

**QUESTIONS & ANSWERS**  
as of 15 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><i>Page 131 - Payment Schedule d) Manual Verification System</i></p> <p>Please confirm if this is under SI responsibility? We understand this will be provided by ABIS Provider.</p>	<p>Yes, the Manual Verification System (MVS) is under the responsibility of the SI.</p> <p>Please refer to 002 Vol2 SI BID DOCS_4, page 145, Section 7.4.2, Manual Verification System (MVS).</p>
2	<p><i>Page 131 - Payment Schedule c) Uploading of registration packets</i></p> <p>Please provide details for current Pilot Enrollment conducted already or in process. We understand there will be 1 mil packets need to be imported/ migrated in to the core system.</p> <ol style="list-style-type: none"> <li>1. What is the Registration Client used?</li> <li>2. Please share the codebase for us to check and confirm on required features such as Quality Check FP, ICAO Check Face, Quality Check IRIS? Export Encrypted Packets?</li> <li>3. Please confirm the size of a single Registration Packet, this is required to do HW sizing for overall sizing for storage.</li> </ol>	<ol style="list-style-type: none"> <li>1. Please refer to 002 Vol2 SI BID DOCS_4, page 136, Section 7.4.1.2 Registration Software</li> </ol> <p>Registration client used is the MOSIP Registration Application</p> <ol style="list-style-type: none"> <li>2. Please refer to: Codebase: <a href="https://github.com/mosip/registration/tree/master/registration/registration-client">https://github.com/mosip/registration/tree/master/registration/registration-client</a></li> </ol> <p>Full documentation: <a href="https://github.com/mosip/documentation">https://github.com/mosip/documentation</a> <a href="https://docs.mosip.io/platform/modules/registration-on-module/registration-client">https://docs.mosip.io/platform/modules/registration-on-module/registration-client</a></p> <ol style="list-style-type: none"> <li>3. The size of a single registration packet is around 5MB.</li> </ol>
3	<p><i>Page 131 - Payment Schedule f) IDMS Integration with ABIS</i></p> <ol style="list-style-type: none"> <li>1. Please share documentation and code base for IDMS to check available interface.</li> <li>2. What is integration requirement for IDMS, we understand this is one the MOSIP application suite and ABIS provider should be doing the integration as per MOSIP standards and protocols.</li> </ol>	<ol style="list-style-type: none"> <li>1. Please refer to 002 Vol2 SI BID DOCS_2, page 73, Table 21. Functional Requirement IDMS;</li> <li>2. MOSIP is the IDMS, please refer to the full documentation in <a href="https://docs.mosip.io/platform/architecture">https://docs.mosip.io/platform/architecture</a></li> </ol> <p>Codebase: <a href="https://github.com/mosip">https://github.com/mosip</a> <a href="https://docs.mosip.io/platform/modules/registration-on-processor-module/deduplication-and-manual-adjudication">https://docs.mosip.io/platform/modules/registration-on-processor-module/deduplication-and-manual-adjudication</a></p> <p>ABIS APIs: <a href="https://docs.mosip.io/platform/apis/abis-apis">https://docs.mosip.io/platform/apis/abis-apis</a></p>

Query	Queries	Answers
4	<p><i>Page 33, Point 2</i> Please confirm if there is same vendor for all 3 SDKs-Face /Finger /IRIS?</p>	<p>Yes, all 3 SDKs for face, finger, and iris are provided by the same vendor.</p>
5	<p><i>Page 35, Point 5, Implementation and Customization of MOSIP</i></p> <ol style="list-style-type: none"> <li>1. Please share the Codebase/Repository for MOSIP comprises of the following applications: <ul style="list-style-type: none"> <li>• Pre-Registration</li> <li>• Registration Software Application</li> <li>• Identity Management System</li> <li>• Authentication Solution</li> <li>• PSN/PCN Generator</li> <li>• Partner and Device Management</li> <li>• Integration Middleware</li> </ul> </li> <li>2. Please confirm if the Middleware and IDMS with ABIS engine already installed for Pilot project of 1 million enrollments?</li> </ol>	<ol style="list-style-type: none"> <li>1. Please refer to the following:  Documentation: <a href="https://docs.mosip.io/platform/">https://docs.mosip.io/platform/</a>; Codebase: <a href="https://github.com/mosip">https://github.com/mosip</a></li> <li>2. Middleware and IDMS with the ABIS engine are not yet installed.</li> </ol>
6	<p><i>Page 37, point 2 Setting Up of Fixed Registration Centers</i></p> <p>Provide 250 sets of Wi-Fi ready desktop, computer with UPS, authentication devices (Iris, Fingerprint and Facial),</p> <ol style="list-style-type: none"> <li>1. Please confirm the quantities and specification of IRIS, FP and Facial Capturing devices.</li> <li>2. Do we need to provide L1 devices for FP?</li> <li>3. Please clarify how many devices will be placed on each Permanent Center, 5000 Kits at 250 PFRC?</li> <li>4. Do we need to do Civil Work and LAN for these 250 PFRC. Please share the name and address of all these locations.</li> </ol>	<ol style="list-style-type: none"> <li>1. One set of IRIS, FP, and Facial Capturing devices will be provided per FRC. Please refer to Annex H for the specifications.</li> <li>2. Yes, L1 devices for FP will be provided by the SI.</li> <li>3. One complete desktop computer and one set of authentication devices (see Table 8 Estimation of Users - PFRC Desktops).</li> <li>4. Civil works will not be the responsibility of the SI. However, SI will set-up the network connectivity at Fixed Registration Centers (250 PFRCs) (see Table 14 Overview of Scope of Work - Setting up of Registration Centers). See Annex E for the list of PFRCs.</li> <li>5.</li> </ol>

Query	Queries	Answers
7	<p><i>Page 38, Point 1</i> <i>Project Management &amp; Governance</i></p> <p><i>The SI shall be responsible for, but not limited to, the following activities:</i></p> <ul style="list-style-type: none"> <li>• <i>Set-up of project management office (PMO); hire and/or mobilize individuals, set up and manage teams.</i></li> </ul> <p>1. Please confirm if PSA will provide the location and office space for the same?</p> <p>2. Is there a need for physical or civil work at given location?</p>	<p>PSA will not provide an office space for the PMO. It will be up to the SI to secure an office and do the necessary civil works.</p>
8	<p><i>Page 38, Point 2</i> <i>Setting up of registration center</i></p> <p><i>Creation of content and training of Master Trainers for Registration Software.</i></p> <p>1. Please confirm how many trainings to be conducted?</p> <p>2. Do we need to conduct these trainings at 250 locations or we can invite Master Trainers to HQ location for giving centralized Training?</p> <p>3. Do we need to pay for Per Diem allowance to Master Trainers? If yes please provide amount.</p>	<p>The SI will provide a training for Master Trainers at the national level (centralized).</p> <p>The SI is not responsible for the payment of per diem allowance of the Master Trainers.</p>
9	<p><i>Page 40, Point 6 Information Security</i></p> <p>Documenting, implementing, as well as obtaining certifications.</p> <p>1. Please confirm what certification required? Do we need to consider the cost for certifications in our bid?</p>	<p>Certifications being geared by PSA are ISO 9001:2015 and ISO 27001.</p> <p>The SI shall prepare all the documentations for certifications. The SI shall assist the PSA in obtaining the certifications. The cost of the certification by an accredited certifying body shall be charged to PSA.</p>
10	<p><i>5.3 Other services:</i> <i>Table 14. Overview of scope of work (other services) Porting of Registration Software into 5,000 registration kits</i></p> <p>Please confirm the Operating System used in Registration Kits.</p>	<p>The Registration Kits is running on a 64-bit Windows 10 Pro.</p> <p>Please refer to Annex H on the details of the Registration Kits.</p>

Query	Queries	Answers
11	<p><i>12.3 – Imparting Training</i></p> <p>It is understood the SI shall be responsible for the venue and related expenses to impart training.</p> <p>Please clarify whether SI is expected to pay for daily allowances for participants? If yes, please provide the amounts to be budgeted for this purpose.</p>	<p>The SI shall be responsible for the venue, accommodation and related expenses (training materials) to impart training.</p>
12	<p><i>Page 132 - Payment Schedule</i></p> <p><i>j) Interface with PhilID card Personalization System deployed at BSP</i></p> <p>Please clarify and explain BSP responsibility and software to be used in detail. As per RFP CPMS and CMS and CBU is SI responsibility.</p>	<p>BSP shall produce PhilID blank cards and provide personalization and fulfilment machines for PSA to use including printer drivers and consumables for the kitting machines. Refer to <i>Page No: 103, 6.4.2.5.1 Prepare Personalization Batch</i></p> <p>Please refer to 002 Vol2 SI BID DOCS_4, page 166, Section 7.4.11, Card Personalization Management System (CPMS); page 167, Section 7.4.12, Card Management System (CMS); page 167, Section 7.4.13 Card Batching Utility (CBU).</p>
13	<p><i>Page No: 103, 6.4.2.5.1</i></p> <p><i>Prepare Personalization Batch b. The card production and card personalization processes are physically separate from each other. Cards produced by BSP will be turned over to PSA for personalization.</i></p> <p><i>Who will be providing the software for Card Production by BSP?</i></p>	<p>BSP will provide their own software for Card Production, as there is no need to integrate with the PhilSys system at this point because BSP will only be producing blank cards in this process. Refer to 6.4.2.5 PhilID Card Management; page 103</p>

Query	Queries	Answers
14	<p><i>Page 42, 5.</i></p> <p><i>PhilID cards personalization systems (card printers, QA workstations, etc.), services and consumables (pre-personalized blank cards, inks, overlays, etc.)</i></p> <ol style="list-style-type: none"> <li>1. Please confirm which software is being used at BSP for Card Production and Personalization?</li> <li>2. The RFP also mention that SI has to provide CPMS, CMS and CBU where as in further section it is written that BSP will do its own printing of letter with QR code.</li> <li>3. What Software will be used for Delivery of these cards so that interface with CRM can be established.</li> </ol>	<ol style="list-style-type: none"> <li>1. Bundled software of the production, personalization, and fulfilment machines will be used at BSP for Card production and Personalization. The software can process PhilSys data in a layout format specified by PSA in connection to card design and specifications.</li> <li>2. PSA will personalize the PhilIDS produced by BSP (refer to response in Query 15). Moreover, PSA will print the letter with QR code using the fulfilment machines that are to be provided by BSP for PSA to use.</li> <li>3. The SI shall design and provide APIs to be used by the delivery partner. The APIs will fetch delivery statuses of the PhilIDs from the system of the delivery partner to the PhilSys system and will be reflected in the CMS, the portal, mobile app, among others.</li> </ol>
15	<p><i>Page No: 103, 6.4.2.5 PhilID Card Management</i></p> <p><i>The production and personalization process will be in BSP East Avenue Complex, Quezon City.</i></p> <p><i>Assuming that Card Production and Personalization will happen at only this location and no other places.</i></p>	<p>The facility for the PhilID production and personalization will be at the BSP Secure Plant Complex (SCP). However, if BSP will move the SCP to another location, the PhilID production and personalization will also transfer to the new SCP complex.</p>
16	<p><i>Page No: 53, 6.1.2.9 PhilID Card Management</i></p> <p><i>Once the PhilID cards have been personalized, the QA Team under Card Personalization Group will perform quality checks on the cards using the CPMS.</i></p> <ol style="list-style-type: none"> <li>1. What if QA fails?</li> <li>2. What is the process for Re-printing the card in case of QA Failure?</li> </ol>	<p>There are two stages where QA fails:</p> <ol style="list-style-type: none"> <li>1. During the personalization of PhilIDs;</li> <li>2. During the kitting and fulfilment (enveloping) of PhilIDs.</li> </ol> <p>The status of PhilIDs that failed in (a) will be pushed back to the IDMS and will be prioritized for personalization in the succeeding batch, while enveloped cards that failed QA in (b) will be re-enveloped within the same batch.</p>

Query	Queries	Answers
17	<p><i>Page No: 53, 6.1.2.9 PhilID Card Management</i></p> <p><i>Personalized PhilID cards shall be delivered to designated PhilSys Fixed Registration Centers via PhilSys delivery partners.</i></p> <p>Is it required for SI to integrate and Manage Philsys delivery partners?</p>	Refer to response 3 in Query 14.
18	<p><i>Page No.54, 6.1.2.10 PhilID Production (initial requests and replacements)</i></p> <p><i>Card Personalization: packaging of PhilID in a business size envelope attached to a one-page letter.</i></p> <p>Who will be expected to do this packaging of PhilID in envelope? SI or BSP?</p>	The CPMS, as provided by the SI, will be used by PSA to manage PhilSys records for packaging the PhilID in envelopes.
19	<p><i>Page No.54, 6.1.2.10 PhilID Production (initial requests and replacements)</i></p> <p><i>Secure Delivery to Subject: Secure transfer of personalized cards to PhilSys Fixed Registration Centers via Post and Courier Services</i></p> <p>Does SI need to manage or track the card delivery through third party courier service?</p>	SI only needs to manage the fetched delivery statuses of the PhilIDs from the system of the delivery partner through SI-developed APIs. This information will be reflected in the CMS, the portal, mobile app, among others.
20	<p><i>Page No.54 6.1.2.11 Post and Courier Services</i></p> <p><i>A track and trace facility will be included in this service in order to confirm delivery.</i></p> <p>Does SI require to integrate with Post and Courier Services to track and trace the cards?</p> <p>What if the cards are misplaced by the courier services? What is the process to re-print the cards?</p>	<p>Refer to responses in Query 14.</p> <p>All lost PhilIDs will be reported back through the CMS, the portal, or mobile app. It will be the responsibility of the Delivery Partner to report lost PhilIDs under their care. The APIs that the SI will design for the delivery partner must have this feature for these scenarios.</p>

Query	Queries	Answers
	Do we go with same PCN or issue new PCN in the case of loss of card before releasing/delivered to the applicant?	PhilIDs flagged as lost in the IDMS will be queued for re-personalization and enveloping. New PCNs will be issued for these, and flag the old PCNs accordingly.
21	<p><i>Page No: 113, 6.4.3.9.5.1 Personalize PhilID</i></p> <p><i>b. The CPMS sends requests for batches of records for card printing.</i></p> <p><i>Are these records grouped as batch based on PFRC?</i></p>	Yes, records for personalization can be grouped as batch based on PFRC.
22	<p><i>Page No: 113, 6.4.3.9.5.1 Personalize PhilID</i></p> <p><i>4) Forward production request packets to the CPMS</i></p> <p><i>What will be the mode of forwarding these print packets for production? Online or offline?</i></p>	Print packets must be transmitted to the CPMS must be online by default. Print packets can also be imported in an offline mode as an alternative for extended downtime scenarios.
23	<p><i>Page No: 114, 6.4.3.9.5.2</i></p> <p><i>Send Personalization Status CPMS sends information back to the IDMS with the status, the PhilID number, and the serial number of the card.</i></p> <p><i>Is this card serial number pre-printed on the card or will be printed at the time of card personalization by PSA?</i></p>	The serial numbers are printed during the production process. Blank cards received by PSA for personalization are already serialized.
24	<p><i>Warranty</i></p> <p><i>When will the Warranty Starts? When will the Maintenance Agreement Starts?</i></p>	Warranty will start after acceptance of the specific deliverables.
25	Please confirm our understanding that personalization system is not part of the scope of work of the SI. This shall be provided by the card personalization system provider.	The personalization system and drivers for the personalization machines will be provided by BSP. The SI will only design, develop, install and maintain the CPMS.
26	Is PSA amenable of using Cloud Infrastructure?	PSA will be amenable to use Cloud infrastructure for certain support services/applications.

<b>Query</b>	<b>Queries</b>	<b>Answers</b>
27	Can bidders submit proposals using an identity management platform based on any open standards? We feel that PSA and this project should benefit from other technology platforms and not limit itself with a single platform. This will also avoid any possible lock-in that will be detrimental to the government.	No.
<b>NON-TECHNICAL QUERIES</b>		
<b>Query</b>	<b>Queries</b>	<b>Answers</b>
28	In the case that a Bid Security is mandatory, we note that there is no Form for Bid Security. Can we use any template for this or will PSA provide one	There is no prescribed template for the different forms of bid security other than the Bid Securing Declaration.  The Bid Securing Declaration has a template as provided in the PBD (Page 116, Section VII, Vol1, PBD)
29	Should the Bid Security or Bid Securing Declaration of a Joint Venture be in the name of the Joint Venture Members?	If joint venture agreement was submitted, bid security or bid securing declaration should be in the name of the joint venture. If bidders submitted an intent to form a joint venture agreement, then it should be in the name of the joint venture members.
30	The Sworn Statement in the form provided in Section VII, should it be provided by both parties of Joint Venture?	Please refer to response in the preceding item (Query 29).
31	Should the bidding documents be bought by the JV partners or the Lead Partner?	Lead partner or any joint venture member can purchase the bidding documents on behalf of the bidder.
32	Can we quote our price in USD?	No. Please refer to Clause 13.1, ITB.