

QUESTIONS & ANSWERS

as of 25 June 2020

Procurement of Consultancy Services as Systems Integrator for the Supply, Delivery, Installation, and Maintenance of the Philippine Identification System (PhilSys)

Query	Queries	Answers
1	<p>Page 184: 8.2 Clause 8.2 HSM Module</p> <p>Does the Govt. of Philippines have a CSCA - Country Signing Certificate Authority?</p>	The SI is not expected to interface the PhilSys Public Key Infrastructure with any external Certificate Authority.
2	<p>IT Infra Architecture</p> <p>Please confirm if we can use Hybrid Cloud? Or it's mandatory to use every solution on Premise?</p>	PSA is hereby revising its requirement for the IT Infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise.
3	<p>7.4.11 Card Personalization and Management System (CPMS)</p> <p>Card Personalization will be used in Card Printing and Management facility of the PhilSys. The SI MUST develop, test, install and maintain the Card Personalization and Management System (CPMS).</p> <p>Section 6.1.2.9 PhilID Card Management mentions the personalization of the card shall be carried out by BSP, but in 7.4.11 it says SI shall personalize the card. Kindly provide clarity as the two clauses are contradicting.</p>	To clarify, 7.4.11, the SI shall be responsible for the development of the applications for PhilID cards (CPMS, CMS and CBU). On section 6.1.2.9, the SI will not be responsible for the personalization printing activity of the PhilID.
4	<p>Is our understanding correct that the Card Personalization and Management System should be with the card manufacturer? No card manufacturer will agree to the quality and wastage if not using their own personalization system. The System Integrator will just need to integrate this to the main system.</p>	<p>The Card Personalization Management System (CPMS) must not be confused with the bundled personalization software of the personalization printers. The CPMS is to be developed by the SI, whereas the bundled personalization application will be provided by BSP.</p> <p>The CPMS, as defined in the bid docs, is an application that will interface to the bundled personalization software of the personalization machines.</p>
5	<p>Is PSA amenable of using Cloud Infrastructure?</p>	PSA is hereby revising its requirement for the IT infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise.

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6	<p>On Backup and Recovery</p> <p>a. Based on the requirements detailed in section 9.6.7.2 Disaster Recover Strategy and Procedures and 9.8.6.6.5 Recovery and Restore, will you require the backup and recovery solution to include a backup to disk platform?</p> <p>b. Based on the requirements detailed in section 9.8.6.6 Backup and Restore System, will you require the backup and recovery solution to have the ability to deliver a high level of data efficiency when storing backup data?</p> <p>c. Based on the requirements detailed in section 9.8.6.6.5 Recovery and Restore, will you require the backup and recovery solution to support the capability to perform long term retention by shipping the backup data sets to an object storage platform?</p> <p>d. Based on the requirements detailed in section 9.8.6.6.1 Backup, will you require the backup and recovery solution to have the capability to perform backups of virtual machine (VM) server without the need for agents to be installed directly unto each VM server?</p> <p>e. Based on the requirements detailed in section 9.6.6 Recovery Time Objective (RTO) and Recovery Point Objective (RPO), will you require the backup and recovery solution to have the feature that will enable searching of a specific backup data set across the entire archive?</p> <p>f. Based on the requirements detailed in section 9.8.6.6.4 Automation Support, will you require the backup and recovery solution to have an Application Programming Interface (API) feature?</p> <p>g. Based on the requirements detailed in section 9.6.6 Recovery Time Objective (RTO) and Recovery Point Objective (RPO), will you require the backup and recovery solution to have a phone-home feature for support and technical incidents?</p> <p>h. Can we propose disk storage and not VTL or can we propose alternative solution other than tape?</p> <p>i. Do they require that the backup be replicated on the DR?</p>	<p>PSA maintains its position that it is up to the SI to propose a MOSIP centric solution and for the SI to maintain its KPIs and SLAs. The disaster recovery site must be on premise.</p>

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	<p>j. Are there workloads that are running on all 3 site that need to be backup?</p> <p>k. What will be the required retention?</p> <p>l. Please expound on the Backup policy adherence / violations from the Vol.2 Page 179</p> <p>m. Please also confirm that the Replication and SAN solution should be from same OEM of per Vol.2 Page 179</p>	
7	<p>General</p> <p>Based on the Project Information Memorandum of Usec. Dennis Mapa issued last May 6, 2020, the role of the SI consultant in the PhilSys project is to "PRIMARILY EXPAND THE MOSIP FRAMEWORK", in addition to providing the necessary hardware and software to meet PhilSys requirements and operate the system. We understand the phrase "primarily expand the MOSIP framework" to mean that what should be delivered cannot simply be the basic MOSIP framework; the SI should also ensure that there are primary expansion/enhancement to the basic MOSIP framework (such as adding data encryption to protect the central database of citizenry and the associated application documents in order that the data cannot be exfiltrated or tampered with even by someone with system-level access, or adding other similar security protocols).</p> <p>Hence, in order to remain consistent with the Information Memorandum and intent of the project, we suggest that PSA formally require all proponents to include an enhancement or expansion of the basic MOSIP framework in its proposed technical solution in order to be awarded the minimum of 80% in the technical score -- such that an absence of this required expansion should be deemed as an unresponsive technical proposal and thus not qualified for the financial bid opening. Otherwise, you will end up comparing and evaluating very different bids - some with just the basic MOSIP functionality while others will come with very useful and necessary</p>	<p>The SI MUST reuse MOSIP modules, modify and/or integrate them (including with COTS and/or adhoc software) in order to satisfy the requirements of the PhilSys. Technical evaluation will be based on the criteria prescribed under the Bidding Documents.</p>

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	enhancements to the basic MOSIP framework. _PLEASE CONSIDER FORMALLY INCORPORATING THIS REQUIREMENT. _	
8	<p>General</p> <p>Please confirm: may bidders use e-signatures of the relevant signatories to the proposals instead of digital signatures?</p>	Yes. Please refer to Advisory No. 1 and GPPB Resolution 9-2020.
9	<p>Confidentiality 001 Vol1 SI BID DOCS_0: GCC: Sec 17 Page 73</p> <p>Confidentiality</p> <p>You are requested to allow standard exceptions to confidential information, which is industry standard and reasonable. Not all information can be regarded as confidential. For e.g., if the information is in public domain, we cannot be expected to keep it confidential at our end. Similarly, if any information is liable to be disclosed under the law, giving it a confidential status and obliging us to keep such information confidential is not correct.</p> <p>We request inclusion of following clause: Confidential information does not include any information which (i) is rightfully known to the recipient prior to its disclosure; (ii) is independently developed by the recipient without use of or reliance on confidential information; or (iii) is or later becomes publicly available without violation of this agreement or may be lawfully obtained from a third party; or (iv) which would be required to be disclosed under law</p>	We maintain Clause 17, GCC. Standard and reasonable exceptions to confidentiality obligation can be agreed by the parties during contract implementation.
10	<p>Liability 001 Vol1 SI BID DOCS_0: GCC: Sec 56 page 89</p> <p>Liquidated Damages: If the Consultant fails to deliver any or all of the Services within the period(s) specified in this Contract, the Procuring Entity shall, without prejudice to its other remedies under this Contract and under the Applicable Law, deduct from the contract price, as liquidated damages, a sum equivalent to one tenth of one percent of the price of the unperformed portion of the Services for each day of delay based on the approved contract schedule up to a maximum deduction of ten percent (10%) of the contract price. Once the maximum is</p>	We maintain Clause 56, GCC. This is a standard clause for government contracts in the Philippines.

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	<p>reached, the Procuring Entity may consider termination of this Contract pursuant to GCC Clause 27.</p> <p>We request client to cap the liquidated damages/penalties cumulatively to 5% of the total contract value. we request you to kindly make imposition of liquidated damages as sole and exclusive remedy for corresponding breaches. We understand that we would be liable to pay liquidated damages to the extent corresponding breach is solely attributable to us. Kindly confirm.</p>	
11	<p>Penalty 001 Vol1 SI BID DOCS_0: BDS: Sec 6.1 page 51</p> <p>ITB 27.3 - change in proposed consultants would attract penalty - refund of replaced personnel's basic rate, which should be at least 50% of the total basic rate for the duration of the engagement.</p> <p>We would request that a one-time penalty to the amount of the basic rate of the consultant shall be levied as a penalty in case the SI makes a change in the proposed Consultants. However, this shall not be applicable in case of unavoidable situation and situations beyond the control of the SI including healthcare issues, illness, death, or resignation, delay in selection process, etc.</p>	We maintain Clause 27.3, ITB.
12	<p>Termination 001 Vol1 SI BID DOCS_0: GCC: Sec 29 & 31 page 78</p> <p>Procedures for Termination of Contracts & Payment Upon Termination</p> <p>An objective and consultative process should precede before the Client chooses to exercise its termination rights under this clause. To ensure that the clause is not interpreted in a subjective manner, a mechanism should be put in place to objectively capture service related defaults and allocate the accountability to an appropriate party in a transparent manner. Upon termination, consultant should be paid for the services performed by consultant till the date of termination.</p>	We maintain Clauses 29 and Clause 31, GCC. Additional mechanism consistent with the foregoing clauses can be agreed by the parties during contract implementation.

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	<p>Additionally, given our audit independence requirements, we would also require the right to terminate in circumstances where continued performance under this contract would breach our legal, professional or regulatory requirements. Further, upon termination we shall be paid for the work done till date of termination.</p>	
13	<p>General 001 Vol1 SI BID DOCS_0: GCC: Sec 33 page 79</p> <p>Cessation of Rights & Obligations</p> <p>It is clarified that the survival period for any obligations post termination / expiration of the contract will be six months from the date of termination/expiry</p>	<p>We maintain Clause 33, GCC. This is a standard clause for government contracts in the Philippines.</p>
14	<p>GCC 001 Vol1 SI BID DOCS_0: GCC: Sec 33 page 76</p> <p>The Procuring Entity shall, by written notice of suspension to the Consultant, suspend all payments to the Consultant hereunder if the Consultant fail to perform any of their obligations due to their own fault or due to force majeure or other circumstances beyond the control of either party (e.g. suspension of civil works being supervised by the consultant) under this Contract, including the carrying out of the Services, provided that such notice of suspension</p> <p>The clause states that all payments could be suspended due to reasons mentioned in the clause. We would request PSA to kindly consider as a reasonable ask- Payments to be suspended only corresponding to the obligations/ services that consultant has failed to provide and not to suspend payments for services which consultant has delivered successfully. Also, in case of force majeure events, since the consultant would not be responsible for such an event, we request that all payments are not suspended and only such payments are suspended which consultant has failed to deliver due to the force majeure event.</p>	<p>We maintain Clause 26, GCC. This is a standard clause for government contracts in the Philippines.</p>

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15	<p>GCC GCC 27 page 78</p> <p>Termination</p> <p>We would request PSA to issue a notice for the breach and also provide 30 days period to the SI to rectify the breach before termination notice under clause 27 is served.</p>	<p>We maintain Clause 27, GCC. This is a standard clause for government contracts in the Philippines.</p>
16	<p>GCC GCC 27.1 page 78</p> <p>Termination for convenience</p> <p>As the SI shall be making significant investment upfront, a termination for convenience without and comfort could be damaging to the SI. In such case we would request a 2 years lock in period before termination for convenience is exercised.</p>	<p>We maintain Clause 27.1, GCC. This is a standard clause for government contracts in the Philippines.</p>
17	<p>General Extension of Bid Submission Date</p> <p>PhilSys ID program is an ambitious and complex program of PSA and therefore we request sufficient time to be provided to bidders to propose the most suitable solution to PSA. There is a need to reach out to multiple OEMs to secure the hardware required. The time provided is insufficient to provide complete solution to PSA with extension in EOI shortlisting placing more stress on already crunch timelines. It is therefore requested to provide an extension to the bid submission date by extending it by 3 weeks.</p>	<p>Please refer to Bid Bulletin No. 4.</p>
18	<p>Change request page 82</p> <p>The Procuring Entity may request the Consultants to perform additional services not covered by the original scope of work but are determined by the Procuring Entity to be critical for the satisfactory completion of the Services, subject to GCC Clause 55.6</p> <p>It is requested to kindly provide a change request procedure with mutually agreed commercial terms for any change in agreed scope of work</p>	<p>Please refer to Bid Bulletin No. 4.</p>

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19	<p>Retention Payment Volume 1, 001 page 135</p> <p>A retention money of 10% shall be withheld.</p> <p>You are requested to delete this retention money clause, since the SI will be submitting the Performance Security.</p>	Please refer to Bid Bulletin No. 4.
20	<p>SLA Holiday Period General</p> <p>As the stabilization of the software takes some time, we propose that there should be an SLA Holiday period of 3 months during which the SLA will be calculated and necessary improvements will be carried out to meet the defined SLAs. We request you not levy the penalty during this SLA holiday period.</p>	SLA conditions are maintained.
21	<p>General</p> <p>The SI has dependency on readiness of MOSIP, SDK, ABIS and other external integration points. We request you to confirm that the delay in readiness of the external systems will not attributed to the SI.</p>	We confirm that faults not attributable to the contractor should not be factored in the SLA. There are separate SLAs for other contractors (Reg Kits, BioSP) as well to ensure that all systems are working as intended.
22	<p>Performance Security 001 Vol1 SI BID DOCS_0.pdf page 55 32.2</p> <p>Performance Security</p> <p>We understand that the performance security has to be provided by successful bidder in any one of the three options mentioned below: a) Cash or cashier's/manager's 5% b) bank draft/guarantee 5% c) security bond 30% Please duly confirm the total security percentage.</p>	Confirmed.
23	<p>Bid Security 001 Vol1 SI BID DOCS_0.pdf page 39</p> <p>10.2 Documents Comprising the Bid: Technical Proposal</p> <p>Please confirm if we need to submit the Bid Security at the time of Bid Submission i.e. 30 June 2020. Also, it is understood that bidders can submit any one of the following options:</p>	Confirmed. Please note that consultant may also submit a Bid Securing Declaration in accord with Clause 15, ITB.

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	<p>a) Cash or cashier's/manager's 2% b) bank draft/guarantee 2% c) security bond 5% Please duly confirm the total security percentage.</p>	
24	<p>Preparation of Training Plan Section 12.2 page 268</p> <p>The SI shall cover all expenses related to the training including the venue, accommodation of trainers/resource speakers, participants, and other identified personnel, training tools and materials. If the training is outside Metro Manila, the SI shall also cover the transportation expenses.</p> <p>As the government would have existing training setup across the country, we request PSA to consider our request that it would arrange the venue at its own cost. For trainings outside Metro Manila, please provide an estimate (as a % of overall trainings) of the number of such trainings.</p>	<p>We maintain Section 12.2, Vol 2: Technical Specifications. Trainings to be held outside Metro Manila, if any, shall be limited to Luzon and shall not entail air travel.</p>
25	<p>Service Level Agreement (SLA) Section 14 page 277</p> <p>Any change in the SLAs during the term of Project [in terms of addition, alteration or deletion of certain parameters], would be initiated at the discretion of PSA, which would be subsequently discussed and agreed with the SI before putting the amended SLAs into effect.</p> <p>At present the revision in SLA is at the discretion of the PSA. We request you to allow the SI to request for revision of SLAs.</p>	<p>The SI may propose changes to the SLAs as part of Change Control Management process under Section 10.2.5, Vol. 2: Technical Specifications.</p>
26	<p>Security 002 Vol2 SI BID DOCS_5 page 212</p> <p>9.7 Information Security - Overview of Security tools</p> <p>Minimum specifications of all Security solutions shall be provided to ensure that the submissions by all bidders meet minimum quality standards.</p>	<p>The SI is expected to propose security solutions that meet the required KPIs and SLAs.</p>
27	<p>Validation 002 Vol2 SI BID DOCS_1 page 27</p> <ol style="list-style-type: none"> 1. Pre-Registration service 2. Registration service 	<p>Confirmed.</p>

Query	Queries	Answers
	<p>It is assumed that the validation of user data or documents in both pre-registration as well as registration services does not require OCR. So, OCR integration is not needed. Please confirm.</p>	
28	<p>TSP/RP 002 Vol2 SI BID DOCS_1</p> <p>Common</p> <p>We request you to provide detailed functional requirements of TSP and RP software</p>	<p>Please refer to Bid Bulletin No. 5.</p>
29	<p>Data Protection, Privacy, and Cybersecurity Section 1.15 page 15</p> <p>"Tamper-proof logging of transactions for auditing and traceability purposes."</p> <p>For the tampering proofing, is there a need to (i) encrypt logs, (ii) utilize infrastructure/operating system level security features, or (iii) deploy the specialized software. As per the RFP, it seems to be a separate software requirement. Is that understanding correct?</p>	<p>The SI should propose a solution which is responsive to meet the KPI and SLA requirements.</p>
30	<p>Infrastructure Architecture 002 Vol2 SI BID DOCS_1 page 21</p> <p>6. Infrastructure as a Service – Includes integrated solutions for infrastructure requirements of PhilSys. 7. Software as a Service – Includes cloud-based solutions for application requirements of PhilSys. 8. Platform as a Service – Includes cloud-based solutions for platform requirements of PhilSys.</p> <p>Kindly elaborate the following points; 1. Is Cloud hosting acceptable in the RFP? 2. Is it public or private cloud implementation?</p>	<p>PSA is hereby revising its requirement for the IT infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise.</p>
31	<p>data migration 002 Vol2 SI BID DOCS_1 page 56</p> <p>Other Business, migrate registration pilot data (approximately one million records including demographic and biometric data)</p> <p>1. Please elaborate the scope and the source system of the Data migration</p>	<ol style="list-style-type: none"> 1. Migration is for the Pilot registration data, which has a maximum of 20,000 records. The pilot data were captured using a MOSIP registration software. 2. This is a one-time data migration. 3. Data to be migrated is in electronic form. 4. Confirmed.

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	<p>activity.</p> <p>2. Will it be a single time data migration or continuous migration activity for each of the phases?</p> <p>3. We assume, client will share all the required data to be migrated in electronic standard format only. Kindly confirm.</p> <p>4. Any delay in providing required data is beyond selected bidder's control. Kindly confirm.</p>	
32	<p>Deployment 002 Vol2 SI BID DOCS_1 page 56</p> <p>Set-up and support the onboarding and deployment of two (2) priority use cases initially identified as (1) PSA Civil Registry and (2) DSWD beneficiaries.</p> <p>In our understanding, SI will be required to provide TSP and RP software and install the same in Data Centre of PSA. In addition, we will extend the technical guidance to concerned agency's technical team for doing modifications in their systems and integrating the same with aforementioned software. In such case, we will not be required to make any software modifications in software applications of these agencies. Kindly confirm our understanding.</p>	<p>The SI is required to rollout the TSP software that will process the transactions originating from PSA and DSWD and to provide proactive technical support to PSA and DSWD technical teams during integration. SI is not expected to modify any agency software application other than the two pilot RP application, as stated in Section 7.4.7.2.4, Vol. 2: Technical Specifications.</p>
33	<p>"Page 54: Card Personalization: Printing of PCN, demographic information, front facing photograph, QR Code (with embedded metadata) and packaging of PhillID in a business size envelope attached to a one-page letter."</p> <p>Please confirm that "Embedded metadata" means QR code will only contain the Demographic Data and Labels (index information) of the best two fingerprints. The rest of the information like Photograph, PCN, Demographic information will be printed on the card.</p>	<p>Confirmed. The embedded data means QR code that will contain the following: PCN, selected demographic metadata (First name, middle name, last name, permanent address, sex, and date of birth), two-best finger print labels, and the digital signature.</p>
34	<p>Page 118: "7.2 Solution Design Requirements: Commercial off-the-shelf (COTS) and configured software components (i.e. Open Source Software) must be compliant to Service Oriented Architecture (SOA), particularly employing microservices development and development approach."</p> <p>Please confirm that MOSIP Backend Application and infrastructure need CentOS or RHEL for Server Operating System.</p>	<p>Please refer to the MOSIP documentation https://docs.mosip.io/platform/contribute/coding-standards/technology-stack</p>

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35	<p>"Page 114: 6.4.3.9.6.1 Delivery Status: Once the batches of envelopes reach the PFRC, the Delivery Status of the envelopes are updated through the CMS by receiving PFRC Registration Officer/Staff."</p> <p>Please confirm that SI need to supply Barcode Readers to read the QR Code on the ID Cards, for the PFRC; if yes; how is the Quantity required for the Barcode Scanner.</p>	<p>The SI must provide capability to scan bar codes, via tablet or dedicated portable bar code scanning devise. The SI is expected to propose a solution.</p>
36	<p>"Page 212: Table 53. Overview of Security Tools - IAMS tool is used for user access provisioning and de-provisioning for PhilSys systems. It ensures that right people have access to right resources."</p> <p>Please confirm the IAMS tool is part of MOSIP, in case not, kindly suggest which IAMS tool is compatible with MOSIP backend applications and whether SI needs to supply this.</p>	<p>For IAMS, the SI can either purchase or customized a COTS or customize its own product. Please refer to Section 7.4.10, Vol 2: Technical Specifications.</p> <p>Also, please refer to https://docs.mosip.io/platform/build-and-deploy/customisations-for-a-country.</p>
37	<p>"Page 4: 3.4. CRM, Contact Center and Helpdesk Manager"</p> <p>Do we need to provide the Hotline number / Toll free number under this scope? Who will incur the recurring (monthly) cost for SMS, PRI Lines, Toll Free Number etc.?</p>	<p>The SI should assess and provide in its proposal the best solution for the call center and technical helpdesk. Costs of the call center and technical helpdesk is the responsibility of the SI</p> <p>Please refer to Section 7.4.4.1 Vol II</p>
38	<p>"Page 182: 8.1.4 Storage Specifications - The SI must propose Software Defined Storage (SDS) or any other compatible storage system along with enterprise support for the duration of the contract."</p> <p>Please confirm if the Storage solution needs to be Open-source</p>	<p>Please refer to Section 1.16, Vol 2: Technical Specifications on Interoperability and Technical Neutrality</p>
39	<p>"Page 199: Benchmarking environment – Virtual Infrastructure for performance testing and baselining of the various PhilSys applications. The benchmarking environment is a scaled down version of the production environment. The test results and data from the performance tests in the benchmarking environment will be used to baseline the performance parameters of the system (Throughput, Response Time, System Resource Utilization) including benchmarking of biometric systems (1:1 and 1: N) accuracy."</p> <p>Please confirm that 1:1 and 1: N: Accuracy SLA is the responsibly of BioSP</p>	<p>Confirmed.</p>

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40	<p>"Page 61 - A1. Quality of support and maintenance services. Hardware Refresh options"</p> <p>Can you be more specific about HW Refresh options & License Model.</p>	<p>(1) Hardware refresh: The SI is required to provide the necessary hardware to meet the SLAs. If the hardware is deemed, based on the SI's assessment, to be causing performance degradation, the SI is required to provide solutions, including hardware refresh if necessary, to ensure that the SLAs are met.</p> <p>(2) Licenses: Licenses should be perpetual, irrevocable and under PSA's name.</p>
41	<p>"Page 149: 7.4.4.1 - Customer Relationship Management"</p> <p>1) Please confirm if PSA will provide the location and office space with necessary Civil work for establishing the CRM Center?</p> <p>2) Please confirm the location for installing Call Center Equipment such as IVRS and PRI Lines etc.?</p> <p>3) Where call center operator needs to sit and handle the calls? Do we need this call center setup under PSA office premise? Or this can be JV offices through VPN and Secure Connection ??</p> <p>4) Please give the estimate of volumes for different channels by which one can file the complaint or interact with Call Center.</p>	<p>1. PSA will NOT provide the location and office space for CRM. The SI can choose location of CRM center and provide the physical space for the call center along with the necessary electrical and physical infrastructure. Please refer to Section 7.4.4.1(f)(2), Vol. 2: Technical Specifications.</p> <p>2. The SI may choose location for installing the call center equipment such as IVRS and PRI Lines etc.</p> <p>3. The call center will not be within the PSA office premises. The SI can select the location of the call center.</p> <p>4. There are no benchmark figures at this time. You may estimate the volumes using the figures from Section 4, Vol. 2: Technical Specifications on Demand Capacity.</p>
42	<p>"Page 26 - 4.5 Estimation of PhilSys users Document Screener - 500 Screeners (Minimum of 2 per PFRC)"</p> <p>Do SI need to provide Workstation or any software for Verification - Document Screening; or it is manual process.</p>	<p>SI is required to provide a workstation, authentication devices, printer and peripherals for each of the PFRC. No additional software is required for document screening.</p>
43	<p>"Page 64 - B4. Security Systems, tools, procedures, etc. Dedicated section in the bidder's technical proposal Answers to relevant technical requirements of the TOR Solution proposed for the login of PhilSys users (security, accountability, offline use, integration level with the IAMS, OPEX incurred for PSA, etc.)"</p> <p>Which areas to be considered for OPEX incurred for PSA</p>	<p>Please disregard "OPEX incurred for PSA."</p>
44	<p>"Page 37: Provide 250 sets of Wi-Fi ready desktop computer with UPS, authentication devices (Iris, Fingerprint and Facial), Printer and peripherals for the handling of non-registration transactions."</p> <p>1) Please provide Specification of the Printer which need to be supplied at all 250 locations. 2) How many Manual Verification work stations required?</p>	<p>1. Portable Monochrome Printer Resolution:600 x 600 dpi Paper size: A4 PPM – Black (A4): >8 ppm Duty cycle: 5000 pages Media used: Ink tank for low cost running with 2 additional ink tanks Monochrome: Yes (Black) Connectivity: USB Compatibility: Operating system of the workstation</p> <p>2. Based on Table 8, Vol. 2: Technical Specifications, an</p>

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		estimated parameter of at least 10 manpower per shift in the Manual Verification. SI should propose its solution based on the Estimated Transaction Volumes. Please refer to Table 5, Vol. 2: Technical Specifications.
45	<p>"Page 184: 8.2 HSM Module d. The SI, at the minimum shall provide HSM boxes for the following sites: 1) For production environment for Primary DC 2) For production environment for Secondary DC 3) For production environment for DR 4) For testing/staging environment"</p> <p>How many numbers of HSM need to be provided and what is Testing Environment and Staging Environment mentioned in point 4.</p>	Section 8.2, Vol. 2: Technical Specifications provides the minimum requirements. The SI should assess the requirements of the HSM and develop its proposal to be responsive to these requirements.
46	<p>"Page 166: CPMS - Card Personalization and Management System"</p> <p>1) Please provide PhilID Card Specification, Card Material and what is printer specification. 2) What kind of Card will be printed - Smart Card or Contactless Plain Card 3) Printing Card and Printing Letters - who will print the letter? Do SI have to provide mailing system? 4) If the person herself not able to collect the card how authentication will happen before we deliver the card. For example, in case of elderly citizens</p>	<p>1. All of these are not included in the scope of work of the SI. 2. Please refer to bullet point no. 5, Section 1.3, Vol. 2: Technical Specifications. 3. PSA will be printing the PSN letters. PSA to provide the delivery services of the PhilIDs 4. See item #16 in the posted "Question and Answer as of 17 June 2020.pdf"</p>
47	<p>"ANNEX I – List of Reports 63. Blank Cards Inventory Report 64. Personalization Supplies Inventory Report"</p> <p>Who will be maintaining this Inventory? It was mentioned that BSP is responsible for Blank cards, consumables and Service. Is BSP going to use their own application for Inventory Management or is it the responsibility of SI to provide Inventory Management module which will be used by BSP?</p> <p>Please provide a brief description on how the Printers, Cards and Consumable Inventory will be managed?</p>	<p>The inventory of blank cards and card personalization supplies shall be managed by the Card Production Team through the CPMS.</p> <p>Table 27 on Card Personalization Management System Functional Requirement under Section 6.3.5.3 is hereby revised to append the following Functional Requirement with corresponding Description:</p> <p>Additional Functional Requirement: Enable management of inventory of blank cards and card personalization supplies</p> <p>Description: The CPMS must enable management of inventory of blank cards and card personalization supplies. This includes: (1) Input of number of blank cards and/or card personalization supplies received by the Card Production Team, date received, and person receiving the items. (2) Encoding of number blank cards and/or card personalization supplies released by the Card Production Team, date released, person releasing the items, and person receiving the items. (4) Display or printing of inventory reports on inventory of blank cards and card personalization supplies.</p>

Query	Queries	Answers
48	<p>"ANNEX I – List of Reports 71. Destroyed Unclaimed Cards Report – contains records of destroyed unclaimed PhilID cards for security reason"</p> <p>What will be the process in case if the applicant comes for card after the prescribed claim period?</p>	<p>The PSA will share the process with the Winning Bidder. The SI is responsible for the preparation of the report, based on the information tracked by the CMS.</p>
49	<p>Page 178 - "For key end user applications like Authentication, EKYC, Portal, PSA wants to ensure zero data loss. As DR is located more than 175 KMs away, in order to achieve zero data loss Secondary DC is required only for critical applications. Secondary DC will be within 50 KMs from Primary Data Center. It should have dedicated dark fiber between DC and Secondary DC with zero hops in between. Round trip latency between primary DC and Secondary DC should be not more than 50 milliseconds."</p> <p>1) Please confirm that fiber connection between PDC, SDC and DRC is out of scope for the SI; as per Page 32 - Exclusions 2) Please confirm if we have dark fiber between Primary DC, Secondary DC an DR? How many Rack Space available?</p>	<ol style="list-style-type: none"> 1. Confirmed. 2. Provision of WAN on connection between data centers is the responsibility of PSA. 3. Estimate rack spaces: For PDC 20-rack spaces; SDC-5 rack spaces; DRC-20 rack spaces
50	<p>"Page 125 - IDMS is the registration processor core of MOSIP application suite"</p> <p>For Registration Processor do we need to have replica in SDC and DR? As per MOSIP documentation for registration processor it needs 80 Nos. of Servers.</p>	<p>PSA is hereby revising its requirement for the IT infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise. With respect to replication, applications such as the registration processor will be on the cloud. However, replication will be needed for data.</p>
51	<p>Page 29 - Table 9. Technical Parameters Network Connectivity; DC Power; CPU; Re-size / headroom; Storage; Recovery Time; Objective (RTO); Recovery Point; Objective (RPO); Data retention; Backup window</p> <p>What is scope of work for SI from this table.</p>	<p>Section 4, Vol. 2: Technical Specifications, which includes Table 9, provides reference data about the project. The SI is expected to come up with its own estimates and develop its proposal to be responsive to the requirements of the project.</p>
52	<p>Page 208 Need clarification on the RTO (Section 9.6.6/Page 361) for the process – Other Portals.</p> <p>RTO is 5 minutes for “other portals” please confirm if we can also comply 30 mins for the same as critical portal.</p>	<p>Please refer to Bid Bulletin No. 5.</p>

Query	Queries	Answers
53	<p>9.4.1 Page 197</p> <p>It is mandatory for the SI to take enterprise level annual support over the entire contract duration, at a minimum, for the MOSIP underlying tools and components software(s). There are multiple Open Source Technology stack under MOSIP, please confirm which are the mandatory license where we need to consider for Enterprise Level Support</p>	<p>It is the option of the SI to determine the mandatory licenses for enterprise level support.</p>
54	<p>9.8.2.4 Page 232</p> <p>WAN Connectivity for TPS and other external entities. What is TPS?? Is it TSP ??</p>	<p>This is a typographical error. Yes, this should be for TSP (Trusted Service Provider). Please refer to Bid Bulletin No. 5.</p>
55	<p>8.1.3 Server Specification</p> <p>At the time of bid submission, SI shall propose the latest (within the last 1 year) server model with proof from OEM. Please clarify this as it is not possible for Server OEM to launch new product every year? Are we referring to the series here?</p>	<p>Please refer to Bid Bulletin No. 5.</p>
56	<p>Page 231</p> <p>Web Gateway: Whitelisting for any specific access is done only after approval from the Security Team of PhilSys. It should integrate with advanced persistent threat solution.</p>	<p>Question vague.</p>
57	<p>General</p> <p>Please provide the network diagram of current PSA IT infrastructure with available networking equipment. Also, please provide how BSP and PhilSYS and TSP will be connected?</p>	<p>1. The PhilSys network shall be separate from the current PSA IT Infrastructure. The SI should propose a network solution which is responsive to meet the KPI and SLA requirements. 2. The connection between BSP and PhilSys and TSP will be through a dedicated leased line. please refer to Figure 15. PhilSys Indicative High-level Network Architecture Section 8.3.4 for connection with TSP.</p>
58	<p>9.3 Page 196</p> <p>PFRC: How many registration kits will used at PFRC and how many routers? How many Ports? How many workstations? Local Area Network to be provided by SI and we need to size and decide on the BOM for each location.</p>	<p>There will be around 15 registration kits and 1 workstation per PFRC on the average.</p> <p>The SI should propose the network design of the PFRC which is responsive to the KPI and SLA requirement.</p>
59	<p>9.7.13 Page 220</p> <p>Business Continuity and Disaster Recover Develop BCP/DR plan and Business Impact Analysis for BCP/DR. Please confirm if we need to take the</p>	<p>The SI should back up all production/ transactional data, application databases and file systems. Registration packets are archived and stored. Also, please refer to Section 9.8.3 Vol 2: Technical Specifications.</p>

Query	Queries	Answers
	<p>backup of all Biometric Raw Data backup or we can simply store encrypted packets or we need to take only backup of various application databases including file system?</p> <p>Do we need to take backup of transactional data as well?</p>	
60	<p>Page 131</p> <p>Manual Verification System -Please confirm how many workstations, operator will do this work? Also, this will be installed centrally or at respective PFRC?</p>	<p>The manual verification workstations will be installed centrally.</p> <p>Based on Table 8 in Vol. 2: Technical Specifications, an estimated parameter of at least 10 manpower per shift in the Manual Verification. But SI may have the option to add more workstations based on Estimated Transaction Volumes. Please refer to Table 5, Vol. 2: Technical Specifications.</p>
61	<p>Page 88</p> <p>What data PSA can provide as input to the Fraud Management System (FMS) for analysis? Please share if there are integration api already present for Civil Registry? What is the database used for CRS ITP 2?</p>	<p>The FMS can use the data from authentication and registration transactions, as well as actions and updates performed by PhilSys operators.</p> <p>Information regarding CRS-ITP2 will be provided to the winning bidder.</p>
62	<p>Page 90</p> <p>Registration Software: Please confirm if we have the Enrolment Client Ready from MOSIP with Export Packet functionality? And all devices which are used are integrated through MDS?</p>	<p>The MOSIP Registration Client is available. Please refer to the MOSIP GitHub for documentation. The registration client, however, is expected to be customized more by the SI based on requirements from PhilSys.</p> <p>This is to confirm that all biometric devices that are included in the registration kit (iris scanner, fingerprint scanner, and photo capture device) are integrated to the MOSIP Registration Client via MDS.</p>
63	<p>Page 138, Page 167</p> <p>ID Dispatch – This module will have the feature to dispatch the successfully generated PSN to the respective resident through email/SMS. Please clarify if we need to provide send PSN to resident? Or this will be Alyze PSN?</p> <p>Card Management System (CMS)</p> <p>a. The CMS is used by the PFRC to provide services to clients such as request for card replacement, information on status of card replacement, card releasing and card delivery status. Please explain how dispatch process will take place? Do we need to provide separate workstations and Barcode scanner to distribute Cards at all PFRC?</p>	<p>The PCN will be sent via SMS/email to the data subject.</p> <p>Once a PCN has been generated for a data subject, the PCN will be automatically sent via SMS or email.</p>
64	<p>Page 273</p> <p>Interface with PhilID card Personalization System deployed at BSP</p> <p>Who will develop the printing software which will be used at BSP? How will the data be shared with BSP? Please share the connectivity option available at BSP? The pipe has to be sized based on Card</p>	<p>The bundled personalization software will be provided by BSP. SI to develop the CPMS. Please refer to responses 1-2 to query no. 14 in the posted "Question and Answer as of 15 June 2020.pdf"</p> <p>The records for personalization will be fetched by the IDMS from the PhilSys registry and stored in the server that is located in the BSP (The server is to be provided by the SI). These records will be communicated by the CPMS to the</p>

Query	Queries	Answers
	Printing SLA, who is going to provide Network Equipment at BSP?	<p>bundled personalization software.</p> <p>The PSA will provide internet connectivity to the card personalization facility in the BSP.</p> <p>The SI shall provide network equipment in the personalization facility only. This is where the PSA will work from within the BSP.</p>
65	<p>4.3 Page 25</p> <p>Registration and Transaction Volumes How many hours we should consider per day? 24 hours or 20 Hours?</p>	8,500/hr. batch processing is based on 24hr (peak of 200k per day).
66	<p>General Notarization Format</p> <p>Notarization Requirement: Please confirm if we need to notarized all the CVs? For Foreign Partner the format should be different? as it is not possible for Foreign Partner to be physically present in Philippines. Series of _____. , Can we do standard notarization procedures as per law of specific foreign country ? Company format should be different Serial No. of Commission _____, Notary Public for _____ until _____, Roll of Attorneys No. _____, PTR No. __, [date issued], [place issued], IBP No. __, [date issued], [place issued], Doc. No. __, Page No. __, Book No. _____</p>	Please refer to Bid Bulletin No. 4.
67	<p>General</p> <p>Please confirm if we need to mention Make and Model in Financial forms? If yes, we don't see any place holder or column in the format provided with RFP.</p>	The make and model of items to be provided shall be included in the "Description" column of FPF-2: Summary of Cost.
68	<p>Page 235</p> <p>The SI shall discuss with all the stakeholders and confirm the actual storage capacity and type of storage (block, file, object) and create a detailed design for each of the clusters as follows: Log Cluster =120 TB + 2 Replica Copy = 240 TB = 360 TB; but as per the clause it says 120 + 264 TB? Please confirm the total storage requirement. Who are the stakeholders involved here and what system data is being stored with them?</p>	This information is being provided as a reference to the SI. The SI is responsible for making a final assessment of the storage requirement as part of "Requirements Gathering".
69	<p>Page 94</p> <p>Please confirm if we need to develop pre-registration module on PMA also?</p>	No. Pre-registration is not available on PMA. PMA is only enabled once the Registered Person has successfully registered with a PSN.

Query	Queries	Answers
70	<p>General</p> <p>Please confirm if TPM is present on the Laptop provided under Registration Kits or not?</p>	<p>Confirmed.</p>
71	<p>General MOSIP Related</p> <p>There are various activities need to be handled during Registration process - Register Device, De-Register Device, Key Rotation</p> <p>Please confirm if Device Management Server is been already setup? Who is responsible to provide Management Server?</p>	<p>The Device Management Server is not yet available/setup.</p> <p>The SI is responsible in providing the Device Management Server.</p>
72	<p>General MOSIP Related</p> <p>Please confirm if the registration client has ICAO Quality Tool already integrated?</p> <p>BioSP Multi Model SDK integration is completed?</p> <p>Do we have MDS integration already completed for Registration Client Devices?</p> <p>Please confirm if Export Packet feature already present with Key Encryption Logic?</p>	<p>Details regarding the ICAO Quality Tool will be shared with the winning bidder. The ICAO Quality Tool is not the responsibility of the SI.</p> <p>The BioSP Multi Modal SDK integration is currently ongoing.</p> <p>Yes, MDS integration for fingerprint, iris, and face already completed for the Registration Client Devices.</p> <p>If the "export packet" refers to the registration packet, please refer to the full documentation of the registration packet here" https://docs.mosip.io/platform/modules/registration-module/registration-packet.</p>
73	<p>General MOSIP Related</p> <p>Please confirm the list of L0 and L1 devices which can be used for this project.</p>	<p>Only L1 or L2 devices are allowed for this project.</p> <p>MOSIP compliant devices provide a trust environment for the devices to be used in registration, KYC and AUTH scenarios. The trust level is established based on the device support for trusted execution.</p> <p>L1 - The trust is provided by a secure chip with secure execution environment.</p> <p>L2 - The trust is provided by a secure chip with secure execution environment and complete tamper protection and responsive across the entire device.</p> <p>L0 - The trust is provided at the software level. No hardware related trust exist. This type of compliance is used in controlled environments.</p> <p>https://docs.mosip.io/platform/biometrics/mosip-device-service-specification#device-trust</p>

Query	Queries	Answers
74	<p>General MOSIP Related</p> <p>Please provide the HW sizing for MOSIP Registration Processor and Auth Processor. We request PSA to provide overall deployment diagram for MOSIP under PDC, SDC and DR</p>	<p>Please refer to https://docs.mosip.io/platform/build-and-deploy/hardware-sizing for the hardware compute and storage requirements for MOSIP core platform.</p> <p>The SI should propose an overall deployment diagram which is responsive to meet the KPI and SLA requirements.</p>
75	<p>9.6.7 MOSIP Related</p> <p>The SI shall ensure HSM encryption keys (encryption keys and master keys) are backed up every time a new key pair is generated, and the keys are stored securely in HSM backup docks in biometric lockers.</p> <p>Please confirm if 'Management Sever' is already present to handle and manage keys? Who will provide the Media for backup? We request PSA to provide clarity on the overall HSM provisioning and backup process.</p>	<p>The Device Management Server is not yet available/setup.</p> <p>The media for backup will be provided by the SI.</p>
76	<p>Page 211</p> <p>Full Data backup from backup media Please define Full Data Backup: Does it also include Storage data for Logs, Transactions, Data Files, Object store, Registration packets?</p>	<p>Details on full data backup is provided in Table 52, Section 9.6, Vol 2: Technical Specifications.</p>
77	<p>Page239 9.8.5.2</p> <p>The SI shall arrange for the associated hardware, Technical Helpdesk application, other software and network components for operationalizing the Technical Helpdesk.</p> <p>Please confirm if we can provide Public Cloud based solution for Helpdesk and Call Center - as this need to be accessed by various stakeholders and also one part will be exposed to Citizens and Residents.</p>	<p>PSA is hereby revising its requirement for the IT infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise.</p>
78	<p>Page 254, 9.8.7.</p> <p>The SI shall provide up to One (1) Migration services for each of the PhilSys Data Centers, namely, Primary Data Center, Secondary Data Center and Disaster Recovery Site as part of this contract.</p> <p>Please confirm what is the plan for data center shift and timelines for the same. Do we need to consider 3 additional migration shifts for IT Infra? Do we also need to consider for NOC and SOC ???</p>	<ol style="list-style-type: none"> 1. Details of the data migration strategy will be provided to the winning bidder. 2. No migration service is required for NOC and SOC.

Query	Queries	Answers
79	<p>Page 178, 7.5.2</p> <p>Backup solution should support various media types for taking backup. Please confirm your preferred media, as this also needs to be stored in secure vault. We understand PSA will take care of the process when it comes to carry and store the external media in a secure location</p>	<p>There is no preferred back up media. The SI may propose appropriate backup media in its Technical Proposal.</p>
80	<p>Extension request</p> <p>Bid Submission Extension Request: Due to COVID situation it is very difficult to arrange all quotes and documents and design overall effective solution for PSA. There are multiple stakeholder and vendors and license provider involved in the process. Also, as per international practice we request PSA to provide 21 days after the last pre-bid response to include all suggestion in the proposal. Our humble request to kindly give us 3 weeks extension for bid submission date.</p>	<p>Please refer to Bid Bulletin No. 4.</p>
81	<p>"Page 183: Virtualization Specifications: SI shall include the virtualization license costs into the BOM."</p> <p>Virtualization application "Open Source" or Licensed application are also allowed. Please confirm that 3rd party proprietary software is acceptable for Virtualization.</p>	<p>Please refer to Section 1.16, Vol. 2: Technical Specifications on Interoperability and Technology Neutrality</p>
82	<p>Page 12, 1.11 Registration Channels and Processes</p> <p>The PSA will coordinate with the Department of Foreign Affairs (DFA) to offer registration and other PhilSys related services to overseas Filipino citizens at overseas Philippine missions. The PSA will provide all necessary software and hardware and will set standards on the physical environment. DFA staff will be trained by PSA to carry out registration and other PhilSys related services.</p> <p>How many countries are envisaged? Is SI expected to provide any service to these departments in person?</p>	<p>Details relating to overseas registration will be discussed with the winning bidder.</p>
83	<p>Page 15, 1.15 Data Protection, Privacy and Cybersecurity</p> <p>Tamper-proof logging of transactions for auditing and traceability purposes.</p> <p>Does PhilSys have expectation of any specific implementation for implementing tamper-proof logging of transactions?</p>	<p>The PSA does not prescribe any specific implementation for tamper-proof logging of transactions. The SI shall include in their proposal a procedure or process or methodology on tamper-proof logging of transactions.</p>

Query	Queries	Answers
84	<p>Page 18, 2.1 Functional Architecture</p> <p>Registration - Includes Policies</p> <p>Is the SI expected to device policies for PIS?</p>	<p>The SI is expected to provide inputs on the policies. PSA remains responsible for the development of the policies relating to PIS.</p>
85	<p>Page 19, 2.2 Applications Architecture</p> <p>Card Management – Covers the software components used for pre-personalization and personalization of the PhilID.</p> <p>Is personalization process expected to enhance photographs?</p>	<p>Personalization refers to the printing of the personal data into the blank IDs. There should be no alteration of the biometric data, including facial images.</p>
86	<p>Page 20, 2.3 Data Architecture</p> <p>Document Data Store</p> <p>Does SI have any service obligation towards physical data storage and retrieval?</p>	<p>Refer to the SLA for the management of the SI's service obligations.</p>
87	<p>Page 39, 5.3.4</p> <p>Migrate registration pilot data</p> <p>Details of the same are required. IS there any change the details captured as a part of POC?</p>	<p>Data structure will not change. Details to be provided to the winning bidder.</p>
88	<p>Page 40, 5.3.5</p> <p>The PSA reserves the right to obtain services from SI relating to Data Center and or DC transition and migration.</p> <p>What is expected from SI? Please elaborate on the scope of work SI is required to include in its bid.</p> <p>The SI shall provide one (1) Data Center Migration Services for each of the Primary Data Center, Secondary Data Center and Disaster Recovery Site.</p> <p>Please elaborate.</p>	<p>The SI shall provide one (1) Data Center Migration Services for each of the Primary Data Center, Secondary Data Center and Disaster Recovery Site.</p> <p>If there is a need for more than one migration, then that will be addressed through the change management process.</p> <p>Details of the data migration strategy will be provided to the winning bidder.</p>
89	<p>Page 81, 6.3.6 Authentication Process</p> <p>The SI shall support the extraction of the templates</p> <p>Software to convert biometric images to templates would be provided by BioSP. Please confirm also who will provide SDK for biometric authentication and benchmarking results for SDK.</p>	<p>The BioSP will provide SDKs for biometric templates generation and authentication (fingerprint, iris, and face). The SI MUST design, implement and regularly perform a benchmarking of both ABAS and ABIS (accuracy and response time) and report back to PSA.</p>

Query	Queries	Answers
90	<p>Page 96, 6.4.1.3.5 Request for Reissuance of PhilID</p> <p>Under which circumstances, PhilID is required to be changed, as citizens biometric would never change, it may rather get updated.</p>	<p>Refer to Section 6.C.3 (Fees) and Section 11 (Change of Entries) of the IRR of RA11055 https://psa.gov.ph/system/files/kmcd/IRR%20of%20the%20RA%2011055%20or%20PhilSys%20Law.pdf</p>
91	<p>Page 114, 6.4.3.9.6.2 Card release status</p> <p>In case of registration centers in the remote part of the country, where internet availability is weak/not possible, what is the process to release the cards to residents?</p>	<p>Please refer to Bid Bulletin No. 5</p>
92	<p>Page 142, 7.4.1.5.3 Automated Biometric Authentication System (ABAS)</p> <p>SI -- exclusions</p> <p>Central sites (Primary DC, secondary DC, DR) and utilities are excluded from scope of SI. What do utilities cover?</p>	<p>Exclusions cover the power, water, cooling, and internet costs for the central sites.</p>
93	<p>Page 186, 8.3.3.a Standards and guiding principles</p> <p>Use Open Standards like TCP/IP (V4/V6) for Network / Transport Layer</p> <p>Public IPv4/v6 Pool will be procured by SI or it will be provided by PhilSys?</p>	<p>Public IPv4/v6 Pool shall be provided by PSA and DICT.</p>
94	<p>Page 204, 9.6.1.1</p> <p>The Primary DC and DR sites will be in 1:1 configuration i.e. exact replica of each other.</p> <p>1.1 Capacity is expected for DR site, i.e. Primary and DR are expected to be of the same capacity. Is the expectation same for Secondary site as well?</p>	<p>Secondary DC will not store the raw registration packets. Please refer to Section 9.6.1, Vol. 2: Technical Specifications.</p>
95	<p>Page 214, 9.7.1.b Table 53. Overview of Security Tools</p> <p>Data Loss Prevention (DLP) system is used for monitoring any kind of data leakage. Rules should be put in place as a checkpoint against which data is checked before leaving the PhilSys system. The DLP solution should manage the host level and network level data.</p> <p>Since data flows to and from hosts as required by the system, our understanding is DLP should be used to control leakage at end points, i.e. desktops / laptops, etc. being used for management and operations of the system. Kindly confirm if our understanding matches with</p>	<p>There are 5,000 registration kits and 250 PFRC Workstations needing DLP. The rest of the units needing DLP shall be based on the proposal of the SI.</p>

Query	Queries	Answers
	<p>expectation of Philsys. If yes, please specify number of end points Philsys expects to deploy from its side.</p>	
96	<p>001 Vol1 SI BID DOCS Page 39, 10.2 -C -I A brief description of the organization and outline of recent experience of the Consultant and each partner and/or sub consultant on projects of a similar and related nature as required in form TPF 2.</p> <p>At EOI stage Bidder has already submitted projects related to similar experience. Request you to clarify if we can submit again the same projects in the form of TPF2</p>	<p>Yes, please submit TPF 2.</p>
97	<p>001 Vol1 SI BID DOCS Page 40, 10 Documents Comprising the Bid: Technical Proposal</p> <p>The name, age, nationality, background employment record, and professional experience of each nominated expert including ongoing projects, with particular reference to the type of experience required for the tasks assigned should be presented in the CV format shown in TPF 6</p> <p>At EOI stage bidder has already submitted key expert requirement. Please clarify if resources are required as per Annexure F</p>	<p>Yes, please submit TPF 6 for all Key Personnel per Annex F.</p>
98	<p>001 Vol1 SI BID DOCS Page 61, 25.3 A. Proposed project organization A1. Quality of support and maintenance services · License model · Hardware Refresh options</p> <p>Request you to clarify if bidder need to submit project related to License model & Hardware Refresh options?</p>	<p>The SI may include licensing models and scope of HW refresh in its technical proposal.</p>
99	<p>BID BULLETIN NO. 2 The deadline for submission of bids is on Monday, 6 July 2020 not later than 13:30 (GMT+8)</p> <p>Due to criticality of the project, technical intricacies and complexity, request you to extend the deadline of the submission of the Bid to Friday, 31 July 2020</p>	<p>Please refer to Bid Bulletin No. 4.</p>
100	<p>Page 13, 1.13 Credentials</p> <p>To strengthen the privacy of the registered person and the security of the PSN as a permanent, irrevocable and unique</p>	<p>It should be technically possible to authenticate a registered user using his or her permanent PSN (along with PCN or Alyas PSN) but the public and relying parties will be discouraged from doing so. Sections 1.13 and 1.14 are not contradictory. The preference should always be to use a</p>

Query	Queries	Answers
	<p>identifier – as well as to give registered persons better control over their identity data – the permanent PSN itself should not be used for authentications/eKYC transactions, should not be stored by relying parties nor used for sharing data between relying parties, and is not printed on the PhilID card</p> <p>However in subsequent points 1.14 Methods of Authentication (Page 14) Online</p> <p>2. Fingerprint, iris or facial image biometric authentication: a registered relying party collects a PSN, PCN or Alyze PSN and an image of a fingerprint, iris and / or face of a registered person claiming an identity.</p> <p>3. Demographic authentication: a registered relying party collects a PSN, PCN or Alyze PSN and demographic information such as name, date of birth, sex, etc. or other PhilSys demographic data of registered persons claiming an identity.</p> <p>4. One Time Password (OTP) by SMS: A registered relying party collects a permanent PSN, PCN or Alyas PSN of a registered person claiming</p> <p>There are two contradictory statements, please clarify.</p>	<p>tokenized representation of the permanent PSN.</p> <p>SIs are encouraged to demonstrate how their designs would protect the permanent PSN with tokenization playing a major part in this.</p>
101	<p>Page 53, 6.1.2.9 PhilID Card Management</p> <p>The PhilID cards shall be released to corresponding Registered Persons through the PhilSys Fixed Registration Centers. The issuance of the cards shall be recorded in the CPMS.</p> <p>The document does not specify the duration till which the cards have to be kept at the centers. Also, if the cards are not collected after a specified time, what course of action has to be followed by the center i.e. Destroy the card and update in CPMS, or a request to pick up the unclaimed cards in CPMS etc.</p>	<p>Policies relating to PhilID card retention in PFRCs will be shared with the winning bidder.</p>
102	<p>Page 266, 12.1 Training Needs Assessment</p> <p>Technical Specifications</p> <p>Minimum No. of Training should be year marked and if number of training increased there should be option of claiming additional reimbursements/remunerations for additional training.</p>	<p>The SI should propose a training solution which is responsive to meet the KPI and SLA requirements.</p>

Query	Queries	Answers
103	<p>Technical Specifications</p> <p>The documents do not cover if the registration/authentication is free of cost or any remuneration has to be collected from the residents. Further if payments have to be collected the mechanism of collection, deposit and reconciliation has also not been informed.</p>	<p>Please refer to Section 6.C.3 (Fees) of the IRR of RA11055 https://psa.gov.ph/system/files/kmcd/IRR%20of%20the%20RA%2011055%20or%20PhilSys%20Law.pdf</p>
104	<p>Page 1, Annex E: Tentative Locations of the PFRC</p> <p>2021 - 93 PFRC and 2022 - 25 PFRC</p> <p>Are these all local? Can PSA provide the locations now as costings cannot be accurately provided without this?</p> <p>> if exact locations cannot be provided, at least what Province or City.</p> <p>> no. of PCs/devices per PFRC</p> <p>> sample lay-out of PFRCs</p>	<p>Please refer to Annex E for tentative locations of PFRCs.</p> <p>Devices for each PFRC, other than Registration Kits, will be provided by the SI. Please refer to Section 9.3, Vol. 2: Technical Specifications.</p> <p>Layouts of PFRC will be shared with the winning bidder.</p>
105	<p>001 Vol1 SI BID DOCS</p> <p>Page 131, Section VIII: Appendices</p> <p>Breakdown of Payments: Delivery and Acceptance of Philsys v1</p> <p>As HW delivery at this moment has increased by an additional 15 to 30 days, can PSA change the timeline from "90 days upon NTP to 120 days upon NTP"?</p>	<p>PSA is hereby revising its requirement for the IT infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise.</p> <p>We are maintaining the delivery timeline as the revision in the IT infrastructure noted above should result in efficiencies in delivering the project.</p>
106	<p>Page 37, 5.2 - Hardware & Consumables (Table 13)</p> <p>The SI shall provide 250 desktops w/ UPS, Printers and authentication devices</p> <p>Can PSA provide specifications on the desktops (memory, etc.), UPS (reserve power capacity, etc.), Printers (laser, inkjet, PPM, etc.) and authentication devices (purpose, do we provide all 3)?</p>	<ol style="list-style-type: none"> 1. Fully-operational workstations (each including printers, pre-installed OS, 3rd party anti-virus, and at least 23" monitor) 2. UPS (reserve power capacity, etc.), 3. Portable Monochrome Printer Resolution:600 x 600 dpi Paper size: A4 PPM – Black (A4): >8 ppm Duty cycle: 5000 pages Media used: Ink tank for low cost running with 2 additional ink tanks Monochrome: Yes (Black) Connectivity: USB Compatibility: Operating system of the workstation 4. Authentication devices (please refer to Annex C and Section 5.2, Vol 2: Technical Specifications)
107	<p>Page 38, 5.3 - Other Services (Table 14)</p> <p>The SI shall deploy and commission the 5000 Registration Kits to the 250 PFRC</p> <p>Does it mean that the "logistics "of sending</p>	<p>The cost of delivering 5000 Registration Kits to PFRCs shall be shouldered by the PSA.</p>

Query	Queries	Answers
	it to the 250 PFRC is the responsibility of the SI? Is this not part of the winning bidder's responsibility during Lot 1?	
108	<p>Setting up of NOC / SOC</p> <p>Can PSA provide a more details on the location, number of analysts, etc.? Otherwise, if each SI will provide their own design, the comparison will not be apple to apple.</p>	<p>The SI should propose NOC/SOC solution which is responsive to meet the KPI and SLA requirements.</p> <p>NOC/SOC will be located at PSA selected location.</p>
109	<p>001 Vol1 SI BID DOCS Page 39-41, 10.2</p> <p>(c) Information indicated in the paragraphs below must be provided by the Consultant and each partner and/or sub consultant, if any, following the formats described in the Technical Proposal Forms: i to viii</p> <p>Are the requirements under this Section required to all the JV members? Or only one (1) submission from a JV member will suffice?</p>	<p>For joint ventures, only the JV member whose experience was reflected in the submitted Statement of Completed Contracts shall submit TPF-2.</p>
110	<p>001 Vol1 SI BID DOCS Page 124</p> <p>SUMMARY OF COSTS Other Cost 1. Utility</p> <p>Are the bidders required to include in their bid the Utilities? As it contradicts to your provision on Bid Vol 2.1, page 43, 5.4 Exclusions, 10th bullet- Central sites (Primary DC, secondary DC, DR) and utilities. The PSA shall provide the physical space for hosting IT Infrastructure in a Primary Data Center and Disaster Recovery site as well as Secondary DC.</p>	<p>If the SI will not incur any utility cost they can indicate zero in their summary of cost.</p> <p>The SI may still incur utilities as part of their office / call center setup. These remain part of the SI scope.</p>
111	<p>001 Vol1 SI BID DOCS Page 124</p> <p>SUMMARY OF COSTS Other Cost 2. Internet</p> <p>Are the bidders required to include in their bid the Internet connectivity for all the Data Centers including the call center? As it contradicts to your provision on Bid Vol 2.1, page 43, 5.4 Exclusions, 5th bullet- Provision of network links (e.g. WAN, Internet connections)</p>	<p>The internet connectivity for DCs, NOC and SOC shall be provided by PSA. However, the internet cost of the call center is the responsibility of the SI.</p>

Query	Queries	Answers
112	<p>Page 181, 8.1.1 Component Specifications</p> <p>g. The SI shall obtain a certification from the OEM that the quoted products are not End of Support (EoS) and not End of Life (EoL). Further, for the duration of the contract the SI is responsible for securing the Annual Maintenance Contract (AMC) from the OEM and for ensuring availability of spare units and/or parts.</p> <p>Requesting to amend the requirement to Annual Maintenance Contract (AMC) from the OEM or by OEM certified engineers, similar to your provision on page 198 9.4.1,</p> <p>f. The SI shall ensure that AMC and warranty support for the server and storage components proposed are provided directly by the OEM or by OEM certified engineers.</p>	Please refer to Bid Bulletin No. 5.
113	<p>Page 181, 8.1.1 Component Specifications</p> <p>g. The SI shall obtain a certification from the OEM that the quoted products are not End of Support (EoS) and not End of Life (EoL). Further, for the duration of the contract the SI is responsible for securing the Annual Maintenance Contract (AMC) from the OEM and for ensuring availability of spare units and/or parts.</p> <p>Is a certificate of NOT END OF LIFE AND NOT END OF SUPPORT required for all HW AND for the duration of the contract?</p>	Yes, certification is required. Please refer to Bid Bulletin No. 5.
114	<p>Page 195, 9.2 MOSIP Application suite</p> <p>b. The SI shall be responsible to configure the MOSIP application suites to comply with PhilSys requirements and SI shall be responsible for the first level and second level (L1 and L2) maintenance and management of the MOSIP application suite. PSA and its appointed party will assist in resolving the third level (L3) maintenance and management of the MOSIP application suite.</p> <p>Since implementation of MOSIP application suite is necessary for the SI, do we need to get a certification from the MOSIP authority that we are accredited by them and has implemented the same?</p>	No, it is not necessary to get certification from MOSIP.
115	<p>Integration with departments 002 Vol2 SI BID DOCS_2 Page 6, 6.1.2.2.3 Deactivation of PSN</p> <p>There are several departments which will interact with PhilSys. So, the assumption is</p>	<p>The SI is not responsible for coordination with other government agencies on the process of deactivation of PSN.</p> <p>The SI is responsible for the development of 2 pilot RP applications, as stated in Section 7.4.7.2.4, Vol 2: Technical Specifications.</p>

Query	Queries	Answers
	any development in the systems which are belong to these departments are out of scope for SI. Only the integration of PhilSys and these systems will be required as part of this project. Please confirm.	
116	<p>Page 2 Figure 4. PhilSys High-Level Functional Design CMS/CPMS 002 Vol2 SI BID DOCS_2</p> <p>Whether card management and card production are two different systems?</p>	CPMS will be deployed in the Card Personalization Facility in the BSP, while the CMS will be deployed in the PFRCs.
117	<p>Page 10 Card Personalization Management System (CPMS) Card Management System (CMS) CMS/CPMS 002 Vol2 SI BID DOCS_2</p> <p>The personalization software is specific to the cards procured by client and is often provided by the concerned OEM. In our understanding, the Card Personalization System (CPS) will personalize the cards. For management and data requirements, CPS will be integrated with CPMS and CMS. Please confirm our understanding</p>	<p>CPS refers to Card Production System Not Card Personalization System.</p> <p>This is to confirm that the CPS is the bundled personalization software that will be provided by the BSP and will be used to personalize the cards. The CPMS will be interfaced with the CPS. The CMS will be deployed in the PFRCs and will not be interfaced with the CPS. The CMS, however, will be interfaced with the IDMS.</p>
118	<p>Page 20 Upload Documents Validation 002 Vol2 SI BID DOCS_2</p> <p>It is assumed that the document quality check is a manual process. If So, please advise if this should be 100% QA or on sampling basis, if so what is the sampling percentage?</p>	This should be 100% QA.
119	<p>General c. Pre-Registration Data and Certificates Downloads: Data processing</p> <p>In our understanding, the pre-registration data will be downloaded on the registration kit at the start of the day of the appointment. Please confirm.</p>	Please refer to Bid Bulletin No. 5.
120	<p>Page 18 6.4.1.2.5 View Record History and Select Preferences for Retention Period Philippines Identification System or RA 11055 Application 002 Vol2 SI BID DOCS_3</p> <p>Please provide further details on RA 11055- Annexure is missing</p>	<p>There is no dedicated annexure for RA 11055 in Vol. II - Technical Specifications.</p> <p>RA 11055 link: https://www.officialgazette.gov.ph/2018/08/06/republic-act-no-11055/</p> <p>IRR of RA11055 https://psa.gov.ph/system/files/kmcd/IRR%20of%20the%20RA%2011055%20or%20PhilSys%20Law.pdf</p>

Query	Queries	Answers
121	<p>Page 28 A Card Production System (CPS) is to be provided by Bangko Sentral ng Pilipinas (BSP). The CPMS will be deployed to both card production and card personalization facilities. CMS/CPMS 002 Vol2 SI BID DOCS_3</p> <p>It is assumed that the Philld card delivery tracking APIs will be provided by BSP and those need to be integrated by SI. Please confirm. Also the work force would be provided and managed by PSA Vendors. Please confirm.</p>	<p>The SI will develop the API for the card delivery partner's tracking system to connect into. Card delivery is out of scope for the SI.</p>
122	<p>Page 15 Collaborate (workflow and notifications) KMS 002 Vol2 SI BID DOCS_4</p> <p>What exactly 'Collaborate (workflow and notifications)' stands for in Knowledge Management System (KMS)? Whether it means sending notifications after completing steps of workflow or something else?</p>	<p>Please refer to Sections 6.4.3.5 and 7.4.14.1, Vol. 2: Technical Specifications for the technical and functional requirements of the KMS.</p>
123	<p>Page 17 Payment and Billing Solution (PBS) Payment 002 Vol2 SI BID DOCS_4</p> <ol style="list-style-type: none"> 1. What are the different payment methods need to be considered? (Detailed in doc 4, 7.4.16, page 55) 2. Will there be a recurring Billing of some services or all the payment is done for instantaneous consumption of services? 3. Will there be any provisioning of services and withdrawal of services depending on the payment status and expiry? 4. What are the modes? (Pre-paid, Post Paid etc.). 5. We assume, for external application (payment gateway) integration, web service/API for data pull and push operation (Integration) will be developed and maintained by respective IT team who are managing those external applications. Selected bidder will develop platform with Open APIs (for data pull) and provider service (for data push) to be integrated with. Any delay in providing required services by external application is beyond selected bidder's control. Kindly confirm. 6. Please provide the details of the 	<p>The SI should propose a payment and billing solution which is responsive to meet the KPI and SLA requirements.</p> <p>Please refer to Section 7.4.16 on Payment and Billing Solutions, Vol. 2: Technical Specifications.</p>

Query	Queries	Answers
	services, billing and payment mode for B2B and B2C customers.	
124	<p>Page 17 Database Activity Monitoring Solution DAMS 002 Vol2 SI BID DOCS_4</p> <p>It is an understanding that separate Database Activity monitoring solution is required to be deployed. Please confirm the same. Minimum specifications for the same are requested to be provided. For example, what database types DAM must support such as structured (SQL), unstructured (Big data). Should DAM be capable of being integrated with SIEM solution.</p>	The SI should propose a DAMS solution which is responsive to meet the KPI and SLA requirements.
125	<p>Page 16 "IIT-B India or its nominated agency will also provide maintenance and management support of MOSIP application suite at Level 3 which can be utilized by the SI on need basis for a period of one year or end of MOSIP mandate, whichever is earlier" MOSIP 002 Vol2 SI BID DOCS_5</p> <p>Is the agreement going to be between IIIT-B and the SI or the contract is between PSA and IIIT-B? Kindly share the details of scope of IIIB with respect of maintenance and management support.</p>	There is currently an MoU between PSA and IIT-. B. It was signed in August 2019 and effective for a period of 3 years. Under this MoU, IIIT-B will "provide maintenance and management support of MOSIP at Level 3 for a period coterminous with the operation of this MoU."
126	<p>Page 36 "Based on issues identified through periodic audits, reviews by PSA or PSA appointed agencies, update and upgrade or fine-tune the deployments of products/solutions." Application Support 002 Vol2 SI BID DOCS_5</p> <p>In case of COTS products it is requested that the bidder should be allowed to remain in n-1 version (n being the latest version). The version upgrade will be part of change request.</p>	No. Upgrade to latest version should be part of the SI scope and not subject to change request / variation order.
127	<p>Page 8 PhilSys DC Network: IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>As per RFP "The SI shall use Software Defined Storage (SDS) approach or</p>	<p>Please refer to Section 8.1.4, Vol. 2: Technical Specifications on Storage Specifications</p> <p>The SI must propose Software Defined Storage (SDS) or any other compatible storage system along with enterprise support for the duration of the contract which is responsive to meet the KPI and SLA requirements.</p>

Query	Queries	Answers
	<p>technology for PhilSys solution" for better performance and scalability, request you to consider software defined data center (SDDC) to meet all the latest technologies requirement for PhilSys Solution. Kindly add specs for SDDC so that all the bidder should proposed the same solution.</p>	
128	<p>Page 2 Server Specifications: At the time of bid submission, SI shall propose the latest (within the last 1 year) server model with proof from OEM. IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>MAF mentioning the latest model by respective OEM can suffice the requirement. Please confirm.</p>	Please refer to Bid Bulletin No. 5
129	<p>Page 183 Replication Specifications: Replication solution shall provide for replication of data in file systems, Software Defined Storage, Applications, Databases and Log/Audit Files. Round trip latency between primary DC and Secondary DC should be not more than 50 milliseconds. IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>We understand that secondary DC will be connected to DC and DR through DARK fiber. DARK fiber will be installed by PSA. Please confirm if the understanding is correct.</p> <p>Please confirm that DC and DR connectivity will also be provided by PSA.</p>	Connectivity between central sites (primary DC, secondary DC and DR) will be provided by the PSA. This may be in the form of dark fiber or other connectivity options.
130	<p>Page 209 Disaster Recovery Strategy and Procedures: VPN facility shall be provided for key staff to enable work from home IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>Kindly provide the count of key staff for which VPN service need to be enabled for sizing the VPN solution requirement.</p>	Please refer to Section 4.5, Vol. 2: Technical Specifications on Estimation of PhilSys users, under Administrators.
131	<p>Page 221 Implement the DR solution with necessary automation scripts to minimize the need for manual interventions in case of any disaster. IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>Kindly provide the DRM/SRM technical</p>	The SI should propose DR solution which is responsive to meet the KPI and SLA requirements.

Query	Queries	Answers
	specification. So that all prospective bidder will quote the same solution.	
132	<p>Page 240 Enterprise Management system: The EMS is intended to enable seamless management of the entire IT Infrastructure, all hardware and software, including network (LAN, WAN) and remote office infrastructure used for the solution. IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>We understand that the proposed EMS will monitor only that equipment that would be part of proposed solution. Please confirm.</p>	The EMS is expected to monitor all equipment for the PhilSys project, not just those provided by the SI.
133	<p>Page 254 The NOC should provide a Video Wall with ability to display SLAs, Key metrics and Data from the EMS Dashboard IT Infrastructure 002 Vol2 SI BID DOCS_5</p> <p>Please provide the area of NOC facility and size of video wall for viewing the entire network topology.</p>	The bidder is expected to provide its solution to cater to the estimated number of users stated in Section 4, Vol 2: Technical Specifications.
134	<p>Page 150 Provision of network links (e.g. WAN, Internet connections) IT Infrastructure 002 Vol2 SI BID DOCS_4</p> <p>We understand that PSA will provide all the necessary network links. SI will terminate & configure the link on WAN gateway provided by SI. Please confirm.</p>	Confirmed.
135	<p>General Minimum Technical Specifications IT Infrastructure</p> <p>The hardware and software infrastructure are at the heart of the technical solution for such a prestigious program. The success of the program will depend on the quality and performance of the proposed hardware and software. To ensure that the bidders propose products which are of high quality and are able to meet the requirements of the program, we request you to provide Minimum Technical Specification for all the products required in the solution. This will ensure that the bidders do not propose a low-quality/low-performance products for lowering their financial offer.</p>	The SI should propose a solution which is responsive to meet the KPI and SLA requirements.

Query	Queries	Answers
136	<p>Page 5 Operations Annexure G- SLA</p> <p>Kindly allow 3 months stabilization period after each Phase Go Live during which SLAs will be calculated at 50% of the current benchmarks so that any learnings can be fixed and system performance can be adjusted</p>	SLA conditions are maintained.
137	<p>Page 5 Operations Annexure G- SLA</p> <p>Kindly include a provision of mutual discussions of SLAs if they are not possible to be met due to ground realities or due to some other changes and bidder and client can discuss and agree for a modified SLA going forward</p>	Mutual / amicable discussion is already considered as part of dispute resolution process.
138	<p>Page 21 All application related defects that are caused by OEM technology components (for e.g. COTS products), will be the sole responsibility of the SI and shall be required to comply with the TAT, for the corresponding severity, as mentioned in the 'Defect Matrix' table Operations Annexure G- SLA</p> <p>You are requested to exclude the defects that are caused by defects in the OEM core systems from the SLA calculations. OEMs defects fixation is dependent on the OEM.</p>	The SI should be responsible for OEM defects. This is why we require the SI to also obtain direct OEM or OEM certified engineer support.
139	<p>Page 21 Response time of system Operations Annexure G- SLA</p> <p>Please note that all response time of system can be monitored at DC LAN only and not at end user node, since SI may not have control on bandwidth availability at end use device. Accordingly, kindly allow the monitoring of response time from DC LAN only.</p>	The SI should be responsible for monitoring any connectivity issue that may result in slower response time at end user node and recommend augmentation / alternative solutions to bring the performance in line with the SLAs.
140	<p>Page 4 d. Liquidated damages applicable for a quarterly cutoff performance review of the SI will be computed on the total amount payable (exclusive of applicable taxes, duties and levies) for a quarter as specified in the Payment Schedule and consistent with 1.g. above. Operations Annexure G- SLA</p>	We maintain the penalty quantification. The SI should be responsible for bringing in the hardware that supports their proposed solution.

Query	Queries	Answers
	<p>It is requested that Hardware payments are removed from the computation of quarterly payment for the purpose of computation of applicable penalties. This is because the quarters where certain hardware payments may be due will naturally have an exponential increase in penalties</p>	
141	<p>Page 61 A1. Quality of support and maintenance services · License model · Hardware Refresh options Bid evaluation Volume 1, 001</p> <p>Kindly clarify the evaluation criteria user the below: - License model - Hardware refresh option</p>	<p>(1) Hardware refresh: The SI is required to provide the necessary hardware to meet the Service Levels. If the hardware is deemed, based on the SI's assessment, to be causing performance degradation, the SI is required to provide solutions, including hardware refresh if necessary, to ensure that the Service Levels are met.</p> <p>(2) Licenses: Licenses should be perpetual, irrevocable and in PSA's name</p>
142	<p>Page 62 Size of global hardware footprint (should be minimal) Bid Evaluation Volume 1, 001</p> <p>Kindly clarify</p>	<p>Sizing will be evaluated based on the following parameters, among others: - estimated power consumption - number of racks utilized - total floor space footprint</p>
143	<p>Page 135 Primary Data Center, Secondary Data Center, Disaster Recovery Site, office spaces for the Network Operations Center, Security Operations Center and Technical Helpdesk for the duration of the contract Services and facilitates provided by the client Volume 1, 001</p> <p>It is requested that there may be a provision of documenting and agreeing an SLA measurement methodology to address any interpretation concerns which generally arrive in such complex RFPs</p>	<p>This will be discussed with the winning bidder.</p>
144	<p>Page 31 Maximum processing time – Registration request Section 4.8 Performance and availability requirements</p> <p>Kindly confirm that this performance is expected at the server-side and excludes the time taken by ABIS</p>	<p>Processing time is inclusive of the time taken by ABIS. The BioSP has its own SLA which refers to the same 24hr processing with no backlog.</p> <p>SLAs for the SI will be assessed excluding the impact of any delays from the ABIS/BioSp.</p>
145	<p>Page 31 Maximum processing time – Registration request Section 4.8 Performance and availability requirements</p> <p>As some cases may be referred for manual</p>	<p>Registrations requiring manual adjudication should not be considered when calculating the corresponding KPI.</p>

Query	Queries	Answers
	<p>adjudication, please confirm that the performance parameter will not be applicable for such cases</p>	
146	<p>Page 31 Maximum response time – biometric authentication request Section 4.8 Performance and availability requirements</p> <p>Kindly confirm that this time period exclude the time taken by the biometric SDK to perform matching</p>	<p>This maximum response time (0.5 second) is measured in and out the ABAS. Therefore, it does include the 1:1 matching operation conducted by the BioSP's SDK.</p>
147	<p>Page 81 The SI shall support the extraction of the templates and shall ensure that resident data store is always in sync with the biometric records in the gallery. Section 6.3.6 Authentication Process</p> <p>Please confirm the contents of Authentication Server</p> <ol style="list-style-type: none"> 1. Fingerprint - Images or Templates 2. Iris - Images or Templates 3. Face - Images or Templates 	<p>Authentication server will contain all 3 biometric types: fingerprints templates, iris image and facial image.</p>
148	<p>Page 37 Document Data Store – Refers to both the logical and physical data store of document data and metadata of registered persons and applicants of PhilSys The scanned documents should have at least 600 dpi. Section 2.3 Data Architecture</p> <p>Kindly provide an estimate of number of the documents to be collected during</p> <ol style="list-style-type: none"> (i) Enrolment, (ii) Demographic Update, and (iii) Biometric Update. <p>For each type of document (and pages per document), please provide the number of pages in such documents. This will help us estimate the size of document storage required.</p> <p>Kindly specify whether the documents are to be scanned in color mode or grey- scale mode.</p>	<p>Please refer to Section 4.4, Vol. 2: Technical Specifications for an estimate of the registration file packet size. This includes the scanned documents. Bidders should make its own estimation as part of the Requirements Gathering.</p>
149	<p>Page 23 Philippines Citizens outside the country Section 4.1 Estimated Registration Volumes</p>	<p>Please refer to Section 4, Vol. 2: Technical Specifications for estimates on population for reference. Bidders should make its own estimation as part of the Requirements Gathering.</p>

Query	Queries	Answers
	<p>Kindly provide an estimate of (i) the number of children below 5 years of age and (ii) growth rate for this segment of the individuals</p>	
150	<p>Page 26 Number of authentication requests and Number of eKYC requests (at peak load) Section 4.3 Registration and Transaction Volumes</p> <p>Kindly confirm the estimated volume of authentication and eKYC requests on a yearly basis (Year-1, Year-2, and so on) during the course of project</p>	<p>Please refer to Section 4.3, Vol. 2: Technical Specifications for estimates on authentication transactions for reference. Bidders should make its own estimation as part of the Requirements Gathering.</p>
151	<p>Page 29 Network Connectivity (Data Validation) at the Data Center Section 4.6 Technical Parameters</p> <p>Please confirm that this connectivity will be provided by PSA</p>	<p>Yes. DC and DR connectivity will be provided by PSA. Please refer to Section 5.4, Vol. 2: Technical Specifications on Exclusions.</p>
152	<p>Page 29 Network Connectivity Section 4.6 Technical Parameters</p> <p>Kindly confirm the expected network latency on the links to be provisioned by PSA</p>	<p>Please refer to Section 7.5.3, Vol. 2: Technical Specifications on Replication Solution for Secondary DC, bullet a: Round trip latency between primary DC and Secondary DC should be not more than 50 milliseconds.</p>
153	<p>Page 29 DC Power per rack Section 4.6 Technical Parameters</p> <p>Kindly confirm that the minimum power availability per rack is 13 KVA</p>	<p>Please refer to Bid Bulletin No. 5.</p>
154	<p>Page 48 Estimated Authentication volumes Section 4.8 Performance and availability requirements</p> <p>In this section, the estimated authentication is 1.8 million which is inconsistent with the estimates provided in Section 4.3. Kindly reconfirm the authentication and eKYC volumes.</p>	<p>This is to clarify that the number under Table 6 is the correct number which is 5 million per day for authentication and 2 million per day for eKYC. Please refer to Bid Bulletin No. 5.</p>
155	<p>Page 204 Secondary Data Centre Section 9.6.1 Data Center Strategy of Project</p> <p>Please confirm that the Secondary Data Center is used for storage & duplication (data only site) and no business application will be operational from this data center</p>	<p>Secondary DC is expected to mirror the critical applications of the Primary DC. Please refer to Section 9.6.1, Vol 2: Technical Specifications.</p>

Query	Queries	Answers
156	<p>Page 58 PSA reserves the right to deploy its own team for operations and maintenance alongside the SI team Section 5.3 Other Services</p> <p>For such PSA personnel, does the SI need to supply hardware or software equipment in addition to ones provided in Section 4.</p>	No.
157	<p>Page 58 Benchmarking - Provide the tools (load generator), scripts for etc. for benchmarking. Section 5.3 Other Services</p> <p>The benchmarking exercise will be performed in a specific time window and thus PSA may not need licenses for benchmarking tools on a perpetual basis. Kindly confirm that the licenses for benchmarking tools are required only for the purpose of this exercise and limited duration of benchmarking exercise only. Kindly confirm that this exercise will be conducted only once during the project.</p>	PSA envisaged that the benchmarking will only be done once during the benchmarking stage.
158	<p>Page 42 Maintenance team off-site Section 5.3 Other Services</p> <p>Kindly confirm that the maintenance team can function offsite</p>	Confirmed. Please refer to Item no. 12, Section 5.3, Vol 2: Technical Specifications on Other Services.
159	<p>Page 46 The Mobile Application is centrally managed by PSA and is published in common mobile application stores, free of charge to the user Section 6.1.1.3 PhilSys Mobile Application</p> <p>The mobile application stores may charge a fee for hosting the application, please confirm that the cost of licenses for respective application stores will be borne by PSA.</p>	<p>SI to shoulder any charges in publishing to a mobile app store.</p> <p>Please refer to Section 6.1.1.3, Vol. 2: Technical Specifications on PhilSys Mobile Application (PMA).</p>
160		
161	<p>Page 48 Deactivation of PSN (a) The PhilSys law provides deactivation of PSN based on the following grounds Section 6.1.2.2.3</p>	The deactivation should be planned as update/correction packets, so that the transaction passes through IDMS for validation / updating of records.

Query	Queries	Answers
	<p>Identity Management System (IDMS)</p> <p>Kindly confirm whether such deactivations are planned as backend processes (APIs, Web Interface) or planned as update/correction packets</p>	
162	<p>Page 49 It consists of the PSN, demographic and biometric information of an individual. It is accessed by other PhilSys modules Section 6.1.2.3 PhilSys Registry</p> <p>Kindly confirm the type of biometric (raw images or templates) for each modality (face, iris and fingerprints) stored in this registry</p>	<p>Fingerprint and iris templates will be used for deduplication (by the ABIS).</p> <p>Fingerprint, iris and facial templates will be used for authentication (by the SDKs).</p> <p>Fingerprint and iris biometric images will be kept securely.</p> <p>Facial images may be shared as part of e-KYC packets, but will also be kept securely.</p>
163		
164	<p>Page 52 The ABIS is out of scope for the SI. The PSA has already procured its ABIS. However, the SI must integrate the ABIS to its solution. Section 6.1.2.5 Automated Biometric System Integration (ABIS)</p> <p>On page 35, the following is mentioned "The BioSP shall be primarily responsible for the integration of ABIS with PhilSys back-end systems however the SI will support the integration."</p> <p>In our understanding, MOSIP provides standard feature for integration with ABIS. Kindly confirm that the integration of IDMS with ABIS is to be done by the BioSP.</p>	<p>Confirmed. The SI is required to support the integration activity.</p>
165	<p>Page 54 A track and trace facility will be included in this service in order to confirm delivery Section 6.1.2.11 Post and Courier Services</p> <p>Kindly confirm whether this Track and Trace will be at card level or batch level.</p>	<p>Please refer to Item no. 14, answer 3 in the posted "Question and Answer as of 15 June 2020.pdf".</p> <p>The tracking of PhilIDs is at card level.</p>
166	<p>Page 32 ISO/IEC 27000 series certifications from an accredited body Section 5.1 Software Development</p> <p>Kindly confirm the role of SI in this certification</p>	<p>The SI is expected to gear the solution to be certification-ready, and may be required to assist the PSA during the certification process. The cost of the certification is out-of-scope for the SI.</p>

Query	Queries	Answers
167	<p>Page 34 L1, L2 and L3 support for PhilSys application including for MOSIP modules Section 5.1 Software Development</p> <p>Kindly confirm that the L3 support is available for MOSIP components from IIIT-B for the entire contract duration</p>	<p>There is currently an MoU between PSA and IIT-. B. It was signed in August 2019 and effective for a period of 3 years. Under this MoU, IIIT-B will "provide maintenance and management support of MOSIP at Level 3 for a period coterminous with the operation of this MoU."</p>
168	<p>Page 135 Table 42. Minimum Required Capabilities of PhilSys Software System Partners and Devices Management System [SI (Develop / COTS / OTS)] Section 7.4 PhilSys Registry Software Capabilities</p> <p>In Section 5.1 line 5, the Partner and Device Management is shown to be part of MOSIP whereas in Table 42 it is shown outside the MOSIP. Kindly confirm whether MOSIP has Partner and Device Management Module or not.</p>	<p>Please refer to https://docs.mosip.io/platform/modules/admin-module/admin</p>
169	<p>Page 67 The data packets shall be stored in the kits for a minimum of 60 days. Section 6.3.2.2. Registration Procedure</p> <p>As per packet size and enrolment rate per day given in the RFP, the size of data to be uploaded on the staging server for offline kits will be significant at the end of each week. In such case, PSA may want to consider temporarily locking the particular kit that has not uploaded data for 15 days.</p>	<p>This is noted. A detailed discussion with the winning bidder regarding this matter is expected.</p>
170	<p>Page 150 The SI shall provide PRI lines and a toll-free number for the Call Center and will bear the operational costs of these items Section 7.4.4.2 Deployment of CRMS Solution for Call Center Operations</p> <p>At this point, it would be difficult to estimate the number of calls received on this toll-free number. This being a variable expenditure, we request PSA to either provide a toll-free number or make provisions for re-imburement of corresponding bills on actuals.</p>	<p>The SI should propose a call center solution which is responsive to meet the KPI and SLA requirements.</p>
171	<p>Page 192 The SI shall address all the errors / bugs / gaps in the functionalities of the solution vis-à-vis the approved FRS and SRS at no additional cost during the maintenance and management phase. Section 9.1.2.2</p>	<p>The SI is responsible for fixing error and bugs and functionality gaps which are not responsive to the requirements of the project. New functionalities which were not identified as a requirement should be treated as a change request.</p>

Query	Queries	Answers
	<p>Application Software Support</p> <p>The UAT will be conducted to demonstrate the functionalities of solution vis-à-vis the approved FRS and SRS. On approval of UAT, the software should be treated to be meeting the requirements. Thereafter, we should only be required to fix error/bugs and functionality gaps should be treated as change requests. We request the client to consider our request.</p>	
172	<p>Page 196 IIT-B India or its nominated agency will also provide maintenance and management support of MOSIP application suite at Level 3 which can be utilized by the SI on need basis for a period of one year or end of MOSIP mandate, whichever is earlier Section 9.2.1 MOSIP and COTS Implementation and Customization</p> <p>The L3 support from MOSIP will be important for the entire duration of the contract. We request you to consider our request to enter into agreement with IIT- B for the entire duration of the contract.</p>	<p>It is yet to be decided whether the MOU will be extended but it is expected that the SI, as part of this assignment, will take on full responsibility for technical support for the PhilSys source code.</p> <p>The L3 support provided by IIT-B is intended to allow the SI to become immersed in the code base, i.e. a transitional measure.</p>
173	<p>Page 196 Section 9.3 Setting up of Fixed Registration Centers</p> <p>Kindly confirm SI will not be responsible for Civil and Electrical Work.</p>	<p>The PSA is responsible for the civil and electrical works. See Section 9.3, Vol. 2: Technical Specifications on Setting up of Fixed Registration Centers for role and responsibility of SI.</p>
174	<p>Process/Component-wise Recovery Strategy</p> <p>Page 206 Section 9.6.5.1</p> <p>An indicative list of recovery strategy of processes and components is given below. The SI is expected to validate the list and finalize the recovery strategy in consultation with PSA.</p> <p>For items not mentioned in Table-48, please confirm whether we can assume an Active-Passive setup.</p>	<p>The SI is expected to validate the list and finalize the recovery strategy in consultation with PSA.</p>
175	<p>Recovery Time Objective (RTO) and Recovery Point Objective (RPO)</p> <p>Page 207 Section 9.6.6.</p> <p>The following table provides the RTO and RPO of various PhilSys business processes</p>	<p>Please refer to Bid Bulletin No. 5</p>

Query	Queries	Answers
	<p>Please confirm that the list of processes is exhaustive. RTO and RPO requirement of systems such BI, Fraud, Knowledge management, Billing system, SMS, Document management etc. should also be provided to be able to provide a comprehensive solution</p>	
176	<p>Training needs assessment Page 266 Section 12.1</p> <p>Table 58. Training Needs</p> <p>Kindly provide the estimated number of batches for each training.</p>	<p>The SI is responsible for developing the training plan. The SI can propose the number of batches based on its training needs assessment and in line with the objectives of its proposed training plan.</p>
177	<p>Development Phase Page 271</p> <p>PhilSys System Application Version_1: this version is planned to be released in 120 days from Notice to Proceed. The modules included in this version are enumerated in Table 59</p> <p>Delivery and acceptance of PhilSys Information System Application Version_1 and Hardware (90 Calendar days after issuance of Notice to Proceed)</p> <p>The timelines mentioned in Table 59 and Section 13.1 are inconsistent. We request you to make the timelines consistent.</p> <p>At the start of project, there is team mobilization, project management setup, environment setup, design finalization, etc. As MOSIP has a large software code base, it will also require the development team to understand the same in detail before working on its customization. In view of this, the start of development/customization will be impacted. Therefore, we propose PSA to provide 180 days for Version_1</p>	<p>Please refer to Bid Bulletin No. 5</p>
178	<p>BIAS Page 154, 7.4.5 The PSA believes that data mining and statistical analysis is a key requirement for Planning and Dashboard for PhilSys Information System</p> <p>Please elaborate the detailed scope related to the statistical models/analysis required</p>	<p>Detailed requirement definitions related to the statistical models/analysis will be discussed with the winning bidder. Moreover, the SI should propose a BIAS solution which is responsive to meet the KPI and SLA requirements.</p>

Query	Queries	Answers
179	<p>BIAS Page 155 7.4.5 d. SI shall create a data lake to host and manage the large amount of data – both structured and unstructured.</p> <p>002 Vol2 SI BID DOCS_4</p> <p>Please clarify if the solution is expected to analyze the unstructured data. If yes, please specify the type of unstructured data (Images, videos, text etc.) and volume in the scope</p>	<p>The SI should propose a BIAS solution which is responsive to meet the KPI and SLA requirements.</p>
180	<p>BIAS Page 155 7.4.5 i. The SI should propose tools that allow customizable reports. The generation of the report shall not impair system performance.</p> <p>002 Vol2 SI BID DOCS_4</p> <p>Kindly specify the features required as a part of customizable reports</p>	<p>The SI should propose a BIAS solution which is responsive to meet the KPI and SLA requirements.</p>
181	<p>General</p> <p>After SRS sign off, any change will be part of Change Request, please confirm our understanding is correct.</p>	<p>The SI should deliver an SRS that is responsive to the requirements of the project. Changes to the SRS after sign off due to new functionalities which were not identified as a requirement should be treated as a change request.</p>
182	<p>General</p> <p>Please provide list of software / tools components for which the enterprise support is required.</p>	<p>The SI should propose a solution which is responsive to meet the KPI and SLA requirements.</p>
183	<p>Security Page 212 9.7 Information Security - Overview of Security tools</p> <p>002 Vol2 SI BID DOCS_5</p> <p>For Security products and solutions, open source solutions have a lot of limitations in functionalities. It is requested to specify that all Security solutions shall be COTS. Any specific Security solution that may be required to be open source for strategic purposes it may be clarified that enterprise support shall be required for these for the duration of the contract</p>	<p>Please refer to Section 1.16, Vol. 2: Technical Specifications on Interoperability and Technology Neutrality.</p>
184	<p>General</p> <p>acceptance criteria for each phase</p>	<p>The SI shall prepare a draft acceptance plan and assist the PSA in drafting the acceptance criteria for each area of acceptance. Please refer to Section 9.8.1.3, Vol. 2: Technical Specifications.</p>

Query	Queries	Answers
185	<p>General</p> <p>Please let us know support requirement after each phase go live</p>	<p>Support services required for each phase includes operations and maintenance of PhilSys Application version implemented. The SI is also expected to provide the following support services:</p> <ol style="list-style-type: none"> 1. Maintenance of PhilSys Information System. (Section 9.1.2.1) 2. Application Software Support (Section 9.1.2.2) 3. Provision for procurement of licenses for all phases of implementation (Section 9.2.1 letter f) 4. Annual Technology support for COTS/OTS products (Section 9.4.1) 5. Operations and Maintenance of PhilSys (See Section 9.8). This includes operation and maintenance of Data Centers, NOC, SOC, Technical Helpdesk, and Contact Center.
186	<p>General</p> <p>Please clarify the contract duration: we propose it to be T+5 years, where T is the time of signing of the contract.</p>	<p>T is the time of Notice to Proceed.</p>
187	<p>Page 37 Section 2.3</p> <p>Kindly provide an estimate of number of documents to be collected during (i) Enrolment, (ii) Demographic Update, and (iii) Biometric Update. For each type of document, please provide the number of pages in such documents. This will help us estimate the size of document storage required.</p>	<p>Refer to Section 4.4, Vol. 2: Technical Specifications for estimate of registration file packet size. This includes the scanned documents. Bidders should make its own estimation as part of the Requirements Gathering.</p>
188	<p>General</p> <p>RFP does not provide minimum manpower requirement during operation and support phase. Kindly specify the minimum benchmark</p>	<p>It is up to the SI to determine the manpower requirement during operation and support. The minimum benchmark would be meeting the SLA requirements.</p>
189	<p>Section 5.3</p> <p>Maintenance team off-site</p>	<p>Question vague. In any case, please refer to Section 5.3 Other Services, Item No. 12.</p>
190	<p>Section 6.1.1.3</p> <p>Kindly confirm the mobile application is needed for Android and iOS only.</p>	<p>Confirmed. Please refer to Section 7.4.17, Vol. 2: Technical Specifications.</p>
191	<p>Section 6.1.2.2</p> <p>The process defined in this section does not envisage any external validations. Please confirm that no external validations will be required for captured demographic details or other captured details.</p>	<p>Please refer to Section 1.12, Vol. 2: Technical Specifications on Collaboration with Civil Registration and response to Item No. 4 in the posted "Question and Answer as of 17 June 2020.pdf"</p>
192	<p>Section 6.1.2.4</p> <p>Initially, authentication and eKYC services will be provided to Relying Parties directly by the PhilSys Registry. As volume</p>	<p>The bidders should include the estimation of the TSP and e-KYC hosting infrastructure as part of their proposed solution.</p>

Query	Queries	Answers
	<p>increases, additional Trusted Service Providers and eKYC service agencies will be introduced to act as nodes or intermediaries</p> <p>Kindly confirm that the hosting infrastructure will have to be provided for PSA to act as TSP and e-KYC service agency in this initial period</p>	
193	<p>Section 6.1.2.5</p> <p>In the RFP following is mentioned: The ABIS is out of scope for the SI. The PSA has already procured its ABIS. However, the SI must integrate the ABIS to its solution.</p> <p>Kindly reconfirm that the integration with ABIS is to be done by the SI</p>	<p>The integration of the ABIS with the IDMS is the responsibility of the BioSP. The SI is required to support the integration activity.</p>
194	<p>Section 6.1.2.6</p> <p>(c) Potentially duplicated identities identified after biometric deduplication</p> <p>This feature is usually available within the Manual Adjudication Module of ABIS or as a separate component from the Biometric Solution Providers. Kindly confirm whether this functionality is to be provided by the SI.</p>	<p>The SI MUST provide the MV module.</p> <p>The Manual Adjudication (MA) and the Manual Verification (MV) modules are not used for the same purpose. The MA module allows a human operator to compare biometric images of candidates sent back by the ABIS after an inconclusive 1: N search (deduplication). The MA module is provided by the BioSP. The MV module allows a human operator to review all exceptions raised by ABIS and/or MA, and allow human operators to review other types of exceptions such as the ones created by the Fraud Management System.</p> <p>The interface for the operator represents a suite of applications to facilitate the requirements in table 24 of 6.3.4.5 to be developed by the SI.</p> <p>Please refer to https://procurement.psa.gov.ph/sites/default/files/ABIS%20Bid%20Docs_compressed.pdf page 43 of Volume II (page 140 of the PDF)</p>
195	<p>Security Page 212 9.7 Information Security - Overview of Security tools - SIEM</p> <p>002 Vol2 SI BID DOCS_5</p> <p>EPS requirement for the SIEM solution is requested to be specified</p>	<p>The SI should propose a SIEM solution which is responsive to meet the KPI and SLA requirements.</p>
196	<p>Security Page 211 9.7 Information Security</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Private cloud is mentioned in this section. Across RFP there is a confusion if cloud implementation is expected</p>	<p>PSA is hereby revising its requirement for the IT infrastructure. PSA will require the SI to propose a solution using a hybrid cloud system architecture. All in-scope core and support applications must be on Philippine government cloud while databases, data storage, and hardware security module must be on premise. ABIS infrastructure, which are provided by the BioSP and is out of scope for the SI tender, will also be on premise.</p>

Query	Queries	Answers
197	<p>Security Page 211 9.7 Information Security - Overview of Security tools - IAMS</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Please confirm if IAMS can be open source and if enterprise support is required in that case</p>	<p>Yes, open source or commercial software can be used. Please refer to Section 1.16, Vol. 2: Technical Specifications on Interoperability and Technology Neutrality. Enterprise support will be needed.</p>
198	<p>Security Page 211 9.7 Information Security - Overview of Security tools - Vulnerability assessment</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Please confirm the number of licenses required</p>	<p>The SI is expected to estimate the number of licenses required. Please refer to Section 4, Vol. 2: Technical Specifications for an estimate of the number of internal PSA users.</p>
199	<p>Security Page 213 9.7 Information Security - Overview of Security tools - Penetration testing</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Please confirm the number of licenses required</p>	<p>The SI is expected to estimate the number of licenses required. Please refer to Section 4 for the estimate of number of internal PSA users.</p>
200	<p>Security Page 213 9.7 Information Security - Overview of Security tools - Application scanner</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Please confirm the number of licenses required</p>	<p>The SI is expected to estimate the number of licenses required. Please refer to Section 4, Vol. 2: Technical Specifications for the estimate of number of internal PSA users.</p>
201	<p>Security Page 213 9.7 Information Security - Overview of Security tools</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Please confirm if same level of Security is required to be maintained across DC, DR</p>	<p>Confirmed.</p>
202	<p>Security Page 213 9.7 Information Security - Overview of Security tools-HSM</p> <p>002 Vol2 SI BID DOCS_5</p> <p>Physical dual authentication Biometric lockers may be required to protect the PED device used to administer the HSM. Same may be included since secure storage of</p>	<p>The SI should propose a solution which is responsive to meet the KPI and SLA requirements.</p>

Query	Queries	Answers
	keys is the core Security aspect of the program.	
203	<p>Security Page 215 9.7 Information Security - Overview of Security tools - Application Security and SDLC</p> <p>002 Vol2 SI BID DOCS_5</p> <p>What is the difference between this tool and the tool proposed under "Application scanner" category</p>	<p>The Application Security and SDLC tool ensure that a module or an application being developed is free from vulnerabilities during the process of software development. The Application Scanner tool, on the other hand, is used after a module or an application has been completed (like a quality assurance test) to ascertain that the codes are indeed free from vulnerabilities before the module or application is moved into production.</p> <p>The functions of Application Security and SDLC tool and Application Scanner tool could be combined into one tool.</p>
204	<p>Security Page 213 9.7 Information Security - Overview of Security tools - NIPS</p> <p>002 Vol2 SI BID DOCS_5</p> <p>NIPS is required only on internet facing networks or also on the TSP network</p>	<p>NIPS requirement is for the PhilSys system. TSP network is not part of the scope of the SI.</p>