HSM, etc.) will be retained by the DIE in case of the replacement (non -returnable components)	Please confirm whether the three-year warranty applies to the complete Scope A solution, including hardware, software, PKI applications, HSM/KMS, third-party products, integrations and corrective software support, or only to equipment/hardware.	warranty applies for the whole Scope A
91	Vol 2	18	A.7.6	The solution must be supported with an annual maintenance support agreement, starting from the end last date of the warranty. The Bidder must include a draft of the proposed annual maintenance agreement with the Bid.	Please confirm the required duration of the AMC following the three-year warranty and whether the AMC is included within the contracted operational period or will be contracted/renewed separately by DIE.	The AMC will be signed after warranty period and renewed annually.
92	Vol 2	62	SERVICE LEVEL AGREEMENT (SLA)	Scope A (Public Key Infrastructure): Encompasses the design, supply, customization, integration, implementation, testing, and 5-year maintenance of Sri Lanka's national Country Signing Certification Authority (CSCA), Document Signer (DS), Country Verifying Certification Authority (CVCA), Document Verifying Certification Authority (DVCA), and national Public Key Directory (nPKD) with automated integration into the global ICAO PKD directory. Support transitions from a 3-year standard warranty to an Annual Maintenance Contract (AMC) framework.	Please confirm the AMC Period whether it is 5 years , or 4 years	Please refer the addendum
93	Vol 2	4	Section 3 Item 6; SLA Section 1	Contractor shall perform PKI support and personalization services as per the SLA stipulated in Part 4 until completion of issuance of the contracted volume (approximately 3.15 million e-Passports and 500,000 MRPs).	Please clarify the contractual end date/end condition for PKI support and personalization support if the contracted passport volumes are completed earlier or later than the anticipated operational period.	please refer to the relevant conditions in the bidding document

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94	Vol 2	63	2.1 SLA – Scope A	2.1 Annual Performance and System Availability Indicators System availability shall be monitored continuously and reported monthly. If the annual cumulative availability of any core sub-system drops below the defined thresholds, financial deductions shall be applied as a percentage of the Scope A Contract Price or the annual support fees, calculated on a sliding scale.	Please provide the availability calculation methodology, including agreed service window, measurement point, planned maintenance exclusions, Employer-caused outages, external dependency failures, force majeure, approved change windows and partial degradation treatment.	please refer to the relevant conditions in the bidding document
95	Vol 2	63	2.2 SLA – Scope A	2.2 Daily Availability and Recovery Time Objective (RTO) In addition to annual cumulative targets, the Contractor is bound to immediate recovery actions during operational windows. The Recovery Time Objective (RTO) for any central PKI subsystem is set strictly at 20 minutes, with a strict target of Zero Data Loss (Recovery Point Objective - RPO = 0).	Please clarify whether the 20-minute RTO applies uniformly to every listed Scope A component and every incident severity, and specify the point from which RTO measurement begins (ticket creation, Employer notification or Contractor acknowledgement).	please refer to the relevant conditions in the bidding document
96	Vol 2	63	2.3	All software, hardware, and integration faults reported by the DIE or detected by automated central monitoring tools shall be classified into one of the four severity levels. Support response and resolution windows are contractually binding:	Please confirm whether response/resolution SLA clocks operate 24×7×365 for Severity 1 and Severity 2 incidents, including weekends and public holidays, and define any permitted exclusions where resolution depends on Employer, third-party action or force majeure	please refer to the relevant conditions in the bidding document
97	Vol 2	65	2.8	The Contractor shall keep a qualified PKI/HSM/KMS engineer physically present at the DIE premises throughout DIE's normal business hours (8:00 a.m. to 6:00 p.m., Monday to Friday, excluding public holidays) for the duration of the warranty and the subsequent Annual Maintenance Contract period, to support day-to-day PKI operations, fault response, and the key-ceremony support described in Section 2.4	Please clarify whether one onsite engineer may fulfil the combined PKI/HSM/KMS support role, subject to required competence, or whether separate dedicated resources are expected for PKI, HSM and KMS support.	please refer to the relevant conditions in the bidding document

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98	Vol 2	65	2.8	On-Call Responsibility Outside Business Hours: It shall be the Contractor's sole responsibility, at its own cost, to maintain a documented on-call roster of suitably qualified PKI/cryptographic engineers available outside DIE's normal business hours (evenings, weekends and public holidays), so that the response and resolution targets in Sections 2.2 and 2.3 - including the 15-minute response target for Critical-severity faults - continue to be met at all times, regardless of the hour at which a fault occurs.	Please confirm whether secure remote support access will be permitted for diagnosis/support outside business hours, subject to DIE security controls, or whether all Severity 1 / 2 support activities must be performed physically onsite. If onsite attendance is required, please specify the required onsite arrival time.	Please comply with the SLA
99	Vol 2	64	2.4	On-Site Expertise: Provision of at least two certified cryptographic engineers on-site at DIE premises during the entire rehearsal and live ceremony.	Please clarify the expected frequency/estimated number of key ceremonies during the contract period and the acceptable certification/qualification criteria for the two cryptographic engineers for resource and commercial planning purposes.	Please follow the ICAO recommendations
100	Vol 2	19	A.8.1	All PKI-related data, including certificate authorities (CAs), keys, logs, and transaction records, should be transferred to the designated entity or nominated party by the department at least three months before the project's end or any other specified date during the project period. All licenses applicable should be able to renewed by employer independently on contract completion	Please clarify the trigger/date for commencement of final transition and handover, particularly where the project end depends on completion of contracted personalization volumes rather than a fixed calendar date.	Please refer to the addendum and bidder must comply with the timelines refer to the addendum

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101	Vol 2	19	A.8.1–A.8.2	Documentation Submission The following updated and finalized documents must be submitted: a. PKI System Architecture Diagram (latest version with all changes incorporated) b. Implementation Diagram (detailing the setup, connections, and security layers) c. PKI Policies and Procedures (Certificate Policy (CP) and Certification Practice Statement (CPS)) d. Installation, Configuration, and Administration Manuals e. Security and Compliance Reports f. Any applicable disaster recovery and business continuity plans	Please confirm the required handover/exit acceptance criteria, including knowledge-transfer requirements, operational shadowing, migration testing, DR verification and the Employer's formal acceptance/sign-off process.	Please refer to the addendum and bidder must comply with the timelines refer to the addendum
102	Vol 2	55–57	B.10.1–B.10.9	Training, testing and commissioning	Please provide/confirm the detailed SAT/UAT and commissioning acceptance criteria, test scripts, pass/fail thresholds and approval authority, and clarify whether these will be jointly finalized during the T+1-month requirements-finalization stage.	According to the SOR this will be jointly finalized.
103	Vol 2	55	B.10.2	Once the personalization facility is installed ,	Please confirm whether the Employer will bear the cost of the initial external VA/PT, with the Bidder responsible only for remediation and repeat testing necessitated by Bidder-related unresolved findings. Please also clarify the severity level of findings that must be closed before commissioning.	The initial audit cost will be borne by DIE. The bidder shall bear the cost of subsequent audits to verify the implementation of SLCERT's recommendations.
104	Vol 2	56	B.10.5	Before full commissioning and the start of regular operations, the proposed personalization facility shall undergo a test or trial run covering not less than 10,000 passports or five regular operating shifts, whichever provides the broader operational validation.	Please clarify whether the Employer will provide 10,000 production passport blanks and associated valid test/production data for the trial and whether passports produced successfully during the trial may subsequently be issued, given that Clause B.10.8 states no payment will be made for passports personalized during trial runs.	Employer will provide the 10,000 passports during the test period. However, surcharges will still be applicable for any spoiled passport due to Bidder's issues

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105	Vol 2	47	B.8.1	The passport personalization facility shall be implemented with full end-to-end redundancy and shall not contain any single point of failure in respect of critical production, personalization, verification, data exchange, storage, or operational control functions. The system shall be capable of maintaining at least 50% of its rated production capacity during scheduled maintenance of any equipment, module, component, or supporting subsystem.	Please clarify the frequency and notice period expected for extended operations up to 5,000 passports/24 hours, and whether DIE will provide the necessary operational staff, security staff, utilities and access for extended/overnight operation.	This will occur only in extreme, rare cases. The contractor will receive at least 24hr advance notice. DIE will provide staff on operational aspects under their preview
106	Vol 2	67	SLA 3.2	Priority Level 1 (Urgent) Within 30 Minutes Up to 50 Passports per Day Fully applicable during extended shifts Priority Level 2 (Standard) Within 120 Minutes Up to 2,000 Passports per Day Fully applicable during extended shifts Priority Level 3 (Bulk) Within 3 Operating Shifts Up to 950 Passports per Day Fully applicable during extended shifts	Please clarify whether Priority Level 1 requests are applicable during extended operating shifts, as the two provisions appear inconsistent. Please confirm which requirement shall prevail.	Please refer to information given in the Bidding document
107	Vol 2	66 / 69	SLA 3.10	The Contractor shall keep a qualified personalization/technical engineer physically present at the personalization facility throughout DIE's normal business/operating hours (8:00 a.m. to 6:00 p.m., Monday to Friday, excluding public holidays) to support routine operations, equipment upkeep, and the turnaround and throughput targets set out in Sections 3.1 and 3.2.	Please clarify the minimum required onsite support staffing level per shift, including whether one technical engineer is sufficient and whether dedicated printer/OEM, application, database or integration specialists are also required onsite.	Bidder must provide staff to meet the SLA and throughput requirements

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108	Vol 2	18 / 65	A.7.9	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. The Bidder's must include necessary documentation from the OEM suppliers to prove the end-of -life and end of support life.	Please clarify the Contractor's replacement/upgrade obligation and commercial responsibility if an OEM subsequently changes an announced product lifecycle/EOS date during the contract period despite compliance at bid submission.	Please refer to the bidding document.
109	Vol 2	18	A.7.5(b)	All equipment supplied under the contract shall include a comprehensive, onsite warranty period of not less than 3 years. The warranty shall include/cover the following conditions. a) The warranty shall commence from the date of commissioning the system for live operations. b) Any critical failed component that stores sensitive information (storage, HSM, etc.) will be retained by the DIE in case of the replacement (non -returnable components)	Please confirm whether the Bidder may price OEM non-returnable media/HSM support or media-retention coverage where OEM warranty normally requires return of failed components, and confirm that DIE will permit OEM-approved onsite diagnostics where required.	Please refer to the bidding document.

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110	Vol 2	68	3.5	To mitigate the risk of stock-outs or defective print batches that could paralyze national passport issuance, the Contractor is bound by a strict consumables supply agreement: • Mandatory On-Site Reserve: The Contractor must maintain an active, on-site storage reserve containing a rolling 3-month supply of all OEM-recommended consumables (including high-security inks, specialized laminates, printer cleaning cartridges, and printheads). • Quality Validation: All consumables must be OEM-certified and pre-tested in the staging environment. Any use of non-compatible or un-authorized consumables shall trigger immediate contractual default. • Stock Out Penalty: If passport personalization is delayed or suspended due to a shortage of consumables, a penalty of LKR 250,000 per shift shall be applied as a deduction, and all throughput penalties shall apply cumulatively..	Please clarify the basis for calculating the mandatory three-month consumables reserve forecast production volume, committed volume, historical demand or maximum production capacity and identify the storage space/security/environmental facilities that DIE will provide.	Bidder has to plan within the scope and the resources mentioned in the bidding document

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111	Vol 2	53	B.9.5	Surcharges: A surcharge shall apply for each passport blank or personalized passport that is spoiled, damaged, rendered unusable, or rejected as a result of any technical, operational, handling, or procedural error attributable to the selected Bidder, the selected bidder, its personnel, equipment, systems, consumables, maintenance activities, or approved subcontractors. The surcharge rate will be Euro 5 or equivalent per damaged passport booklet. There is no upper limit for the surcharges applicable per billing cycle. In the event, the surcharge amount exceeds 60% of the payable invoice amount (after deducting penalties), the balance may be carried forward to the following month.	Please clarify the applicable surcharge for a spoiled/damaged passport booklet and confirm which provision shall prevail for contractual and commercial purposes.	Please refer to the relevant requirements in the bidding document
112	Vol 2	55-56	B.10.3	The DIE may carry out periodic or random tests on personalized passports and the personalization process. The selected bidder must attend and rectify any shortcoming found in such audits with a period of 45 days from information such findings to the selected bidder.	Please clarify whether the 45 day rectification period applies irrespective of severity, or whether critical/high-security findings must instead be rectified under the shorter incident/security SLA applicable to their severity.	The SLA conditions prevail over these requirements
113	Vol 2	19 / 64	A.8.1	All PKI-related data, including certificate authorities (CAs), keys, logs, and transaction records, should be transferred to the designated entity or nominated party by the department at least three months before the project's end or any other specified date during the project period. All licenses applicable should be able to renewed by employer independently on contract completion	Please confirm the expected post-contract OEM/software support ownership model, including transfer of OEM accounts, subscriptions, support entitlements, license keys, administrator credentials and rights for DIE or a future support provider to maintain the solution independently.	Please refer to the bidding document.
114	II	41	C. ITB14.3 (i)	Certified copy of the Business Registration. In the case of JV, JVCA the JV / Consortium agreement or a letter of Intent from all the JV/Consortium partners	What does the abbreviation JVCA stand for? Is it Joint venture or Consortium	JV / Consortium agreement

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
115	Section II / Section I	41 / 5	ITB 14.3 (i) / ITB 4.1	Certified copy of the Business Registration. In the case of JV, JVCA the JV / Consortium agreement or a letter of Intent from all the JV/Consortium partners. ---------- ---------- A Bidder may be a private entity or a government-owned entity or any combination of such entities with the intent to enter into an agreement supported by a letter of intent or under an existing agreement in the form of a joint venture, consortium or association (JV). Unless specified in the BDS, there is no limit on the number of members in a JV	1.Can we submit this tender from a consortium? 2. Can the partners of a Consortium submit a Letter of Intent with the bid and later, after the tender is awarded, submit the signed Consortium agreement?	Must submits as JV as per the requirement of the Procurement Document
116	II / I	41 / 5	ITB 14.3 (iv) / 4.1	Power of Attorney/ Board Resolution in favor of the person who has been authorized, through an appropriate Company Board Resolution or equivalent document, to sign on behalf of the Bidder ---------- A Bidder may be a private entity or a government-owned entity or any combination of such entities with the intent to enter into an agreement supported by a letter of intent or under an existing agreement in the form of a joint venture, consortium or association (JV). Unless specified in the BDS, there is no limit on the number of members in a JV In the case of a Joint Venture (JV): (a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms, and (b) the JV shall nominate one of the partners who shall have the authority to conduct all business for and on behalf of any and all the partners of the JV during the Bidding process and, in the event the	Should all Consortium partners provide a Power of Attorney OR could all such partners submit only a Board Resolution in place of a Power of Attorney OR can the lead bidder in the Consortium submit a Board Resolution while the partner is submitting a Power of Attorney authorizing the signatory appointed by the Lead bidder?	Comply with original requirements

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
117	Section IV – Bidding Forms	65	4.2.2. Average Annual Turnover	Calculated as total certified payments received for contracts in progress or completed, within the last 3 years between 1st January 2023 and 31st March 2026	Should we get certified payments received amounts to show the average annual turnover ? Or can we get turnover amounts as per audited accounts to show the average annual turnover	as pe the Audited Financial reports
118	Section IV – Bidding Forms	67	4.2.3.1. Evidence of Access to or Availability of Credit Facilities	EVIDENCE OF ACCESS TO OR AVAILABILITY OF CREDIT FACILITIES Format provided (separate PDF ATTACHMENT)	Our bank is unable to issue the credit facility letter in the format provided. However, attached is the format that our bank can provide. Kindly confirm if this format will be acceptable.	It must be indicated that the funds shall be allocated to the PKI project.
119	Section VII – General Conditions	115	12. Terms of Payment 12.6	Unless otherwise specified in Appendix 7 (Terms and Procedures of Payment), to the Contract, payment of the foreign currency portion of the Contract Price for Products supplied from outside the Employer's Country shall be made to the Contractor through the irrevocable letter of credit opened by an authorized bank in the Contractor's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce, Paris	Whether a local party may quote its prices in a foreign currency and whether customer will settle the corresponding payment in Sri Lankan Rupees (LKR), based on the applicable exchange rate as at the date of invoicing due to currency fluctuations and non of local vendors provide prices in SLR?	For local bidders, only the foreign expenditure may be quoted in foreign currency, and all local costs shall be quoted in LKR. However, payments to the local partner can be settled only in LKR, at the exchange rate prevailing on the date of the invoice
120	Section IV – Bidding Forms	84	4.12. Price Schedule	4.12.1 Price Schedule: SCOPE A: Design, Development, Implementation, testing, training, and commissioning and maintenance of PKI Solution including ICAO-PKD integration at Department of Immigration and Emigration Sri Lanka	Seperate invoices and seperate advance payment gurantees are accepted. Under Scope A, payment may be made through a Letter of Credit (LC), while under Scope B, payment can be made directly to the Contractor through the bank	Under Scope A, payment may be made through a Letter of Credit (LC), while under Scope B, payment can be made directly to the Contractor through the bank

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
121	Section II – Bid Data Sheet	42	ITB 21.1	All Goods, Software or Services, etc. supplied form outside Sri Lanka may be quoted either in LKR, USD or EURO. All Goods, Software or Services etc. supplied within Sri Lanka shall be quoted on LKR only. Bidders must use the format given in Bidding Forms for price quotations.	Can a local party submit a quotation comprising both foreign currency and Sri Lankan Rupee (LKR) components? If so, please clarify the applicable payment mechanism for each currency component	For local bidders, only the foreign expenditure may be quoted in foreign currency, and all local costs shall be quoted in LKR. However, payments to the local partner can be settled only in LKR, at the exchange rate prevailing on the date of the invoice
122	General Informatio n	2		The bidder should have a minimum average annual turnover of 10 million USD (10,000,000 USD) or equivalent as evidenced by audited financial reports for the period of three (3) financial years between 1st January 2023 and 31st March 2026.	Can we provide certified audited accounts for 2023/24, 2024/25 and 2025/26 years	or entities whose financial year begins in January: The financial statements for the three consecutive financial years from 1 January 2023 to 31 December 2025 shall be submitted For entities whose financial year begins in March: The financial statements for the three consecutive financial years from 1 March 2023 to 28 February 2026 shall be submitted
123	Section IV – Bidding Forms	89		4.12.3 Recurrent cost schedule: Post warranty recurrent costs applicable to Scope A: Design, Development, Implementation, testing, training and commissioning and maintenance of PKI Solution including ICAO-PKD integration at Department of Immigration and Emigration Sri Lanka	Under this table the heading is the scope A. But in the table, it is mentioned as Scope B: Procurement of Personalization services for the ePassport/Passport personalization at the Department of Immigration and Emigration C.1 Cost during post. Please correct?	Addendum will be issued
124	Section II – Bid Data Sheet	52	ITB 20.6	The prices of services specified in Section VI: Schedule of Requirements shall be included in the total Bid Price and must cover all applicable taxes, duties, levies, and fees, excluding Value Added Tax (VAT).	Does the customer will pay SSCL or not If not does all the bidders have to add SSCL to costing when submitting	Bidders are required to include all applicable taxes in the bid price included SSCL. Value Added Tax (VAT) shall be paid separately
125	Section III – Evaluation and Qualificati on Criteria	56	3.7.5. Financial Resources	The Bidder must demonstrate access to or availability of financial resources, such as liquid assets, lines of credit, or other financial means, to meet the cash flow requirement of not less than US$ 1.8 million, net of the Bidder's other commitments for this project.	What is the meaning of the wording of "net of the Bidder's other commitments for this project."	Please refer to the standard conditions in the bidding document

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
126	Section II – Bid Data Sheet	42	ITB 21.1	All Goods, Software or Services, etc. supplied form outside Sri Lanka may be quoted either in LKR, USD or EURO. All Goods, Software or Services etc. supplied within Sri Lanka shall be quoted on LKR only. Bidders must use the format given in Bidding Forms for price quotations.	Can we quoted from both LKR & USD for goods and services supplied within Sri Lanka	Please comply with the Bidding Document
127	N/A	N/A	N/A	Address	Kindly confirm the correct address to be used in the following documents: Declaration Letters Letter of Authorization Legal Documents Cover Letter And any other applicable documents. If we do not receive any confirmation, we will proceed with using the address listed in the IFB, as follows: Controller General Department of Immigration and Emigration 5th floor, Suhurupaya, Sri Subhuthipura Road, Battaramulla, Sri Lanka	Addres to : Controller General Department of Immigration and Emigration 5th floor, Suhurupaya, Sri Subhuthipura Road, Battaramulla, Sri Lanka
128	Section IV –Bidding Forms	Procurement Document (Vol 1 & 3) 77	4.9.1.Bid Security (Bank Guarantee)	Bid Security (Bank Guarantee)	Controller General Department of Immigration and Emigration The bank will request the full address for the bid bond process; please advise on the full address or we will have to use the same address you provided.	Addres to : Controller General Department of Immigration and Emigration 5th floor, Suhurupaya, Sri Subhuthipura Road, Battaramulla, Sri Lanka

<table>
<tr><th>Sr No</th><th>Volume of RFP</th><th>Page Number</th><th>Clause Number</th><th>Current Clause</th><th>Requested Clarification</th><th>Clarification Provided by Contracting Authority</th></tr>
<tr><td>129</td><td>PARTICULAR CONDITIONS

Implementation Schedule</td><td>Procurement Document (Vol 1 & 3) Pg#177

Procurement Document (Volume 2) Pg#3</td><td>N/A</td><td>The PKI solution, ICAO-PKD integration, and the personalization of e-MRPs should commence within 180 days from the contract award.</td><td>There is a discrepancy in the specified completion period across the procurement documents. Volume 1 and 3 state the completion period as T + 7 months, whereas Volume 2 (Procurement Document) specifies a completion period of 180 days.
Please clarify the applicable completion period.</td><td>Addendum will be issued.
The completion period is T+7.</td></tr>
<tr><td>130</td><td>Staff Deployment Plan</td><td>Procurement Document (Vol 1 & 3) Pg#74</td><td>4.5.2</td><td>The following format should be used to detail the staff to be deployed by the bidders for Design,
Implementation, support services during warranty and post warranty period.</td><td>If we fill the staff deployment plan which is in the RFP as an example below. Can it be confirmed this satisfy your requirement?
</td><td>idder should use format complying with the idding Document</td></tr>
</table>

S N	Designation	Year / Month Year 1	Year / Month Year 2	Year / Month Year 3	Year / Month Year 4	Year / Month Year 5
1	Project Manager	Yes (12 Months)	Yes (12 Months)	Yes (12 Months)	Yes (12 Months)	Yes (12 Months)
2	Solution Architect	Yes (3 Months)				
3						
4						
5						

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
131	10. Employer's Responsibilities	Procurement Document (Vol 1 & 3) Pg#113	10.13	In the event that the Employer shall be in breach of any of its obligations under this Clause, the additional cost incurred by the Contractor in consequence thereof shall be determined by the Project Manager and added to the Contract Price.	Please elaborate how the approval process works, once such an incident occurs.	The Contractor and the Employer will mutually agree on this matter.
132	Volume 1	42 and 76	BDS ITB 23.2 and 4.9.1. Bid Security (Bank Guarantee)	Bid Security should be from a Commercial Bank and valid for not less than 56 days beyond the original validity period of the bid. i.e., July 05, 2027. AND "notification to the Bidder of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the Bidder's bid"	The two clauses are conflicting with one clause requiring 56 days while the other clause is requiring 28 days for the bid security to be valid beyond the original validity period. Please make the necessary amendment to remove the discrepancy and provide for same requirement in both clauses.	Please refer the addendum

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
133	Volume 1 and 3	Page 83-92 and Page 191 and Page 115 and Page 178	Bidding Form 4.12 Price Schedule and Appendix 7 Term and Procedure for Payment and Clause 12.6 of GCC and Clause 13.2 (a) of GCC	Price to be quoted separately for Goods and services supplied from outside Sri Lanka and Goods and services supplied within Sri Lanka / LKR. Subject to the provisions of GCC Clause 12 (Terms of Payment), the Employer shall pay the Contract Price to the Contractor according to the categories and in the manner specified below. The currency of the payment will be the currency indicated in the Price Schedule. Unless otherwise specified in Appendix 7 (Terms and Procedures of Payment), to the Contract, payment of the foreign currency portion of the Contract Price for Products supplied from outside the Employer's Country shall be made to the Contractor through the irrevocable letter of credit opened by an authorized bank in the Contractor's Country and will be payable on presentation of the appropriate documents.... The Contractor shall provide, within twenty-eight (28) days of the notification of	Please confirm that DIE will accept separate Invoice from consortium members, 1) for price quoted for Goods and Services supplied from outside Sri Lanka in quoted currency from foreign supplier, and 2) for price quoted for Goods and Services supplied within Sri Lanka in LKR from Local supplier in Sri Lanka . Please also confirm that in case of consortium, DIE will remit payment to foreign supplier through Letter of Credit and Local supplier in LKR respectively against their invoice for goods and services. Please also confirm that DIE will accept two separate advance payment guarantees Securities in the amount and currency of the Advance Payment.	Separate invoices and separate advance payment guarantees are accepted. Under Scope A, payment may be made through a Letter of Credit (LC), while under Scope B, payment can be made directly to the Contractor through the bank

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
134	Invitation for Bids	2	5	Bids must be delivered to the address (above para 3) at or before 3.00 p.m. on November 02, 2026.	The preparation of a fully compliant bid will need technical and commercial compliances based on the pre bid responses received. Further we would like to highlight the below key activities which need sufficient time and are not in control of the bidder: 1. The notarization and legalization of the documents depends on the availaibility and the respective Sri Lankan embassy. We have noticed that the notary is available two weeks after the request is made and the embassy timeline is a minimum of three weeks from the date of request. Post this, sufficient time is required to get the documents by courier. 2. Getting the techno-commercial proposals from the IT vendors for the identified hardware and software is dependant on the pre bid query responses. Generally, IT vendors take minimum of two weeks to give a firm and binding offer in line with the validity requested in RFP (180 days). We request you to kindly allow an extension of bid submission date till 2nd December 2026, keeping the above external factors which are extremely important, yet not in bidder's control. Please confirm	Please refer the addendum
135	Volume 2	Page 18	A.7.6.	A.7 Non-Functional requirements A.7.6.The solution must be supported with an annual maintenance support agreement, starting from the end last date of the warranty. The Bidder must include a draft of the proposed annual maintenance agreement with the Bid.	We understand that the bidder can share its own proposed draft of the annual maintenance support agreement. Please confirm.	Please comply to the requirement in the bidding document

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
136	Volume 1 and 3	Page 1 and Page 56	Invitation to Bids (Page 1) and 3.7.4. Average Annual Turnover (Page 56)	Average Annual Turnover: The bidder should have a minimum average annual turnover of 10 million USD (10,000,000 USD) or equivalent as evidenced by audited financial reports for the period of three (3) financial years between 1st January 2023 and 31st March 2026. and The bidder should have a minimum average annual turnover of Ten (10) million USD, as evidenced by audited financial reports, within the last three (3) years between 1st January 2023 and 31st March 2026	For the bidders whose 2025 financial statement audit process is still ongoing and the audited financial statement for the year 2025 is still not available , can we submit the audited financial reports for the preceding three years i.e., year 2022, year 2023 and year 2024 ? Please confirm.	Please comply to the requirement in the bidding document

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
137	Volume 1 and 3	Page 83-92 and Page 191 and Page 115 and Page 178	Bidding Form 4.12 Price Schedule and Appendix 7 Term and Procedure for Payment and Clause 12.6 of GCC and Clause 13.2 (a) of GCC	services supplied from outside Sri Lanka and Goods and services supplied within Sri Lanka / LKR. Subject to the provisions of GCC Clause 12 (Terms of Payment), the Employer shall pay the Contract Price to the Contractor according to the categories and in the manner specified below. The currency of the payment will be the currency indicated in the Price Schedule. Unless otherwise specified in Appendix 7 (Terms and Procedures of Payment), to the Contract, payment of the foreign currency portion of the Contract Price for Products supplied from outside the Employer's Country shall be made to the Contractor through the irrevocable letter of credit opened by an authorized bank in the Contractor's Country and will be payable on presentation of the appropriate documents.... The Contractor shall provide, within twenty-eight (28) days of the notification of	Please confirm that DIE will accept separate Invoice from consortium members, 1) for price quoted for Goods and Services supplied from outside Sri Lanka in quoted currency from foreign supplier, and 2) for price quoted for Goods and Services supplied within Sri Lanka in LKR from Local supplier in Sri Lanka . Please also confirm that in case of consortium, DIE will remit payment to foreign supplier through Letter of Credit and Local supplier in LKR respectively against their invoice for goods and services. Please also confirm that DIE will accept two separate advance payment guarantees Securities in the amount and currency of the Advance Payment.	Separate invoices and separate advance payment guarantees are accepted.

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
138	Invitation for Bids	2	5	Bids must be delivered to the address (above para 3) at or before 3.00 p.m. on November 02, 2026.	technical and commercial compliances based on the pre bid responses received. Further we would like to highlight the below key activities which need sufficient time and are not in control of the bidder: 1. The notarization and legalization of the documents depends on the availability and the respective Sri Lankan embassy. We have noticed that the notary is available two weeks after the request is made and the embassy timeline is a minimum of three weeks from the date of request. Post this, sufficient time is required to get the documents by courier. 2. Getting the techno-commercial proposals from the IT vendors for the identified hardware and software is dependant on the pre bid query responses. Generally, IT vendors take minimum of two weeks to give a firm and binding offer in line with the validity requested in RFP (180 days). We request you to kindly allow an extension of bid submission date till 2nd December 2026, keeping the above external factors which are extremely important, yet not in bidder's control. Please confirm.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.
139	Volume 2	Page 18	A.7.6.	A.7 Non-Functional requirements A.7.6.The solution must be supported with an annual maintenance support agreement, starting from the end last date of the warranty. The Bidder must include a draft of the proposed annual maintenance agreement with the Bid.	We understand that the bidder can share its own proposed draft of the annual maintenance support agreement. Please confirm.	Please comply with the bidding document

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
140	Volume 1 and 3	Page 1 and Page 56	Invitation to Bids (Page 1) and 3.7.4. Average Annual Turnover (Page 56)	Average Annual Turnover: The bidder should have a minimum average annual turnover of 10 million USD (10,000,000 USD) or equivalent as evidenced by audited financial reports for the period of three (3) financial years between 1st January 2023 and 31st March 2026. and The bidder should have a minimum average annual turnover of Ten (10) million USD, as evidenced by audited financial reports, within the last three (3) years between 1st January 2023 and 31st March 2026	For the bidders whose 2025 financial statement audit process is still ongoing and the audited financial statement for the year 2025 is still not available , can we submit the audited financial reports for the preceding three years i.e., year 2022, year 2023 and year 2024 ? Please confirm.	Please comply to the requirement in the bidding document
141		4.9.2. Manufacturer's Authorization 77	Volume 1 & 3 Section IV	Manufacturer's Authorization	Certain vendors do not provide the Manufacturer's Authorization Letters in the specific format prescribed by the DIE. In such cases, would it be acceptable to submit the MAL in the vendor's standard format, provided that it covers all the information and requirements specified by DIE?	Please comply to the bidding document

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
142	ITB 14.3	41	Volume 1 & 3 Section II	vi. Manufacturer's Authorization Certificates for following categories of equipment • Servers & Storage • Specialized hardware devices such as HSM, KVM, • Network and data communication devices • Standard software • Information security software or devices	Authorization Letters are required for the key functional components of the proposed PKI solution, namely the Personalization Software and Hardware (Perso SW/HW), Hardware Security Modules (HSMs), and Public Key Infrastructure (PKI) components. Given that the PKI is the core component responsible for cryptographic key management, certificate issuance, and e-Passport trust management, manufacturer authorization is essential to ensure the authenticity and reliability of the proposed solution. Accordingly, we kindly request confirmation that Manufacturer's Authorization Letters are required for the above-mentioned key functional components of the proposed solution.	Please comply to the bidding document
143	C. Preparation of Bids	42	ITB 21.1 Section II – Bid Data Sheet	All Goods, Software or Services, etc. supplied form outside Sri Lanka may be quoted either in LKR, USD or EURO. All Goods, Software or Services etc. supplied within Sri Lanka shall be quoted on LKR only. Bidders must use the format given in Bidding Forms for price quotations.	Can the foreign party and the local party quote the per-passport price in two different currencies? If both parties are permitted to quote in a foreign currency, how should this be reflected in the price schedule?	Please comply to the bidding document
144		6.0 Approach Methodology and Project Plan - 6.4	52	Testing Approach (Load & Stress testing, User Acceptance Testing and Operational Acceptance Testing Plan and Bug tracking and resolution		

Sr No	Volume of RFP	Page Number	Clause Number	Current Clause	Requested Clarification	Clarification Provided by Contracting Authority
145		B.10 Training, testing and commissioning B.10.2	53	Once the personalization facility is installed and ready for commissioning, DIE will carry out a site acceptance test before the facility can be commissioned for live operations. The site acceptance test will in general include the following. • A vulnerability assessment and a penetration test (especially related to the ICT systems and infrastructure) carried by an external agency nominated by the employer • A process/workflow audit carried out by the DIE • A trial run involving the personalization of around 10000 passports. The selected bidder must immediately rectify any defects, vulnerabilities discovered during these tests without any cost to the employer. If the tests must be repeated due to any un-resolved issue, the cost of subsequent audits/tests must be handled by the selected bidder. The full post commissioning live operation should be started only after the successful completion of these test procedures	"We plan to conduct the following tests for both Scope A and Scope B: 1. UAT (User Acceptance Test) on UAT Platform 2. SIT (For integration with DIE system) on UAT platform and Production Platform and 3. OAT (Operational Acceptance Test) or SAT (Site Acceptance Test) on Production Platform Please confirm if the above understanding is correct."	Please comply with the requirements given

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S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
1	Volume 2	11	A.3.12	The solution shall generate operational and compliance reports showing PKD upload status, downloaded-content status, validation failures, expired or soon-to-expire certificates, CRL currency, Master List currency, synchronization history, rejected objects, trust-store distribution status and border-verification readiness.	We kindly request DIE to remove “trust-store distribution status” and “border-verification readiness” as they are more related to Border verification solution We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD’s role in international ePassport certificate exchange, requirements beyond functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system.
2	Volume 2	15	A.5.14 A.5.13	The system shall generate CSCA certificates, Document Signer Certificates, Master Lists and CRLs in formats compatible with ICAO Doc 9303 and ICAO PKD processing. The system shall validate all objects before publication or upload. The system shall generate CSCA certificates, Document Signer Certificates, Master Lists and CRLs in formats compatible with ICAO Doc 9303 and ICAO PKD processing. The system shall validate all objects before publication or upload.	The clause A.5.13 and 5.14 are similar ones	Noted. Both A.5.13 & A.5.14 are same.
3	Volume 2	10	A.3.8	The solution shall maintain separate PKD staging, test and production configurations, with controlled promotion of objects from test to production, documented test evidence, rollback capability, approval workflow and clear segregation of duties between preparation, approval and publication functions.	We kindly request DIE to clarify the environments required for the proposed solution, including Production, Disaster Recovery (DR), Test, Staging, Development and any other required environments. Please also confirm whether these environments must be physically separate or whether logical separation would be acceptable.	DR Site is not required, Bidder can choose to proposed the necessary environments for their solutions

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
4	Volume 2	12	A.4.3	The solution shall support standard technical interfaces for non-PKD certificate acquisition, including manual import of signed files, secure file transfer, secure email attachment processing, authenticated web download, HTTPS publication portals, LDAP directory retrieval, diplomatic-channel import packages, removable-media import under controlled procedure, and API-based exchange were agreed by the issuing State.	It is our understanding that the Inbound acquisition of non-PKD certificates is under border verification scope . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. The RFP requires the bidder to provide ICAO PKD Integration in accordance with the relevant ICAO standards and while showing the related project references. However, the requirements also include the handling and management of non-PKD certificates, which extend beyond the functions of ICAO PKD but in the scope of border control / verification / validation systems. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
5	Volume 2	44	B.6.21	All printing, curing, drying, or fixing processes shall be compatible the current passport booklet ("P" Series") issued by DIE. The personalization process shall not cause laminate lifting, delamination, warping, cracking, ink migration, colour bleeding, excessive gloss variation, damage to security features, or reduction of document durability. Note: Specifications related to the current passport booklets are attached herewith as Annexure A.	Annexure A is not included in the documents issued. Please Clatify	This will be shared ,Bidders can observe the passports physically by visiting the Department.

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
6	Volume 2	12	A.4.6	The system shall enforce configurable trust classifications for non-PKD certificate material, including trusted, provisionally trusted, restricted-use, expired, superseded, revoked, rejected and quarantined states. Imported certificates shall not be distributed to production border systems until the required approval, verification and risk-rating workflow has been completed.	We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. The RFP requires the bidder to provide ICAO PKD Integration in accordance with the relevant ICAO standards and while showing the related project references. However, the requirements also include the handling and management of non-PKD certificates, which extend beyond the core functions of ICAO PKD but in the scope of border control / verification / validation systems. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
7	Volume 2	17	A.7.2	Apart from the above, all other components, modules, accessories, etc. must be provided by the selected Bidder.	Will the air conditioning to be supplied by DIE or the bidder has to supply Air conditionining ? Please clarify	DIE will supply

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
8	Volume 2	12	A.4.7	The solution shall maintain a complete register of non-PKD issuing States and certificate sources, including country code, issuing authority, source channel, responsible official, contact details, certificate type, fingerprint, validity period, verification evidence, last update date, next review date, approval status and associated operational restrictions.	We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. The RFP requires the bidder to provide ICAO PKD Integration in accordance with the relevant ICAO standards and while showing the related project references. However, the requirements also include the handling and management of non-PKD certificates, which extend beyond the core functions of ICAO PKD but in the scope of border control / verification / validation systems. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
9	Volume 2	36	B.5.1	The selected Bidder shall install, operate, and maintain a CCTV surveillance system at both the primary and secondary personalization facilities,	Please clarify what are these primary and secondary personalization facilities mean ?	There is only one personalisation site. The primary site. There is no secondary personalisaiton facility

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
10	Volume 2	13	A.4.8	The system shall validate all non-PKD objects before acceptance, including certificate profile conformance, ASN.1 encoding, signature validity, country-code consistency, issuer and subject naming, key usage, algorithm policy, validity period, CRL issuer and number, revocation status, Master List signature validation, duplicate detection and consistency with existing trust-store records.	We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. The RFP requires the bidder to provide ICAO PKD Integration in accordance with the relevant ICAO standards and while showing the related project references. However, the requirements also include the handling and management of non-PKD certificates, which extend beyond the core functions of ICAO PKD but in the scope of border control / verification / validation systems. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
11	Volume 1	51	5.3	and (c) clearly defined interoperability with third-party and legacy systems without proprietary lock-in.	Please specify the existing legacy systems and third-party systems that the proposed solution is expected to interoperate with, as referred to in this clause.	Oracle 11G DB and Application

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
12	Volume 2	13	A.4.12	The solution shall provide monitoring and alerts for non-PKD certificates and CRLs, including upcoming CSCA expiry, missing link certificates, stale CRLs, unresolved verification evidence, expired bilateral contacts, failed downloads, failed integrity checks, inconsistent fingerprints, duplicate certificates and certificates requiring periodic revalidation.	We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. The RFP requires the bidder to provide ICAO PKD Integration in accordance with the relevant ICAO standards and while showing the related project references. However, the requirements also include the handling and management of non-PKD certificates, which extend beyond the core functions of ICAO PKD but in the scope of border control / verification / validation systems. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
13	Volume 2	14	A.4.14	The solution shall generate reports showing the coverage of ICAO PKD and non-PKD trust material by issuing State, including trust status, source channel, last verification date, CRL currency, Master List availability, operational restrictions, documents successfully validated and cases referred to manual or secondary inspection because trust material was unavailable or incomplete.	Reporting on the coverage of ICAO PKD and non-PKD trust material by issuing State, including validation outcomes should handled at border inspection, this falls within the scope of the Border Verification Solution	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system.
14	Volume 1	89	Form 4.12.3 – Recurrent Cost Schedule	4.12.3 Recurrent cost schedule: Post warranty recurrent costs applicable to Scope A: Design, Development, Implementation, testing, training and commissioning and maintenance of PKI Solution including ICAO-PKD integration at Department of Immigration and Emigration Sri Lanka	Please confirm that the recurrent cost schedule applies only to Scope A (PKI) post-warranty costs, and correct the label for item C.	Yes & Noted

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
15	Volume 2	8,	A.2.4	The border validation solution shall include a national truststore service for CSCA certificates, Document Signer Certificates, CRLs, Master Lists, deviation lists and defect lists. The service shall distribute validated trust material to all border inspection systems using authenticated, encrypted and auditable mechanisms.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification and Border validation. As per the explanation given during the pre-bid meeting by the commitee the PKD System only needs to send the certificates to a central repository (NPKD) Please reconfirm . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards.This is strictly favouring to current border control operator at DIE, Hence request to remove this	The proposed solution scope is to generate the Certificates and keys needed and to transfer them to a single location for the Border Verification Solution to use.
16	Volume 2	16	A.6.1	Comprehensive training sessions shall be provided for systemadministrators, technical support staff, and end users, covering system installation, operational procedures, maintenance activities, and troubleshooting techniques	Please confirm the number of DIE staff to be trained under Scope A, the training location , the training materials required and the training scope required.	Please refer the RFP document

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
17	Volume 2	10	A.3.7	For verification, it shall distribute downloaded and validated PKD trust material to all Sri Lankan border inspection systems.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification and Border validation. As per the explanation given during the pre-bid meeting by the commitee the PKD System only needs to send the certificates to a central repository (NPKD) Please reconfirm . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards.This is strictly favouring to current border control operator at DIE, Hence request to remove this	The proposed solution scope is to generate the Certificates and keys needed and to transfer them to a single location for the Border Verification Solution to use.
18	Volume 2	68	3.5 Consumables Supply Chain SLA	Mandatory On-Site Reserve: The Contractor must maintain an active, on-site storage reserve containing a rolling 3-month supply of all OEM-recommended consumables (including high-security inks, specialized laminates, printer cleaning cartridges, and printheads).	Will DIE provide a separate secure store room for the 3-month consumables reserve, or must it fit within the 1,000 sq ft?	Will Provide

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
19	Volume 2	11	A.3.10 ,	The selected bidder shall conduct ICAO-PKD integration testing and acceptance testing covering participant onboarding readiness, upload of Sri Lankan DSCs and CRLs, Master List publication, download and validation of PKD contents, import to the national trust store, distribution to border systems, validation of foreign e-Passports and operational recovery after communication failure.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification and Border validation. As per the explanation given during the pre-bid meeting by the commitee the PKD System only needs to send the certificates to a central repository (NPKD) Please reconfirm . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards.This is strictly favouring to current border control operator at DIE, Hence request to remove this	The proposed solution scope is to generate the Certificates and keys needed and to transfer them to a single location for the Border Verification Solution to use.
20	Volume 2	3	3. Implementation Schedule	12. Sri Lanka CERT security assessment.	Please confirm who will pay the cost of the Sri Lanka CERT assessment, the VAPT and penestration Tests ?	The initial audit cost will be borne by DIE. The bidder shall bear the cost of subsequent audits to verify the implementation of SLCERT's recommendations.

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
21	Volume 2	12,	A.3.12	The solution shall generate operational and compliance reports showing PKD upload status, downloaded-content status, validation failures, expired or soon-to-expire certificates, CRL currency, Master List currency, synchronization history, rejected objects, trust-store distribution status and border-verification readiness.	We kindly request DIE to remove “trust-store distribution status” and “border-verification readiness” as they are more related to Boader verification solution We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD’s role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards. This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
22	Volume 2	5	Section 4.1, Scope A	The scope includes backup, restoration and disaster-recovery arrangements.	We kindly request DIE to clarify whether a separate Disaster Recovery (DR) site or environment is required for the proposed solution. If required, please confirm the expected location, infrastructure scope and relevant requirements.	Not required

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
23	Volume 2	14,	A.4.11	The solution shall support controlled distribution of approved non-PKD trust material to all border inspection systems using the same authenticated, encrypted, auditable and versioncontrolled trust-store distribution mechanism used for ICAO PKD data.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification and Border validation. As per the explanation given during the pre-bid meeting by the commitee the PKD System only needs to send the certificates to a central repository (NPKD) Please reconfirm . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards.This is strictly favouring to current border control operator at DIE, Hence request to remove this	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system
24	Volume 2	37	B.5.3	No equipment within the personalization facility shall be connected to any external network other than the DIE's authorized network. Where Internet access is required for approved purposes such as product updates, security patches, or vendor support, such access shall be provided only through the DIE's network and in accordance with the DIE's approved security procedures.	Will DIE provide network links from its core network to the facility?	Yes & Noted

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
25		34	B.3.3 - (o) B.3.3 - (p)	o) The eMRTD personalization solution shall be possible to integrate with different personalization machine suppliers in the market provided machine is compliant with relevant ISO 14443, ISO 7816 communication protocols. p) The eMRTD personalization solution shall be possible to integrate with different personalization machine suppliers in the market provided machine is compliant with relevant ISO 14443, ISO 7816 communication protocols.	B.3.3(o) and (p) are identical	Noted. Both are same.
26	Volume 2	16	A.5.16	The selected bidder shall provide interoperability testing with sample e-Passports and certificate material from at least ten ICAO-compliant issuing States, including Asian, European and Middle Eastern issuers, and shall demonstrate successful validation using Sri Lankan border-inspection systems.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification and Border validation. As per the explanation given during the pre-bid meeting by the commitee the PKD System only needs to send the certificates to a central repository (NPKD) Please reconfirm . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards.This is strictly favouring to current border control operator at DIE, Hence request to remove this	The proposed solution scope is to generate the Certificates and keys needed and to transfer them to a single location for the Border Verification Solution to use.

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27	Volume 2	16	A.5.17	The selected bidder shall provide acceptance tests covering CSCA creation, DS creation, EF.SOD signing, passport personalization integration, CRL issuance, Master List signing, ICAO PKD upload/download workflow, border truststore update, passive authentication, PACE, chip authentication, terminal authentication, revocation checking, disaster recovery and audit-log review.	As per the global PKI Projects practice, The Integration of the Border Verification solution should be in the scope of the Border Verification solution, normally the Border Verification Solution will retrieve the certificates needed from the NPKD. We request DIE to consider revising this clause by removing reference to Border verification and Border validation. As per the explanation given during the pre-bid meeting by the commitee the PKD System only needs to send the certificates to a central repository (NPKD) Please reconfirm . We respectfully request DIE to review the Border Verification/ Validation requirements and non-PKD requirements for alignment with the scope and intended functionality of the Passport Personalisation and PKD Solution. Given ICAO PKD's role in international ePassport certificate exchange, requirements beyond core functions should avoid unnecessary vendor dependencies while preserving interoperability and compliance with international standards.This is strictly favouring to current border control operator at DIE, Hence request to remove this	The proposed solution scope is to generate /receiventhe Certificates and keys needed and to transfer them to a single location for the Border Verification Solution to use.
28	Volume 1 & Volume 3	Vol 1 p.58-59; Vol 2 p.59-60	Section III 3.8; Vol 2 Section 5	3.8. Key Personnel and Details 1. Project Manager 1 Full Time 10 Bachelor's Degree in relevant field & PMP 2. Solution Architect 1 Full Time 10 Bachelor's Degree in relevant field & TOGAF	Please confirm whether equivalent certifications are acceptable?	Yes

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
29	N/A	N/A	N/A	N/A	As foreign bidders are partitipating we kindly request to provide at least two weeks extension further.	Please comply with the original deadline. If extended, notice will be published in local newspapers and on the DIE website, and directly communicated to all registered document purchasers.
30	Volume 2	53 and 69	B.9.5 vs SLA 3.6	B.9.5: surcharge of EUR 5 or equivalent per damaged booklet. SLA table: USD 50.00 equivalent in LKR per booklet.	Please confirm the applicable surcharge per spoiled booklet (EUR 5 or USD 50) and the currency in which it will be deducted.	Surcharge is EUR 5
31	Vol 1 & 3	50	Sec III – Evaluation & Qualification Criteria	3.1 Compliance with NIST SP 800-53 Rev. 5, Control CP-10 (Information System Recovery and Reconstitution) 3.2 Compliance with ISO/IEC 27035 (Information Security Incident Management) Score will be awarded as follows: No certification: 70% Certified: 100%	Clarification Request – Compliance Requirements (Sections 3.1 & 3.2) Regarding compliance with NIST SP 800-53 Rev. 5, Control CP-10 and ISO/IEC 27035, we would appreciate clarification on the following: a) Relevance: How are these requirements applicable to the proposed ePassport solution, particularly considering its on-premises deployment? b) Certification: As these standards do not have widely recognised dedicated product certification schemes, which certification schemes, bodies or certificates would qualify for the full 100% score? Would an independent third-party compliance assessment be accepted? c) Supporting Evidence: Would documented policies, recovery and incident response procedures, test reports, product documentation and a signed compliance statement be sufficient to demonstrate compliance and achieve the 70% score without certification? d) Scope of Compliance: Is compliance required at the software vendor/product level, the bidder/system integrator level, or the complete deployed system level, including the end customer's operational responsibilities? e) Assessment: Is a formal independent assessment mandatory, or would a vendor's self-assessment supported by relevant technical documentation be	a) The purpose of these requirements is to ensure that the proposed solution supports effective system recovery, restoration of normal operations, and security incident management. b) Full marks may be awarded where the submitted evidence adequately demonstrates compliance with the applicable requirements. c) Yes d) please refer SOR and eligibilty requirements e) A Bidder's self-assessment, supported by sufficient and verifiable technical documentation, may be accepted as evidence of compliance. However, the evaluation committee reserves the right to assess the adequacy of the submitted evidence and award marks in accordance with the published evaluation criteria.SLCERT assessment will be conducted for security assessments

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32	Volume 2	36	B.5.1	The selected Bidder shall install, operate, and maintain a CCTV surveillance system at both the primary and secondary personalization facilities, covering all operational areas, storage areas, access points, and other security-sensitive locations. The CCTV system shall retain video footage for a minimum period of 180 days. The DIE shall be provided with full access to the CCTV system for real-time monitoring, review of historical footage, and post-incident audit purposes. The selected Bidder shall install, operate, and maintain an electronic access control system for all production areas, storage areas, and other restricted areas of the primary and secondary personalization facilities. The system shall maintain complete access logs for all persons entering or leaving such areas. The DIE shall be provided with management-level access to the access control system for monitoring, administration, audit, and reporting purposes.	Please provide more information on the location of the secondary personalization facility mentioned in B.5.1 for scope CCTV & Access Control.	No Secondary site

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
33	Volume 2	41,42	B.6.8 B.6.10 B.6.11	The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet. Such printing shall be aligned accurately with the approved page layout, shall preserve existing security printing and page features, and shall not damage the booklet structure, stitching, laminate, visa pages, or other security components. The equipment shall include all necessary modules and accessories for passport booklet feeding, positioning, page opening, page flattening, data page printing, endorsement page printing, chip encoding, machine-readable zone verification, optical inspection, chip verification, reject handling, audit logging, and secure operator control. The design shall allow safe handling of passport booklets of the approved format without excessive mechanical stress or risk of physical damage. The personalization system shall be designed to minimize operator intervention between the main personalization stages, including passport booklet feeding, page positioning, data page printing, security feature personalization or verification, endorsement printing, chip personalization, quality verification, and reject	Please provide more information about the endorsement printing, observation printing, and other required variable data. a)What is the requirement for this printing? b)Please define the intended functionality, passport pages involved, types of information to be printed. c)How frequent will this printing happen? hourly/ daily? d)Is there occasion where it needs be done separately from the main passport personalisation? e)Does this refer to post-issuance printing on existing passports using the proposed personalization printer?	a) Scope B's provider to provide the personalisation security features from the basket of personalisation securiry features. It is up to the biddeer to proposed. b) Annexure A will be issued.Bidders can observe the passports physically by visiting the Department. c) The average capacity needed per hour is mentioned in the tender requirements, Bidder is free to propose their personalisation solution based on the needed capacity provided d) No e) No, it pertains to eMRP personalised in thie tender scope only
34	Volume 2	20	A.10.3	Both zones shall be enclosed by secure physical partitions or cages that are strictly segregated from each other and from any other infrastructure within the existing data Centre, meeting ICAO physical security and key-protection guidelines	Please provide more information about the locations provided for PKI (floor space within the DIE server room) Are both the CSCA zone and DS zone inside the same server room?	Site visit provided. Yes

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
35	Volume 2	17,31	A.7.2 B.3.1	The purchaser will provide the following infrastructure components: a) Floor space within the DIE serve room for a single (44U) server rack. b) 230VAC, 50Hz, 3Ph un-interrupted power from the DIE central UPS solution (shared with other server infrastructure). Power will be available from Server room UPS DB. c) Two ports from the DIE core fiber network (including LAN and Internet access) Apart from the above, all other components, modules, accessories, etc. must be provided by the selected Bidder.	Please provide more information about the locations provided for PKI (floor space within the DIE server room) and Personalisation Facility (empty building space): a)Are the PKI and Perso Facility located within the same network (DIE's authorised network)? b)Are both locations physically within the same building?	They are in the same building will be interconnected via DIE network
36	Volume 2	58	B.13	Post Issuance	1.Please share the current specification (Chip and OS) and features for the ePassport. 2.What is the validity period of the ePassport?	1.) The Chip and OS specification will be given to the slected Bidder 2) The Passport will last for 10 years
37	Volume 2	7	A.13		Disaster recovery a)Is there a disaster recovery site prepared separately? b)Does bidder need to provide setup for PKI and Perso solution in DR site? Referring to the integration with DIE operational Endpoints. How many entry-exit points are there in Sri Lanka for passport issuance and passport verification?	No DR Site
38	Volume 2	13	A.4.9	The solution shall support publication and consumption of standard certificate package formats, including DER and PEM encoded certificates, CMS signed Master Lists, X.509 CRLs, signed metadata files, manifest files, SHA-256 or stronger fingerprints, detached signatures, and human-readable certificate exchange forms for operational approval.	We would like to request the use case for the "publication and consumption of signed metadata and manifest files, SHA-256 or stronger certificate fingerprints, detached signatures, and human-readable certificate exchange forms for operational approval" in ePassport. This is to help us understand the required features & purpose.	Pleae refer to relevent ICAO documentation

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39	Volume 2	13	A.4.12	The solution shall provide monitoring and alerts for non-PKD certificates and CRLs, including upcoming CSCA expiry, missing link certificates, stale CRLs, unresolved verification evidence, expired bilateral contacts, failed downloads, failed integrity checks, inconsistent fingerprints, duplicate certificates and certificates requiring periodic revalidation.	Please clarify “certificates requiring periodic revalidation” – as in ePassport the certificate status is verified through valid CRLs and MasterList chain of trust. Kindly confirm if the phrase refers to standard certificate status validation via CRL & MasterList chain.	Please refer to the bidding Document
40	Volume 2	16	A.5.15	The solution shall support automated download and import of ICAO PKD data, validation of ICAO Master Lists, manual and automated import of bilaterally exchanged CSCA certificates, and publication of Sri Lankan Document Signer Certificates, CRLs and Master Lists through the approved national and ICAO PKD channels	Please confirm whether “automated import of bilaterally exchanged CSCA certificates” refer to the automatic import of existing CSCA certificate received via manual means or it refers to an exchange system to automatically connect to other countries.	This is up to the bidder to proposed as long as it follows ICAO PKD guidelines
41	Volume 2	41	B.6.8	The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet. Such printing shall be aligned accurately with the approved page layout, shall preserve existing security printing and page features, and shall not damage the booklet structure, stitching, laminate, visa pages, or other security components.	For the requirement of Endorsement printing, observation printing and other required variable data printing on designated inner pages of the passport booklet: a) Which specific inner page will be used? b) Please define the printing requirements such as require colour printing or black & white printing or any other requirements	The bookslet specificatios will be provided. Bidders can physically observe the booklet based on request.
42	Volume 2	42	B.6.12	The personalization process shall include automatic and/or operator-assisted verification of printed data, colour facial image quality, MRZ readability, data consistency between the printed data page and chip-encoded data, chip accessibility, and completion of all required security and quality checks before the passport is released for handover to the DIE.	For automatic checking of the colour photo, does this refer to the checking done against the original photo (colour depth in CMYK) or does it require other further checking?	This is up to the bidder to propose as long as the bidder can guarantee the quality of the protraid being printed
43					Please clarify whether "Single Contract" is evaluated strictly per Single Project / Statement of Work or per Single Buyer / Client Account (encompassing multiple task orders under a single master agreement).	Single contract document

S/N	Volumn	Page No.	Category	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
44					Proposed: A "Single Contract" shall mean either a single project engagement OR the aggregate value of task orders executed for a Single Buyer under a master framework agreement.	Please comply with the provisions in the document

Set 11

S/N	Volumn	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
1	Section III, Clause 3.7.7 item 2 Section III, Table 3.2, item 1.2	57 49	Current Requirement: Mandates that the bidder or lead partner must have executed at least one (01) national PKI solution for e-Passports including ICAO-PKD integration as a Main Contractor within the last 10 (or 7) years, assigning 10% of total technical marks to this specific criterion. Technical justification for the requested revision: 1. Standard Open LDAP Configuration: Connecting an nPKD system to ICAO-PKD relies entirely on standard LDAP/LDAPS protocol configurations. Once DIE pays the official participant subscription fees to ICAO Montreal, ICAO provides client TLS certificates and LDAP host URLs. Integrating the software requires entering these credentials into standard software fields - it involves zero custom software development. 2. Anti-Competitive Market Distortion: Requiring 'ICAO-PKD main contractor experience' unfairly favors a small subset of border control system integrators while disqualifying tier-1 global PKI cryptographic software vendors whose PKI engines fully support ICAO Doc 9303 LDAP interfaces out of the box.	Proposed Amendment to Clause 3.7.7.2 & Table 3.2 item 1.2: "The Bidder (or Lead Partner in a Joint Venture) shall have successfully delivered and currently operate at least one (01) national e-Passport PKI solution OR an ICAO-compliant National Public Key Directory (nPKD) / Identity Management solution featuring standard LDAP directory interfaces, prior to the Bid Submission Deadline."	Clause/ requirement remains same
2	Section VI, clause A.5.16	16	Current Requirement: Requires demonstrating live chip reading, key decryption, and biographic data extraction from sample e-Passports issued by at least ten (10) foreign national States. Technical justification for the requested revision: 1. Scope Misalignment: Reading physical chip booklets, executing PACE/BAC access protocols, and displaying biographic text are core functions of the Border Control System (BCS) e-Gates and inspection counters. Physical passport readers do not exist inside a PKI Data Centre. Proper PKI Deliverable: The true scope of National PKI (Scope A) is to demonstrate automated LDAP synchronization, CSCA Master List ingestion, and cryptographic chain validation of 10 foreign nations' public certificates into the local nPKD trust store database.	Proposed Amendment to Scope A, Clause A.5.16: "The selected bidder shall demonstrate automated nPKD database synchronization, cryptographic chain verification, and trust-store ingestion of public certificates, CRLs, and Master Lists from at least ten (10) ICAO-compliant issuing States into the local nPKD database, making the verified trust material available to Sri Lanka's border inspection interfaces over secure LDAP/REST APIs."	The Non-PKD & Boarder verification requirements will be carried out through Immigration Boader verification system

S/N	Volumn	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
3	Section VI, clause A.5.19	16	functionality modules to allow secure integration between the KMS and the HSM by executing the KMS firmware within the secure confines of the HSM. Technical justification for the requested revision: 1. SLA Capacity & Operational Throughput Reality Check · Native HSM Performance Capability: Even standard, entry-level FIPS 140-3 Level 3 HSMs using standard PKCS#11 APIs easily perform 100 to 1,000+ RSA-3072 / ECC P-384 digital signatures per second (6,000 to 60,000+ per minute). Standard PKCS#11 integration exceeds Sri Lanka's SLA capacity requirement by over 1,000%, proving that firmware execution is entirely redundant. 2. Commercial Impact & Open Competition Compliance · Artificial Vendor Lock-In (Conflict with Clause A.2.5): Clause A.2.5 explicitly mandates open, vendor-neutral hardware procurement. Restricting the architecture to custom firmware execution (FMs) locks the project into proprietary HSM vendors (primarily Thales Luna), excluding other internationally certified FIPS 140-3 Level 3 HSM manufacturers (Utimaco, Entrust, Securosys) and reducing open competition. Financial Inflation: Requiring FMs mandates premium HSM hardware, C-SDK developer licenses, firmware signing toolsets, and ongoing custom software maintenance. This inflates the cryptographic hardware budget by $50,000 to $100,000+ (+70% to +120% on the HSM line item) with zero technical	Proposed revised text for Clause A.5.19: "The Key Management System (KMS) shall communicate with the Hardware Security Module (HSM) using standard, open cryptographic APIs (PKCS#11 / KMIP / REST API over mTLS), ensuring that all Document Signer private keys remain 100% secured within FIPS 140-3 Level 3 / CC EAL 4+ hardware silicon. Vendor-specific firmware execution (Functionality Modules) shall not be a mandatory requirement, thereby ensuring vendor neutrality and open hardware competition as per Clause A.2.5."	Requirement will remains same Requirement of this security feature that to enhance the security of the HSM being used. Running sensitive KMS functions inside the HSM keeps cryptographic keys and operations protected from threats such as server compromise , malware and unauthorized access.
4	Section VI, Scope A, Clause A.7.2 (c) (Existing Core Switch Infrastructure)	17	A.7.2 (c) The purchaser will provide … Two ports from the DIE core fiber network (including LAN and Internet access). Apart from the above, all other components, modules, accessories, etc. must be provided by the selected Bidder.	• What are the brand and model of the existing core switches? • How many core switches are currently installed, and are they configured in a stack? • How many free ports are available on each core switch? • Are transceivers required to be included in the bidder's proposal? If so, please provide the models and part numbers of the existing transceivers.	What are the brand and model of the existing core switches? Core Switch CISCO N9K-C93180YC-FX3 TOR Switch - CISCO N9K-C93180YC-FX3H • How many core switches are currently installed, and are they configured in a stack? - **2 Core Switches and 2 TOR Siwtiches and Vertual Port Channel (VPC) technology** • How many free ports are available on each core switch? each switches 5 • Are transceivers required to be included in the bidder's proposal?**Bidder should be provide the SFPs and brand should be CISCO 10 G SFP fibber**

S/N	Volumn	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
5	Section VI, Scope A, Clauses A.7.2 (c) & A.12.3; Scope B, Clause B.5.3 (Fiber Optic Cabling and Termination)	17, 22, 37	A.7.2 (c) The purchaser will provide … Two ports from the DIE core fiber network (including LAN and Internet access). Apart from the above, all other components, modules, accessories, etc. must be provided by the selected Bidder. A.12.3 The Bidder shall design and install secure, segregated network cabling infrastructure for the CSCA and DS zones, physically and/or logically separated from the general data centre network, conforming to ICAO PKI boundary requirements. B.5.3 No equipment within the personalization facility shall be connected to any external network other than the DIE's authorized network. Where Internet access is required for approved purposes such as product updates, security patches, or vendor support, such access shall be provided only through the DIE's network and in accordance with the DIE's approved security procedures.	• What is the approximate distance between the duct room on the 3rd floor, Wing C, and the Data Center on the 8th floor for fiber optic cable termination? • What is the approximate distance between the duct room on the 3rd floor, Wing C, and the Printing Unit on the 3rd floor for fiber optic cable termination?	Site Visit Provided
6	Section VI, Scope A, Clauses A.7.2 (b) & A.11.4 (UPS and Power Requirements)	17, 21	A.7.2 (b) The purchaser will provide … 230VAC, 50Hz, 3Ph un-interrupted power from the DIE central UPS solution (shared with other server infrastructure). Power will be available from Server room UPS DB. A.11.4 All power circuits serving the CSCA and DS zones shall be routed through the data centre's existing Uninterruptible Power Supply (UPS) system, or a zone-dedicated UPS supplied by the Bidder where the existing UPS lacks spare capacity. The Bidder shall confirm and document, in writing, the available UPS backup capacity and runtime for the added load.	• Is a UPS-backed power supply available in the newly partitioned area? If not, please specify the approximate distance between the UPS room and the newly partitioned Data Center area. • Please provide the specifications, quantities, and current actual loads of the existing UPS systems.	Site Visit Provided
7	Section VI, Scope A, Clauses A.5.10 & A.8.2 (f); Annexure I (SLA) §2.2 (Disaster Recovery Requirements)	5, 19; SLA 6	A.5.10 The KMS and HSM environment shall support documented key ceremonies for CSCA creation, Document Signer creation, Master List Signer creation, certificate rollover, CRL signing, HSM backup, HSM restoration, disaster recovery, key destruction and emergency revocation. A.8.2 (f) Any applicable disaster recovery and business continuity plans. SLA §2.2 … The Recovery Time Objective (RTO) for any central PKI sub-system is set strictly at 20 minutes, with a strict target of Zero Data Loss (Recovery Point Objective - RPO = 0). …	• Is a Disaster Recovery (DR) setup required for both the application and the Data Center infrastructure hardware under this proposed solution? • If DR is required, should the bidder propose an identical setup at the DR site, or is there a specific DR architecture or configuration that should be followed?	Bidder should provide DR setup within the same location

S/N	Volumn	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
8	Section VI, Scope A, Clause A.7.2 (a) (Rack Requirements)	17	A.7.2 (a) Floor space within the DIE serve room for a single (44U) server rack. A.12.4 The Bidder shall supply and install equipment racks and lockable server cabinets within both zones suitable for the proposed HSM and server equipment, including cable management and labelling consistent with the Employer's existing data centre standards.	• The standard rack size is typically 42U; however, Section A.7.2 on page 17 of the RFP specifies a 44U rack. Is there a specific reason for requiring a 44U rack, or would a standard 42U rack be acceptable?	Neigher 42U or 44U is acceptable

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S/N	Volume	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
1	Vol 1, Sec III – Evaluation & Qualification Criteria, Table 3.2, pg. 50	50		Clarification Request – Compliance Requirements (Sections 3.1 & 3.2) Regarding compliance with NIST SP 800-53 Rev. 5, Control CP-10 and ISO/IEC 27035, we would appreciate clarification on the following: a)Relevance: How are these requirements applicable to the proposed ePassport solution, particularly considering its on-premises deployment? b)Certification: As these standards do not have widely recognised dedicated product certification schemes, which certification schemes, bodies or certificates would qualify for the full 100% score? Would an independent third-party compliance assessment be accepted? c)Supporting Evidence: Would documented policies, recovery and incident response procedures, test reports, product documentation and a signed compliance statement be sufficient to demonstrate compliance and achieve the 70% score without certification? d)Scope of Compliance: Is compliance required at the software vendor/product level, the bidder/system integrator level, or the complete deployed system level, including the end customer's operational responsibilities? e)Assessment: Is a formal independent assessment mandatory, or would a vendor's self-assessment supported by relevant technical documentation be acceptable?	a) The purpose of these requirements is to ensure that the proposed solution supports effective system recovery, restoration of normal operations, and security incident management. b) Full marks may be awarded where the submitted evidence adequately demonstrates compliance with the applicable requirements. c) Yes d) please refer SOR and eligibility requirements e) A Bidder's self-assessment, supported by sufficient and verifiable technical documentation, may be accepted as evidence of compliance. However, the evaluation committee reserves the right to assess the adequacy of the submitted evidence and award marks in accordance with the published evaluation criteria.SLCERT assessment will be conducted for security assessments
2	V2 (PKI-2.pdf): B.5.1 (pp37) V2 (PKI-2.pdf): B.5.1 (pp37)	37		Please provide more information on the location of the secondary personalization facility mentioned in B.5.1 for scope CCTV & Access Control.	8th Floor Data Centre and 3rd Floor Wing C personalization Area
3	V2 (PKI-2.pdf): B.6.8 (pp41) V2 (PKI-2.pdf): B.6.10 (pp42) V2 (PKI-2.pdf): B.6.11 (pp42)	4,42		Please provide more information about the endorsement printing, observation printing, and other required variable data. a) What is the requirement for this printing? b) Please define the intended functionality, passport pages involved, types of information to be printed. c) How frequent will this printing happen? hourly/ daily? d) Is there occasion where it needs be done separately from the main passport personalisation? e) Does this refer to post-issuance printing on existing passports using the proposed personalization printer?	a) The requirement for the printing will be as per ICAO 9303 recommendations for Paper Data page b) This will be provided to the selected bidder) Please refer to the capacity volume in Vol 2 d)There is only one personalisation site e) Post issuance only applies to the chip OS.
4	V2 (PKI-2.pdf): A.10.3 (pp 21)	21		Please provide more information about the locations provided for PKI (floor space within the DIE server room) Are both the CSCA zone and DS zone inside the same server room?	8th Floor, Yes.

S/N	Volume	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
5	V2 (PKI-2.pdf): A.7.2 (pp 18) V2 (PKI-2.pdf): B.3.1 (pp 31)	18,31		Please provide more information about the locations provided for PKI (floor space within the DIE server room) and Personalisation Facility (empty building space): a)Are the PKI and Perso Facility located within the same network (DIE's authorised network)? b)Are both locations physically within the same building?	a) Yes b) Yes
6	V2 (PKI-2.pdf): B.13 (pp 59)	59		1.Please share the current specification (Chip and OS) and features for the ePassport. 2.What is the validity period of the ePassport?	1. Please refer Annex A 2. 10 Years
7				Disaster recovery a)Is there a disaster recovery site prepared separately? b)Does bidder need to provide setup for PKI and Perso solution in DR site?	No DR facility
8	V2 (PKI-2.pdf): A.1.3 (pp 7)	7	The solution shall comply with ICAO Doc 9303 Parts 1, 2, 3, 4, 9, 10, 11 and 12, including the 2021 eighth edition requirements for Public Key Infrastructure for MRTDs. The solution shall also support ICAO PKD operational procedures for automated exchange of Document Signer Certificates, Certificate Revocation Lists and Master Lists.These functions should be available at all DIE operational endpoints, through integration with existing ICT system where applicable. The integrations shall be based on secure RESTAPIs.	Referring to the integration with DIE operational Endpoints. How many entry-exit points are there in Sri Lanka for passport issuance and passport verification?	Not relevant
9	V2 (PKI-2.pdf): A.4.9 (pp 14)	14		We would like to request the use case for the "publication and consumption of signed metadata and manifest files, SHA-256 or stronger certificate fingerprints, detached signatures, and human-readable certificate exchange forms for operational approval" in ePassport. This is to help us understand the required features & purpose.	The requirements will be reviewed and aligned with the functional and operational needs of the ePassport Personalisation System, taking into consideration the applicable ICAO Doc 9303 standards. Bidders are requested to focus on the functionalities relevant to the scope of the proposed solution.
10	V2 (PKI-2.pdf): A.4.12 (pp 14)	14		Please clarify "certificates requiring periodic revalidation" – as in ePassport the certificate status is verified through valid CRLs and MasterList chain of trust. Kindly confirm if the phrase refers to standard certificate status validation via CRL & MasterList chain.	Yes, Follow ICAO9303
11	V2 (PKI-2.pdf): A.5.15 (pp 17)	17		Please confirm whether "automated import of bilaterally exchanged CSCA certificates" refer to the automatic import of existing CSCA certificate received via manual means or it refers to an exchange system to automatically connect to other countries.	The requirement is intended to support automated processing and import of CSCA certificates during normal operations, without requiring manual intervention for each import. This does not necessarily imply the establishment of direct automated connectivity with other countries

S/N	Volume	Page No.	Requirement in the Bidding Document	Question	Clarification Provided by Contracting Authority
12	V2 (PKI-2.pdf): B.6.8 (pp 42)	42		For the requirement of Endorsement printing, observation printing and other required variable data printing on designated inner pages of the passport booklet: a) Which specific inner page will be used? b) Please define the printing requirements such as require colour printing or black & white printing or any other requirements	a) This information will be provided to the selected bidder b) Please refer to Scope B6.2 & ICAO recommendations
13	V2 (PKI-2.pdf): B.6.12 (pp 43)	43		For automatic checking of the colour photo, does this refer to the checking done against the original photo (colour depth in CMYK) or does it require other further checking?	Bidders may propose an appropriate approach, provided that the resulting portrait images meet the required quality standards and comply with the applicable ePassport specifications.
14				lease note that this request is regarding the DIE/PRO/PKI/2026 tender. As the tender involves extensive documentation and several technical and contractual clarifications, we kindly request a one-month extension, until 2 December 2026, for the tender submission.	Any changes to this requirement will be formally communicated through an addendum.

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S/N	Volume	Section	Reference	Question	Clarification Provided by Contracting Authority
1	Volume 2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	MRP /eMRP Personalization Facility Requirements [Page 24]	With reference to "Clarification Set 4", please clarify the specific chip personalization SDK, technical documentation, and related integration information that will be provided to the selected bidder, including the applicable interface specifications and relavant documentations.	The required information will be provided to the selected bidder upone signing a Non disclosure agreement.
2	Volume 2	B.13 Post Issuance	B.13.1. and B.13. 2. - Post Issuance (Chip Patching) [Page 22 & 23]	As per ICAO Doc 9303, after personalization, the chip MUST be locked.	PLease comply with ICAO requirement
3	Volume 2	Clarification - Set 02	Clarification No. 01: Solution environments (A.3.8/SLA of the RFP) [Page 10 of RFP]	With reference to “Clarification – Set 02”, Clarification No. 01, please confirm whether the DIE requires only the Disaster Recovery (DR) and Production environments for Scope A.	There will only be a single production facility at DIE
5	Volume 1 & 3	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
6	Volume 1 & 3	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).	Regarding the VAT, please clarify if the final invoicing of the Goods, Software or Services supplied outside Sri Lanka will have to incorporate VAT or if it will be exempted from it.	VAT needs to be indicated seperately

S/N	Volume	Section	Reference	Question	Clarification Provided by Contracting Authority
7	Volume 1 & 3	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	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?	VAT needs to be indicated seperately

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S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
1	Vol -2	A.3.8; Scope A SLA	10	The solution shall maintain separate PKD staging, test and production configurations, with controlled promotion of objects from test to	Please confirm which environments are required: Production, DR, Test, Staging, Development, and any other environment.	Determines software licences, server count, HSM capacity, implementation	No DR
2	Vol- 2	A.7.4; Scope A SLA 2.6	18	All central hardware components should be provided with dual network interfaces and dual power supplies forredundancyAll central hardware components should be provided with	For each required environment, please confirm whether a redundant/HA deployment is mandatory.	Determines node count, load balancing, database clustering and platform sizing.	The bidder may propose a suitable solution comply to SOR, however, the proposed solution must not have any single point of failure.
3					Please confirm the target topology for Production and DR: single site, dual site, active-active, or active-passive.	Required to design failover and recovery architecture.	The bidder may propose a suitable solution comply to SOR, however, the proposed solution must not have any single point of failure.
4					Does DIE have an existing DR site? If yes, provide its location, available facilities and connectivity to the primary site.	Determines whether DR infrastructure and site preparation must be included.	No DR
5	Vol -2	Scope A SLA 2.2	63	In addition to annual cumulative targets, the Contractor is bound to immediate recovery actions during operational windows. The Recovery Time Objective (RTO) for any central PKI subsystem is set strictly at 20 minutes, with a strict target of Zero Data Loss (Recovery Point Objective - RPO = 0). If the Contractor fails to restore live operations within 20 minutes from the initial fault detection, a 1.0% penalty shall be deducted from the monthly maintenance or project support invoice for every incremental 5-minute delay beyond the RTO limit, until full service is restored.	Please confirm whether the stated RTO of 20 minutes and RPO of zero data loss apply to every central PKI subsystem and to DR failover.	Controls replication, clustering and recovery design.	No DR

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
6					Please provide DIE standards or preferences for operating systems, databases, virtualization, Kubernetes/container platforms, backup, monitoring and SIEM.	Avoids proposing unsupported or non-standard infrastructure.	DIE has no specific preference for operating systems, databases, virtualization platforms, Kubernetes/container platforms, backup, monitoring, or SIEM solutions. Bidders may propose suitable technologies based on their proposed solution architecture, provided they meet all technical, security, performance, availability, and operational requirements specified in the bidding document. All proposed components must be properly licensed, supported by their respective manufacturers or vendors, and maintained throughout the contract period. The proposed solution must also ensure compatibility, integration, high availability, and avoid any single point of failure.
7		Section III 5.5			Please confirm whether any PKI components must be deployed on dedicated physical servers or whether virtual machines are acceptable.	Affects BOM, sizing and security zoning.	This is up to the bidder to propose as long as it fulfils the SOR and overall security
8					Please confirm any approved or preferred server, storage, network and virtualization vendors.	Affects BOM and support alignment.	This is up to the bidder to propose as long as it fulfils the SOR and overall HA
9	Vol 2	A.7.2	17	The purchaser will provide the following infrastructure components: a) Floor space within the DIE serve room for a single (44U) server rack. b) 230VAC, 50Hz, 3Ph un-interrupted power from the DIE central UPS solution (shared with other server infrastructure). Power will be available from Server room UPS DB. c) Two ports from the DIE core fiber network (including LAN and Internet access) Apart from the above, all other components, modules, accessories, etc. must be provided by the selected Bidder	Please confirm the exact infrastructure to be provided by DIE, including rack space, power, UPS runtime, LAN/WAN ports, Internet access, DNS, NTP, load balancers, firewalls and backup systems.	Clarifies responsibility boundary and exclusions.	DIE only provides the space,electricity,AC, connectivity up to TOR

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
10	Vol 2	A.1.2; A.1.5; A.2.3	6,7 & 8		Please confirm the required number of CSCAs, Document Signers, Master List Signers, CVCAs, DVCAs and Admin CAs.	Determines product quantities, HSM partitions, certificates and PS effort.	The bidder may propose a suitable solution, provided it meets the specified capacity requirements.
11					Please provide expected initial and annual volumes for DS, Master List Signer, DV, IS and administrator certificates.	Required for capacity and lifecycle sizing.	Please refer SOR
12					Please confirm required validity periods and rollover frequencies for CSCA, DS, Master List Signer, CVCA, DVCA and IS certificates.	Required for CP/CPS, ceremonies and operational planning.	Please follow ICAO 9303 recommendations
13					Please confirm CRL issuance frequency, overlap period, publication locations and maximum acceptable publication delay.	Determines CA policy and publication architecture.	Please follow ICAO 9303 recommendations
14	Vol 2	A.2.3; A.3.2	8 & 9		Please confirm required LDAP and HTTP certificate/CRL publication points and whether they must be Internet-facing, internal, or both.	Determines publication topology and security controls.	The bidder may propose a suitable solution, provided it meets all the requirements specified in the bidding document.
15					Will DIE provide an approved file replication mechanism from LDAP to HTTP/CRL servers, or should Entrust include Integration Bridge or an equivalent replication capability?	Affects licensing, integration and PS scope.	The bidder may propose a suitable solution, provided it meets all the requirements specified in the bidding document.
16					Is cross-certification or subordination with any domestic or foreign authority required?	May introduce additional profiles, workflows, forms and testing.	Not required

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
17	Vol 2	A.2.7	9		Please confirm the operational functions DIE expects to perform independently after acceptance and any restrictions on vendor remote access.	Determines handover, training and access design.	DIE expects to independently perform routine operational activities, including system monitoring, user administration, and other day-to-day management functions, following the necessary knowledge transfer and training provided by the bidder. For troubleshooting and maintenance of highly sensitive and security-critical components, the bidder shall ensure the availability of qualified onsite technical personnel in accordance with the SLA requirements. However, DIE may permit remote access for troubleshooting and service restoration, considering the nature of the issue and the required service recovery time. The bidder shall be responsible for proposing and implementing a highly secure remote access mechanism with appropriate security controls, including strong authentication, access restrictions, activity logging, and monitoring. All remote access shall be subject to prior authorization by DIE. The bidder shall remain fully responsible for the security of the proposed remote access solution and any activities performed through such access, ensuring compliance with the security requirements specified in the bidding document.
18		A.7.4; Scope A SLA 2.6	18 & 64		Please confirm required HSM redundancy per environment and whether HSMs must be clustered or geographically separated.	Required for HA and RTO compliance.	This is up to the bidder to propose as long as it fulfils the SOR and overall HA
19	Vol 2				Are HSMs required at any airport, border, DR or other remote verification site?	Determines distributed cryptographic architecture.	Out of scope
20	Vol 2	A.5.10; A.5.20	15 & 16		Please confirm customer requirements for HSM/KMS key backup media, backup copies, offsite storage, custodianship and recovery testing frequency.	Determines ceremony scope and secure media controls.	This is up to the bidder to propose as long as it fulfils the requirements

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
21	Vol 2	A.5.9	15	The KMS shall enforce role-based access control, named-user accountability, multi-factor administrator authentication, dual control for sensitive operations, split knowledge for key ceremonies, four-eyes approval for certificate issuance and revocation, and least-privilege access for all operational roles	Should PKI Security Officers and administrators authenticate using certificate-based credentials stored in EPF, smart cards, or hardware tokens such as SafeNet eToken?	Determines token quantities, enrolment and authentication configuration.	This is up to the bidder to propose as long as it fulfils the requirements
22					Please confirm the number of Security Officers, CA Administrators, Audit Officers and Key Custodians per environment.	Determines tokens, training, ceremonies and documentation.	Around 50
23	Vol-2	A.3.1	9	The selected bidder shall support Sri Lanka in completing ICAO Public Key Directory participant onboarding, including preparation of technical and procedural inputs required for registration, nominated roles, operational contacts, certificate submission arrangements, testing coordination, and transition to active PKD participation.	Has Sri Lanka completed ICAO PKD participant onboarding? Please provide current status, nominated roles and available test/production credentials.	Determines onboarding and integration scope.	DIE will facilitate, process has initiated
24	Vol -2	A.3.1	9		Please confirm whether the contractor is responsible for end-to-end ICAO PKD onboarding, test coordination and production activation.	Determines schedule, dependencies and PS effort.	Except ICAO PKD registration
25	Vol -2	A.3.8	10	The solution shall maintain separate PKD staging, test and production configurations, with controlled promotion of objects from test to production, documented test evidence, rollback capability, approval workflow and clear segregation of duties between preparation, approval and publication functions.	Please confirm whether separate ICAO PKD staging, test and production infrastructure must be physically separate or may use logically segregated configurations.	Determines infrastructure sizing.	This is up to the bidder to propose as long as it fulfils the requirements
26	Vol -2	A.3.2-A.3.9	9 & 11		Please confirm required schedules for automated upload/download of DSCs, CRLs, Master Lists, deviation lists and defect lists.	Determines automation and monitoring settings.	Please follow ICAO9303 recommendations
27	Vol 2	A.4.1-A.4.14	11 & 13		Please identify existing bilateral certificate exchange channels, participating States and approval authorities for non-PKD trust material.	Determines workflow customization and operational procedures.	No such arrangements available at present. DIE will implement relevant procedures based on ICAO guidelines

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
28	Vol 2	A.2.4; A.3.7	8 & 10		Please provide the number and type of systems/sites that will receive national trust-store updates and the required update frequency.	Determines distribution architecture and licence sizing.	Distribution will be made through DIE internal network as the frequency will be based on ICAO best practices
29	Vol 2	A.1.5-A.1.6; A.2.8-A.2.9	7 & 9		Please confirm whether Company PS should deploy CVCA, CVCA Admin, DVCA, DVCA Admin, DVWS and DVCKM.	Confirms PS and product scope.	Refer to requirements mentioned in the Bidding document
30	Vol 2	A.1.6; B.4.1	7 & 35		Will EAC be used for issuance QC only, operational border inspection, or both?	Determines inspection architecture and certificate volumes.	It will be used for inspections
31	Vol 2	A.1.6; B.4.1	7 & 35		Please confirm whether routine access to DG3 fingerprint data on foreign ePassports is required at border inspection sites, subject to authorization.	Determines EAC trust relationships and IS certificate requirements.	Yes
32					Please confirm the number and locations of ePassport inspection sites, including airports, seaports and land borders.	Determines topology, licences and deployment effort.	Include all international border points in Sri Lanka linked through the DIE network
33					Please confirm the number of inspection/QC workstations required at each site.	Determines IS Client quantities and certificate volumes.	Bidders can proposed in complying with throughout / SLA requirements
34					Please provide average and peak ePassport validation requests per hour at each site and expected concurrent sessions.	Determines concentrator/server sizing.	Refer to throughput and SLA requirements
35					Please provide WAN availability, bandwidth, latency and redundancy between inspection sites and the central nPKD/DVCA infrastructure.	Determines online/offline mode and local caching requirements.	This will be handled through DIE core network, which is fibre based
36					Is there a requirement to deploy local IS Concentrator, DVWS or HSM services at sensitive sites such as the national airport?	Determines distributed backend design.	All hardware deployments will be centralized to Head office
37					Please provide the make, model, firmware and software versions of existing ePassport readers and inspection applications.	Required for compatibility and integration testing.	All readers used are ICAO compatible. Exact details will be provided to selected contractor on a NDA

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
38					Must existing reader software integrate with which IS Client, or will a new QC/inspection application and reader be supplied?	Determines integration ownership and testing scope.	Bidders should include QA equipment required by the relevant personalization workflows
39	Vol 2	A.2.2; A.2.8; B.4.1	9 & 35		Please confirm the foreign ePassport validation scope, including PA, BAC, PACE/SAC, AA, CA, TA/EAC and biometric data groups.	Defines inspection test cases and trust material.	Not relevant to the scope of this tender
40	Vol 2	B.4.1-B.4.3	35 & 36		Please confirm the number of issuance/personalization sites requiring ePassport QC inspection capability.	Determines QC architecture and quantities.	There is one personalization site which need to meet the throughput and SLA requirements mentioned in the bidding document
41					Please confirm the number of QC workstations/readers per personalization site.	Determines IS Client and reader quantities.	Bidders must proposed a solution meeting the SLA and throughput requirements
42	Vol 2	B.8.2	47		Should QC validation be sized to the full personalization throughput of 375 passports per hour, or will sampling be used?	Determines performance and reader quantities.	Every passport will be subjected to QC validation
43	Vol 2	B.3.2; B.4.3	30-32 & 36		Will QC be performed by contractor staff, DIE staff, or both?	Determines training and operating procedures.	QC will be operated by DIE staff
44	Vol 2	B.10.2-B.10.7	55 & 56		Are dedicated test printers, chip encoders and QC readers required, or may production equipment be used before go-live for UAT/OAT?	Influences BOM and test schedule.	Only production environment is required
45	Vol 2	Implementation Phase 3; B.2.1-B.2.3	26 & 27		Please provide interface specifications and technical contacts for the demographic, photo, fingerprint, enrolment, issuance, border, inventory and reporting systems.	Required for detailed integration design.	This will be provided to the selected Bidder subjected to a NDA
46	Vol 2	A.7.3; B.2.2-B.2.3	17 & 26-27		Please provide required REST API standards, payload formats, authentication, authorization, encryption, certificate, retry and error-handling requirements.	Determines API development and security design.	This will be provided to the selected Bidder subjected to a NDA
47					Please provide average/peak request rates, payload sizes, batch sizes and retention windows for each integration.	Determines sizing and performance testing.	Refer to data in the Bidding document

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
48					Will DIE provide corresponding test endpoints and representative test data for all external integrations?	Required for SIT/UAT and schedule.	Refer to data in the Bidding document
49	Vol 2	B.13.3	58-59		Please confirm whether integration with Active Directory, LDAP, national identity provider, MFA or other enterprise identity services is required.	Determines authentication design.	Integration with DIE systems will be required
50					Please confirm whether DIE will provide an enterprise backup platform or whether the bidder must supply one.	Determines BOM and integration scope.	Bidder must provide all components required for solution scope
51					Please provide backup frequency, retention, encryption, immutability, offline/offsite storage and media-destruction requirements.	Required to design backup and recovery procedures.	Bidder must proposed based on Bidding document requirements
52	Vol 2	A.5.10; A.5.17	15 & 16		Please confirm the required frequency and scope of backup restore and DR recovery tests.	Determines recurrent PS and operational effort.	Bidder must proposed based on Bidding document requirements
53	Vol 2	A.3.9; A.5.11-A.5.12	11,12 & 15		Please identify DIE monitoring, SIEM, SOC, syslog, SNMP, SMTP and ticketing platforms that the solution must integrate with.	Determines connectors and operational procedures.	Information will be provided to the selected Bidder subject to a NDA
54					Please confirm retention periods and storage requirements for PKI, HSM, KMS, PKD, OS, database, security and application logs.	Determines storage sizing and compliance settings.	Bidder must proposed based on Bidding document requirements
55					Is a recurrent PKI health check required? If yes, confirm frequency, scope and required report/management review.	Determines recurrent Professional Services scope.	Bidder must proposed based on Bidding document requirements
56	Vol 2	A.2.6; A.8.2; A.9.2	8 & 19, 20		Please confirm which documents Entrust PS must develop: CP, CPS, RPS, DR/BCP, access control, secure facility, media management, change management, incident management and certificate lifecycle procedures.	Determines PS deliverables and review cycles.	Bidder must proposed based on Bidding document requirements

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
57					Please confirm whether our PS must provide subscriber vetting/agreement forms, certificate management forms, trusted-role appointment/training forms, key custodian forms and cross-certification applications.	Determines governance documentation scope.	Bidder must proposed based on Bidding document requirements
58	Vol 2	A.8.2; A.6.2	19 & 17		Please confirm whether customer-specific installation, configuration, administration, backup/restore, hardening, upgrade and troubleshooting guides are required for every Entrust component.	Determines documentation effort.	Bidder must proposed based on Bidding document requirements
59	Vol 2	A.5.10; A.13.3; Scope A SLA 2.4	15, 23 & 64		Please confirm the number and type of required ceremonies, rehearsal expectations, witnesses, auditors, locations and ceremony deliverables.	Determines PS staffing and travel.	Bidder must proposed based on Bidding document requirements
60	Vol 2	A.5.17; B.10.2-B.10.7	16, & 55 , 56		Please confirm required FAT, SAT, SIT, UAT, OAT, security, performance, failover, interoperability and DR test phases, entry/exit criteria and evidence format.	Determines test plan and schedule.	Refer to requirements stated in the Bidding document
61	Vol 2	A.6.1-A.6.4; B.10.1	55		Please confirm trainee counts, roles, locations, language, delivery mode, duration, hands-on lab requirements and refresher-training frequency.	Determines training scope and environment.	Refer to requirements stated in the Bidding document. Trainee count will be approx 50 persons
62					Please confirm whether remote support is permitted and the required secure-access mechanism, approval workflow and session logging.	Determines support model.	Refer to requirements stated in the Bidding document
63	Vol 2	Implementation Phase 3			Please confirm the scope, timing, test environment and remediation obligations for the Sri Lanka CERT security assessment.	Determines hardening and remediation scope.	Refer to requirements stated in the Bidding document
64	Vol 2	A.9-A.12	19 - 22		Please confirm detailed physical-security standards for CSCA/DS zones, including barriers, access factors, CCTV retention and environmental monitoring.	Determines site design and third-party scope.	Bidder must proposed based on Bidding document requirements

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
65	Vol 2	A.5.9	15		Please confirm accepted MFA methods and token standards for trusted-role administrators.	Determines identity controls and token BOM.	Bidder must proposed based on Bidding document requirements
66	Vol 2	B.1-B.3	25-26 & 29-35		Please confirm responsibility allocation between DIE and contractor for facility operations, operators, consumables, preventive/corrective maintenance and production support.	Determines partner and service scope.	Refer to details provided in the Bidding documents
67	Vol 2	B.7	45-47		Please confirm whether DIE has an existing blank-booklet inventory system or expects a new system including dual control, reconciliation and API integration.	Determines custom/partner solution scope.	No such automation system available at present
68	Vol 2	B.9	50- 55		Please confirm whether system-generated billing, penalty and surcharge calculations must be supplied within the personalization platform.	Determines custom development/integration.	Refer to details provided in the Bidding documents
69	Vol 2	B.13.1-B.13.3	58		Please clarify whether B.13 requires a production capability to update chip OS/security applications on already-issued passports without reissue, and identify the passport chip/OS supplier and supported update mechanism.	Material product-fit and partner risk.	No updated are required for already chip-locked passports
70	Vol 2	B.13.3	588-		Please clarify the required citizen browser-based workflow, identity-provider integration, security controls and supported devices for post-issuance updates.	Potentially requires a separate system or custom solution.	No updated are required for already chip-locked passports
71					Please identify business processes DIE expects to automate, including PKD synchronization, certificate lifecycle, CRL publication, trust-store distribution, QC, inventory, SLA reporting and billing.	Helps separate mandatory automation from value-added scope.	Refer to details provided in the Bidding documents
72	Vol 2	A.2.2; A.2.8	08-Sep		Please confirm whether the project is BAC, EAC-only, or BAC plus EAC.	Determines product architecture and PS work packages.	Refer to details provided in the Bidding documents
73					Please confirm the number and locations of ePassport issuance/personalization sites.	Determines deployment, connectivity and support scope.	Refer to details provided in the Bidding documents

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
74					Please confirm the number of ePassport printers and chip encoders at each issuance site.	Determines integration, throughput and test scope.	Bidder must proposed to meet throughput and SLA requirements
75					Are the personalization printers located in the same data centre/site as the DS/SDS and CSCA, or at remote locations?	Determines network, security and availability design.	Refer to details provided in the Bidding documents
76					Please confirm all document types to be signed by the Document Signer, including normal, diplomatic, official, child passport, emergency travel document, national ID or others.	One DS/SDS design may be required per document type; affects sizing.	Refer to details provided in the Bidding documents
77	Vol 2				Please confirm whether the Document Signer and SDS will be supplied by bidder or a third party; if third party, provide vendor and interface details.	Determines Entrust product and integration scope.	Refer to details provided in the Bidding documents
78	Vol 2	A.2.3	8		Please confirm whether a Master List Signer is required and whether Entrust must deploy and configure it.	Determines product, ceremony and documentation scope.	Refer to details provided in the Bidding documents
79	Vol 2	A.3.2	9		Please confirm whether a Deviation List Signer is required and whether bidder must deploy and configure it.	Determines product and PKD publication scope.	Refer to details provided in the Bidding documents
80					Must Sri Lanka allow foreign States to validate Sri Lankan EAC ePassports and access authorized citizen biometric data through a SPOC infrastructure?	Determines whether SPOC components and bilateral EAC processes are required.	EAC validation is required
81					Must Sri Lanka use SPOC to validate foreign EAC ePassports and access authorized foreign biometric data?	Determines SPOC and foreign DV certificate exchange requirements.	EAC validation is required
82					Please confirm whether dedicated HSM devices are required in Test, Staging, Development or other non-production environments.	Determines HSM count and cost.	Refer to details provided in the Bidding documents
83					If our HSMs are selected, will DIE use the Remote Administration Kit, Remote Administration Cards and Trusted Verification Device?	Determines HSM accessories, ceremony and administration scope.	Refer to details provided in the Bidding documents

S/N	Volume	Section	Page No.	Requirement in the Bidding Document	Question	**Rationale / Sizing Impact**	Clarification Provided by Contracting Authority
84					Will CSCA, CVCA, DVCA and any SPOC CA publish to an existing customer LDAP directory or a new directory?	Determines directory design and implementation ownership.	A new LDAP directory for local operation must be established
85					Please confirm the approved LDAP product and version, including whether Internet-facing publication is required.	Required for compatibility and security design.	A new LDAP directory for local operation must be established
86					Please confirm whether the selected directory supports required ePassport certificate/PKD schemas, multi-valued RDNs and any customer naming constraints.	Identifies directory limitations before design.	A new LDAP directory for local operation must be established
87	Vol 2	**A.6.1-A.6.4**	16-17		**Please confirm required formal courses: ePassport solution, nShield HSM, Security Manager Comprehensive, Security Manager Administration user management and Administration Services user management.**	**Determines training licences, instructors and schedule.**	Bidder must proposed to comply with requirements given in the Bidding document

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Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
2	Section VI - schedule of requirements. 3. Implementation Schedule	**3**	The tender documentation refers to a security assessment by Sri Lanka CERT Please clarify	Question 1 : The tender documentation refers to a security assessment by Sri Lanka CERT. Please clarify: - The exact scope of the assessment. - Which components are subject to assessment (PKI infrastructure, person facility, software components, supporting infrastructure etc.). - Whether the assessment includes penetration testing, vulnerability assessment, source code review, or compliance audits. - Whether successful completion of the assessment is a prerequisite for Operational Acceptance or Go-Live.	This will be a VAPT covering all components
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.1 PKI requirements (Scope A)	5	Please clarify	Question 2 : Please clarify the post-go-live support model and the allocation of L1, L2 and L3 support responsibilities between DIE and the cont+B7+C7	Please refer to the information given in the Bidding document
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.1 PKI requirements (Scope A), Ref.No A.6	16	Please clarify	Question 3 : Please clarify the expected scope of training and knowledge transfer, including the number of trainees, training locations, required training duration, language requirements, and whether on-site training in Sri Lanka is mandatory.	Location ; DIE Approximately 50 officers Onsite training English Language with local language translation where applicable
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.1 PKI requirements (Scope A), Ref.No A.7.2	17	Please clarify	Question 4 : Please clarify which PKI infrastructure components beyond rack space, power and network connectivity are to be provided by the contractor, including any security, environmental control, cooling or facility preparation requirements.	Contractor must provide all components other than those noted as provided by DIE
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.1 PKI requirements (Scope A), Ref.No A.7.9	18	Please clarify	Question 5 : Please clarify whether OEM End-Of-Life (EOL) and End-of-Support (EOS) documentation must be submitted as part of the bid, and what forms of evidence will be accepted to demonstrate compliance.	Original documents from OEM will clarify the Bidders proposal
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.3.2	30	Please clarify	Question 6 : Please clarify the acceptance criteria and quality threshold applicable to passport personalisation. Specifically, is there an allowable reject rate or production wastage threshold, and how will rejected passports be measured, reported, and treated for contractual and billing purposes?	The passport shall be readable by any standard passport reader. It may also be subject to visual check by the DIE staff.
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.5.1	36	Please clarify	Question 7 : Please clarify whether 180-day CCTV retention requirement applies to continues recording for all cameras or whether motion-triggered recording is acceptable, provided that all operational and security sensitive areas remain fully monitored.	Yes

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2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.5.1	36	Please clarify	Question 8 : Please clarify whether the electronic access control system is required to be integrated with existing DIE identity management or security systems, or whether a standalone access control solution dedicated to the personalisation facilities is acceptable.	Standalone system is acceptable as far as Administrative control and monitoring is provided to DIE
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.5.5	37	Please clarify	Question 9 : Please clarify the minimum audit information that must be retained following passport personalisation and handover, including permitted retention periods and any requirements for anonymization or pseudonymization of audit records.	Please refer to information given in the Bidding document technical requirements
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.8.2, B.8.3, B.8.6	48	Please clarify	Question 10 : Please confirm that the Priority Level 3 turnaround requirement ("within 3 operating shifts") is measured using the defined 10-hour operating shift (08:00-18:00), and not in calendar or working days.	Please refer to the definition of a operating shift in eth Bidding document technical requirements
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.8.7-B.8.9	49	Please clarify	Question 11 : Please clarify whether any acceptable reject/wastage threshold applies before SLA penalties are triggered, and how quality-related penalties are calculated for replacement passports.	Please refer to details given in the Bidding document technical requirements
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.8.13	50	Please clarify	Question 12 : Please clarify whether the requirement to complete all outstanding requests before the next operating shift applies regardless of the assigned priority level and daily volume profile.	Please refer to details given in the Bidding document technical requirements
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.9.5	53	Please clarify	Question 13 : Please clarify whether the 5€ surcharge applies in addition to the non-billable status of rejected passports and any SLA penalties, and whether any acceptable production wastage threshold is permitted before surcharges are applied.	Please refer to details given in the Bidding document technical requirements

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2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.10.8	56	Please clarify	Question 14 : Please clarify the expected volume of passports to be processed during testing and trial runs, and confirm which party bears the cost of passport blanks and consumables used during these activities.	Passports will be provided by the Employer. However, penalties and surcharges concerning any passport damaged / spoiled during the test will still be applicable
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.11.2	57	Please clarify	Question 15 : Please clarify what activities are included in the definition of "full commissioning". Specifically, does the 120-day requirement include completion of integrations, testing, trial runs, training, Site Acceptance Testing (SAT), and Operational Acceptance, or only the installation and technical commissioning of the personalization facility? Furthermore, the Schedule of Requirements indicates commencement of MRP personalization at T+3 months and completion of the full system, including PKI, ICAO PKD integration, personalization software, integrations, and User Acceptance Testing, at T+7 months. However, other sections require trial runs within 90 days and full commissioning of the personalization facility within 120 days. Please clarify the relationship between these milestones, identify which services and functionalities are expected to be operational at each stage, and confirm whether e-Passport personalization may commence prior to completion of the PKI and ICAO PKD components.	Please refer the addendum
2	Section VI - schedule of requirements. 5. Minimum Qualifications of Key Professional Staff	59	Please clarify	Question 16 : Please confirm whether key personnel may be proposed for multiple positions where all qualification requirements are met, or whether each role must be fulfilled by a separate dedicated individual.	please adhere with the tender requirement
2	SLA	61	Please clarify	Question 17 : Please clarify whether rejected passports are subject to all three consequences simultaneously (non-billable status, surcharge and SLA penalties), and whether any acceptable reject-rate threshold applies before penalties and surcharges are imposed.	Both penalties ands surcharges will be applicable
2	SLA	61	Please clarify	Question 18 : Please clarify whether any acceptable production spoilage or reject threshold is permitted under the contract.	Refer to eth requirements given in the Bidding document technical specifications
2	SLA	61	Please clarify	Question 19 : Please clarify how SLA compliance is calculated for replacement passports following a defect notification	Refer to the requirements given in the Bidding document technical specifications
2	SLA	61	Please clarify	Question 20 : Please clarify the handover and acceptance procedure, including transfer-of-liability requirements.	Refer to the requirements given in the Bidding document technical specifications
2	SLA	61	Please clarify	Question 21 : Please confirm whether the minimum volume commitment of 1,000 passports per working day constitutes a contractual minimum billing commitment.	Refer to the requirements given in the Bidding document technical specifications

Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.2.1	26	Please clarify	Question 22 : Please clarify the long-term passport booklet supply model for the proposed personalisation service. Will passport blank booklets be provided by DIE under an existing or separate procurement arrangement throughout the contract period, and should bidders assume continued availability of compatible MRP/ePassport booklets for the full contract duration?	DIE has the required blank passport stocks for this contract period
2	Section VI - schedule of requirements. 4. Schedule of requirements, 4.2 MRP/eMRP Personalisation Facility Requirements (Scope B), Ref.No B.2.1	26	Please clarify	Question 23 : Please clarify the relationship between Scope A and Scope B implementation milestones. Specifically, can the Scope B personalisation facility achieve commissioning and operational acceptance before the completion of Scope A PKI implementation, or is successful PKI implementation a prerequisite for Scope B commissioning?	PKI operation will be required at the commencement of personalizing e-MRPs
2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	40	B.6.8 The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet.	Question 24 :what is the maximum amount of pages that will have to be personalized ? 2 (datapage+ endorsement/observation printing), 3 (datapage+ endorsement +observation printing) or 4 (datapage + endorsement + observation + variable data printing on designated inner pages).	Data page for all passports and endorsements page (page next to data page) on selected passports
2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	40	B.6.8 The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet.	Question 25 : When endorsement printing is needed, on which page does it need to be printed ?	Page next to the data page
2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	40	B.6.8 The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet.	Question 26 : When observation printing is needed, on which page does it need to be printed ?	Page next to the data page

Volume	Section	Page No.	Requirement	Question	Clarification Provided by Contracting Authority
2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	40	B.6.8 The equipment shall support endorsement printing, observation printing, and other required variable data printing on designated inner pages of the passport booklet.	Question 27: When other required variable data printing is needed on which page does it need to be printed ?	Page next to the data page
2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	40	for the personalisation of the passports, provide an expected breakdown of passports for which	Question 28 : there will not be any no personalisation other than the datapage, Question 32 : Can the Secondary personalization facility be physically close to or inside the Primary personalization facility ? Question 29: personalisation of the endorsement printing will be needed, Question 30 : personalisation of the observation printing will be needed and Question 31 : personalisation for variable printing will be needed	All additional printing where applicable will be on the same page
2	4.2 MRP /eMRP Personalization Facility Requirements (Scope B)	40	In B.6.18: The Bidder shall ensure that the proposed personalized security features are fully compatible with the current Sri Lanka passport booklet, including the data page substrate, laminate, security printing, booklet construction, chip inlay, and other existing document security components.	Question 33 : Is it possible to get these information related to the current passport ?	Please refer the Addendum
				We kindly request an extension of the proposal submission deadline to allow sufficient time for the issuance of the bid bond.	Please refer the addendum
				We would also appreciate confirmation on whether the bid bond may be issued solely in our company name, rather than in the full name of the Joint Venture, to help minimize the time required for issuance.	Please refer Section I, ITB 23.7