



**Government Democratic Socialist Republic of Sri Lanka**

# **Ministry of Internal Administration**

## **(Department of Registration of Persons)**

### **ELECTRONIC NATIONAL IDENTITY CARD (e-NIC) PROJECT**

#### **INVITATION FOR BIDS (IFB)**

DEVELOP, SUPPLY, INSTALL, IMPLEMENT AND MAINTAIN THE REQUESTED SOFTWARE, HARDWARE AND  
COMMUNICATION INFRASTRUCTURE FOR e-NATIONAL IDENTITY CARD PROJECT

February 2008

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# Invitation for Bids (IFB)

## Invitation for Bids (IFB)

### INTERNATIONAL COMPETITIVE BIDDING

*Ministry of Internal Administration, Sri Lanka*

*e-National Identity Card (eNIC) Project*

#### DEVELOP, SUPPLY, INSTALL, IMPLEMENT, COMMISSION AND MAINTAIN THE REQUESTED SOFTWARE, HARDWARE AND COMMUNICATION INFRASTRUCTURE FOR e-NATIONAL IDENTITY CARD PROJECT

1. The Chairman, Cabinet Appointed Procurement Committee (CAPC) on behalf of the Ministry of Internal Administration now invites sealed Bids from eligible and qualified bidders to develop, supply, install, implement and maintain the required software, hardware and communication infrastructure for e-National Identity Card project.
2. Bidding will be conducted through International Competitive Bidding
3. Interested eligible bidders may obtain further information from Project Director, e-NIC project and inspect the Bidding Documents at the address given below:

No. 51, Sir Ernest De Silva Mw, Colombo 07, Sri Lanka

From 9.00 hrs to 16.00 hrs (Sri Lanka Time) on working days.

4. Qualifications requirements include;

- a. Minimum average annual turnover of Information Systems LKR one billion or equivalent calculated as total certified payments received for contracts in progress or completed, within the last 3 (three) years
- b. Minimum five years of experience under Information Systems contracts in the role of contractor, subcontractor, or management contractor with activity in at least nine (9) months in each year.
- c. Participation as contractor, management contractor or subcontractor, in at least 1 contract within the last 5 years, with a total value of at least LKR 1 billion or equivalent that have been successfully and substantially completed and that are similar\* to the proposed system.
- d. Operational experience of at least 5 years involving cards with similar\* technology and security features.
- e. Pending litigations (if any) in total less than 25% of the net worth.

(\*The similarity shall be based on the nature, complexity, methods / technology or other characteristics of the systems.)

A margin of preference for eligible locally produced goods offered shall be applied, as appropriate. Additional details are provided in the Bidding Documents.

5. A complete set of Bidding Documents in English language may be purchased by interested bidders on the submission of a written application to the address below (in item 08) and upon payment of a non refundable fee LKR 10,000 or an equivalent amount in a freely convertible currency from 9.00hrs to 16.00hrs (Sri Lanka time) commencing from 24.02.2008. The method of payment will be through a bank draft in favor of the Secretary, Ministry of Internal Administration, Sri Lanka.
6. A pre-bid meeting which potential bidders may attend will be held on 28<sup>th</sup> March 2008 at 10:00hrs at the address below (in item 8)
7. Bids must be delivered to the address below (in item 08) at or before 14:00hrs (Sri Lanka Time) 15<sup>th</sup> April 2008. Late Bids will be rejected. Bids will be opened in the presence of the bidders' representatives who choose to attend in person at the address below (in item 08) at 14:05hrs, 15<sup>th</sup> April 2008. All Bids must be accompanied by a *Bid-Security*, of LKR 20 million or an equivalent amount in a freely convertible currency.
8. The address referred to above is: The Chairman, CAPC, e-NIC Project, Ministry of Internal Administration, No. 51C, Sir Ernest De Silva Mawatha, Colombo 07, Sri Lanka

The Chairman, CAPC  
e-NIC Project,  
Ministry of Internal Administration,  
No. 51, Sir Ernest De Silva Mawatha,  
Colombo 07,  
Sri Lanka.  
Tel: 011-2506458, Fax: 011-2593634, email: enic@rpd.gov.lk

## **Section I: Instructions to Bidders (ITB)**

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## **Instructions to Bidders (ITB)**

ITB shall be read in conjunction with the Section II, Bidding Data Sheet (BDS), which shall take precedence over ITB.

### **A. General**

1. Scope of Bid
- 1.1 The Purchaser indicated in the Bidding Data Sheet (BDS ), issues these Bidding Documents for the supply of Goods and Related Services incidental thereto as specified in Section V, Schedule of Requirements. The name and identification number of this procurement are specified in the BDS. The name, identification, and number of lots (Individual contracts), if any, are provided in the BDS.
- 1.2 Throughout these Bidding Documents:
- (a) the term “in writing” means communicated in written form by mail (other than electronic mail) or hand delivered with proof of receipt;
  - (b) if the context so requires, “singular” means “plural” and vice versa; and
  - (c) “day ” means calendar day.
2. Source of funds
- 2.1 Payments under this contract will be financed by the source specified in the BDS.
3. Ethics, Fraud and Corruption
- 3.1 The attention of the bidders is drawn to the following guidelines of the Procurement Guidelines published by National Procurement Agency:
- Parties associated with Procurement Actions, namely, suppliers / contractors and officials shall ensure that they maintain strict confidentiality throughout the process;
- Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers / contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.

- 3.2 The Purchaser requires the bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts.

In pursuit of this policy :

- (a) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
- (b) “fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
- (c) “collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, noncompetitive levels; and
- (d) “coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

- 3.3 If the Purchaser found any unethical practices as stipulated under ITB Clause 3.2, the Purchaser will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

4. Eligible Bidders
- 4.1 All bidders shall possess legal rights to supply the Goods under this contract.
- 4.2 A Bidder shall not have a conflict of interest. All bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with

one or more parties in this bidding process, if they:

(a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under these Bidding Documents ; or

(b) submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.

4.3 A Bidder that is under a declaration of in eligibility by the National Procurement Agency (NPA), at the date of submission of Bids or at the date of contract award, shall be disqualified. The list of debarred firms is available at the website of NPA, <http://www.npa.gov.lk>

4.4 Foreign Bidder may submit a bid only if so stated in the BDS.

5. Eligible Goods and Related Services

5.1 All goods supplied under this contract shall be complied with applicable standards stipulated by the Sri Lanka Standards Institute (SLSI). In the absence of such standards, the Goods supplied shall be complied to other internationally accepted standards.

6. Sections of Bidding Documents

6.1 The Bidding Documents consist of a single Volume, which include all the sections indicated below, and should be read in conjunction with any addendum issued in accordance with ITB Clause 8.

- Invitation For Bids

## **Section I: Instructions to Bidders**

- Section I: Instructions to Bidders (ITB)
- Section II: Bidding Data Sheet (BDS)
- Section III: Evaluation Criteria
- Section IV: Bidding Forms
- Section V: Schedule of Requirements
- Section VI: Conditions of Contract (CC)
- Section VIII: Contract Forms
- Annexures

- 6.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.
7. Clarification of Bidding Documents
- 7.1 A prospective Bidder requiring any clarification of the Bidding Documents including the restrictiveness of specifications shall contact the Purchaser in writing at the Purchaser's address specified in the BDS. The Purchaser will respond in writing to any request for clarification, provided that such request is received no later than fourteen (14) days prior to the deadline for submission of Bids . The Purchaser shall forward copies of its response to all those who have purchased the Bidding Documents, including a description of the inquiry but without identifying its source. Should the Purchaser deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB Clause 8.
8. Amendment of Bidding Documents
- 8.1 At any time prior to the deadline for submission of Bids , the Purchaser may amend the Bidding Documents by issuing addendum.
- 8.2 Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have purchased the Bidding Documents.
- 8.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids , the

Purchaser may , at its discretion, extend the deadline for the submission of Bids , pursuant to ITB Sub-Clause 25.2

**C. Preparation of Bids**

9. Cost of Bidding
- 9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
10. Site Visits
- 10.1 The Bidder may wish to visit and examine the site or sites of the Purchaser and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.
- The Purchaser will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the Purchaser adequate notice of a proposed visit of at least fourteen (14) days. Alternatively, the Purchaser may organize a site visit or visits concurrently with the pre-bid meeting. Failure of a Bidder to make a site visit will not be a cause for its disqualification.
- No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.
11. Pre-Bid meeting
- 11.1 When specified in the BDS, the Purchaser will organize and Bidders are welcome to attend a pre-bid meeting at the time and place indicated in the BDS. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Bidders are requested to submit any questions in writing to reach the Purchaser not later than one week before the meeting. Questions and answers will be transmitted in accordance with ITB Clause 7.1. Minutes of the meeting, including the questions raised and responses given, together with any responses prepared after the meeting, will be transmitted without delay to all those that received the Bidding

## **Section I: Instructions to Bidders**

Documents from the Purchaser. Any modification to the Bidding Documents listed in ITB Clause 6.1, which may become necessary as a result of the pre-bid meeting, shall be made by the Purchaser exclusively by issuing an Addendum pursuant to ITB Clause 8 and not through the minutes of the pre-bid meeting.

12. Language of Bid      12.1 The Bid, as well as all correspondence and documents relating to the Bid (including supporting documents and printed literature) exchanged by the Bidder and the Purchaser, shall be written in English language.

13. Documents Comprising the Bid      13.1 The Bid shall comprise the following:

- (a) Bid Submission Form and the applicable Price Schedules, in accordance with ITB Clauses 14, 16, and 17;
- (b) Bid Security or Bid-Securing Declaration, in accordance with ITB Clause 22;
- (c) documentary evidence in accordance with ITB Clauses 20 and 31, that the Goods and Related Services conform to the Bidding Documents;
- (d) documentary evidence in accordance with ITB Clause 20 establishing the Bidder's qualifications to perform the contract if its bid is accepted; and
- (e) any other document required in the BDS.

14. Bid Submission Form and Price Schedules      14.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

15. Alternative Bids      15.1 Alternative Bids shall not be considered.

**16. Bid Prices and Discounts**

- 16.1 The Bidder shall indicate on the Price Schedule the unit prices and total bid prices of the goods it proposes to supply under the Contract.
- 16.2 Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, if a Bidder wishes to offer discount as a lot the bidder may do so by indicating such amounts appropriately.
- 16.3 If so indicated in ITB Sub-Clause 1.1, Bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Unless otherwise indicated in the BDS, prices quoted shall correspond to 100% of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Contract shall specify the applicable price reduction separately
- 16.4
- (i) Prices indicated on the Price Schedule shall include all duties and sales and other taxes already paid or payable by the Supplier:
    - a. on components and raw material used in the manufacture or assembly of goods quoted; or
    - b. on the previously imported goods of foreign origin
  - (ii) However, VAT shall not be included in the price but shall be indicated separately;
  - (iii) the price for inland transportation, insurance and other related services to deliver the goods to their final destination;
  - (iv) the price of other incidental services

- 16.5 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITB Clause 33.
- 16.6 All lots, if any, and items must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.
17. Currencies of Bid
- 17.1 Unless otherwise stated in Bidding Data Sheet, the Bidder shall quote in Sri Lankan Rupees and payment shall be payable only in Sri Lanka Rupees.
18. Documents Establishing the Eligibility of the Bidder
- 18.1 To establish their eligibility in accordance with ITB Clause 4, Bidders shall complete the Bid Submission Form, included in Section IV, Bidding Forms.
19. Documents Establishing the Conformity of the Goods and Related Services
- 19.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section V, Schedule of Requirements.
- 19.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description (given in Section V, Technical Specifications) of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.
- 19.3 The Bidder shall also furnish a list giving full particulars, including quantities, available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period if specified in the BDS following commencement of the use of

the goods by the Purchaser.

**20. Documents Establishing the Qualifications of the Bidder**

**20.1** By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:

- (a) That, in the case of a bidder offering to supply those key components / types of equipment identified in the BDS under the Contract that the Bidder did not itself manufacture or otherwise produce, the Bidder has been duly authorized by the Manufacturer or producer to supply those components in Sri Lanka. (This will be accomplished by submission of Manufacturer's Authorization Forms, as indicated in 'Section IV. Bidding Forms'); and
- (b) that, in the case of a Bidder not doing business within Sri Lanka, the Bidder is or will be (if awarded the Contract) represented by an Agent in that country who is equipped and able to carry out the Bidder's maintenance, technical support, training, and repair obligations and spare parts stocking obligations prescribed in the Conditions of Contract and / or Technical Specifications; and
- (c) that it has the financial, technical, and production capability necessary to perform the Contract, meets the qualification criteria specified in the BDS, and has a successful performance history.

(For the purposes of establishing a Bidder's qualifications the experience and / or resources of any Subcontractor will not contribute to the Bidder's qualifications; only those of a Joint Venture / Consortium partner will be considered.)

**20.2** Bids submitted by a Joint Venture / Consortium / Association of two or more firms as partners shall also

comply with the following requirements:

- (a) the bid shall be signed so as to be legally binding on all partners;
- (b) one of the partners shall be nominated as being in charge, and this nomination shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- (c) the partner in charge shall be authorized to incur liabilities and receive instructions for and on behalf of any and all partners of the Joint Venture / Consortium / Association, and the entire execution of the Contract, including payment, shall be done exclusively with the partner in charge;
- (d) the partner or combination of partners that is responsible for a specific component(s) of the Information System must meet the relevant minimum qualification criteria for that component;
- (e) a firm may submit Bids either as a single Bidder on its own, or as a partner in one Joint Venture / Consortium / Association submitting Bids in response to these Bidding Documents. Furthermore, a firm which is a Bidder, whether as a single Bidder or as a partner in a Joint Venture / Consortium / Association, cannot be a Subcontractor in other Bids , except for the supply of commercially available hardware or software manufactured or produced by the firm, as well as purely incidental services such as installation/configuration, routine training, and ongoing maintenance/support. Non-compliance may result in the rejection of all Bids in which the affected firm participates as Bidder or as partner in a Joint Venture / Consortium / Association. As long as in compliance with these provisions, or as long as unaffected by them due to not participating as Bidder or as partner in a Joint Venture / Consortium / Association, a firm may be proposed as a Subcontractor in any number of Bids .
- (f) all partners of the Joint Venture Consortium / Association shall be liable jointly and severally for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be

included in the Contract (in case of a successful bid).

- 20.3 If a Bidder intends to subcontract major items of supply or services, it shall include in the bid details of the name and nationality of the proposed Subcontractor, including vendors, for each of those items and shall be responsible for ensuring that any Subcontractor has not been black listed by the National Procurement Agency of Sri Lanka (NPA). Bidders are free to list more than one Subcontractor against each item. Quoted rates and prices will be deemed to apply, whichever Subcontractor is appointed, and no adjustment of the rates or prices will be permitted. Any subsequent additions or deletions of Subcontractors shall be done only with the prior approval of the Purchaser.

For the purposes of these Bidding Documents, a Subcontractor is any vendor or service provider with whom the Bidder contracts for the supply or execution of any part of the System to be provided by the Bidder under the Contract (such as the supply of major hardware, software, or other components of the required Information Technologies specified, or the performance of related Services, e.g., software development, transportation, installation, customization, integration, commissioning, training, technical support, maintenance, repair, etc.).

**21. Period of Validity of Bids**

- 21.1 Bids shall remain valid until the date specified in the BDS. A bid valid for a shorter date shall be rejected by the Purchaser as non responsive.

- 21.2 In exceptional circumstances, prior to the expiration of the bid validity date, the Purchaser may request bidders to extend the period of validity of their Bids . The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 22, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.

**22. Bid Security**

- 22.1 The Bidder shall furnish as part of its bid, a Bid Security or a Bid-Securing Declaration, as specified in the BDS.

22.2 The Bid Security shall be in the amount specified in the BDS and denominated in Sri Lanka Rupees, and shall:

(a.) at the bidder's option, be in the form of either a bank draft, a letter of credit, or a bank guarantee from a banking institution;

(b.) be issued by a institution acceptable to Purchaser.  
The acceptable institutes are published in the NPA website, [www.npa.gov.lk](http://www.npa.gov.lk).

(c.) be substantially in accordance with the form included in Section IV, Bidding Forms;

(d.) be payable promptly up on written demand by the Purchaser in case the conditions listed in ITB Clause 22.5 are invoked ;

(e.) be submitted in its original form; copies will not be accepted;

(f.) remain valid for the period specified in the BDS.

22.3 Any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 22.1 and 22.2, may be rejected by the Purchaser as non-responsive.

22.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible up on the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 45.

22.5 The Bid Security may be forfeited or the Bid Securing Declaration executed:

(a.) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 21.2; or

(b.) if a Bidder does not agree to correction of arithmetical errors in pursuant to ITB Sub-Clause 32.3

(c.) if the successful Bidder fails to:

(i) sign the Contract in accordance with ITB Clause 44;

(ii) furnish a Performance Security in accordance with ITB Clause 45.

**23. Format and Signing of Bid**

23.1 The Bidder shall prepare an original set of documents comprising the bid as described in ITB Clause 13 and clearly mark it as "ORIGINAL". In addition, the Bidder shall submit a copy of the bid and clearly mark it as "COPY." In the event of any discrepancy between the original and the copy, the original shall prevail.

23.2 The original and the Copy of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.

23.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Bid.

**D. Submission and Opening of Bids**

**24. Submission, Sealing and Marking of Bids**

24.1 Bidders may always submit their Bids by mail or by hand.

(a) Bidders submitting Bids by mail or by hand, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the

envelopes as “ORIGINAL” and “COPY.” These envelopes containing the original and the copy shall then be enclosed in one single envelope.

24.2 The inner and outer envelopes shall:

- (a) Bear the name and address of the Bidder;
- (b) be addressed to the Purchaser in accordance with ITB Sub-Clause 25.1 ;
- (c) bear the specific identification of this bidding process as indicated in the BDS; and
- (d) bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 28.1.

If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid

25. Deadline for submission of Bids

25.1 Bids must be received by the Purchaser at the address and no later than the date and time specified in the BDS.

25.2 The Purchaser may , at its discretion, extend the deadline for the submission of Bids by amending the Bidding Documents in accordance with ITB Clause 8, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended

26. Late Bids

26.1 The Purchaser shall not consider any bid that arrives after the deadline for submission of Bids, in accordance with ITB Clause 25. Any bid received by the Purchaser after the deadline for submission of Bids shall be declared late, rejected, and returned unopened to the Bidder.

**27. Withdrawal and modification of Bids**

27.1 A Bidder may withdraw, or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 24, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB Sub-Clause 23.2, (except that no copies of the withdrawal notice are required). The corresponding substitution or modification of the bid must accompany the respective written notice. All notices must be:

(a) submitted in accordance with ITB Clauses 23 and 24 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” or “MODIFICATION;” and

(b) received by the Purchaser prior to the deadline prescribed for submission of Bids , in accordance with ITB Clause 25.

27.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 27.1 shall be returned to the Bidders only up on notification of contract award to the successful bidder in accordance with sub clause 43.1.

27.3 No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

**28. Bid Opening**

28.1 The Purchaser shall conduct the bid opening in public at the address, date and time specified in the BDS .

28.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid may be opened at the discretion of the Purchaser. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Envelopes marked “MODIFICATION” shall be opened and read out with the corresponding Bid. No Bid modification shall be

permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further.

- 28.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the Bid Prices, including any discounts and alternative offers; the presence of a Bid Security or Bid-Securing Declaration, if required; and any other details as the Purchaser may consider appropriate. Only discounts and alternative offers read out at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late Bids , in accordance with ITB Sub-Clause 24.1.
- 28.4 The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, or modification; the Bid Price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security or Bid-Securing Declaration. The Bids that were opened shall be resealed in separate envelopes, promptly after the bid opening. The Bidders' representatives who are present shall be requested to sign the attendance sheet. A copy of the record shall be distributed to all Bidders who submitted Bids in time.

## **E. Evaluation and Comparison of Bids**

29. Confidentiality
- 29.1 Information relating to the examination, evaluation, comparison, and post-qualification (if applicable) of Bids , and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.
- 29.2 Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post-qualification of the Bids or contract award decisions may result in the rejection of its Bid.

- 29.3 Notwithstanding ITB Sub-Clause 29.2, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, from the time of bid opening to the time of Contract Award, it should do so in writing.
30. Clarification of Bids
- 30.1 To assist in the examination, evaluation, comparison and post-qualification of the Bids , the Purchaser may, at its discretion, request any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Purchaser shall not be considered for purpose of evaluation. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the Evaluation of the Bids , in accordance with ITB Clause 32.
31. Responsiveness of Bids
- 31.1 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself.
- 31.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- (a) affects in any substantial way the scope, quality , or performance of the Goods and Related Services specified in the Contract; or
  - (b) limits in any substantial way , inconsistent with the Bidding Documents, the Purchaser's rights or the Bidder's obligations under the Contract; or
  - (c) if rectified would unfairly affect the competitive position of other bidders presenting substantially responsive Bids .
- 31.3 If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by the Purchaser and may not

subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

32. Nonconformities, Errors, and Omissions
- 32.1 Provided that a Bid is substantially responsive, the Purchaser may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
- 32.2 Provided that a bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 32.3 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:
- (a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
  - (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
  - (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
- 32.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid-

Securing Declaration shall be executed.

**33. Preliminary Examination of Bids**

33.1 The Purchaser shall examine the Bids to confirm that all documents and technical documentation requested in ITB Clause 13 have been provided, and to determine the completeness of each document submitted.

33.2 The Purchaser shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the Bid shall be rejected.

(a) Bid Submission Form, in accordance with ITB Sub-Clause 14.1;

(b) Price Schedules, in accordance with ITB Sub-Clause 14;

(c) Bid Security or Bid Securing Declaration, in accordance with ITB Clause 22.

**34. Examination of Terms and Conditions; Technical Evaluation**

34.1 The Purchaser shall examine the Bid to confirm that all terms and conditions specified in the Conditions of Contract and the Contract Data have been accepted by the Bidder without any material deviation or reservation.

34.2 The Purchaser shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 19, to confirm that all requirements specified in Section V, Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation.

34.3 If, after the examination of the terms and conditions and the technical evaluation, the Purchaser determines that the Bid is not substantially responsive in accordance with ITB Clause 31, the Purchaser shall reject the Bid.

**35. Conversion to Single Currency**

35.1 If the bidders are allowed to quote in foreign currencies in accordance with sub clause 17.1, for evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in foreign currencies in to Sri Lankan

Rupees using the selling rates prevailed 28 days prior to closing of Bids as published by the Central Bank of Sri Lanka. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.

36. Domestic Preference
- 36.1 Domestic preference shall be a factor in bid evaluation only if stated in the BDS. If domestic preference shall be a bid-evaluation factor, the methodology for calculating the margin of preference and the criteria for its application shall be as specified in Section III, Evaluation and Qualification Criteria.
37. Evaluation of Bids
- 37.1 The Purchaser shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.
- 37.2 To evaluate a Bid, the Purchaser shall only use all the factors, methodologies and criteria defined in this ITB Clause 37.
- 37.3 To evaluate a Bid, the Purchaser shall consider the following:
- (a) the Bid Price as quoted in accordance with clause 16;
  - (b) price adjustment for correction of arithmetic errors in accordance with ITB Sub-Clause 32.3;
  - (c) price adjustment due to discounts offered in accordance with ITB Sub-Clause 16.2; and 16.3
  - (d) adjustments due to the application of the evaluation criteria specified in the BDS from amongst those set out in Section III, Evaluation and Qualification Criteria;
  - (e) adjustments due to the application of a domestic preference, in accordance with ITB Clause 36 if applicable.
- 37.4 The Purchaser's evaluation of a bid may require the consideration of other factors, in addition to the factors stated in ITB Sub-Clause 37.3, if specified in the BDS. These factors may be related to the characteristics,

performance, and terms and conditions of purchase of the Goods and Related Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of Bids .

- 37.5 If so specified in the BDS, these Bidding Documents shall allow Bidders to quote for one or more lots, and shall allow the Purchaser to award one or multiple lots to more than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations, is specified in Section III, Evaluation and Qualification Criteria.
38. Comparison of Bids
- 38.1 The Purchaser shall compare all substantially responsive Bids to determine the lowest-evaluated bid, in accordance with ITB Clause 37.
39. Post-qualification of the Bidder
- 39.1 The Purchaser will determine at its own cost and to its satisfaction whether the Bidder (including Joint Venture / Consortium / Association Partners) that is selected as having submitted the Lowest Evaluated Bid is qualified to perform the Contract satisfactorily.
- 39.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 20. This determination may include visits or interviews with the Bidder's clients referenced in its bid, site inspections, and any other measures.
- 39.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Purchaser shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily..
40. Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids
- 40.1 The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to Bidders.

**F. Award of Contract**

41. Award Criteria
- 41.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
42. Purchaser's Right to Vary Quantities at Time of Award
- 42.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section V, Schedule of Requirements, provided this does not exceed twenty five percent (25%) or one unit whichever is higher and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.
43. Notification of Award
- 43.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted.
- 43.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.
- 43.3 Upon the successful Bidder's furnishing of the signed Contract Form and performance security pursuant to ITB Clause 45, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 22.4.
44. Signing of Contract
- 44.1 Within Twenty One (21) days after notification, the Purchaser shall complete the Agreement, and inform the successful Bidder to sign it.
- 44.2 Within Fourteen (14) days of receipt of such information, the successful Bidder shall sign the Agreement.
45. Performance Security
- 45.1 Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder, if required, shall furnish the Performance Security in accordance with the Conditions of Contract, using for that purpose the Performance Security Form included in Section VIII Contract forms. The Employer shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders pursuant to ITB Sub-Clause 22.4.

- 45.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

## **Section II: Bid Data Sheet (BDS)**

## Section II. Bidding Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

<b>ITB Clause Reference</b>	<b>A. General</b>
<b>ITB 1.1</b>	The Purchaser is Department of Registration of Persons, Democratic Socialist Republic of Sri Lanka.
<b>ITB 1.1</b>	<p>The name and identification number of the Contract are: Develop, supply, install, commissioning and maintenance of required software, hardware, communication infrastructure and services for the e-National Identity Card project</p> <p>The number, identification and names of the lots comprising this procurement are: None</p>
<b>ITB 2.1</b>	The source of funding is Government of the Democratic Socialist Republic of Sri Lanka
<b>ITB 4.4</b>	Foreign bidders are allowed to participate in bidding. In the case of a Bidder not doing business within the Purchaser's country, the Bidder is or will be (if awarded the Contract) represented by an Agent in purchaser's country who is equipped and able to carry out the Bidder's maintenance, technical support, training, and repair obligations prescribed in the Contract, and/or Technical Requirements.
<b>ITB 5.1</b>	<p>Use of localization and local language support in hardware and software devices should be based on Unicode fonts for local language and should be supported by Tri-Lingual keyboard (supporting SLS1134 Revision 2 for Sinhala).</p> <p>Use of communication devices and any other device with radio frequency emissions should be based on the approved standards and relevant clearances of the Telecommunication Regulatory Commission (TRC) or Sri Lanka.</p>
	<b>B. Contents of Bidding Documents</b>
<b>ITB 7.1</b>	<p>For <b>Clarification of bid purposes</b> only, the Purchaser's address is:</p> <p>Attention: Chairman, Cabinet Appointed procurement Committee  Address: Ministry of Internal Administration, No. 51C, Sir Ernest De Silva Mawatha, Colombo 07, Sri Lanka  Telephone: +94-11-2506458  Facsimile number: +94-11-2593634  Electronic mail address: enic@rpd.gov.lk</p>
	<b>C. Preparation of Bids</b>
<b>ITB 11.1</b>	A Pre-Bid Meeting will be held on 28th of March 2008 at 10:00hrs at Ministry of Internal Administration, No. 51C, Sir Ernest De Silva Mawatha, Colombo 07, Sri Lanka
<b>ITB 13.1 (e)</b>	<ol style="list-style-type: none"> <li>1. The Bidder shall submit the following additional documents: In the event that bidder is a Joint Venture / Consortium, the original Joint Venture (JV)</li> </ol>

	<p>agreement or a teaming agreement to form a JV if awarded the contract should be submitted and it should indicate precisely the responsibility of all members of JV in respect of planning, software development, manufacture, design, supply, installation, commissioning, and training for the project. This should not be varied / modified subsequently without prior approval of the Purchaser</p> <p>2. The Bidder must provide the following additional documents:</p> <p>A list of:</p> <ul style="list-style-type: none"> <li>(a) all Software included in the Bidder's bid, assigning each item to one of the software categories: <ul style="list-style-type: none"> <li>i. System, General Purpose, and Application Software; and</li> <li>ii. Standard and Custom Software.</li> </ul> </li> <li>(b) all Custom Materials included in the Bidder's bid.</li> </ul> <p>All Materials not identified as Custom Materials shall be deemed Standard Materials.</p> <p>Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract.</p>
<b>ITB 17.1</b>	<p>Prices shall be quoted in the following currencies:</p> <ul style="list-style-type: none"> <li>(a) The Bidder may quote its prices for all Information Technologies, associated Goods, and Services to be supplied from outside the Purchaser's Country entirely in the currency or currencies acceptable to the Central Bank of Sri Lanka. If the Bidder wishes to be paid in a combination of different currencies, it must quote unit prices (excluding VAT but inclusive all other duties, levies and charges) accordingly, but no more than three foreign currencies may be used.</li> <li>(b) The Bidder shall express its prices for such Information Technologies, associated Goods, and Services to be supplied locally (i.e., from within the Purchaser's Country) (excluding VAT but inclusive all other duties, levies and charges) in the currency of the Purchaser's Country.</li> </ul>
<b>ITB 20.1</b>	<p>Key component types for which manufacturers authorization is required include the following</p> <ul style="list-style-type: none"> <li>(a) All servers, workstations, printers and data storage devices / appliances</li> <li>(b) All active and passive components that are part of the data communication network</li> <li>(c) All imaging products</li> <li>(d) Power generator, Un interrupted power supply units and power conditioning equipment, air conditioning and climate control equipment</li> <li>(e) ID cards and all equipment and materials (inclusive of any consumables) used for the pre-printing and personalization of ID cards.</li> <li>(f) All standard software</li> </ul>
<b>ITB 21.1</b>	The bid validity period shall be 120 days after the deadline for bid submission. Accordingly, each bid shall be valid through 13 <sup>th</sup> of August 2008.
<b>ITB 22.1</b>	Bid shall include a Bid Security (issued by bank or surety) included in Section IV

	Bidding Forms
<b>ITB 22.2 f</b>	The validity period of the bid security shall be until 10 <sup>th</sup> of September 2008. The value of the bid security shall be LKR20 million or equivalent in a freely convertible currency.
<b>D. Submission and Opening of Bids</b>	
<b>ITB 24.2 (c)</b>	The inner and outer envelopes shall bear the following identification marks <i>eNIC/NCB/001</i>
<b>ITB 25.1</b>	For bid submission purposes, the Purchaser's address is:  Attention: Chairman, Cabinet Appointed Tender Board  Address: Ministry of Internal Administration, No. 51c, Sir Ernest De Silva Mw, Colombo 07, Sri Lanka.  The deadline for the submission of Bids is:  Date: 15 <sup>th</sup> April 2008                                  Time: 14.00hrs
<b>ITB 28.1</b>	The bid opening shall take place at:  Address: Ministry of Internal Administration, No. 51c, Sir Ernest De Silva Mw, Colombo 07, Sri Lanka.  Date: 15 <sup>th</sup> April 2008  Time: 14.05hrs
<b>E. Evaluation and Comparison of Bids</b>	
<b>ITB 33.2</b>	Qualifications requirements include;  <ol style="list-style-type: none"> <li>a. Minimum average annual turnover of Information Systems LKR 1 billion or equivalent calculated as total certified payments received for contracts in progress or completed, within the last 3 (three) years.</li> <li>b. Minimum five years of experience under Information Systems contracts in the role of contractor, subcontractor, or management contractor with activity in at least nine (9) months in each year.</li> <li>c. Participation as contractor, management contractor or subcontractor, in at least 1 contract within the last 5 years, with a total value of at least LKR 1 billion or equivalent that have been successfully and substantially completed and that are similar to the proposed system.</li> <li>d. Operational experience of at least 5 years involved in producing or personalizing cards with similar technology and security features.</li> <li>e. Pending litigations (if any) in total less than 25% of the net worth.</li> </ol> <p>The similarity shall be based on the nature, complexity, methods / technology or other characteristics of the systems. A margin of preference for eligible locally produced goods offered shall be applied, as appropriate. Additional details are provided in the</p>

	Bidding Documents.
<b>ITB 36.1</b>	Domestic preference <i>shall</i> be a bid evaluation factor. The Domestic preference will be computed separately for each of the “Evaluation Lots” as described in Section III under ‘Evaluation Criteria’.
<b>ITB 37.4</b>	The following factors and methodology will be used for evaluation:  The bid evaluation will take into account technical factors in addition to cost factors. For evaluation purposes the tender is broken into 7 separate lots as defined in Section III under ‘Evaluation Criteria’.
<b>ITB 37.5</b>	Bidders shall quote for ALL Lots specified in Section III under ‘Evaluation Criteria’.

## Section III: Evaluation Criteria

## **Section III. Evaluation and Qualification Criteria**

This Section complements the Instructions to Bidders. It contains the criteria that the Purchaser use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

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## **1. Evaluation Criteria (ITB 37.3)**

This clause is not applicable for this tender.

## **2. Evaluation Criteria (ITB 37.4)**

Bidders must use the “Technical Compliance Response Schedule” provided in Section IV to provide their responses to technical requirements stated under “Schedule of Requirements”. Use of any other format to provide responses to technical requirements or any deviations from the instructions given in Section IV will cause the bid to be rejected.

The bid evaluation will take into account technical factors in addition to cost factors. For evaluation purpose the technical requirements stated in the “Schedule of Requirements” will be divided into three groups as follows.

- i. **Absolute Technical Requirement (Group A):** Technical requirements that are evaluated on an absolute basis using a “pass / fail” criterion to determine compliance with the specified minimum requirements. A bidder must obtain a “pass” for all technical requirements in this group for the bid to be considered in awarding the contract. These requirements are identified by having the letter ‘A’ in the “Evaluation Group” column (i.e. Column C) of the “Technical Compliance Response Schedule”.
- ii. **Relative Technical Requirements (Group R):** Technical requirements that are evaluated on a relative basis considering the responses provided by all bidders and the associated cost factors. These requirements are identified by having the letter ‘R’ in the “Evaluation Group” column (i.e. Column C) of the “Technical Compliance Response Schedule”.
- iii. **Combined Technical Requirements (Group AR):** Technical requirements that are evaluated relatively to responses provided by all bidders provided that they meet a minimum specified level of responsiveness. These requirements are identified by having the letter ‘AR’ in the “Evaluation Group” column (i.e. Column C) of the “Technical Compliance Response Schedule” and will be evaluated separately using criteria for Group A as well as criteria for Group R.

The Purchaser will evaluate the Bidder’s responses to “Absolute Technical Requirements” as follows.

- i. For bidders response to each Group A requirement specified in the “Technical Compliance Response Schedule”, Purchaser will assign a score of either ‘1’ or ‘0’ based on the following criterion.

**Score of ‘1’ :** If the Bidder has responded as ‘Yes’ in the “Bidder’s response” column (Column ‘D’)

**AND**

the Bidder has provided adequate technical data / reference information (i.e. in Columns E & F) for the purchaser to determine that the offer made by the bidder meet the technical requirement.

**Score of ‘0’ :** If the Bidder has not responded as ‘Yes’ in the “Bidder’s response” column (Column ‘D’)

**OR**

the Bidder has failed to provide adequate technical data / reference information (i.e. in Columns E & F) for the purchaser to determine that offer made by the Bidder meet the technical requirement

**OR**

based on the technical data / reference information provided by the Bidder (i.e. in Columns E & F) the purchaser has evaluated that the Bidder's offer does not meet the technical requirement.

- ii. Evaluated technical scores of all individual technical requirements in "Group A" will then be combined as a product term into a 'Bid Absolute Technical Score' as follows.

$$A = \prod_{j=1}^n a_j$$

Where

- A = the evaluated Bid Absolute Technical Score
- $a_j$  = The evaluated technical score of Absolute Technical Requirement "j"
- n = the total number of technical requirements belonging to Group A

- iii. A Bidder is required to obtain a "Bid Absolute Technical Score" greater than zero ( $A > 0$ ) to be eligible for the Contract award.

For evaluation of Bidder's response to "Relative Technical Requirements", all technical requirement belonging to Group R are further divided into "Evaluation Lots" as described below.

**Lot 1:** eNIC software system. The eNIC software system inclusive of custom built software (inclusive but not restricted to any libraries / plug-ins) required for the successful and un-interrupted operation RPD business requirements covered by scope of this project.

**Lot 2:** Hardware and Software for RPD Data Centre. All active and passive hardware components and standard software installed at the RPD Data Centre that are required for the successful and un-interrupted operation RPD business requirements covered by scope of this project (inclusive but not restricted to servers, online and offline storage devices, communication and security equipment and related cabling, power supply and power conditioning equipment and air conditioning equipment and relevant power cabling, relevant firmware, RDBMS, operating systems etc.).

**Lot 3:** Hardware and software for RPD head office and remote RPD units at DS offices. All hardware components and standard software installed at RPD head office and remote RPD units (typically located at DSs) that are required for the successful and un-interrupted operation RPD business requirements as stated in this document (inclusive but not restricted to of all computers, operating systems, printers, data and image capturing devices with required accessories, all furniture for DS offices / fixtures, communication equipment and cabling, power supply / power conditioning equipment and related cabling etc.).

**Lot 4:** RPD mobile office units. Vehicle mounted mobile service office units (01 nos of Type A and 02 nos of Type B): The mobile unit should include all equipment (hardware, software etc.) required to carry out the business functions and operations described in the Technical specifications (Section V) and the related BPR document (Annexure BPR).

**Lot 5:** Printing and personalization of identity cards. All business and audit processes listed in this document from the point of fetching an XML file containing the ID card details to the handing over of personalized ID cards back to the RPD together with relevant schedules / audit trails etc.

**Lot 6:** Wide area communication services: All wide area communication services (both wired and/or wireless) between different sites of the RPD and other related entities that may be required to carry out the processes and procedures of e-NICs and related activities. These services should be provided on a rental basis with ownership and maintenance of all equipment involved remaining with the service provider. Wide area communication services are required only for locations where such service is not available through Lanka Government network (LGN).

Currently, LGN is available in the Divisional Secretariats which comes under the following Districts. Details of the Districts and the Divisional Secretariats which come under these Districts are given in ‘Annexure I: List of Project Sites and Locations’.

1. Colombo
2. Gampaha
3. Kaluthara
4. Galle
5. Matara
6. Hambanthota
7. Badulla
8. Moneragala
9. Rathnapura
10. Kegalle
11. Kandy
12. Matale
13. Nuwara Eliya

LGN will be available by March 2009 in the Divisional Secretariats which comes under the following Districts. Details of the Districts and the Divisional Secretariats which come under these Districts are given in ‘Annexure I: List of Project Sites and Locations’.

1. Kurunegala
2. Puttalam
3. Anuradhapura
4. Pollonnaruwa
5. Ampara

LGN will **NOT** be available in the Divisional Secretariats which comes under the following Districts. Details of the Districts and the Divisional Secretariats which come under these Districts are given in ‘Annexure I: List of Project Sites and Locations’.

1. Batticaloa
2. Trincomalee
3. Jaffna
4. Vavuniya
5. Mannar
6. Mullativu
7. Killinochchi

**Lot 7: Miscellaneous items:** Any component of the project / tender that is not categorized in to the lots 1 to 6 defined above. In general Lot 7 will include general technical requirements, Qualifications and experience of key project management staff assigned by the bidder for the execution of the scope of this tender etc.

The Evaluation Lot numbers of individual technical requirements in Group A and Group AR are specified in the “Evaluation Lot” column (i.e. Column B) of the “Technical Compliance Response Schedule”.

Within an Evaluation Lot, bidder’s responses to “Relative Technical Requirements” (Group R and Group AR) will be evaluated as follows.

- i. For bidders response to each Group A and Group AR requirement within the Evaluation Lot specified in the “Technical Compliance Response Schedule”, purchaser will assign a score between 0 and 100 based on the following criterion.
  - a. If the Bidder has responded as “Yes” in the “Bidder’s response” column (i.e. Column D) purchaser will quantitatively and qualitatively evaluate the technical data / reference information provided by the bidder (i.e. in Columns E & F) to determine the ability of the Bidder’s offer to meet the technical requirement and assign an evaluated technical score having a value between 0 and 100.
  - b. If the Bidder has not responded as “Yes” in the “Bidder’s response” column (i.e. Column D), purchaser will assign an evaluated technical score of value 0.
- ii. Evaluated technical scores of individual technical requirements in “Group R” and “Group AR” within the “Evaluation Lot” will then be combined as a relative summation into a ‘Lot Relative Technical Score’ as follows.

$$T_i = \sum_j^{m_i} \frac{R_{i,j}}{R_{i,j}^{\text{high}}}$$

Where

- $T_i$  = the Lot Relative Technical Score of Evaluation Lot number “ $i$ ”
- $R_{ij}$  = evaluated technical score of Relative Technical Requirement “ $j$ ” within the Evaluation Lot “ $i$ ”
- $R_{high\ i,j}$  = the highest evaluated technical score of Relative Technical Requirement “ $j$ ” within the Evaluation lot “ $i$ ” among all responsive bidders
- $m_i$  = The number of “Group A and Group AR” technical requirements in Evaluation Lot “ $i$ ”

- iii. The Purchaser’s evaluation of Bidders responsiveness to “Relative Technical Requirements” will take into account cost factors in addition to technical factors at individual Evaluation Lot levels. An “Evaluated Relative Bid Score” will be calculated for each Evaluation Lot in responsive Bids using the following formula, as a comprehensive assessment of the cost component and the technical merit of each Evaluation Lot.

$$B = \sum_{k=Lot\ 1}^{Lot\ 7} W_k \left( \frac{C_k^{low}}{C_k} X + \frac{T_k}{T_k^{high}} (1 - X) \right)$$

Where

- $B$  = The Evaluated Relative Bid Score
- $T_k$  = the Lot Relative Technical Score of Evaluation Lot number “ $k$ ”
- $T_k^{high}$  = The highest Lot Relative Technical Score of Lot number “ $k$ ” among all responsive bidders
- $C_k$  = the cost component of Lot number “ $k$ ” of the Bidder’s evaluated bid price.
- $C_k^{low}$  = The lowest cost component of Lot number “ $k$ ” among evaluated bid prices of all responsive Bidders
- $X_k$  = The weight for cost factors within Evaluation Lot “ $k$ ”, as listed in the table below item (F)
- $W_k$  = The overall weight given for Evaluation Lot “ $k$ ” as listed in the table below in item (F)

- iv. The Bidder with ‘Highest Evaluated Relative Bid Score’ (B) among all responsive Bids and who obtain a score greater than zero for the ‘Bid Absolute Technical Score (A > 0) according to the formula stated under ‘C. ii’ in Evaluation Criteria shall be termed as the ‘Lowest Evaluated Bid’ and is eligible for contract award if found to be qualified to perform the contract in accordance with the post-qualifying criteria.

The following cost factor weights ( $X_k$ ) and overall Evaluation Lot weights ( $W_k$ ) shall be used in evaluating the formulae stated in item (E.iii) above.

Evaluation Lot number (k)	Cost factor weight ( $X_k$ )	Evaluation Lot weight ( $W_k$ )
Lot 1	0.60	0.20
Lot 2	0.60	0.18
Lot 3	0.90	0.12
Lot 4	0.90	0.05
Lot 5	0.90	0.18
Lot 6	0.80	0.12
Lot 7	Not applicable	0.15

### **3. Multiple Contracts (ITB 36.5)**

Multiple contracts are not applicable to this tender.

### **4. Post qualification Requirements (ITB 36.2)**

After determining the lowest evaluated bid in accordance with ITB Sub Clause 38.1, the Purchaser shall carry out the post qualification of the Bidder in accordance with ITB Clause 39, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder’s qualifications.

#### a. Financial Capability

The Bidder shall furnish documentary evidence that it meets the following financial requirement(s):

**Average Annual Turnover:** Minimum average annual turnover of Information Systems LKR 1 billion or equivalent calculated as total certified payments received for contracts in progress or completed, within the last 3 (three) years.

#### b. Experience and Technical Capacity

The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s):

**General experience:** Minimum five years of experience under Information Systems contracts in the role of contractor, subcontractor, or management contractor with activity in at least nine (9) months in each year.

**Specific IS experience:** Participation as contractor, management contractor or subcontractor, in at least 1 contract within the last 5 years, with a total value of at least LKR 1 billion or equivalent that have been successfully and substantially completed and that are similar to the proposed system. The similarity shall be based on the nature, complexity, methods/technology or other characteristics of the systems.

**Operational Experience:** Operational experience of at least 5 years involved in producing or personalizing cards with similar technology and security features.

- c. As additional post-qualification measures, the Information System offered by the Lowest Evaluated Bidder may be subjected to the following tests and performance benchmarks prior to Contract award:

**Reference Site / Production Facilities visits:** Reference site visits may be made by Purchaser's staff and / or agents, performance benchmarks, demonstration tests at reference sites and documentation reviews by the Purchaser's staff and / or agents. If site visits to bidder's manufacturing facilities are required in the post-qualification, the cost of such visits should be borne by the respective bidders.

**Testing of Samples:** Bidder may be requested by the purchaser to provide samples of products offered in the tender for further verifications / laboratory tests to confirm their compliance to technical specifications.

## **5. Domestic Preference (ITB 39.1)**

If the Bidding Data Sheet so specifies, the Purchaser will grant a margin of preference to goods manufactured in Sri Lanka for the purpose of bid comparison, in accordance with the procedures outlined in subsequent paragraphs.

Bids will be classified in one of two groups, as follows:

- a. Group A: Bids offering goods manufactured in Sri Lanka, for which (i) labor, raw materials, and components from within Sri Lanka account for more than thirty (30) percent of the price quoted; and (ii) the production facility in which they will be manufactured or assembled has been engaged in manufacturing or assembling such goods at least since the date of bid submission.
  
- b. Group B: All other Bids

All evaluated Bids in each group will then be compared to determine the lowest evaluated bid of each group. Such lowest evaluated Bids shall be compared with each other and if as a result of this comparison a bid from Group A, it shall be selected for the award.

If, as a result of the preceding comparison, the lowest evaluated bid is from Group B, all Group B Bids will then be further compared with the lowest evaluated bid from Group A, after adding to the evaluated

bid price of goods offered in the bid for Group B, for the purpose of further comparison only an amount equal to 20% of the bid price.

## Section IV: Bidding Forms

**Section IV: Bidding Forms**

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## Bid Submission Form

[Note: *The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.*]

Date: [insert date (as day, month and year) of Bid Submission]  
No.: [insert number of bidding process]

To: *Chairman CAPC,e-NIC project, Ministry of Internal Administration, Sri Lanka*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: [insert the number and issuing date of each Addenda];
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services for *DEVELOP, SUPPLY, INSTALL, IMPLEMENT, COMMISSION AND MAINTAIN THE REQUESTED SOFTWARE, HARDWARE AND COMMUNICATION INFRASTRUCTURE FOR e-NATIONAL IDENTITY CARD PROJECT*;
- (c) The total price of our Bid without VAT, including any discounts offered is: [insert the total bid price in words and figures];
- (d) The total price of our Bid including VAT, and any discounts offered is: [insert the total bid price in words and figures];
- (e) Our bid shall be valid for the period of time specified in ITB Sub-Clause 18.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 45 and CC Clause 17 for the due performance of the Contract;
- (g) We have no conflict of interest in accordance with ITB Sub-Clause 4.3;
- (h) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the National Procurement Agency;
- (k) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (l) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*  
In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

## Technical Compliance Response Schedule

Instructions to Bidder's in responding to technical requirements of the tender.

1. Bidders are advised to carefully read and strictly follow the instructions given below in providing their responses to the technical requirements of this tender. Any deviation from the instructions given below may cause the Bid to be rejected.
2. Bidder MUST use the “Technical Compliance Response Schedule” as the primary document in providing their responses to the technical requirements stipulated under “Schedule of Technical Requirements”. Use of any other format to provide responses to technical requirements will cause the Bid to be rejected.
3. The “Technical Compliance Response Schedule” consist of six columns named as ‘Column A’ up to Column ‘F’. The first three columns (Column A, Column B and Column C) provide the following information to the bidders.
  - a. **Column A (Requirement Number):** provides the reference to the requirement specified in the “Schedule of Technical Requirements”.
  - b. **Column B (Evaluation Lot Number):** provide the Evaluation Lot under which the requirement be evaluated in the criteria stipulated under the “Evaluation Criteria” in Section III of this document (Note: Evaluation Lot number is applicable only for requirements that are evaluated as “Group R” or “Group AR” requirements).
  - c. **Column C (Evaluation Group):** provide the Evaluation Group type under which the requirement be evaluated in the criteria stipulated under the “Evaluation Criteria” in Section III of this document.

Bidders should consider above as “READ ONLY” information and MUST NOT make any changes to information contained in these columns. Making any type of modifications to these data will result the Bid to be rejected.

4. Bidder must provide their response to the requirement referred in Column A, using the last three columns as follows:
  - a. **Column D (Bidder's Response):** Bidder indicate either ‘Yes’ or ‘No’ as follows
 

**YES:** If the bidder declares that the requirement is “FULLY” complied by the response provide by the Bidder.

**NO :** If the bidder declares that the requirement is either “PARTIALLY” complied or “NOT” complied by the response provide by the Bidder.
  - b. **Column E (Technical Description):** The Bidder must provide a technical description on how the requirement will be complied by the Bidder’s proposed technical solution. The description may include but not restricted to the following.

- Technical diagrams, drawing of the proposed solution
- Details of software / hardware technologies to be used inclusive of relevant algorithms, flowcharts etc.
- Detailed technical specifications of hardware components (inclusive of brand names, countries of origin, performance indicators etc.)

The information provided in this column should provide sufficient details for the Purchaser to determine and verify the compliance of the Bidder's response to the related technical requirement. (Note: For long descriptions Bidders may provide the technical details in a separate location of the document and refer to such through a properly numbered reference from this column).

- c. **Column F (References to supporting document):** Bidder may provide further references to any supporting document (e.g. Bidder's technical proposal, manufacturer's original broachers, certified test results / reports, technical / user manuals etc.) that are included in the Bidding document. The bidder should maintain appropriate indexing mechanism such that the Purchaser could refer to these documents easily.
5. The Bidders must not add or delete any row(s) from the "Technical Compliance Response Schedule". Any such modification will result the Bid to be rejected.

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
1.	GR 1.1	Lot 7	AR			
2.	GR 1.2		A			
3.	GR 1.3	Lot 7	AR			
4.	GR 1.4		A			
5.	GR 1.5		A			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
6.	GR 1.6		A			
7.	GR 1.7		A			
8.	SR 1.1		A			
9.	SR 1.2		A			
10.	SR 1.3		A			
11.	SR 1.4		A			
12.	SR 1.5		A			
13.	SR 1.6		A			
14.	SR 1.7		A			
15.	SR 1.8		A			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
16.	SR 1.9		A			
17.	SR 2.1	Lot 1	R			
18.	SR 2.2	Lot 1	R			
19.	SR 2.3	Lot 1	R			
20.	SR 2.4	Lot 1	AR			
21.	SR 2.5		A			
22.	SR 2.6	Lot 1	AR			
23.	SR 2.7		A			
24.	SR 2.8	Lot 7	AR			
25.	SR 2.9		A			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
26.	SR 3.1		A			
27.	SR 4.1	Lot 1	R			
28.	SR 4.2	Lot 1	R			
29.	SR 4.3	Lot 1	AR			
30.	SR 5.1	Lot 7	AR			
31.	SR 5.2	Lot 2	AR			
32.	SR 5.3		A			
33.	SR 5.4		A			
34.	SR 5.5		A			
35.	BR 1.1	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
36.	BR 1.2	Lot 1	AR			
37.	BR 1.3	Lot 1	R			
38.	BR 1.4	Lot 1	R			
39.	BR 2.1	Lot 1	AR			
40.	BR 2.2	Lot 1	AR			
41.	BR 2.3	Lot 1	AR			
42.	BR 2.4	Lot 1	AR			
43.	BR 2.5	Lot 1	AR			
44.	BR 2.6	Lot 1	AR			
45.	BR 2.7	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
46.	BR 2.8	Lot 1	AR			
47.	BR 2.9	Lot 1	AR			
48.	BR 3.1	Lot 1	AR			
49.	BR 3.2	Lot 1	AR			
50.	BR 3.3	Lot 1	AR			
51.	BR 3.4	Lot 1	AR			
52.	BR 3.4-a	Lot 1	AR			
53.	BR 3.5	Lot 1	R			
54.	BR 3.6	Lot 1	AR			
55.	BR 3.7	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
56.	BR 4.1	Lot 1	AR			
57.	BR 4.2	Lot 1	AR			
58.	BR 4.3	Lot 1	AR			
59.	BR 4.4	Lot 1	AR			
60.	BR 4.5	Lot 1	AR			
61.	BR 4.6	Lot 1	AR			
62.	BR 4.7	Lot 1	AR			
63.	BR 4.8	Lot 1	AR			
64.	BR 4.9	Lot 1	AR			
65.	BR 4.10	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
66.	BR 4.11	Lot 1	AR			
67.	BR 4.12	Lot 1	AR			
68.	BR 4.13	Lot 1	AR			
69.	BR 5.1	Lot 1	AR			
70.	BR 5.2	Lot 1	AR			
71.	BR 5.3	Lot 1	AR			
72.	BR 5.4	Lot 1	AR			
73.	BR 5.5	Lot 1	AR			
74.	BR 5.6	Lot 1	AR			
75.	BR 5.7	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
76.	BR 5.8	Lot 1	AR			
77.	BR 5.9	Lot 1	AR			
78.	BR 5.10	Lot 1	AR			
79.	BR 5.11	Lot 1	AR			
80.	BR 6.1	Lot 1	AR			
81.	BR 6.2	Lot 1	AR			
82.	BR 6.3	Lot 1	AR			
83.	BR 6.4	Lot 1	AR			
84.	BR 6.5	Lot 1	AR			
85.	BR 6.6	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
86.	BR 6.7	Lot 1	AR			
87.	BR 7.1	Lot 1	AR			
88.	BR 7.2	Lot 1	AR			
89.	BR 8.1	Lot 1	AR			
90.	BR 8.2	Lot 1	AR			
91.	BR 8.3	Lot 1	AR			
92.	BR 8.4	Lot 1	AR			
93.	BR 8.5	Lot 1	AR			
94.	BR 8.6	Lot 1	AR			
95.	BR 9.1	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
96.	BR 9.2	Lot 1	AR			
97.	BR 9.3	Lot 1	AR			
98.	BR 9.4	Lot 1	AR			
99.	BR 9.5	Lot 1	AR			
100.	BR 9.6	Lot 1	AR			
101.	BR 10.1	Lot 1	R			
102.	BR 10.2	Lot 1	R			
103.	BR 10.3	Lot 1	R			
104.	BR 10.4	Lot 1	R			
105.	BR 11.1	Lot 1	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
106	BR 11.2	Lot 1	AR			
107	BR 11.3	Lot 1	AR			
108	BR 11.4	Lot 1	AR			
109	BR 12.1	Lot 1	AR			
110	BR 12.2	Lot 1	AR			
111	BR 12.3	Lot 1	AR			
112	BR 12.4	Lot 1	AR			
113	BR 12.5	Lot 1	AR			
114	BR 12.6	Lot 1	AR			
115	BR 12.7	Lot 1	AR			

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#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
116	BR 12.8	Lot 1	AR			
117	BR 13.1	Lot 1	AR			
118	BR 13.2	Lot 1	AR			
119	BR 13.3	Lot 1	AR			
120	BR 13.4	Lot 1	AR			
121	BR 13.4-a	Lot 1	AR			
122	BR 13.5	Lot 1	AR			
123	BR 13.6	Lot 1	AR			
124	BR 14.1	Lot 1	AR			
125	BR 14.2	Lot 1	AR			

## Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
126	BR 14.3	Lot 1	AR			
127	BR 14.5	Lot 1	R			
128	BR 14.6	Lot 1	AR			
129	BR 14.7	Lot 1	AR			
130	BR 14.8	Lot 1	AR			
131	BR 14.9	Lot 1	AR			
132	BR 15.1	Lot 1	AR			
133	BR 15.2	Lot 1	AR			
134	BR 15.3	Lot 1	AR			
135	DC 1.1	Lot 2	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
136	DC 1.2	Lot 2	AR			
137	DC 1.3	Lot 2	AR			
138	DC 1.4	Lot 2	AR			
139	DC 1.5	Lot 2	AR			
140	DC 1.6	Lot 2	AR			
141	DC 1.7	Lot 2	AR			
142	DC 1.8	Lot 2	AR			
143	DC 1.9	Lot 2	AR			
144	DC 1.10	Lot 2	AR			
145	HO 1.1	Lot 3	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
146	HO 1.2	Lot 3	AR			
147	HO 1.3	Lot 3	AR			
148	HO 1.4	Lot 3	AR			
149	HO 1.5	Lot 3	AR			
150	HO 1.6	Lot 3	AR			
151	HO 1.7	Lot 3	AR			
152	HO 1.8	Lot 3	AR			
153	HO 1.9	Lot 3	AR			
154	DS 1.1	Lot 3	AR			
155	DS 1.2	Lot 3	AR			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
156	DS 1.3	Lot 3	AR			
157	DS 1.4	Lot 3	AR			
158	DS 1.5	Lot 3	AR			
159	DS 1.6	Lot 3	AR			
160	DS 1.7		A			
161	DS 1.8	Lot 3	AR			
162	MR 1.1	Lot 4	AR			
163	MR 1.2	Lot 4	AR			
164	MR 1.3		A			
165	MR1.4	Lot 4	AR			

## Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
166	CR 1.1a	Lot 5	AR			
167	CR 1.1b	Lot 5	AR			
168	CR 1.2		A			
169	CR 1.3	Lot 5	AR			
170	CR 1.4	Lot 5	AR			
171	CR 1.5	Lot 5	R			
172	CR 1.6		A			
173	CR 1.7	Lot 5	AR			
174	CR 1.8	Lot 5	AR			
175	CR 1.9		A			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
176	CR 2.1		A			
177	CR 2.2		A			
178	CR 2.3	Lot 5	AR			
179	CR 2.4	Lot 5	AR			
180	CD 2.5	Lot 5	AR			
181	WN 1.1	Lot 6	AR			
182	WN 1.2	Lot 6	AR			
183	WN 1.3		A			
184	WN 1.4		A			
185	WN 1.5		A			

#### Section IV: Bidding Forms

#	Column A	Column B	Column C	Column D	Column E	Column F
	Requirement number	Evaluation Lot number	Evaluation Group	Bidder's response (Yes / No)	Technical description	Ref. to support documents
186	WN 1.6	Lot 6	AR			
187	WN 1.7	Lot 6	A			
188	WN 1.8	Lot 6	AR			

## Price Schedule

**Instructions to Bidders on completing the price schedule.**

1. Bidder must use the format given below in completing the price schedule and the cost breakdown of their Bid proposals. Any deviation from the instructions given below will result the Bid to be rejected.
2. Bidder must not Add or Delete or change position of any Column from the table layout given below. However, the Bidder may add additional rows to the table if required.
3. Bidder must ensure that cost components and the relevant sub-totals of each Evaluation Lot defined in the Evaluation Criteria in Section III are clearly indicated in the price schedule.
4. In addition to the price schedule the Bidder must also provide the following details.
  - a. A detailed list of materials and their quantities provided by the Bidder in execution of this tender according to the instructions given and template provided under “Bill of Material and Related Services” in this Section.
  - b. A detailed breakdown of the price schedule for Evaluation Lot 3 and Evaluation Lot 6, in terms of each of RPD site offices and the RPD Head Office, using the table provided under “Detailed price schedule for Lot 3 and Lot 6” in this section.
5. The list of items in Column 1 of the price schedule must coincide with the items in the “Bill of Materials and Related Services” provided by the Bidder. If required bidders should append additional rows to the price schedule under each Evaluation Lot.
6. Where ever applicable cost of post-warranty maintenance should be provided separately (i.e. on a separate row in the price Schedule) from the cost of such items.
7. The Bidder must consider and account for the following in computing the price for the individual Evaluation Lots.
  - a. The price for Evaluation Lot 5 (Printing and personalization of identity cards) should be specified on “cost per card” basis, assuming a total volume of 12 million ID cards over a period of 7 years. The price quoted should remain fixed for either the production of 12 million ID cards or for a minimum period of 7 years.
  - b. For cost of Evaluation Lot 6 (Wide area communication services), should be based on an initial contract period of 36 months. The Bidder must indicate any one time installation / configuration charges separately from the total recurrent charges for the 36 month contract period. The recurrent charges quoted here shall remain fixed during the contract period.
  - c. For all other Evaluation Lots, the price quoted should be comprehensive and include all the cost components (i.e. inclusive of but not restricted to cost of goods, services, installation and transportation, maintenance etc.).
8. All payments with respect to the contracts signed on this tender will be made according to the “Payment Schedule” provided in Annexure III.

## PRICE SCHEDULE

- Note:* 1. Unless otherwise allowed under ITB Clause 17, the bidders are required to quote the prices under 'A' columns;  
 2. Bidders may quote prices under 'B' columns only if the ITB Clause 17 provides provisions to bid in foreign currencies for the line item

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
			<b>Goods and related Services offered within Sri Lanka (in Sri Lankan Rupees)</b>										<b>Goods to be imported and supply (if allowed in bidding documents)</b>		
			<b>A</b>										<b>B</b>		
Line Item No.	Description of Goods or related services	Qty and unit	Unit price (inclusive of duties, sales and other taxes) Excluding VAT	Price per line item (Col. 3x4)	Inland transportation, insurance and other related services to deliver the goods to their final destination if not included under column 4	Total Price Excluding VAT (Col 5+6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. 7 or 8+9)	Unit price (foreign cost) <sup>1</sup>	foreign cost per line item (Col. 3x12)	All related costs to deliver the goods to their final destination inclusive of duties, sales and other taxes inland transportation, insurance. Excluding VAT		VAT	
<b>LOT 1: eNIC software system</b>										currency	Amount	Currency	Amount	Sri Lankan Rupees (LKR)	LKR
1.1															
1.2															
1.3															
<b>Sub Total for Lot 1</b>										<b>Sub Total for Lot 1</b>					
<b>LOT 2: Hardware for RPD Data Centre</b>															
2.4															
2.5															
2.6															
<b>Sub Total for Lot 2</b>										<b>Sub Total for Lot 2</b>					
<b>Lot 3: Hardware for RPD head office and remote RPD units at DS offices</b>															
3.1															

<sup>1</sup> Write the discounted price if any

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
			<b>Goods and related Services offered within Sri Lanka (in Sri Lankan Rupees)</b>										<b>Goods to be imported and supply (if allowed in bidding documents)</b>		
													<b>B</b>		
Line Item No.	Description of Goods or related services	Qty and unit	Unit price (inclusive of duties, sales and other taxes) Excluding VAT	Price per line item (Col. 3x4)	Inland transportation, insurance and other related services to deliver the goods to their final destination if not included under column 4	Total Price Excluding VAT (Col 5+6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. 7 or 8+9)	Unit price (foreign cost) <sup>1</sup>	foreign cost per line item (Col. 3x12)	All related costs to deliver the goods to their final destination inclusive of duties, sales and other taxes inland transportation, insurance. Excluding VAT			VAT
3.2															
3.3															
<b>Sub Total for Lot 3</b>										<b>Sub Total for Lot 3</b>					
<b>Lot 4: RPD mobile office units</b>															
4.1															
4.2															
4.3															
<b>Sub Total for Lot 4</b>										<b>Sub Total for Lot 4</b>					
<b>Lot 5a: Printing and personalization of identity cards (with gray-scale photograph)</b>															
5a.1	Price of base ID card without required security features and before personalization														
5a.2	Price of security feature: Optical variable ink														
5a.3	Price of security feature: Ultra-violet reactive visible and invisible print														

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
			<b>Goods and related Services offered within Sri Lanka (in Sri Lankan Rupees)</b>										<b>Goods to be imported and supply (if allowed in bidding documents)</b>			
			<b>A</b>													
Line Item No.	Description of Goods or related services	Qty and unit	Unit price (inclusive of duties, sales and other taxes) Excluding VAT	Price per line item (Col. 3x4)	Inland transportation, insurance and other related services to deliver the goods to their final destination if not included under column 4	Total Price Excluding VAT (Col 5+6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. 7 or 8+9)	Unit price (foreign cost) <sup>1</sup>	foreign cost per line item (Col. 3x12)	All related costs to deliver the goods to their final destination inclusive of duties, sales and other taxes inland transportation, insurance. Excluding VAT			VAT	
5a.4	Price of security feature: Rainbow printing and Guilloche															
5a.5	Price of security feature: Micro-text printing															
5a.6	Price of security feature: applicant ghost photograph															
5a.7	Price of security feature: Hologram image printing															
5a.8	Price of card personalization with gray-scale photograph															
5a.9																
5a.10																
Subtotal for Lot 5a																
<b>Lot 5b: Printing and personalization of identity cards (with colour photograph)</b>																

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				
			<b>Goods and related Services offered within Sri Lanka (in Sri Lankan Rupees)</b>										<b>Goods to be imported and supply (if allowed in bidding documents)</b>						
			<b>A</b>																
			<b>B</b>																
Line Item No.	Description of Goods or related services	Qty and unit	Unit price (inclusive of duties, sales and other taxes) Excluding VAT	Price per line item (Col. 3x4)	Inland transportation, insurance and other related services to deliver the goods to their final destination if not included under column 4	Total Price Excluding VAT (Col 5+6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. 7 or 8+9)	Unit price (foreign cost) <sup>1</sup>	foreign cost per line item (Col. 3x12)	All related costs to deliver the goods to their final destination inclusive of duties, sales and other taxes inland transportation, insurance. Excluding VAT		VAT					
5b.1	Price of base ID card without required security features and before personalization																		
5b.2	Price of security feature: Optical variable ink																		
5b.3	Price of security feature: Ultra-violet reactive visible and invisible print																		
5b.4	Price of security feature: Rainbow printing and Guilloche																		
5b.5	Price of security feature: Micro-text printing																		
5b.6	Price of security feature: applicant ghost photograph																		
5b.9	Price of security feature: hologram image																		

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
			<b>Goods and related Services offered within Sri Lanka (in Sri Lankan Rupees)</b>										<b>Goods to be imported and supply (if allowed in bidding documents)</b>			
			<b>A</b>													
Line Item No.	Description of Goods or related services	Qty and unit	Unit price (inclusive of duties, sales and other taxes) Excluding VAT	Price per line item (Col. 3x4)	Inland transportation, insurance and other related services to deliver the goods to their final destination if not included under column 4	Total Price Excluding VAT (Col 5+6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. 7 or 8+9)	Unit price (foreign cost) <sup>1</sup>	foreign cost per line item (Col. 3x12)	All related costs to deliver the goods to their final destination inclusive of duties, sales and other taxes inland transportation, insurance. Excluding VAT			VAT	
5b.10	Price of card personalization with colour photograph															
5b.11																
5b.12																
Subtotal for Lot 5b																
Lot 6: Wide Area Communication Services																
6.1																
6.2																
6.3																
Sub Total for Lot 6										Sub Total for Lot 6						
Total (Excluding Lot 5)										Total (Excluding Lot 5)						

## Detailed price schedule for Lot 3 and Lot 6

Notes:

- a. Under “Site / Location Name” (Column A) provide the name of the location where the proposed equipment to be installed, according to the list of sites and locations provided in Annexure I
- b. For Locally supplied goods (i.e. for those the price is quoted in LKR) use Column B and Column C whereas for items supplied outside Sri Lanka (i.e. for those quoted in foreign currencies) use Column D and Column E to provide the cost and the post warranty charges.
- c. Prices in this table should include all taxes, duties and levies except for VAT.

	<b>Lot 3: Hardware and software for RPD head office and remote RPD units at DS offices</b>					<b>Lot 6: Wide area communication services</b>	
	Goods supplied within Sri Lanka		Goods supplied from outside Sri Lanka				
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>	<b>Column H</b>
Site / Location name	Total Cost including installation (LKR)	Total 4 year post warranty maintenance cost (LKR)	Total Cost including installation (Foreign currency)	Total 4 year post warranty maintenance (Foreign currency)	Transport and other costs	One time installation / configuration charges (LKR)	Total service charges for 36 months period (LKR)

Section IV Bidding Forms


## Breakdown of post warranty support and maintenance

Bidder must provide the breakdown of the post warranty maintenance cost for 4<sup>th</sup> to 7<sup>th</sup> year using the table given below. Cost must be provided separately for each of the evaluation lot specified.

Year	Lot 1	Lot 2	Lot 3	Lot 4
4 <sup>th</sup> year				
5 <sup>th</sup> year				
6 <sup>th</sup> year				
7 <sup>th</sup> year				

## Bill of Material and Related Services

Notes:

- a. Bidders must provide a detailed list of equipment and services that are included and provided in this tender using the format given below.
  - a. Column A: Evaluation Lot number under which the equipment are proposed and provided.
  - b. Column B: Site at which the equipment will be installed (e.g. RPD head office, DS offices etc.).
  - c. Column C: A brief description of the item.
  - d. Column D: Quantity (number of units) of the item.
  - e. Column E: reference to a separate sheet / manufacturers' broachers having the requested technical data.
- b. The Bill of Material at minimum should include all the equipment of the categories listed below. Technical documents referred through Column E should also contain the minimum technical data specified for each category.
  - a. **All servers, workstations, storage devices and accessories (including imaging and printing devices)** : Technical details should include, brand/model and manufacturer, processor type and speed, FSB speed, system board and chipset data, memory type/capacity and speed, network adapter data, expansion bus details, bios and system management data, removable storage devices and capacities, internal secondary storage devices and capacities, redundancy and fault tolerance details, system power supply details, supported standards and certifications.
  - b. **All active network devices (inclusive of network security devices)**: Technical specifications should include Technical details should include, brand/model and manufacturer, number of ports and speeds, protocols supported, expansion options, system and remote management features, fault tolerance and failover features, supported standards and certifications.
  - c. **All UPS, power conditioning and backup power sources**: Technical details should include, brand/model and manufacturer, electrical parameters (input / output), fault tolerance and fail over settings, supported standards and certifications.
  - d. **All Standard software**: Technical details should include, vendor, software versions, licensing and upgrade options, localization support, operating support details.
  - e. **All furniture**: Technical details should include, brand/model and manufacturer, dimensions with technical drawings, material used for construction / finishers etc.



## Bid Guarantee

*[this Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]*

----- *[insert issuing agency's name, and address of issuing branch or office]* -----

**\*Beneficiary:** Secretary, Ministry of Internal Administration, No 51c, Sir Ernest De Silva Mw. Colombo 07.

**Date:** ----- *[insert (by issuing agency) date]*

**BID GUARANTEE No.:** ----- *[insert (by issuing agency) number]*

We have been informed that ----- *[insert (by issuing agency) name of the Bidder; if a Joint Venture / Consortium, list complete legal names of partners]* (hereinafter called "the Bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the supply of *[insert name of Supplier]* under Invitation for Bids No. ----- *[insert IFB number]* ("the IFB").

Furthermore, we understand that, according to your conditions, Bids must be supported by a Bid Guarantee.

At the request of the Bidder, we ----- *[insert name of issuing agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[insert amount in figures]* ----- *[insert amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or
- (c) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ----- *(insert date)*

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

*[signature(s) of authorized representative(s)]*

## Bid-Securing Declaration

[Note: the purchaser is required to fill the information marked as “\*” and delete this note prior to selling of the bidding document]

[The **Bidder** shall fill in this form in accordance with the instructions indicated in brackets]

Date: -----[insert date by bidder]

\*Name of contract -- [insert name]

\*Contract Identification N°: -----[insert number]

\*Invitation for Bid No.: ----- insert number]

\*To: ----- [insert the name of the Purchaser]

We, the undersigned, declare that:

1. We understand that, according to instructions to bidders (hereinafter “the ITB”), Bids must be supported by a bid-securing declaration;
2. We accept that we shall be suspended from being eligible for contract award in any contract where Bids have been invited by any of the Procuring Entity as defined in the Procurement Guidelines published by National Procurement Agency of Sri Lanka, for the period of time of *three years* starting on *the latest date set for closing of Bids of this bid*, if we:
  - (a) withdraw our Bid during the period of bid validity period specified; or
  - (b) do not accept the correction of errors in accordance with the Instructions to Bidders of the Bidding Documents; or
  - (c) having been notified of the acceptance of our Bid by you, during the period of bid validity, (i) fail or refuse to execute the Contract Form, if required, or (ii) fail or refuse to furnish the performance security, in accordance with the ITB.
3. We understand this bid securing shall expire if we are not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the bidder was unsuccessful; or (ii) twenty-eight days after the expiration of our bid.
4. We understand that if we are a JV, the Bid Securing Declaration must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Securing Declaration shall be in the names of all future partners as named in the letter of intent.

Signed [insert signature(s) of authorized representative] In the Capacity of [insert title]

Name [insert printed or typed name]

Duly authorized to sign the bid for and on behalf of [insert authorizing entity]

Dated on [insert day] day of [insert month], [insert year]

## Manufacturer's Authorization

*[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid, if so indicated in the BDS.]*

Date: *[insert date (as day, month and year) of Bid Submission]*

No.: *[insert number of bidding process]*

To: *[insert complete name of Purchaser]*

WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a bid the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods]*, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 27 of the Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ *[insert date of signing]*

## Software List

## General Information Form

All individual firms and each partner of a Joint Venture / Consortium that are bidding must complete the information in this form. Nationality information should be provided for all owners or Bidders that are partnerships or individually owned firms.

Where the Bidder proposes to use named Subcontractors for highly specialized components of the Information System, the following information should also be supplied for the Subcontractor(s). Joint Venture / Consortiums must also fill out Form 3.5.2a.

1.	Name of firm	
2.	Head office address	
3.	Telephone	Contact
4.	Fax	Telex
5.	Place of incorporation / registration	Year of incorporation / registration

Nationality of owners <sup>1</sup>		
Name		Nationality
1.		
2.		
3.		
4.		
5.		
1/ To be completed by all owners of partnerships or individually owned firms.		

## **Joint Venture / Consortium Summary**

Names of all partners of a Joint Venture / Consortium					
1. Partner in charge					
2. Partner					
3. Partner					
4. Partner					
5. Partner					
6. etc.					

Total value of annual construction turnover, in terms of Information System billed to clients, in LKR equivalent, converted at the rate of exchange at the end of the period reported:

Annual turnover data (applicable activities only; LKR equivalent)						
Partner	Form 2 page no.	Year 1	Year 2	Year 3	Year 4	Year 5
1. Partner in charge						
2. Partner						
3. Partner						
4. Partner						
5. Partner						
6. Etc.						
Totals						

## **General Information Systems Experience Record**

Name of Bidder or partner of a Joint Venture / Consortium

All individual firms and all partners of a Joint Venture / Consortium must complete the information in this form with regard to the management of Information Systems contracts generally. The information supplied should be the annual turnover of the Bidder (or each member of a Joint Venture / Consortium), in terms of the amounts billed to clients for each year for work in progress or completed, converted to U.S. dollars at the rate of exchange at the end of the period reported. The annual periods should be calendar years, with partial accounting for the year up to the date of submission of applications

A brief note on each contract should be appended, describing the nature of the Information System, duration and amount of contract, managerial arrangements, purchaser, and other relevant details.

Use a separate sheet for each partner of a Joint Venture / Consortium.

Bidders should not enclose testimonials, certificates, and publicity material with their applications; they will not be taken into account in the evaluation of qualifications.

Annual turnover data (applicable activities related activities only)		
Year <sup>1</sup>	Turnover	US\$ equivalent
1.		
2.		
3.		
4.		
5.		
<sup>1/</sup>	Commencing with the partial year up to the date of submission of Bids	

## Particular Information Systems Experience Record

Name of Bidder or partner of a Joint Venture / Consortium

On separate pages, using the format of Form given below, the Bidder is requested to list contracts of a similar nature, complexity, and requiring similar information technology and methodologies to the contract or contracts for which these Bidding Documents are issued, and which the Bidder has undertaken during the period, and of the number. Each partner of a Joint Venture / Consortium should separately provide details of its own relevant contracts. The contract value should be based on the payment currencies of the contracts converted into U.S. dollars, at the date of substantial completion, or for ongoing contracts at the time of award.

Name of Bidder or partner of a Joint Venture / Consortium

Use a separate sheet for each contract.

1.	Number of contract		
	Name of contract		
	Country		
2.	Name of Purchaser		
3.	Purchaser address		
4.	Nature of Information Systems and special features relevant to the contract for which the Bidding Documents are issued		
5.	Contract role (check one)  <input type="checkbox"/> Prime Supplier <input type="checkbox"/> Management Contractor <input type="checkbox"/> Subcontractor <input type="checkbox"/> Partner in a Joint Venture / Consortium		
6.	Amount of the total contract/subcontract/partner share (in specified currencies at completion, or at date of award for current contracts)		
	Currency	Currency	Currency
7.	Equivalent amount US\$  Total contract: \$ _____;    Subcontract: \$ _____;    Partner share: \$ _____;		
8.	Date of award/completion		
9.	Contract was completed _____ months ahead/behind original schedule (if behind, provide explanation).		

10.	Contract was completed US\$ _____ equivalent under/over original contract amount (if over, provide explanation).
11.	Special contractual/technical requirements.
12.	Indicate the approximate percent of total contract value (and US\$ amount) of Information System undertaken by subcontract, if any, and the nature of such Information System.

## Current Contract Commitments / Work in Progress

Name of Bidder or partner of a Joint Venture / Consortium

Bidders and each partner to an Joint Venture / Consortium bid should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Name of contract	Purchaser, contact address/tel./fax	Value of outstanding Information System (current US\$ equivalent)	Estimated completion date	Average monthly invoicing over last six months (US\$/month)
1.				
2.				
3.				
4.				
5.				
etc.				

## Financial Capabilities

Name of Bidder or partner of a Joint Venture / Consortium

Bidders, including each partner of a Joint Venture / Consortium, shall provide financial information to demonstrate that they meet the requirements stated in the BDS. Each Bidder or partner of a Joint Venture / Consortium shall complete this form. If necessary, separate sheets shall be used to provide complete banker information. A copy of the audited balance sheets shall be attached.

Autonomous subdivisions of parent conglomerate businesses shall submit financial information related only to the particular activities of the subdivision.

Banker	Name of banker	
	Address of banker	
	Telephone	Contact name and title
	Fax	Telex

Summarize actual assets and liabilities in U.S. dollar equivalent (at the rates of exchange current at the end of each year) for the previous five calendar years. Based upon known commitments, summarize projected assets and liabilities in U.S. dollar equivalent for the next two calendar years, unless the withholding of such information by stock market listed public companies can be substantiated by the Bidder.

Financial information in US\$ equivalent	Actual:					Projected:	
	Previous five years					Next two years	
	5	4	3	2	1	1	2
1. Total assets							
2. Current assets							
3. Total liabilities							
4. Current liabilities							

Financial information in US\$ equivalent	Actual:					Projected:	
	Previous five years					Next two years	
	5	4	3	2	1	1	2
5. Profits before taxes							
6. Profits after taxes							

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total construction cash flow demands of the subject contract or contracts as indicated in the BDS.

Source of financing	Amount (US\$ equivalent)
1.	
2.	
3.	
4.	

Attach audited financial statements—including, as a minimum, profit and loss account, balance sheet, and explanatory notes—for the period stated in the BDS (for the individual Bidder or each partner of a Joint Venture / Consortium).

If audits are not required by the laws of Bidders' countries of origin, partnerships and firms owned by individuals may submit their balance sheets certified by a registered accountant, and supported by copies of tax returns,

## Project Staff Summary

Bidders must use separate sheet for each member in the team.

Name of Bidder
----------------

Position		Candidate <input type="checkbox"/> Prime <input type="checkbox"/> Alternate
Candidate information		Name of candidate
		Date of birth
		Professional qualifications
Present employment		Name of Employer
Telephone		Contact (manager / personnel officer)
Fax		Telex
Job title of candidate		Years with present Employer

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experience

## Technical Capabilities

Name of Bidder

The Bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. With this form, the Bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies which the Bidder proposes to utilize in the execution of the Contract or Contracts.

## Litigation History

Name of Bidder or partner of a Joint Venture / Consortium

Bidders, including each of the partners of a Joint Venture / Consortium, shall provide information on any history of litigation or arbitration resulting from contracts executed in the last five years or currently under execution. A separate sheet should be used for each partner of a Joint Venture / Consortium.

Year	Award FOR or AGAINST Bidder	Name of client, cause of litigation, and matter in dispute	Disputed amount (current value, US\$ equivalent)

## Section V: Schedule of requirements

## Section V: Schedule of requirements

**NOTE:** All business, functional and system requirements stated in this document are based on initial Government Process Re-engineering (GPR) and System Requirements Specification (SRS) studies that were carried out during the initial stages of this project. These studies were based on the assumptions and proposals for the long term objectives and vision of the RPD and may have to be reviewed and modified if necessary based on requirements of RPD at the time of implementation. Any such review and modifications should be carried without any cost to the purchaser.

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## Section V: Schedule of Requirements

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## Background

### Registration of Persons Department (RPD)

Department of Registration of Persons is the authorized government institute for registration of persons in Sri Lanka. The department is mandated by the Act No 32 of 1968 to do so. Department of Registration of Persons was created in 1971 and so far the department has registered over 20 million persons and issued citizen ID cards for that population. The National ID card is regarded as the key identification document by all sections of Sri Lanka for identification and authentication of persons. Given the current security situation of the country, the necessity of having a National ID cards for all citizens cannot be over emphasized. Furthermore the recent Elections (Special Provisions) Act No. 14 of 2004 necessitates all voters to produce a valid identity document before a ballot paper is delivered to the voter. Therefore, it is of registration of all eligible persons of Sri Lanka and issuing of National Identity Cards is a matter of national importance.

At present, Department of Registration of Persons provides the following services:

- (a) Registration of citizens of Sri Lanka as per the Registration of Persons Act Sri Lanka
- (b) Issuing of new National Identity Cards
- (c) Issuing of duplicates for lost identity cards
- (d) Making amendments in the identity cards
- (e) Mobile services to issue new identity cards
- (f) Verification of information in NIC

The Department is currently organized around a combination of different types of applications and functional activities. New applications are divided into 3 sections while lost and modification applications are handled by separate units. In addition those applications collected through ‘mobile services’ are processed by the Mobile Unit, which handles a combination of new, modification and lost applications. All these units processing applications have to pass the application through the numbering, indexing, belt and laminating processing units.

According to the current regulations, once a person reaches the age of 16, that person is eligible to receive a National Identity Card. At present, National Identity Card applications are distributed through Grama Niladharis (GN) at village level and the application details are sent to Department of Registration of Persons through the respective Divisional Secretariats (DS). Hence the functions of the department have been decentralized to the Divisional Secretariats and Grama Niladari level. The department verifies the applications received from the Divisional Secretariats and issues the ID cards. ID cards are distributed to the citizens through the Divisional Secretariats or the Grama Niladaris. In addition, the department has a ‘one day’ service where citizens are able to obtain an ID card within a few hours if they visit the department.

There have been numerous instances where the existing National Identity Card has been forged and hence the credibility of the existing National Identity Card as an authentic identity document has been compromised to a great extent. Furthermore, at present, it is difficult to obtain a National Identity Card within a short period of time, except through the ‘one day service’ offered at the Department of Registration of Persons. In order to address these issues, Department of Registration of Persons wishes to automate their activities and also issue a more secure and reliable National Identity Card.

### **The e-National Identity Card (e-NIC) project**

A preliminary Government Process Re-Engineering (GPR) study was carried out in the department to make the internal processes in the department more efficient, citizen centric and suitable for automated processing. As a result, certain existing processes in the department are to be changed and certain new core processes are to be introduced with the implementation of the e-NIC project. Stated below are the Core-Processes identified together with the boundaries of each Core-Process.

**Process A: *Obtaining of Applications:*** From the point a citizen becomes eligible for registration until the point the relevant individual submits an application to an authorized representative of the department.

**Process B: *Application Processing & Record Management:*** From the point a representative of the department accepts an application (new or modification of information) to the point the application is processed, the individual registered (or relevant information modified) and ID card with correct information is returned to the applicant and his information maintained in a secure manner.

**Process C: *Handling of Lost Cards and Updating Information / withdrawing the ID card of a Deceased Person:*** From the point a registered individual loses an ID card until the point the card is recovered and handed over to the individual or a new card is processed and handed over to the individual. In addition, from the point of receiving information on the death of a citizen up to the point of updating the system and withdrawing and canceling the ID Card.

**Process D: *Handling of Customer Queries:*** From the point any citizen or institution makes a query from any authorized officer (even those to whom the commissioner's powers have been decentralized) until the time such information is made available to the individual or institution seeking the information (including on-line access to selected institutions like Elections Department, Immigration Department etc.). This process includes maintaining a knowledge base of type of queries that are being asked and the responses given.

Below are the objectives of the new core processes:

#### **Process A: Obtaining of Applications**

- Applications should be available in 3 languages (Sinhala, Tamil and English).
- Applications should be easily available to the citizens.
- Applicants should find it convenient to fill the application.
- The department should be aware of those eligible for registration and their contact details.
- Place of residence (address) and photograph should be properly certified by the Authorized Certifying Officer.
- Applicant should take responsibility for the information provided and the required information on the application should be completed at least in Sinhala/Tamil & English.

#### **Process B: Processing of Applications**

- Information stated in the application should be validated with other Systems such as the proposed ePopulation Register System – preferably on-line.

- Applicant should be able to validate the information in the eNIC system before registration and issue of an ID Card.
- A single register of persons should be maintained and the information should be readily accessible.
- Should be able to handle frequent modifications (i.e. address) as well as less frequent modifications (i.e. change of name).
- Should ensure every application is registered and issued with an ID Card.
- Should ensure the ID card is handed over to the applicant.
- Should maintain the records (physical & electronic) for future reference.
- Should ensure all information in the card and database/register are current and accurate.

#### **Process C: Handling of Lost Cards**

- Should register and invalidate a lost card.
- Should issue a "Temporary Receipt" to state that a citizen has the ID card.
- Should facilitate receiving of lost cards.
- Should facilitate re-distribution of lost cards received.
- Should issue cards for those that are lost and not found.

#### **Process D: Query Management**

- Should handle any citizen query in Sinhala/Tamil or English.
- Should provide automated responses such as Automated Voice Responses, SMS, Web Interfaces etc. to query application related and lost card related queries.
- Should inform the applicant on the status of an application.
- Should provide on-line verification to authorised persons on Registered Persons.
- Should make the verification of information on the cards convenient to the public.

In addition, following policy level decisions have been taken as a result of the reengineering exercise:

- Decentralize certain activities such as registration of applications, localized distribution of cards and handling of related enquiries to Divisional Secretariat (DS) Level.
- Special RPD Units to be set-up at Divisional Secretariats.
- Applications will not be controlled nor serially numbered. (This facilitates wider distribution of blank application forms. The control and numbering takes place only after handing over the application to the Divisional Secretariat. )
- The facial picture & thumb impression of the applicant will be taken on-line.
- Information in the card to be printed in 3 languages - Sinhala, Tamil and English.
- A card to be valid for 10 years.
- Age of eligibility to be reduced to 15 years.
- On-line verification information to be provided to identified organizations (e.g., Elections Department, Immigration Department, Police, etc.).
- The new identity card number to be in the format proposed in the 'LIFE' ('Lanka Interoperability Framework') document.
- Necessary changes to the relevant legislature to be introduced in line with the changes proposed above.

#### **Expected benefits of the e-NIC project**

Following are the expected benefits of the eNIC System.

#### **Benefits to RPD**

- The eNIC System would improve the efficiency and effectiveness of ID card issuing system.
- The security loop holes of the existing issuing process will be minimized.
- eNIC system would establish an efficient card information verification mechanism which would provide card information to subscribed organizations through a number of channels.
- The environment of Department of Registration of Persons would be changed in a positive manner.

#### **Benefits to Citizens**

- Citizens would be provided with ID cards in a more convenient manner.
- The time taken to issue National Identity Cards will be considerably reduced.
- Citizens would be provided with facilities at Divisional Secretariats to capture photographs, thumb impressions etc. making it more convenient for citizen.
- Citizens would be able to track the status of their applications submitted without visiting the Grama Niladhari, Divisional Secretariat or the Department of Registration of Persons.
- National Identity Card would contain information in all three languages making it easy for citizens to prove their identity in a given situation.

#### **Government and Private Organizations**

- The government and private organizations would be able to verify the authenticity of cards by checking the convert and overt security features of the card.
- RPD would allow government and private organization to subscribe to the card information verification process. The subscribed parties would be able to verify the card information through multiple channels for an agreed fee.
- Since the information of the card would be kept up to date, government and private organizations would rely on the information containing in NIC

#### **Major components of the e-NIC project**

The project comprises of five main components / activities as mentioned below:

- i. The eNIC Software System Development
- ii. Provisioning of data centre facilities including hardware and standard software for RPD head office
- iii. Provisioning of hardware and standard software and communication services for Divisional Secretariat offices for handling distributed RPD activities
- iv. Provisioning of mobile office units to further support the data collection for replacement of existing ID cards and acceptance of new card applications. An estimated 12 million Identity Cards in circulation at present are expected to be replaced within a time period of 7 years.
- v. Printing of new Identity Cards (for new issues and replacement of existing Identity Cards)

The Purchaser intends to engage a single contract with either a single party or a Joint Venture (Consortium) to carry out the all five (5) components of this project as described above.

## General Requirements

### Bidder's capacity and experience

<b>Requirement Ref#</b>	<b>Description</b>
GR 1.1	Bidder MUST state the structure of the bidder's Project Team that is proposed for the project.
GR 1.2	Bidder MUST obtain prior written approval from the Purchaser if bidder replaces the proposed key personnel with new personnel during the life cycle of the project. New personnel must have same or more qualifications and experience as those who were being replaced.
GR 1.3	The Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity.
GR 1.4	Unless specifically stated in respective technical requirements, all active components offered provided under this tender this tender must be covered by a comprehensive on-site warranty for a period of 3 years from the date of acceptance followed by an additional period of 4 years on-site post-warranty period starting from the last date of the warranty period. Terms and conditions of warranty and post-warranty maintenance should be compatible with the service level requirements specified in Annexure II-b.
GR 1.5	Unless specifically stated in respective technical requirements, all passive components (inclusive of fixtures / furniture) offered provided under this tender this tender must be covered by a comprehensive on-site warranty for a period of 7 years from the date of acceptance
GR 1.6	Financial situation: Audited Balance Sheet for the last 3 years should be provided.
GR 1.7	Non – Performance of Contracts: Details of non performing contracts which occurred during the contract period over the last 5 years should be provided.

System requirements - Common technical standards, Licenses etc.

Requirement Ref#	Description
SR 1.1	<p><b>Language Support:</b> All information technologies MUST provide support for English as well as local languages (Sinhala and Tamil) wherever applicable. In addition to the English language, the application MUST be compliant with the following standards for Sinhala and Tamil.</p>
	<ul style="list-style-type: none"> <li>• Sinhala – SLS 1134: 2004: Parts 1 and 2 thereof.</li> <li>• Tamil – MUST support Unicode. Keyboard standard will be recommended by the Purchaser at the time of implementing the system.</li> </ul>
SR 1.2	<p><b>DATES:</b> All information technologies MUST properly display, calculate, and transmit date data, including, but not restricted to 21st-Century date data. System MUST be compliant with ISO 8601 Standard with regards to date / time.</p>
SR 1.3	<p><b>Electrical Power:</b> All active (powered) equipment MUST be able operate without damage, failure or interruption of service at voltage range and frequency range of 230V +/- 15%, 50Hz +/- 3Hz . All active equipment must include power plugs (with proper ground terminal) standard in Sri Lanka.</p>
SR 1.4	<p><b>Environmental:</b> Unless otherwise specified, all equipment MUST operate in environments of 15-34 degrees centigrade of temperature, 40 -85 percent of relative humidity and 0-40 grams per cubic meter of dust.</p>
SR 1.5	<p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>• Unless otherwise specified, all equipment MUST operate at noise levels no greater than 55 decibels at 1m.</li> <li>• All electronic equipment that emits electromagnetic energy MUST be certified as meeting US FCC class B or EN 55022 and EN 50082-1 or equivalent, emission standards.</li> </ul>
SR 1.6	<p><b>Software Licenses:</b> All software should be loyalty free and licensed to the Department of Registrations of Persons, Democratic Socialist Republic of Sri Lanka on a perpetual basis and should be valid for use within all e-NIC project and related sites. All custom build Software License should not be restricted on a user or seat basis.</p>
SR 1.7	<p>The Following policy for Intellectual Property Rights ownership would determine Purchaser's and Supplier's rights and obligations.</p> <p>The Department of Registration of Persons shall have the sole Intellectual Property Rights ownership to the Custom Software or elements thereof, including customizations specific to the Department</p>

of Registration of Persons. The Supplier shall, not later than expiry of the Warranty Period, deliver to the Department of Registration of Persons an inventory of the said Custom Software together with all related documentation, including but not limited to Source Code, data dictionaries, all relevant diagrams (i.e. ER diagram, class diagram, sequence diagram deployment diagram etc), with all the rights to use the Source Code by the Department of Registration of Persons at the end of the warranty period. The Department of Registration of Persons, shall have the right to replicate the Custom Software in all offices of Department of Registration of Persons during the contract period and thereafter. Department of Registration of Persons shall also have rights to further develop this category of Software, at the end of warranty period.

The Supplier shall provide new versions and new releases of the Custom Software or elements thereof at the Department of Registration of Person's option, free of charge, during the warranty period. In the event the Department of Registration of Persons exercises the option to obtain the said new versions or new releases, the Supplier's obligation in respect of the Warranty for the said versions or releases shall be limited to the remaining period of the warranty applicable to Custom Software.

The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights. The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement

- SR 1.8      Complete set of source code / scripts developed for the e-NIC application (custom software) should be provided to the purchaser at the end of warranty period. Any updates, modifications carried to the source code as a result of servicing maintenance should be provided to the purchaser.
- SR 1.9      Supplier is required enter into a separate Non-disclosure Agreement regarding the use and disclose of information which the Supplier may gather during the performance of this contract.

#### System management, administration and security

<b>Requirement Ref#</b>	<b>Description</b>
SR 2.1	<b>Technical management and troubleshooting:</b> Bidder MUST provide appropriate tools for administering, monitoring and troubleshooting various software, hardware and communication systems provided by the bidder.

SR 2.2	<b>Information System Security:</b> The proposed system should be protected from unauthorized access, use, disclose, destruction, modification or disruption. The proposed Information Security Model could be integrated with the work flow model of the eNIC System where it will work as an intelligent security management system.
SR 2.3	<p><b>User Training:</b> Bidder MUST provide User Training for the users of Department of Registration of Persons on following areas at a minimum, before the commencement of operations. Bidder may propose any other User Training modules in addition to what is stated below.</p> <ul style="list-style-type: none"> <li>• Application specific training</li> <li>• System operation training</li> <li>• User administration and management training</li> <li>• System maintenance training</li> </ul> <p><b>Technical Training:</b> Bidder MUST provide Technical Training for the IT staff of Department of Registration of Persons on following areas at a minimum, before the commencement of operations. Bidder may propose any other Technical Training modules in addition to what is stated below.</p> <ul style="list-style-type: none"> <li>• Operating System Administration</li> <li>• Network Administration (LAN)</li> <li>• Database administration</li> <li>• Application Administration</li> <li>• Backup and Restore Administration</li> <li>• Help Desk Management</li> <li>• Development Tools (i.e. Report Writer) Management</li> </ul> <p>Bidder MUST provide User and Technical training in Sinhala, Tamil and English.</p> <p>Bidder MUST provide a comprehensive Training Plan which identifies, at a minimum, the following. Bidder may include any other areas in addition to what is stated below:</p> <ul style="list-style-type: none"> <li>• Training Methodology</li> <li>• Training concepts such as ‘train the trainer’</li> <li>• How the Bidder intends to evaluate the success of the training</li> </ul>
SR 2.4	<p><b>Maintenance and Support Services:</b> Maintenance and service support should be according to the service level descriptions provided in Annexure II-b.</p> <p>Bidders shall prepare detailed proposals on System Maintenance and Support Services. These proposals should reflect best industry practice. During the first three years starting from the date of acceptance of the System, Supplier must provide System Maintenance and Support Services without any cost to the Purchaser.</p>
SR 2.5	<b>End User documents:</b> Complete and up to date End- User documents <b>MUST</b> be provided in following formats / mediums:

- One (1) paper based copy per site / location
- One (1) copy in ‘.pdf’ format on CD / DVD
- One (1) copy as an editable document (in ‘.DOC’ or ‘ODF’ format ) on CD / DVD

End User documents **MUST** be in English, Sinhala and Tamil. The documents **MUST** be concise, unambiguous, clear, concise, explicit, and use good, simple language.

End User documents **MUST** adequately describe all the functionalities operations of the application and illustrate those through pictorial, graphical, screenshots presentation where required.

End User documents **MUST** have comprehensive indexes to facilitate quick reference.

Final versions of the End User documents **MUST** be available to the users prior to the commencement of User training of the system.

Any subsequent changes in the system **MUST** be reflected in the End User documents. End User documents must be delivered as new version releases when incorporating subsequent system changes to the documents. Bidder must provide new version releases as an editable document on CD / DVD.

SR 2.6

**Technical Documents:** Complete and up to date Technical documents **MUST** be provided in following formats / mediums:

- One (1) paper based copy per site wherever applicable
- One (1) copy in ‘.pdf’ format on CD / DVD
- One (1) copy as an editable document (in ‘.doc’ or ‘ODF’ format ) on CD / DVD

Technical documents **MUST** be in English. The documents **MUST** be concise, unambiguous, clear, concise, explicit, and use good, simple language.

Technical documents **MUST** adequately describe relevant details through pictorial, graphical, screenshots presentation where applicable.

Technical documents **MUST** have comprehensive indexes to facilitate quick reference.

Final versions of the Technical documents **MUST** be available to the users prior to the commencement of Technical training of the system.

Any subsequent technical changes in the system **MUST** be reflected in the Technical documents. Technical documents must be delivered as new version releases when incorporating subsequent system changes to the documents.

SR 2.7

**Training Documents:** Complete and up to date Training documents **MUST** be provided in following formats / mediums:

- One (1) paper based copy per site
- One (1) copy in ‘.pdf’ format on CD / DVD
- One (1) copy as an editable document (in ‘.doc’ or ‘ODF’ format ) on CD / DVD

Training documents **MUST** be in English, Sinhala and Tamil. The documents **MUST** be concise, unambiguous, clear, concise, explicit, and use good, simple language.

Training documents **MUST** adequately describe relevant details through pictorial, graphical, screenshots presentation where applicable.

Training documents **MUST** have comprehensive indexes to facilitate quick reference.

Final versions of the Training documents **MUST** be available to the users prior to the commencement of general training of the users.

Any subsequent significant changes in the system **MUST** be reflected in the Training documents. Training documents must be delivered as new version releases when incorporating such system changes to the documents.

#### SR 2.8

The bidder should provide a project implementation plan with the following details to satisfactorily justify the bidder's capability in completing the project as per requirements of the RPD.

- Project Organization and Management Plan;
- Delivery and Installation Plan
- Training Plan
- Pre-commissioning and Operational Acceptance Testing Plan
- Warranty Service Plan
- Task, Time, and Resource Schedules
- Post-Warranty Service Plan
- Technical Support Plan
- Any other items specified in the Preliminary Project Plan.

#### SR 2.9

The Successful bidder will be required prepare and furnish to the Project Manager the following documents for which the Supplier must obtain the Project Manager's approval before proceeding with work on the System or any Subsystem covered by the documents.

- All the documents pertaining to the overall application architecture (including DB schemas and security architecture)
- System Design Documents
- System Conceptual Framework
- Network and Storage Architecture
- Detailed Site Surveys
- Data Migration Plan
- System Testing Plan
- Software Quality Assurance (SQA) plans for Custom Software
- Final System and Sub System Configuration
- All other documents as required by the Purchaser's Project Manager

#### Data Conversion and Migration:

Requirement Ref#	Description
SR 3.1	<p><b>Migration of existing data:</b> Where applicable and available the Bidder must take necessary steps to populate the eNIC system with existing data from other systems such as Householder's List Database, ePopulation Register System, eDivisional Secretariat system (eDS) etc. The Bidder is expected to work with purchaser who could provide the bidder the existing data in flat file formats with details of Meta Data. Bidder is expected to perform the following functions:</p>

**Bidder MUST** perform quality assurance and validation of the data being migrated at least to the same extent than required for newly entered data of the same kind.

### System Architecture Requirements

Requirement Ref#	Description
SR 4.1	<p><b>Architectural Principles:</b></p> <ul style="list-style-type: none"> <li data-bbox="552 1017 1399 1125">a. <u>Conceptual integrity</u> <ul style="list-style-type: none"> <li data-bbox="600 1051 1171 1080">• System should have a clear &amp; concise vision</li> <li data-bbox="600 1082 1256 1125">• Architecture should maintain enterprise consistency</li> </ul> </li> <li data-bbox="552 1158 1399 1365">b. <u>Componentization (component division)</u> <ul style="list-style-type: none"> <li data-bbox="600 1170 1367 1300">• Roles and responsibilities of each component should be clear</li> <li data-bbox="600 1302 1383 1331">• Components should map onto discrete business or technical functions of the application</li> <li data-bbox="600 1334 1399 1363">• Components should be independent of the physical topology of the system</li> </ul> </li> <li data-bbox="552 1399 1251 1428">c. <u>Use of standard technology or middleware components</u></li> <li data-bbox="552 1462 1399 1572">d. <u>Platform agnostic architectural design</u> Architecture should not depend on specific alternatives or options presented by the underlying operating platform</li> <li data-bbox="552 1605 1399 1904">e. <u>Architecture Representation</u> For the architecture to be effective, it should be effectively communicated to different stakeholders. In addition to discussing the architectural styles and patterns within the proposed system, the architecture representation should ideally present several views such as, the 4+1 view model (logical view, process view, development view, physical view and scenarios) or Applied architecture viewpoints (conceptual view, module view, execution view and code view)</li> </ul>
SR 4.2	<p><b>Architectural Qualities</b></p> <ul style="list-style-type: none"> <li data-bbox="552 1978 901 2007">a. Flexibility / Extensibility</li> </ul>

- System should have the flexibility to respond and adapt to unanticipated requirements
- System should fit new requirements into the architecture easily
- System should not have many dependencies between system modules (a change in one module should not require major changes in other modules)
- Bidder should state how changes in message formats are handled
- System should not have any design compromises to enhance performance.
- Software should use meta-data to configure itself (using declarations rather than coding)

b. Pluggability / Integrateability

System should have the ability to integrate with other systems. System should be designed using open integration standards and the APIs should be designed in such a way that other systems can use the component services.

c. Testability

- Bidder should define a sufficiently comprehensive Quality Assurance plan (including test cases for important components)
- Bidder should state any tools, processes and techniques formulated to test language classes, components and services
- Bidder should state whether any automated testing tools can be used to test the system
- Bidder should state whether system or critical components of the system can run in a debugger
- Bidder should state whether there are hooks in the framework to perform unit tests?

d. Availability / Reliability

- Bidder should state how hardware and software failures are identified
- Bidder should state the backup procedures, how long it takes to backup the system and how long it takes to restore the system from a backup
- Bidder should state whether the integrity of the data can be compromised in a failure scenario

**SR 4.3**

**System Documentation (Technical documents)**

The Technical Specification MUST include Entity Relationship Diagram, Class Diagrams, Data Base Structures and Activity Diagrams, Logical Specifications at a minimum of any Customized or Tailor Made Software. Technical Specification MUST maintain correct versioning mechanism for the original document and subsequent changes the System.

- System Interface details
- System Administration details

- Network details, detailed diagrams, configuration and management details
- System configuration details
- Backup, recovery and system contingency plan details
- Comprehensive Disaster Recovery Plan (DRP) details which must include personnel, assigned tasks, DS site, procedures, recovery, and management thereof
- Business continuity plan
- Acceptance plan
- Detailed ICT asset register
- Product / application roadmap (for the next two years) and proposed upgrade costs
- Templates of all registers to be maintained
- Trouble shooting guidelines
- Details and schema of the XML file based interface to the printing system

### System implementation and operations

<b>Requirement Ref#</b>	<b>Description</b>
SR 5.1	<p><b>Preliminary Project Plan :</b> The Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan should also state the Bidder's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.</p>
SR 5.2	<p><b>Organization and Staffing</b></p> <p>Bidder MUST state the structure of the bidder's Project Team that is proposed for the project.</p> <p>Bidder <b>MUST</b> provide the qualifications and experience of the key personnel (using the form provided in Section IV: Bidding Forms) in the Project Team to demonstrate the competence of the bidder's Project Team to undertake this project. Bidder should highlight any specific experience of these personnel in the region and also their proficiency in English as well as any local languages (Sinhala or Tamil).</p> <p>Bidder <b>MUST</b> provide details of exact involvement of the key personnel proposed in the Project Team with details of the duration and the stages in which these personnel will be involved in the project.</p> <p>Bidder <b>MUST</b> obtain prior written approval from the Purchaser if bidder replaces the proposed key personnel with new personnel during the life cycle of the project. New personnel must have same or more qualifications and experience as those who were being replaced.</p>

SR 5.3

**Inspections:** Bidder must deliver the items to a central location from where the goods would be inspected. The inspection may be carried out at a location designated by the Purchaser within the precincts of Colombo. Distribution of the purchased goods from a central location to the designated sites specified by the purchaser would be undertaken by the Supplier.

SR 5.4

**Pre-commissioning Tests:** In addition to the Supplier's standard check-out and set-up tests, the Bidder (with the assistance of the Purchaser) must perform the following on the System and its Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s).

Prior to commencement of Pre-commissioning Tests, bidder MUST provide a comprehensive Test Plan addressing, at a minimum, the following areas. Bidder may include any other areas in addition to what is stated below.

- Composition of the testing team
- Scope of testing
- Schedule
- Test Deliverables
- Release criteria
- Risks and Contingencies

Pre-commissioning Tests MUST ensure the correctness, completeness, security and the quality of the solution provided by the Bidder. Pre-commissioning tests, at a minimum, MUST include the following test levels and such testing MUST be conducted on the System and all its Subsystems.

- Unit testing
- Functional testing
- Integration testing
- Volume testing
- Performance testing

Bidder MUST provide the Purchaser the Test Cases used for above testing and have them approved by the Purchaser prior to conducting the above mentioned tests.

SR 5.5

**Operational Acceptance Tests:** The Purchaser (with the assistance of the Bidder) will perform the following tests on the System and its Subsystems following Installation to determine whether the System and the Subsystems meet all the requirements mandated for Operational Acceptance.

- a. Unit testing: Validate that each individual module of the System is working properly.
- b. Functional testing: Validate that mandatory functional requirements and the given desired functional requirements of the System supplied work properly. It is necessary to conform that the

- System supplied conforms to the specification.
- c. Integration testing : Validate that combined parts or modules of the System are working properly.
  - d. Volume testing: Validate that any values that may become large over time (such as accumulated counts, logs, and data files) of the System can be accommodated by the program and will not cause the System to stop working or degrade its operation in any manner.
  - e. Performance testing: Validate that the System is in compliance with the Performance Requirements specified in “Functional Performance Requirements” (Refer to BR 14.4).

## **The e-NIC application processing and issuance system**

Bidder is expected to carefully read and understand the functional and software requirements outlined in this section. It is expected that bidder’s proposed system would conform to all the requirements stated. The bid may be deemed as non-conforming if the system proposed by the bidder does not conform to the requirements categorized as Group A and Group AR in Section III: Evaluation criteria. .

### Process A: Obtaining of Applications (RA)

<b>Requirement Ref#</b>	<b>Description</b>	
BR 1.1	Annexure BPR	<i>RA1.8 – RA1.18</i>
	Description	<i>All systems on-line</i>
	Narration	<i>For those DS offices that are currently online. The process per BPR RA 1.8 through RA 1.18 is followed.</i>
	Inputs	<i>Application (Form ‘Process B - Format A’)</i>
	Outputs	<i>Application details for verification by the applicant - as per application</i>
	Data Captured	<i>Applicant details, photograph, thumb impression, signature, Receipt details. Translations and transliterations where applicable and possible.</i>
	Validations	<i>As per BPR Process RA 1.8 to RA 1.18</i>
	Availability	<i>DS offices</i>

BR 1.2	Annexure BPR	<i>RA 1.8 – to RA 1.18 and RA 1.4 – RA1.7 (for mobile units only)</i>
	Description	<i>Mobile and Off-line modes</i>
	Narration	<i>For those DS offices that are currently offline and mobile units. The process per BPR RA 1.8 through RA 1.18 is followed and the relevant information locally stored. Mobile units may be utilized on special occasions and will then incorporate process RA1.4 to RA1.7 – for those without permanent address and/or birth certificate. At the end of day, the daily data from each machine is encrypted and put into prescribed media (or electronically once connection is restored) and sent to the RPD Head Office. A note must be generated giving details of the information being sent. The DS Office or mobile unit should be able to regenerate the unsynchronized data. The data should be available for 6 months on the local machine.</i>
	Inputs	<i>Application (Form ‘Process B - Format A’)</i>
	Outputs	<i>Application details for verification by the applicant.- as per application</i>
	Data Captured	<i>Applicant details, photograph, thumb impression, signature, Receipt details. Translations and transliterations where applicable and possible.</i>
	Validations	<i>As per BPR Process RA 1.8 to RA 1.18</i>
	Availability	<i>DS offices Mobile Units</i>
BR 1.3	Annexure BPR	<i>RA 1.8 – to RA 1.18</i>
	Description	<i>Disconnected DS Office</i>
	Narration	<i>For those DS offices that are not connected.</i>  <i>The process per BPR RA 1.8 through RA 1.18 is followed and the relevant information locally stored. At the end of day, the daily data from each machine is encrypted and put into prescribed media and sent to the RPD Head Office. A note must be generated giving</i>

## Section V: Schedule of Requirements

*details of the information being sent. The DS Office should be able to regenerate a day's data. The data should be available for 6 months on the local machine.*

Inputs	<i>Application (Form 'Process B - Format A')</i>										
Outputs	<i>Application details for verification by the applicant – as per application.</i>										
Data Captured	<i>Applicant details, photograph, thumb impression, signature, Receipt details. Translations and transliterations where applicable and possible.</i>										
Validations	<i>As per BPR Process RA 1.8 to RA 1.18</i>										
Availability	<i>Unconnected DS offices</i>										
BR 1.4	<p>Annexure BPR      <i>RA1.1, RA1.2, RA1.3</i></p> <table border="0"> <tr> <td>Description</td><td><i>Qualify applicants</i></td></tr> <tr> <td>Narration</td><td><i>The eDS and ePopulation Register applications (once information in these applications are available) will be queried (via a subscriber interface) to obtain the eligible citizens. The salient details will be stored in the RPD system. Monthly lists (by Divisional Secretariats and Grama Niladhari Divisions) are prepared and provided to the respective Grama Niladharies.</i></td></tr> <tr> <td>Outputs</td><td><i>For mobile units or unconnected DS offices, provide encrypted data on media</i></td></tr> <tr> <td>Validations</td><td> <p><i>For those who have not yet obtained an ID card</i></p> <p><i>For those who are reaching their 15<sup>th</sup> year birthday</i></p> </td></tr> <tr> <td>Availability</td><td><i>RPD Head Office</i></td></tr> </table>	Description	<i>Qualify applicants</i>	Narration	<i>The eDS and ePopulation Register applications (once information in these applications are available) will be queried (via a subscriber interface) to obtain the eligible citizens. The salient details will be stored in the RPD system. Monthly lists (by Divisional Secretariats and Grama Niladhari Divisions) are prepared and provided to the respective Grama Niladharies.</i>	Outputs	<i>For mobile units or unconnected DS offices, provide encrypted data on media</i>	Validations	<p><i>For those who have not yet obtained an ID card</i></p> <p><i>For those who are reaching their 15<sup>th</sup> year birthday</i></p>	Availability	<i>RPD Head Office</i>
Description	<i>Qualify applicants</i>										
Narration	<i>The eDS and ePopulation Register applications (once information in these applications are available) will be queried (via a subscriber interface) to obtain the eligible citizens. The salient details will be stored in the RPD system. Monthly lists (by Divisional Secretariats and Grama Niladhari Divisions) are prepared and provided to the respective Grama Niladharies.</i>										
Outputs	<i>For mobile units or unconnected DS offices, provide encrypted data on media</i>										
Validations	<p><i>For those who have not yet obtained an ID card</i></p> <p><i>For those who are reaching their 15<sup>th</sup> year birthday</i></p>										
Availability	<i>RPD Head Office</i>										

### Process B: Processing of Applications (RB)

<b>Requirement Ref#</b>	<b>Description</b>	
BR 2.1	Annexure BPR	<i>RB1.1 to RB1.26</i>
	Description	<i>Process first application</i>

## Section V: Schedule of Requirements

Narration	<i>Processing of first application. Perform BPR Report Steps RB1.1 to RB1.26. Translate information as appropriate (with the assistance of transliteration)</i>
Inputs	<i>Capture details of approved application</i>
	<i>Interim solution (eDS and ePopulation Register not available) will require the capture of all approved documents eg. Birth Certificate / proof of citizenship, Marriage certificate (if any), Religious title etc.</i>
	<i>Web Service/s to provide list of prepared cards and damaged cards (card serial numbers)</i>
Outputs	<i>Receipt confirming details of the forms (and original documents received – interim solution – ie. eDS and ePopulation Register not available) – Receipt number, name, address, received document list</i>
	<i>Web service to pass data for card preparation</i>
	<i>List of damaged cards for destruction – date, card serial number</i>
	<i>List of card duplicate serial numbers / exceptions – date, card serial number</i>
	<i>Summary dispatch lists of cards ready to be distributed by DS and Certifying Officer (CO) and instruction sheets – Form ‘Process D - Format A’</i>
	<i>Letters to applicants based on the dispatch summary list requesting them to collect the card from the respective CO – standard template with date, name and address</i>
Data Captured	<i>Capture approved (certified) documents (in the case of the interim solution) such as the application, birth certificate, certificate of citizenship (if any), marriage certificate (if any) and other relevant documents as deemed necessary by the DS Officer.</i>
	<i>Assign registration number</i>
	<i>Translation and approval thereof</i>
	<i>Card serial numbers</i>
	<i>Serial numbers of cards to be destroyed</i>
	<i>Card dispatch reference number, entity, and date of delivery</i>
Validations	<i>Update receipt of applications from CO</i>
	<i>Set state of cards to be prepared to “Issue New Card”</i>

## Section V: Schedule of Requirements

		<i>Set state of cards prepared to “Pending Delivery”</i>
		<i>Update system with received ID cards</i>
		<i>Mark discrepancies if any (this should raise a high priority notification to the process owner and the Commissioner of the RPD. Mark the discrepancy cards’ status as “Suspended”</i>
	Availability	<i>Input, Output, and Capture at HO, DS and mobile units</i>  <i>Processing capability only at HO</i>
<b>BR 2.2</b>	Annexure BPR	<i>RB1.27</i>
	Description	<i>Cards not acknowledged on time</i>
	Narration	<i>Follow the process per RB1.27</i>
		<i>Notify RPD Process owner and RPD management when notification days have expired for a particular batch delivery of cards sent to a RPD officer at a DS</i>
		<i>This is also true for individual cards (within a batch) that have not been marked by the RPD Officer at the DS</i>
		<i>This is an automatic process</i>
		<i>The status change of the card/s must be able to be manually changed based on levels of authority set by the Management of the RPD.</i>
	Data Captured	<i>For notifications un-addressed, the notification should persist itself typically every 4 hours.</i>
	Validations	<i>SOS Number – auto generated</i>  <i>Maintain grace days (pre-defined time) for card acknowledgement time by the RPD Officer at the DS (grace days may be different depending on DS location)</i>
		<i>Mark the status of cards not acknowledged on time per the grace days as “Suspended”</i>
	Availability	<i>Head Office</i>
<b>BR 2.3</b>	Annexure BPR	<i>RB1.28 to RB1.32</i>
	Description	<i>Investigate Delays or Non Receipt of Cards</i>

## Section V: Schedule of Requirements

Narration	<i>Execute process per BPR Report RB1.28 to RB1.32</i>
	<i>Facility for the Commissioner of RPD to change the status of selected cards to “Active”. Facility for the Commissioner of RPD to change the status of selected cards to “Cancelled”</i>
Outputs	<i>List of delayed cards flagged by the system – “Pending” by DS - DS ID, date, name, address, id number</i>
Availability	<i>Head Office</i>

BR 2.4	Annexure BPR	<i>RB1.33 to RB 1.46</i>
	Description	<i>Storage and issue of cards at DS</i>
	Narration	<i>Execute process steps RB1.33 to RB1.46 per BPR Report</i>
	Inputs	<i>Scan approved receipt – record lost receipts if any</i>
	Outputs	<i>Complaint statement – in duplicate – date, name, address, DS office, complaint/s</i>
	Data Captured	<i>Instruction Sheet – Form Process D Format A</i>
		<i>Ability to record acceptance of card</i>
		<i>Ability to record un-acceptable cards and the reason/s – a complaint statement is generated</i>
		<i>Record incorrect details pertinent to a particular applicant / card – complaint number to be generated by the system</i>
		<i>Record details of the “Citizen Satisfaction Questionnaire” if provided by the applicant – for complaints, the system should automatically initiate the complaints process explained in BPR Process RD1.33</i>
	Validations	<i>Record that the approved receipt is “Lost” or “Returned” as the case may be</i>
		<i>Approved Receipt</i>
		<i>Applicant visually inspects and approves card and its details</i>
		<i>Update card status to “valid” when cards issued to the citizen has been accepted by the citizen</i>

	Availability	<i>All DS Offices</i>
		<i>Head Office</i>
BR 2.5	Annexure BPR	<i>RA1.47 to RA1.53</i>
	Description	<i>Destruction of old applications</i>
	Narration	<i>Follow steps RA1.47 through to RA1.53</i>
		<i>Facility to record applications that have not been destroyed with a status of “Not Retrievable”</i>
	Inputs	
	Outputs	<i>List to be destroyed – may be based on a monthly / prescribed basis, specific date, or a scheduled visit of a responsible officer visiting the DS) – Receipt number, date, Name</i>
		<i>List of “Not Retrievable” applications pertaining to a DS – Receipt Number, Date, Name, Address</i>
	Data Captured	<i>Authorized officer confirmation of destruction of applications</i>
	Availability	<i>RPD Head Office</i>
		<i>All DS locations</i>
BR 2.6	Annexure BPR	<i>RB1.54 – RB1.57</i>
	Description	<i>Cards Handed Over to Certifying Officers for Distribution</i>
	Narration	<i>Execute BPR process steps RB1.54 to RB1.57</i>
		<i>Record missing cards if any</i>
		<i>Record receipt of cards by CO</i>
	Outputs	<i>Summary Dispatch List - List of cards to be handed over to the CO – CO Name, ID, Date, card number, name</i>
	Data Captured	<i>Missing cards</i>
		<i>Receipt of cards by CO</i>
	Validations	<i>Verify all cards listed are received by the CO</i>

	Availability	<i>RPD Head office, DSO offices</i>
<b>BR 2.7</b>	<b>Annexure BPR</b>	<i>RB1.58 to RB1.63</i>
	Description	<i>Distribution of cards</i>
	Narration	<i>Execute process per BPR Process steps RB1.58 through RB1.63</i>
		<i>Certifying officers will have pre - printed forms titled "Acceptance Form"</i>
		<i>Record Acceptance from – for accepted cards</i>
		<i>Record Acceptance form – for not accepted cards and their respective reasons</i>
	Inputs	<i>Dispatch summary list</i>
	Outputs	<i>Monthly report to each CO a listing containing a list of valid cards that have been issued by him / her. The report will contain – CO ID and Name, Date, ID card number, ID name and address</i>
	Data Captured	<i>Acceptance forms</i>
	Validations	<i>Update status of ID card to “Valid” upon recording of acceptance from for those accepted cards</i>
	Availability	<i>All DS Offices</i>
		<i>Head Office</i>
<b>BR 2.8</b>	<b>Annexure BPR</b>	<i>RB2.1 to RB2.11</i>
	Description	<i>Processing of Change Applications (CI Applications)</i>
	Narration	<i>Execute process per BPR Process steps RB2.1 through RB2.11</i>
		<i>Record changes</i>
	Inputs	<i>Change to card details</i>
		<i>Change of name</i>
		<i>Change of civil status</i>
		<i>See Form Process B Format B</i>
	Outputs	<i>Unless lost, the present card is retrieved and a Temporary Receipt – CI is issued. Form Process B Format C</i>

## Section V: Schedule of Requirements

	Data Captured	<i>Record change details (if any since replacement of damaged cards should be possible)</i>
		<i>If the card is required for 10 years, a new photograph and thumb scan will also be obtained</i>
		<i>Temporary receipt number – system generated</i>
	Validations	<i>Validate signature or obtain and scan letter of authority</i>
	Availability	<i>All DS Offices</i>
		<i>Head Office</i>
		<i>Mobile Units</i>
<b>BR 2.9</b>	<b>Annexure BPR</b>	<i>RB3.1 to RB 3.7</i>
	Description	<i>Processing of regular renewal applications</i>
	Narration	<i>Execute process per BPR Process steps RB3.1 through RB3.7</i>
	Inputs	<i>Expiry of ID Card validity</i>
		<i>Payment details</i>
	Outputs	<i>Print renewal application – Form Process B Format A</i>
		<i>Payment dues slip – indicative of the amount to be paid – Name, ID No, Amount</i>
		<i>Temporary Receipt - Renewal - Form Process B Format C</i>
	Data Captured	<i>Any changed information with valid proof (to be scanned)</i>
		<i>Photograph and Thumb scan</i>
		<i>Payment details</i>
	Validations	<i>Handover existing card</i>
	Availability	<i>All DS Offices</i>
		<i>Head Office</i>
		<i>Mobile Units</i>

Process C: Handling of Lost Cards and Updating Information / withdrawing the ID Card of a Deceased Person (RC)

<b>Requirement Ref#</b>		<b>Description</b>
BR 3.1	Annexure BPR	<i>RC1.1 to RC1.4</i>
	Description	<i>Inform lost ID card by phone</i>
	Narration	<i>Informed by card holder or third party</i>
		<i>Follow BPR Process RC1.1 through RC1.4</i>
	Inputs	<i>Phone call – by ID card holder or 3<sup>rd</sup> party</i>
	Outputs	<i>Temporary acknowledgement of Reporting Lost Card – Date, ID Card number, Name, Address, Validity Period</i>
	Data Captured	<i>Flag card as “Informed Lost”</i>
		<i>Record informant details - identity, how found, method of returning</i>
	Validations	<i>Validate caller – recall based on callers ID number (if available)</i>
		<i>Instruction sheet issued at the time of issue of the ID card</i>
		<i>Recall ID card information and History (if required)</i>
	Availability	<i>All DS Offices</i>
		<i>Head Office</i>
		<i>Mobile Units</i>
BR 3.2	Annexure BPR	<i>RC1.5 to RC1.26</i>
	Description	<i>Inform lost ID card by visiting the DS office</i>
	Narration	<i>Follow the BPR process flow RC1.5 to RC 1.26</i>
	Inputs	<i>Holder visits the DS Office</i>
	Outputs	<i>Generate charges to be paid to the DS shroff including Penalty charges and temporary receipt charges (if card is not in DS Office)</i>
		<i>Cardholder Acknowledgement – Lost Cards – Form Process C Format A</i>
		<i>Issue temporary receipt if card not available for return at the DS Office – ID Card number, Name, Address, Date reported lost, receipt validity period</i>
		<i>Letter to lost card receiving office to transfer the lost card to the DS office requested by the card holder. Information to include – ID Card number, Name, Address, Contact details</i>

## Section V: Schedule of Requirements

	<i>Generate email (if facility is available else a list containing ID Card number, Name and Address of card holder) to lost card receiving office confirming receipt of lost card at DS office</i>
Data Captured	<i>Capture lost card number</i>
	<i>Mark status of card as “Lost – Temporary Receipt Issued”</i>
	<i>Capture receipt details for any penalties charged – if any</i>
	<i>Cardholder acknowledgement – mark status of lost card as returned and validity status to “Valid”</i>
	<i>Temporary receipt number – system generated</i>
	<i>Capture details of where (DS Office) the person would like to collect the lost card if found</i>
	<i>Capture details of lost cards received via a transfer note from the Lost Card Receiving Office. Status of the card is updated as “Received at issuing office”. The system also updates and notifies the Lost Card Issuing Office of the receipt of the lost card</i>
Validations	<i>Recall ID card details and history (if required)</i>
	<i>Validate the specified period for lost card reporting</i>
	<i>Recall and Review information regarding the lost ID card should it have been returned to any other DS office or HO. This may be by a hierarchy such as Province, District, DS or Department; or any combination thereof.</i>
Availability	<i>All DS Offices</i>
	<i>Head Office</i>
	<i>Mobile Units</i>
BR 3.3	<i>Annexure BPR RC1.27 to RC1.34</i>
Description	<i>Action taken by the lost and issuing office – report of lost ID card</i>
Narration	<i>Follow BPR Process flow RC1.27 through RC1.34</i>
	<i>Make available the RPD officer at the lost card office to retrieve contact details of the card holder in question</i>
Inputs	<i>Receive lost card</i>
Outputs	<i>Email (template based) which contains text stating that</i>

*the card is available at the lost card office at the RPD for collection*

*Letter (in three) languages which contains text stating that the card is available at the lost card office at the RPD for collection.*

*Print card holder acknowledgement – Form Process C Format B*

Data Captured

*Record temporary receipt details*

*Mark card status as returned*

*Mark card validity status as “VALID”*

Validations

*Collect temporary receipt – Lost card. If not available, record as “Temporary Receipt Lost”*

*Identify person*

*Validate thumb impression*

Availability

*Head Office*

BR 3.4

Annexure BPR

*RC1.35 – RC1.44*

Description

*Receiving of Lost cards at RPD designated offices*

Narration

*Follow BPR Report process steps RC1.35 through RC1.44*

Inputs

*Receipt of Lost Card*

Outputs

*For loss reported cards, generate a lost card transfer note and return to the lost card issuing office*

*Notify office of receipt of lost card at lost card receiving office*

Data Captured

*Capture location and card number being held and assign found reference number which is system generated*

*Change card status to “In Transit”*

*Issuing office records receipt of card and marks card status as “Received at issuing office”*

Validations

*Check for reported lost cards*

*Weekly verification of lost “In Transit” status cards with lost card issuing office*

*Check if new card has been issued and change (this) card status to “Invalid”*

	Availability	<i>Head Office – all functionality</i>
		<i>All DS Locations – only recording of lost card receipt and transfer note generation</i>
		<i>Mobile Units – only recording of lost card receipt and transfer note generation</i>
BR 3.4-a	Annexure BPR	<i>RC1.45 to RC1.47</i>
	Description	<i>Issue of New ID Card</i>
	Narration	<i>Follow Process RC1.45 through RC1.47</i>
		<i>Follow BPR process RB1.12 – processing and issue of cards</i>
	Inputs	<i>10 days prior to expiry of temporary receipt</i>
	Outputs	<i>Letter requesting holder to collect new card from respective DS office. Include – Name, address, Date, ID Card number, Ds Office in letter</i>
	Data Captured	<i>Payment for new card</i>
	Validations	<i>On acceptance change card status to Issued New Card</i>
	Availability	<i>HO</i>
		<i>All DS Offices</i>
		<i>Mobile units</i>
BR 3.5	Annexure BPR	<i>RC2.1 to RC2.3</i>
	Description	<i>Process of recording a death of a person</i>
	Narration	<i>Follow BPR Process RC2.1 to RC2.3</i>
		<i>If ePOP application is not available, await for the arrival of a relevant card at a registered office</i>
	Inputs	<i>Based on data received via subscriber interface of the ePOP application</i>
	Outputs	<i>Generate letter to next of kin (per ePOP system) stating that the card has been invalidated and to return the said card to any DS Office. Letter should also contain the deceased NIC number, name, address</i>
	Data Captured	<i>Record card status as “INVALID – DECEASED”</i>
	Validations	<i>With ePOP application via subscriber interface</i>
	Availability	<i>Head Office</i>

		<i>All DS Locations</i>
		<i>Mobile units</i>
BR 3.6	Annexure BPR	<i>RC2.4 to RC2.11</i>
	Description	<i>Receipt of card at Registered Office</i>
	Narration	<i>Follow BPR Process RC2.4 through RC2.11</i>
	Inputs	<i>Receipt of card at registered office</i>
	Outputs	<i>Receipt – date, DS Office card id, name, (person handing over name and address) or be posted – Form Process C Format C</i>
	Data Captured	<i>Receipt of card – card number, ID of person handing over card</i>
		<i>Invalidate card – set card status to “Invalid”</i>
	Validations	
	Availability	<i>HO</i>
		<i>All DS Offices</i>
		<i>Mobile units</i>
BR 3.7	Annexure BPR	<i>RC2.12 to RC 2.17</i>
	Description	<i>Destruction of invalid cards</i>
	Narration	<i>Perform per BPR Process RC2.12 through RC2.17</i>
	Inputs	<i>Generation of quarterly report</i>
	Outputs	<i>Report containing retained “INVALID” cards suitable for destruction – generate a special serial number for the said report. Contains – Card number , Name, address, Date</i>
	Data Captured	<i>Special running serial number (for each office) for each quarterly report</i>
		<i>Destroyed card numbers</i>
	Availability	<i>Head Office</i>
		<i>All DS Locations</i>

<b>Requirement Ref#</b>		<b>Description</b>
BR 4.1	Annexure BPR	<i>RD1.1 to RD1.4</i>
	Description	<i>User queries received by Telephone or Personal Visit to DS office or Head office</i>
	Narration	<i>Follow BPR Process RD1.1 through RD1.4</i>
	Inputs	<i>Telephone call or Personal visit to DS or HO</i>
	Validations	<i>Establish ID and authorization - recall information based on eCitizen Number, NIC number or Application reference number – Process D Format QM01</i>
		<i>Ability to view ID information including status and history</i>
	Availability	<i>Head Office</i>
		<i>Connected DS Offices</i>
BR 4.2	Annexure BPR	<i>RD1.5 to RD1.14</i>
	Description	<i>User queries received by mail</i>
	Narration	<i>Follow BPR Process RD1.5 through RD1.14</i>
	Inputs	<i>Mail received at DS or HO, type of query</i>
	Outputs	<i>List of mails received – Date, Query Reference Number, type of query</i>
		<i>Personal request letter</i>
		<i>Response letter and ability to modify same by the approving officer – perform Process D format QM 03</i>
	Data Captured	<i>Register on the system and allocate a Query Reference Number (QRN)</i>
		<i>Query handling officer – acknowledge receipt</i>
	Validations	<i>Establish ID and authorization - recall information based on eCitizen Number, NIC number or Application reference number, type of query – Process D Format QM02</i>
		<i>Selection of standard responses – in choice of inquirer's choice</i>
	Availability	<i>Head Office</i>
		<i>DS Offices</i>

BR 4.3	Annexure BPR	<i>RD1.15 to RD1.22</i>
	Description	<i>Queries Received by Email / Website Form</i>
	Narration	<i>Follow BPR Process RD1.15 through RD1.22</i>
		<i>When email received, the system must log enquiry details, date and time received.</i>
		<i>When response is made, the system must log the response and date and time stamp</i>
		<i>Ability to close / re- open a response trail – referenced by Query Reference Number</i>
	Inputs	<i>Email (or web form text converted to an email) received at a pre-configured email address assigned to responsible officer/s at the HO</i>
	Outputs	<i>Response email once approved by approving officer</i>
		<i>Letter to personally request information</i>
	Data Captured	<i>Record enquiry – Date, inquirer, reference number(NIC no., eCitizen No., Application Ref. no.), Name, Contact Details and type of query.</i>
		<i>System generated Query Reference Number</i>
	Validations	<i>Web form / email must have eCitizen Number, NIC number or Application reference number and the response to the special question in the application in addition to the query and response email address. See Process D Format QM04</i>
	Availability	<i>Head Office</i>
BR 4.4	Annexure BPR	<i>RD1.1 to RD1.4</i>
	Description	<i>Queries Received via SMS</i>
	Narration	<i>Follow BPR Process RD1.1 through RD1.4</i>
		<i>Record input SMS and output SMS details</i>
		<i>Ability to edit / list / view IVR log by authorized personnel</i>
		<i>Ability to periodically purge IVR log by authorized personnel</i>
	Inputs	<i>SMS with any two pieces of information - eCitizen Number, NIC number or Application reference number</i>

	Outputs	<i>SMS to caller with status</i>
	Data Captured	<i>Caller ID (CLI)</i>
		<i>Record inputs and date and time stamp and SMS response text</i>
	Validations	<i>Establish identity based on inputs</i>
	Availability	<i>Head Office</i>
BR 4.5	Annexure BPR	<i>RD1.1 to RD1.4</i>
	Description	<i>Queries Received by IVR (Interactive Voice Response system)</i>
	Narration	<i>Follow BPR Process RD1.1 through RD1.4</i>
		<i>Ability to edit / list / view IVR log by authorized personnel</i>
		<i>Ability to periodically purge IVR log by authorized personnel</i>
	Inputs	<i>Any two pieces of information - eCitizen Number, NIC number or Application reference number</i>
	Outputs	<i>System generated (text to voice) status of card</i>
	Data Captured	<i>Record inputs and date and time stamp and IVR response in text</i>
	Validations	<i>Validate caller based on two of the three inputs</i>
	Availability	<i>Head Office</i>
BR 4.6	Annexure BPR	<i>RD1.23 to RD 1.31</i>
	Description	<i>Queries NOT related to an Application and/or Complaints received by Telephone</i>
	Narration	<i>Follow BPR Process 1.23 through RD1.31</i>
	Inputs	<i>New Query</i>
		<i>Existing Query – Query Reference Number</i>
	Outputs	<i>Telephone response</i>
	Data Captured	<i>Register new query with caller ID and contact details, Type of query, Reference (eCitizen No, ID No, Application Ref. No)</i>
		<i>Generate Query Reference Number for new queries</i>
	Validations	<i>Ability to retrieve information if existing query</i>
		<i>Allocate new query Reference Number (QRN) for</i>

		<i>new queries – system generated</i>
		<i>Search knowledge database based on key words – Process D Format QM07</i>
Availability		<i>Head office</i>
BR 4.7	Annexure BPR	<i>RD1.32 to RD1.43</i>
	Description	<i>Queries NOT related to an Application and/or Complaints received by Telephone or Personal Visit to DS or HO</i>
	Narration	<i>Follow BPR Process 1.23 through RD1.31</i>
	Inputs	<i>Ability to route to BPR Process RB1.28 (Issue New Card) with status of request as “Issue Card”</i>
	Outputs	<i>Receipt of letter</i>
	Data Captured	<i>Response letter – Process D Format QM09</i>
	Validations	<i>Register letter on system – Form – Process D Format QM08</i>
	Availability	<i>Allocate (by system) a Query Reference Number (QRN)</i>
		<i>Ability to search knowledgebase with key words</i>
		<i>Transfer / flag responses for postal section to expedite</i>
		<i>Ability to check queries transferred to postal section</i>
BR 4.8	Annexure BPR	<i>RD1.44 to RD 1.47</i>
	Description	<i>Verification Request Received by telephone</i>
	Narration	<i>Follow BPR Report Process RD1.44 through RD1.47</i>
	Inputs	<i>Telephone request</i>
	Outputs	<i>Verbal – Valid or Invalid</i>
	Data Captured	<i>ID of caller and ID number verification requested and date and time stamp</i>
	Validations	<i>Validate identity of the caller – Process D Format QM11</i>
	Availability	<i>Head office</i>

BR 4.9	Annexure BPR	<i>RD1.48 to RD 1.57</i>
	Description	<i>Verification requested by personal visit to DS or HO</i>
	Narration	<i>Follow BPR Report Process RD1.48 through RD1.57</i>
	Inputs	<i>Request for verification – Form: Process D Format QM12</i>
		<i>Payment receipt details</i>
	Outputs	<i>Payment request – Form: Process D Format QM14</i>
		<i>Verification slip – Form: Process D Format QM13</i>
		<i>Payment validation report – for accounts department – by date range – DS Office, Requested date, Time , Requestor ID and Name, Amount</i>
	Data Captured	<i>Requester ID and status requested ID number</i>
		<i>Verification Reference Number – system generated</i>
	Validations	<i>Inquirer details</i>
	Availability	<i>Head office</i>
		<i>DS office – connected</i>
BR 4.10	Annexure BPR	<i>RD1.58 to RD 1.65</i>
	Description	<i>Creation of a Knowledge base</i>
	Narration	<i>The RPD requires a comprehensive knowledgebase. This is to assist all offices of the efficiently and effectively. The knowledge base must be able to capture and service knowledge requests at all levels of the organization.</i>
	Availability	<i>RPD Head office</i>
		<i>RPD DS offices</i>
BR 4.11	Annexure BPR	<i>RD1.58 to RD 1.65</i>
	Description	<i>On-line Verification</i>
	Narration	<i>Follow BPR Report Process RD1.58 through RD1.65</i>

## Section V: Schedule of Requirements

	Inputs	<i>Approved Stakeholder validation on permitted information</i>
	Outputs	<i>Monthly email of access log to respective stakeholders</i>
	Data Captured	<i>Access log – stakeholder, date, time, information requested</i>
	Validations	<i>Approved stakeholder and permitted information fields</i>
	Availability	<i>Web service – over Internet, VPN</i>
	Availability	<i>Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>
BR 4.12	Description	<i>Translate and submit knowledge entry</i>
	Narration	<i>The knowledge entry is translated in to English by a responsible officer</i>
		<i>Persist knowledge item with status “awaiting approval”</i>
		<i>May be a previously tagged query or an adhoc entry</i>
	Outputs	<i>List of knowledge items</i>
		<i>Unapproved list</i>
	Availability	<i>Head office</i>
BR 4.13	Description	<i>Update Knowledgebase</i>
	Narration	<i>The approving officer will view and if correct, update the knowledgebase with an entry</i>
		<i>Set the status of the item to “approved”</i>
		<i>The approving officer of knowledge items can also create, review, update, and delete items from the knowledgebase</i>
		<i>The approving officer can also set the authorization levels to knowledge items.</i>
	Outputs	<i>List to be approved</i>
	Availability	<i>Head office</i>

Administration and Maintenance of RPD processes and workflows

<b>Requirement Ref#</b>	<b>Description</b>	
BR 5.1	Annexure BPR	<i>RA1.19, RA1.20, RA1.21</i>
	Description	<i>Manage Certifying Officers (CO)</i>
	Narration	<i>Create, Retrieve, Update, Delete CO details</i>
		<i>Update CO status – Applied, Active, Inactive, Suspended, Retired</i>
		<i>A status update history and reasons must be maintained</i>
	Inputs	<i>CO Registration application form</i>
	Outputs	<i>List on demand</i>
		<i>Static information (by way of a web service call) for the RPD website in order that Citizens can search for relevant COs via the RPD website</i>
		<i>Payments due to be made by RPD at end of month with copy to RPD accounts division</i>
	Data Captured	<i>Individual information (Name, address, contact details, email, attached GN division and DS) of each type of CO including Signature and photograph</i>
		<i>Applicable payment rules for (each) type of CO</i>
	Validations	<i>Approval process for COs and active status changes can be performed only by approved RPD officers</i>
	Availability	<i>Full Access - RPD Head office</i>
		<i>View Only – DS Office (offline / on-line), Mobile Units</i>
BR 5.2	Description	<i>Manage Stakeholders and 3<sup>rd</sup> parties</i>
	Narration	<i>Create, Retrieve, Update, Delete Stakeholder details</i>
		<i>Update Stakeholder status – Applied, Active, Inactive, Suspended, Retired</i>
		<i>A status update history and reasons must be maintained</i>
		<i>Provide a web service</i>
		<i>Allocation of suitable sign-on permissions</i>
	Inputs	<i>Stakeholder Registration application form</i>

## Section V: Schedule of Requirements

Outputs	<i>List on demand</i>
	<i>Payments due by Stakeholders at end of month with copy to RPD accounts division</i>
Data Captured	<i>Institution information (Name, address, contact details, email, information / service requested etc) of each type of stakeholder</i>
	<i>Applicable payment rules for each Stakeholder</i>
Validations	<i>Approval process for Stakeholders and active status changes can be performed only by approved RPD officers</i>
	<i>Specify what information is available to each of the stakeholders</i>
Availability	<i>Full Access – RPD head office</i>
	<i>View Only – Stakeholders</i>

BR 5.3	Description	<i>Manage DS Locations</i>
	Narration	<i>Create, Retrieve, Update, Delete DS Location details</i>
		<i>Update DS status – Applied, Active, Inactive, Suspended, Retired</i>
		<i>A status update history and reasons must be maintained</i>
		<i>Allocate / De-allocate COs to DSs (and approval thereof by approved RPD officers)</i>
	Inputs	<i>Initial data setup – Salient data such as Province, District, DS name, contact persons, designations, telephone, and email addresses</i>
	Outputs	<i>List on demand</i>
		<i>Static information (by way of a web service call) for the RPD website in order that Citizens can search for relevant DSs via the RPD website</i>
		<i>Cross reference with COs so that citizens can easily find DS and CO data</i>
	Data Captured	<i>See Inputs above</i>
	Validations	<i>Status changes can be performed only by approved RPD officers</i>
	Availability	<i>Full Access - RPD Head office</i>

*View Only – DS Office (offline / on-line), Mobile Units*

BR 5.4	<p>Description</p> <p>Narration</p>	<p><i>Create and maintain information relating to Workflows</i></p> <p><i>Workflows must be defined to cover the full life cycle of the events and items the RPD must action. It should be possible to setup alternate workflows within each process, based on the type of event or related attributes.</i></p>
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*A workflow definition will consist of (but not be limited to) the following information:*

- o Purpose*
- o Owner*
- o Standard Duration*
- o Applicable objects / events*
- o Tasks which make up the workflow.*

*Each workflow task will consist of (but not be limited to) the following information:*

- o Role/group responsible for executing the task*
- o Standard duration*
- o Pre-conditions / Pre-requisites*
  - o Link to the system function through which a user may action this task. For example, Capture of the ‘Application Form’ would be linked to the Application data entry function. In the case of purely manual tasks, this may be a standard function where completion of a task is confirmed by the responsible user, and some comments added if necessary. Where completion or reversal of a task is synonymous with an action on a data item, the action should be invoked automatically.*
- o Dependants*
  - o Next task(s). If there are alternatives, the user completing this step may need to indicate the next one, or it may be determined according to workflow rules, depending on the status or attributes of the workflow-item being actioned.*
- o Escalation rules — if the task is not completed*

*within the standard duration, other tasks may be activated, or alerts generated. Other monitoring rules may also apply.*

*o Reversibility - Can this step be reversed? (if yes, who can reverse it?)*

Availability      • *RPD Head office*

BR 5.5	<p>Description      <i>Create and maintain information relating to Forms</i></p> <p>Narration      <i>The application process requires specific forms to be filled in by applicants. These forms may change according to legislation and the requirements of each application type. It is highly desirable that System allows changing the definition of forms as necessary, and also associate key business data items with the form. These attributes may or may not be mandatory. Special form related validations may also be specified.</i></p>
BR 5.6	<p>Description      <i>Work flow: Initiate and drive the process required to action an event.</i></p> <p>Narration      <i>When an event occurs, the process necessary to provide a proper response must be initiated by the system, and work assigned to the appropriate officer. The system activities required are :</i></p> <ul style="list-style-type: none"> <li>- <i>Create a Workflow Instance</i></li> <li>- <i>Create Activated task(s)</i></li> <li>- <i>Assign the first/next Activated task to an appropriate officer.</i></li> </ul>
BR 5.7	<p>Availability      <i>RPD Head office</i></p> <p><i>Divisional Secretariats</i></p> <p>Description      <i>Update progress of tasks on a workflow.</i></p> <p>Narration      <i>1. Allow a user to record progress against a specific task. Some standard progress entries may be —</i></p> <p><i>Started</i></p> <p><i>Waiting — with comment and expected date of</i></p>

*recommencement*

*Completed successfully*

*Returned — revert to previous task.*

*Comments - should be supplied*

2. *Where completion of a task is linked to another system activity (i.e. Filling in a form), the progress of that task must be captured when the activity is performed. For example, when an Application form is entered, the task can be flagged as Started, and when the form is confirmed by the applicant, the task can be marked as completed.*

3. *Alternately, it should be possible to link progress or completion of a task to a data attribute. When the progress is updated, the attribute would also be updated. For example, on receipt of a document, the workflow task as well as the document status must be updated.*

4. *Each stage can be completed, or a completed stage can be reversed, unlocking that data so that it can be modified.*

5. *A task may have alternative paths on completion. If the path is linked to the value of an attribute, it can be routed automatically by the system. Otherwise, the user completing the task must indicate the next task.*

6. *The approving officer for each stage may also cancel the approval, if no further events have taken place.*

7. *A specific task can be actioned only by the user or members of the group to which it is assigned. There may be restrictions on specific actions such as cancellation. This service should be available to other functions which are designed to action a specific task. (i.e. Capture New Application)*

	Availability	<i>RPD HO</i>
		<i>Divisional Secretariats</i>
BR 5.8	Description	<i>Work flow: Assign a task to user</i>
	Narration	<i>It may be necessary to assign a task manually. Some of the reasons may be —</i>
		<i>o User to whom it is assigned is not available.</i>
		<i>o The assignment is not correct</i>
		<i>o The task has not been assigned.</i>
		<i>Automatic assignment of a task takes place as soon as a task instance is created. Thereafter, whenever a task is actioned.</i>
	Availability	<i>RPD Head office</i>
		<i>Divisional Secretariats</i>
BR 5.9	Description	<i>Refer a task to another user or group</i>
	Narration	<i>Refer a task to another user or group when there is activity which needs to be completed by that group, in order to complete the current task. This may be necessary when additional verification or advice is required, and such activities are not part of the standard workflow.</i>
		<i>The system would create a sub-task to be completed by the assignee. This task can be actioned in parallel to the parent workflow task, but the sub-task should be completed in order to complete the parent task.</i>
	Availability	<i>RPD HO</i>
		<i>DSO</i>
BR 5.10	Description	<i>Escalate a task to a supervisor</i>
	Narration	<i>This is similar to “Referring” a task, except that it does not create a separate workflow or task. The escalation</i>

*is treated as a secondary assignment and could cover the entire workflow for the workflow-item, or just the single task.*

*Escalation normally occurs when a task breaches stipulated constraints of time, process or business practice. A task may be escalated manually, by the executor, or automatically, by the system.*

Availability      *RPD HO*

*DSO*

BR 5.11	Description	<i>Retrieve details for a Business or Data Item.</i>
	Narration	<i>Business items may be identified via a search. Only data to which a user has access should be retrieved.</i>

*There are different subsets of information for each Business Object. It should be possible to retrieve the required subset(s) only, or all as required, for a given Business item. Some examples of Business Objects and Data Subsets are given below.*

*Person*

- o Personal data*
- o Family / Relationships*
- o Applications*
- o Payments*
- o Queries*
- o Documents*

*Application*

- o Person*
- o Type*
- o Application data (forms etc)*

	<i>o Workflow</i>
	<i>o History</i>
	<i>o Queries</i>
	<i>o Documents</i>
Availability	<i>RPD Head office</i>
	<i>DS office</i>
	<i>Mobile Units</i>

## Operational access control requirements

As the eNIC Software System would be distributed, a single concurrent ownership mechanism must be applied to avoid parallel and un-synchronized actions on the same item.

In the following requirements, “Ownership” refers to the right to change a Business Item and related Data subsets and Data items.

A Business/Data Object is a concept, and refers to types of entities related to the Department of Registration of Persons. An example is an Application for a new identity card. Business objects define boundaries to the information contained within the object. Information within a Business Object may be grouped as Data-subsets. Business Objects may not have a one-to-one mapping to entities. A Business/Data Item is a real instance of an object. An example is the Application submitted by a citizen (i.e. A. Perera) that exists in the real world as a completed form.

The form is a Business Item belonging to the Application type of Business Object. A. Perera is a Business item belonging to the Applicant type of Business Object. “Data Item” can refer to the Business Item attributes, which may be grouped into subsets, as per the Business Object.

Ownership is assigned to a location, and if work is in progress, to a task/individual user. A change request can be initiated at any location, but the change must be applied first at the owning location, and then propagated to the Department of Registration of Persons and other relevant locations. Only locations actively involved in processing the data would receive any change requests. Historical records at any peripheral location may not be up-to-date. If accessed, the data should be updated from the central repository.

Requirements are set out in the context of concepts and mechanisms discussed above. Alternative mechanisms may be used to full-fill the requirements.

Requirement Ref#	Description	Description
BR 6.1	Description	<i>Grant / Take Ownership</i>
	Narration	<i>Assign ownership of a data object to a specific location and user. It is desirable that if necessary, Ownership is</i>

*granted for a limited period, after which ownership would revert to the previous owner. However, this may create routing problems, if there is work in progress.*

*It should be possible for an authorised user to take ownership of a Data item. This is an administrative function, and should be used only if the current owner is unavailable or unable to process a request for ownership.*

Availability      *RPD Head office*

BR 6.2	<p>Description      <i>Off-line Updates</i></p> <p>Narration      <i>Off-line updates are carried out when the user does not have direct access to the database, or when the user / location do not have ownership of the Data item. The changes are stored locally, and also submitted to the owner. The owner may implement the change or grant ownership to the originator, to carry out the change. Wherever the change is effected, other relevant locations must be notified of the change. This service is a generic mechanism to ensure consistency. The actual changes must be carried out by the service relevant to the object.</i></p>
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*The requirement here is to synchronise and/or propagate changes to distributed databases, as required, via this service, or an alternative mechanism.*

Availability      •    *RPD head office*

BR 6.3	<p>Description      <i>Request updated information</i></p> <p>Narration      <i>It should be possible to request that a specific data item be updated. The requirement is to synchronise the data, a portion of data, or a specific item. This facility would be required at secondary locations as such locations may not be synchronised. Should the database be consistent with the central DB, this service would not be necessary.</i></p>
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	Availability	<i>RPD Head office</i>
<b>BR 6.4</b>	Description	<i>Respond to request for information</i>
	Narration	This service is required to respond other requests which may originate externally. The requested data should be located and packaged as an Electronic Data Message (EDM) and sent to the requestor. Security and availability should be verified.
	Availability	RPD Head office
<b>BR 6.5</b>	Description	Apply an update to information
	Narration	When notified of a change to a data item, or updated information is requested for and received, the update should be applied to the local and central databases wherever applicable. This could also be part of the off-line update cycle)
	Availability	RPD Head office
		Divisional Secretariat
<b>BR 6.6</b>	Description	Identify active DB locations for a data item
	Narration	It may be necessary to determine who has ownership of a specific data item. There may be more than one owner, if the data item has sub-sets. The relevant location(s) and user(s) should be identified.
	Availability	RPD Head office
<b>BR 6.7</b>	Description	Transaction logs and audit trails
	Narration	The system should maintain transaction logs and audit trails on all operations irrespective of whether they are carried on local databases or on central databases. Users with appropriate authority should be able to search, retrieve and view audit records.

Availability	RPD Head office
	DS offices

## Electronic Data Messages (EDM)

In this section, the term “message” denotes a communication with information. EDM refers to a message with data, or formatted information, where the message can be interpreted and acted upon by the system. EDM should be implemented to support the following features:

- Encryption and/or other mechanisms to avoid tampering or breach of confidentiality
- Transmission via industry standard messaging mechanisms.
- Storage, retrieval, archiving and/or deletion of messages while maintaining necessary transaction logs and audit trails

Requirement Ref#	Description	Description
BR 7.1	Description	<i>Create a file containing data or a message required to be transmitted</i>
	Narration	<i>When information needs to be transmitted electronically between locations, the information should be encrypted and packaged as an Electronic Data Message. The message should include additional information to indicate the source (user, task), target (user, task), method of transmission,</i>
		<i>The file should be transmitted to the target location, and can be deleted after successful transmission. The electronic form/data would be stored in a pre-determined location. It should be possible for users to change this location.</i>
		<i>This service is a utility, and is not expected to carry out any business level validations. A history of all files generated and transmitted should be maintained. Transmission may be via Messaging.</i>
	Availability	<ul style="list-style-type: none"> <li>• RPD head office</li> <li>• DS offices</li> <li>• Mobile offices</li> </ul>

BR 7.2	Description	<i>Process EDM that maybe received directly through the internet, e-mail, or via off-line storage media (diskette, USB etc.).</i>
	Narration	<i>Required actions</i>
	<ul style="list-style-type: none"> <li data-bbox="786 370 1406 404">• <i>Decrypt / interpret message</i></li> <li data-bbox="786 437 1406 471">• <i>Update workflow, document tracking as applicable.</i></li> <li data-bbox="786 505 1406 539">• <i>Submit to target function — if applicable.</i></li> <li data-bbox="786 572 1406 640">• <i>Update data — if authorised, otherwise store as an EDM update, pending confirmation.</i></li> <li data-bbox="786 662 1406 729">• <i>Verify Data access security for target as well as source.</i></li> <li data-bbox="786 763 1406 797">• <i>Alert user — if applicable</i></li> </ul>	
	Availability	<ul style="list-style-type: none"> <li data-bbox="786 819 1008 853">• <i>RPD Head office</i></li> <li data-bbox="786 887 1008 920">• <i>DS Office</i></li> <li data-bbox="786 954 1008 988">• <i>Mobile office</i></li> </ul>

## Printing (other than personalization of ID cards)

This section sets out generic print services as well as some specific functions. It should be able to access the print services via other services, and automatically initiate a report.

Note: References to BPR functions provided are not exhaustive, as print facilities are implicit in some features.

Requirement Ref#	Description
BR 8.1	<i>General printing</i>

Narration	<ul style="list-style-type: none"> <li><i>These are generic features required for printing.</i></li> </ul>
	<ul style="list-style-type: none"> <li><i>It should be possible to print any information displayed (unless indicated otherwise due to confidentiality or security). The user may utilise a standard “print-screen” facility, but a specific print facility provided via the eNIC Software System is required, to provide “printer-friendly” output.</i></li> </ul>
	<ul style="list-style-type: none"> <li><i>For reports or other formatted documents, it should be possible to indicate whether pre-printed stationery is available (if relevant), and to print accordingly. It should be possible to print a number of copies if required.</i></li> </ul>
Availability	<ul style="list-style-type: none"> <li><i>If common, central printers are used, the owner of the report should be indicated on the report, or on a cover page.</i></li> </ul>
	<ul style="list-style-type: none"> <li><i>For documents which are restricted, any print requests should be logged. Where applicable, identify re-prints, and indicate that the document is a duplicate. It would be desirable to indicate the copy number, if available.</i></li> </ul>
BR 8.2	<p>Description</p> <p><i>Print Regular Reports</i></p> <p>Narration</p> <p><i>Reports identified during the BPR, are listed in Section 12 of the BPR Report. It should be possible to select a report, and specify the scope criteria for the content, and obtain the reports. It is desirable to be able to select several reports and specify common</i></p>

*scope criteria (e.g. Period), if applicable. Note that the Reporting requirements are not limited to those contained within the BPR but may need to be finalized at the time of providing detail implementation details.*

	Availability	<ul style="list-style-type: none"> <li>• <i>RPD head office</i></li> <li>• <i>DS office</i></li> <li>• <i>Mobile office</i></li> </ul>
<b>BR 8.3</b>	Description	<i>General Information Print</i>
	Narration	<i>This service should support printing of any information retrieved via the generic Information Retrieval service</i>
	Availability	<i>RPD Head office</i> <i>DS office</i> <i>Mobile office</i>
<b>BR 8.4</b>	Description	<i>Print bar codes</i>
	Narration	<i>Print bar code labels and on documents as specified. The printing should include the number in human readable form, as well.</i>
		<i>Printing of ID and 2D barcodes must be supported</i>
	Availability	<i>RPD Head office</i> <i>DS office</i> <i>Mobile office</i>
<b>BR 8.5</b>	Description	<i>Print address labels</i>
	Narration	<i>It should be possible to select the language for printing, or to print in the recipient's preferred</i>

## Section V: Schedule of Requirements

*language, where it is known.*

*Note: Address labels may be redundant, and the facility is included only for completeness. Other alternatives which should be considered are;*

*o Use of windowed envelopes, with guidelines on templates, as to placement of address. Discrete guides for folding may be printed if necessary*

*o Notices may be posted without envelopes. The notice can be laid out so that only the address is visible when folded and stapled. Postage may also be less than for letters in envelopes. Discrete guides for folding may be printed if necessary*

*o Special stationery which can be mechanically folded and sealed may be considered for confidential, high volume printing. (e.g. Like Telecom bills)*

	<i>RPD Head office</i>
	<i>DS office</i>
	<i>Mobile office</i>
BR 8.6	<i>Print Registered Letter Lists</i>
Narration	<i>It should be possible to select (multiple or individual) and generate lists that could be handed over to the post Office (in the Post Office prescribed format).</i>
Availability	<i>RPD Head office</i>
	<i>DS office</i>

## Alerting Services

Alerting services should be activated as background or scheduled jobs, and be executed regularly in order to identify events requiring alerts. If a specific alerting service is re-run or executed at frequent intervals, it should avoid generating repeated alerts for the same event. The frequency for repeating alerts (if required), should be specified in the alert event specification.

An alert may be a general rule-based Reminder, Warning or an Escalation. These alerts can be based on workflow execution and task-related conditions, or based on the status of a Data Item, and related conditions. An event or error detected by another service can trigger a Notification alert.

The following should also be identified for each alert-event

- Method of reminder — It could be via email, or an alert when logging into the system, e-NIC alert etc. Personal preferences should also be considered when determining the method.
- Reminder / Escalation threshold: This must be defined for each event
- Frequency for repeating alerts Last Alert sent should be “remembered”, to support this feature.
- Recipient: This could depend on the specific Activated-task, the generic Task or the related Work-item and/or Data-item. Where the recipient is not associated directly with the task or item, it may need to be determined based on Security and Access settings.
- Method of identifying alert event: If a new / external application has been initiated and the new application is not received by a stipulated period, a reminder is required. The ‘Stipulated period’ should be configurable.
- The reminder is generated at the earlier of the dates.
- Alerts generated should be logged.

If there are multiple alerts for the same user, they should be grouped into one alert, for each type of alert. (Reminders, Warnings, Escalations and Notifications). Duplicate alerts should be avoided. Duplicates may occur when alert thresholds coincide, or when the same event triggers different types of alerts.

Requirement Ref#	Description	Description
BR 9.1	Description	<i>Generate list of outstanding registrations</i>
	Narration	<i>This service is a secondary service, required for follow up and monitoring. It should compile a list of eligible persons by DS.</i>
	Availability	<i>RPD Head office</i>
BR 9.2	Description	<i>Generate Reminders for tasks</i>
	Narration	<i>Generate Reminders for tasks, based on the task definition. All generic task definitions should incorporate the alert event definition which would</i>

*be applied to all Activated-tasks, when this service is executed. All tasks may not require reminders.*

	Availability	<i>RPD Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>
<b>BR 9.3</b>	Description	<i>Warning on delayed tasks or workflows</i>
	Narration	<i>If any Activated-task or Activated Workflow is not completed within the “expected duration”, a warning should be issued to all users associated with the related work-item. In computing the lapsed period, it should correspond to the unit in which the “expected duration” is specified. e.g. If it is specified in :working days”, then compute the actual working days elapsed, to determine if the task is delayed.</i>
	Availability	<i>RPD Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>
<b>BR 9.4</b>	Description	<i>Escalation of tasks and workflows</i>
	Narration	<i>Identify Activated-tasks or a Work-items which are delayed beyond the maximum expected duration, and escalate via related processes</i>
	Availability	<i>RPD Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>

BR 9.5	Description	<i>Escalation on Non-action</i>
	Narration	<i>Activated-tasks which are not actioned, or started, should be escalated. Work-items on which there is no activity may also need to be escalated.</i>
<i>Tasks may be escalated related processes. Where there is no task available for escalation, create a new ‘resumed case’ task in order to force an investigation and proper closure or routing of the item. The threshold for non-action alerts should be defined, per Business Object and Task</i>		
BR 9.6	Availability	<i>RPD Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>
BR 9.6	Description	<i>Event Notification</i>
	Narration	<i>It should be possible to generate alerts based on events and error conditions detected by other services. Such events should be lodged as alert events by the service which detects it. The event should be removed, once the alert has been generated.</i>
	Availability	<i>RPD Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>

## Use of Templates and maintaining reference data

Templates can be created through a word processor or any other software that the RPD uses. The templates must be lodged within the e-NIC system. These can be uploaded and stored in the DB, or may be stored externally as files, and made available to the e-NIC system. The system must contain a list of the approved templates, with a title, and description. It is necessary for the RPD to update the list of templates, and also link them to various functions in order to restrict their use, or guide users when producing documents. The system should

also be able to open the template, using the appropriate software, in order to generate a new document. Specific services required are listed below

Reference data must be coded and maintained. Reference items should not be changed once used. However, facilities for modification must be available, to make corrections if necessary. Wherever applicable, use of codes and symbols should be according to the acceptable and current standards of the Sri Lanka Standards Institute and the ICTA.

Descriptions and other information must be entered in all 3 languages. Where codes are alphanumeric, the primary code will be English. Where the alpha characters are meaningful, it may be necessary to provide translations for the codes as well. However, translated codes would be information only. Though the translated codes must be unique, they will not be the primary identifying code used by the system.

<b>Requirement Ref#</b>		<b>Description</b>
BR 10.1	Description	<i>Maintain Template List</i>
	Narration	<i>Maintain a list of templates. Information stored should include Description, Security, Classification etc. and a link to the template. Support for the same template in different languages, should be provided.</i>
	Availability	<i>RPD Head office</i>
BR 10.2	Description	<i>View / List Templates</i>
	Narration	<i>Search templates by name, class, or key word</i>
	Availability	<i>RPD Head office</i>
		<i>DS office</i>
		<i>Mobile office</i>
BR 10.3	Description	<i>Maintain Codes, symbols and reference data</i>
	Narration	<i>Facilities should be provided to Add, Change, de-activate (expire), supersede entries. Entries should not be deleted, once used. Entries may be cancelled or de-activated to prevent future use. Codes should be maintained only at the central database. Secondary databases should receive updates via</i>

*EDM.*

BR 10.4	Availability	<i>RPD Head office</i>
	Description	<i>Event Notification</i>
	Narration	<i>Generate documents, merging data to fill in fields and place holders from the database. Any controls and rules regarding security, copies etc. should be followed.</i>
<i>Note: The layout / contents of documents should make it clear whether the document is required to be signed or not.</i>		
		<i>RPD Head office, DSO, RPD mobile units</i>

## Information dissemination

Requirement Ref#	Description	Description
BR 11.1	Description	<i>RPD website</i>
	Narration	<i>The RPD website should be modified or developed to support the business and user functions specified in this document. The proposed website should be according to standards and requirements given in Annexure V: RPD Web Site.</i>
BR 11.2	Description	<i>Information for approved 3rd Parties and Stakeholders</i>
	Narration	<i>Access to the e-NIIC system should be available via a Request / Response mechanism (Web Service).</i>
BR 11.3	Description	<i>Generate Statistics and Instrumentation Readings</i>
	Narration	<i>Statistical information is required to monitor operations, performance and load. The format and analysis may change over time. The following types of statistics should be included.</i>

- *Usage: hits, analysed by types of users*

*(roles), location, and type of information retrieved.*

- *Workflow: Number of Activated workflows during a given period, average action time. This may be analysed by task or domain.*
- *Stretch goals: reports to monitor stretch goals*
- *Demographics: Application analysis based on information such as sex, occupation. etc.*
- *Operations: Analysis by type of transactions, value (if applicable), volume*
- *Finance: Analysed by type of transaction, type of funds, and accumulated fund data*

*Statistics should be generated and stored in a form which facilitates quick retrieval of regular reports, without requiring retrieval and analysis of all data each time. It should also be possible to re-compute the statistics for a specific period, if the monitoring indicators are changed, or new indicators are introduced. The regular generation of statistics would need to be a scheduled process. It should be possible to extract statistical data for further analysis to support publication of the annual statistics report and other ad hoc reports.*

BR 11.4	Description	<i>MIS Reporting</i>
	Narration	<i>Reports are required by the management in order to monitor, and to make operational and strategic decisions. The format and analysis may change over time, and it should be possible to create new reports</i>

*All MIS reports should comply with the requirements stated in the BPR report*

## System security and access control and audits

Access privileges are granted to a user by assigning Roles and Domain Profiles. Each role describes a position within the functions of the RPD. A user who belongs to more than one role, will have the rights of all those roles. Each role should be defined with adequate privileges to carry out the responsibilities assigned to that role.

Security and access control should be integrated with the relevant operating system access control mechanisms, inclusive of password management and relevant profile management functions. A single sign on to access all services with appropriate privileges is required. The security framework must be applied consistently across all departments and 3rd parties and stakeholders that would be using the e-NIC system

A user can perform tasks only through the services to which he/she has access. Within the service, if rights are defined, then only those tasks can be performed. In performing these tasks, if any workflow-item or entity is used or changed, then the user must also have the appropriate rights to that workflow-item.

<b>Requirement Ref#</b>		<b>Description</b>
BR 12.1	Description	<i>Domain – Role based access control</i>
	Narration	<i>Access privileges are granted to a user by assigning Roles and Domain Profiles. Each role describes a position within the functions of the RPD. A user who belongs to more than one role, will have the rights of all those roles. Each role should be defined with adequate privileges to carry out the responsibilities assigned to that role</i>
	Availability	<i>Throughout the system</i>
BR 12.2	Description	<i>OS integrated security framework with SSO</i>
	Narration	<i>Security and access control should be integrated with the relevant operating system access control mechanisms, inclusive of password management and relevant profile management functions. A single sign on to access all services with appropriate privileges is required.</i>
	Availability	<i>Throughout the system</i>
BR 12.3	Description	<i>Determine Access</i>
	Narration	<i>Determine whether an operation can be performed, according to security and access privileges. An access request should be made only by the service which would perform the operation. The privileges of the user and the service as well as the current</i>

*ownership assignment should be considered.*

Validations	<i>Single Sign-On based.</i>
Availability	<i>Throughout the system</i>

BR 12.4	Description	<i>Administer Security Network</i>
	Narration	<i>Create and maintain items in the security framework. These are Roles, Domains, Domain Profiles and Business Objects. Services and their access tights to Business Objects must also be defined. However that would be non-changeable system data.</i>

Availability	<i>Throughout the system</i>
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BR 12.5	Description	<i>Create audit log entry</i>
	Narration	<i>Information to be logged include the following:</i> <ul style="list-style-type: none"> <li>• <i>User</i></li> <li>• <i>Action (Service &amp; operation)</i></li> <li>• <i>Subject (Data item actioned — Item identity &amp; Object type).</i></li> <li>• <i>Parameters: (if any). Where several items are actioned, log the filter or scope parameters, and the number of items actioned.</i></li> <li>• <i>Start Date/Time</i></li> <li>• <i>End Date/Time (if known)</i></li> <li>• <i>User Location (if known)</i></li> <li>• <i>DB location</i></li> </ul>

*A log entry should be made whenever a service is invoked. It is highly desirable that an audit log entry cannot be deleted or changed. This should be prevented at the lowest possible level. If the end-time is required, a second log entry may be required.*

Availability	<i>Throughout the system</i>
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BR 12.6	Description	<i>Setup audit features</i>
	Narration	<i>It should be possible to have different activities logged at different levels of detail. It should not be possible to turn off the basic audit trail completely, but the operations which are logged, and the detail log should be turned on or off as required.</i>
		<i>It should also be possible to specify additional attributes in a data-item, to be traced.</i>
		<i>It should not be possible to turn off any mandatory tracing which may have been setup at a system level.</i>
	Availability	<i>It is also desirable to be able to identify a specific item (e.g. an application, a user) for logging of all activities.</i>
		<i>Throughout the system</i>
BR 12.7	Description	<i>Retrieve audit trail</i>
	Narration	<i>It should be possible to extract information from the log, for a specified period, or relating to a type of business object, or to a specific business item. It should also be possible to search based on the following attributes.</i>
		<i>user</i>
		<i>workflow item</i>
		<i>workflow task</i>
		<i>location</i>
		<i>An advanced search facility would be required</i>
	Inputs	
	Outputs	

	Data Captured	
	Validations	
	Availability	<i>RPD HO</i>
	Description	<i>Purge audit log</i>
	Narration	<i>This feature is required for completeness. However, purging the audit log should be a highly restricted activity, and it is recommended that the log is archived and stored off-line so that it could be queried if necessary.</i>
	Inputs	
	Outputs	
	Data Captured	
	Validations	
	Availability	<i>RPD HO</i>
BR 12.8	Description	<i>User Administration</i>
	Narration	<i>Features required include assigning roles and domain profiles, change personal setting, password administration.</i>

## Application interfaces and work-flow / process management

Requirement Ref#	Description
BR 13.1	<i>Guided operation and workflows</i>
	<i>The solution MUST support operational workflows to guide users. On ‘On-logging’ event, the users MUST be presented with a list of activated tasks requiring attention.</i>
	<i>The list could be grouped by (but not limited to) type of work and within the group, it should be sorted by the descending order of the urgency or priority.</i>
	<i>The list MUST contain only the activated tasks which are relevant to particular users and their role. It MUST be possible to initiate the relevant</i>

*function via this list or to see the details of the work item*

*The system MUST assign the activated tasks according to the Pre-Defined workflow. Alerts and reminders for the logged in user MUST also be shown. Warnings could be generated for the exception. A facility to set personal reminders (ad-hoc) on a specific work item is desirable. When a task is completed in the list, the control MUST take the user to the next task of that work item automatically.*

Availability	<i>Throughout the system</i>
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<b>BR 13.2</b>	<b>Description</b>	<i>Workflow navigation</i>
	Narration	<p><i>It MUST be possible to navigate easily through the workflow. i.e.</i></p> <ul style="list-style-type: none"> <li>• <i>For a single event or related work item - view history, action due, print related documents.</i></li> <li>• <i>For any task within a workflow - view all the activated tasks and related work items which are in progress or overdue.</i></li> <li>• <i>Bulk operations - View/Action several work items, select the items from a filtered list E.g. confirm several items, Print documents for several items.</i></li> <li>• <i>Filter items by the progress on the workflow – Items at a particular point (same status), Outstanding/late items, Items assigned to a specific person/role/group.</i></li> <li>• <i>Link the functions to workflow tasks and actions. Where possible/relevant complete the linked functions automatically.</i></li> </ul>

*It is desirable to project and view the future tasks in the workflow against a time line.*

Availability	<i>Throughout the system</i>
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BR 13.3	Description	<i>Non workflow functions</i>
	Narration	<i>All functions that are not part of the workflow (e.g. support and administrative functions) and which will be used when required, MUST be accessible via a context based menu, or tool bar, in an easy-to-use manner.</i>
	Availability	<i>Throughout the system</i>
BR 13.4	Description	<i>User interface – language requirements</i>
	Narration	<i>Language requirements MUST be handled differently for the type of content. Types of content envisaged are as below.</i>
		<i>Static: Menu, Labels, forms, messages, help text, tool tips</i>
		<i>Data: System Data, Application Data</i>
		<i>Reports: Letters, Operational reports, management information</i>
		<i><u>All Static information</u> – MUST be available in all Sinhala, Tamil and English languages. All other information should be on all languages of source data It MUST be possible to switch to a different language at any time, without changing the default preference.</i>
		<i><u>Application data</u>: It MUST be possible to enter Application Data in any language: not only in the language of preference or the language in which the form is displayed. This would enable users to enter data in the source language, minimizing transliteration ambiguities, whilst having the form displayed in the language most familiar to them. Therefore, on viewing or actioning an item, a screen may contain static content in one language, and data in another. Key data must be entered in English as well. (i.e. Name, Address)</i>
		<i><u>System Data</u>: Information such as descriptions MUST be available in all three languages. System generated codes would use English characters and numbers.</i>
		<i><u>Reports and documents</u>: These MUST be produced in the recipient's or applicant's language of choice. In order to support this, the data must be available</i>

*in the required language. Otherwise, the general content of the document would be in the language of choice, and the data, in English, or available language.*

*Public information (e.g. Forms, instructions) MUST be available in all 3 languages.*

*The solution MUST be multi-language, supporting Sinhala, Tamil and English.*

*Users MUST be able to specify their preference, which would be used as the default. It should be possible to indicate preferences at location and user levels.*

*Primary and secondary preferences are desirable. If information is not available in the primary language, it will be presented in the secondary (or available) language.*

*Purchaser may make available ‘transliteration’ software to the bidder. Bidder MUST integrate the ‘transliteration’ software to the solution proposed by the purchaser.*

*Language sensitive screen/menu shortcuts are highly desirable.*

BR 13.4-a	Description	<i>Search facilities</i>
	Narration	<i>The system MUST facilitate searching for information in any language. Search results MUST be according to the security and accessibility of data to a particular user. Wild Card search MUST be supported.</i>

*Name search: When searching text such as names, street or place names, the following levels of matching are highly desirable.*

- Match the search text as given, in the given language
- Match the text phonetically, using sound algorithms.

*Item Search: Simple search facilities based on key attributes MUST be provided for all major entities as well as for workflow tasks. Advanced search facilities should be provided, where the user can*

*build up a query consisting of several criteria based on any attribute. Name search concepts must be applied to name-like attributes.*

*It MUST be possible to search within the result set to narrow down the results gradually.*

BR 13.5	Description	<i>Data Capture</i>
	Narration	<i>It MUST be possible to capture the data of forms in off-line mode and then upload the captured data to the System as a batch process when connectivity is available.</i>
		<i>When completing a form on-line, if information is already available from a previous application / or in the database, the system MUST allow the user to load the existing information to the new form and modify it, to reduce keying in.</i>
	Availability	<i>Throughout system</i>
BR 13.6	Description	<i>Machine readable data interfaces</i>
	Narration	<i>System MUST provide interfaces to any other systems or devices which may be linked to the system. Some examples are given below:</i>
		<ul style="list-style-type: none"> <li>• <i>Bar-code scanners: to be used as input devices.</i></li> <li>• <i>Document scanners: to be used to capture electronic images of documents.</i></li> <li>• <i>Document / image storage and retrieval: Store and retrieve documents, including scanned images. All documents should be stored in a non-modifiable format. Electronic documents may need to be converted to the Record Management format for consistency, and to present a uniform interface.</i></li> </ul>
	Availability	<i>Throughout the system</i>

## Other requirements

<b>Requirement Ref#</b>		<b>Description</b>																				
BR 14.1	Description	<i>n-tiered architecture</i>																				
	Narration	<i>Application should be based on a loosely coupled n-tiered architecture (n&gt;=3) that separate the front-end, business logic, communication and database aspects in to different coupled layers.</i>																				
BR 14.2	Description	<i>Standard web based architecture</i>																				
	Narration	<i>All clients interfaces should be web-based and compatible with industry standard web browsers</i>																				
BR 14.3	Description	<i>Redundancy and fault tolerance</i>																				
	Narration	<i>All centralized applications should be fully redundant and fault tolerant with automatic fail-over. There should not be any single point of failure in the entire application architecture.</i>																				
BR 14.4	Description	<i>Performance</i>																				
	Narration	<i>Following minimum performance standards should be maintained</i>																				
<table border="0"> <tr> <td style="vertical-align: top;">Screen Navigation: field-to-field</td> <td style="vertical-align: top;">&lt; 5 milli sec.</td> </tr> <tr> <td style="vertical-align: top;">Screen Navigation: screen-to-screen</td> <td style="vertical-align: top;">&lt; 3 sec.</td> </tr> <tr> <td style="vertical-align: top;">Screen Refresh</td> <td style="vertical-align: top;">&lt; 2 sec.</td> </tr> <tr> <td style="vertical-align: top;">Screen list box, combo box</td> <td style="vertical-align: top;">&lt; 2 sec.</td> </tr> <tr> <td style="vertical-align: top;">Screen grid – 25 rows, 10 columns</td> <td style="vertical-align: top;">&lt; 3 sec.s</td> </tr> <tr> <td style="vertical-align: top;">Report preview – except those involving large volumes of data</td> <td style="vertical-align: top;">&lt; 60 sec.</td> </tr> <tr> <td style="vertical-align: top;">Simple enquiry – single table, 5 fields, 3 conditions – without screen rendering</td> <td style="vertical-align: top;">&lt; 3 sec. for 100,000 rows</td> </tr> <tr> <td style="vertical-align: top;">Complex enquiry – multiple joined table (5), 10 fields, 3 conditions – without screen rendering</td> <td style="vertical-align: top;">&lt; 5 sec. for 100,000 rows</td> </tr> <tr> <td style="vertical-align: top;">Server side validations / computations</td> <td style="vertical-align: top;">&lt; 2 milli sec.</td> </tr> <tr> <td style="vertical-align: top;">Client side validations / computations</td> <td style="vertical-align: top;">&lt; 1 milli sec.</td> </tr> </table>			Screen Navigation: field-to-field	< 5 milli sec.	Screen Navigation: screen-to-screen	< 3 sec.	Screen Refresh	< 2 sec.	Screen list box, combo box	< 2 sec.	Screen grid – 25 rows, 10 columns	< 3 sec.s	Report preview – except those involving large volumes of data	< 60 sec.	Simple enquiry – single table, 5 fields, 3 conditions – without screen rendering	< 3 sec. for 100,000 rows	Complex enquiry – multiple joined table (5), 10 fields, 3 conditions – without screen rendering	< 5 sec. for 100,000 rows	Server side validations / computations	< 2 milli sec.	Client side validations / computations	< 1 milli sec.
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Server side validations / computations	< 2 milli sec.																					
Client side validations / computations	< 1 milli sec.																					

		Batch processing (if any) per 100 applicants	$< 120$ sec.
		Login, authentication, and verification	$< 3$ sec.
BR 14.5	Description	<i>Use of open standards</i>	
	Narration	<i>All information technologies used in the application (except for standard software such as operating systems, database systems etc.) should be based on ‘Open Standards’ that are supported by more than a single vendor.</i>	
BR 14.6	Description	<i>Designed data volume</i>	
	Narration	<i>The system should be capable of handling 20 million ID card holders. The database is expected to be populated at a rate of approximately 1000 ID card holders per day. The application must scale appropriately as the number of users increase.</i>	
BR 14.7	Description	<i>Application architecture</i>	
	Narration	<i>Overall application architecture should follow a service oriented design (SOA). Services should be loosely coupled and modular in design. Furthermore, services should be securely access through ‘Publish / Subscribe’ architecture. System should comply with XML based data exchange.</i>	
BR 14.8	Description	<i>Compliance with National Enterprise Architecture</i>	
	Narration	<i>Overall system architecture must be compatible with the National Enterprise Architecture (NEA) standards and guidelines of the Information and Communication Technology Agency of Sri Lanka. Details of the latest edition of NEA is available at ICTA website <a href="http://www.icta.lk">http://www.icta.lk</a></i>	
BR 14.9	Description	<i>Compliance with LIFe data format</i>	
	Narration	<i>All data formats used in the system should be according to the LIFe data formats and standards. Details of LIFe standards are available at the ICTA website <a href="http://www.icta.lk">http://www.icta.lk</a></i>	

## Face image and Fingerprint image matching

The purpose of Finger print matching and Face image matching modules in e-NIC application is to assist the application approving offers in detecting duplicate applications by the same applicant. Therefore when processing a new application for an Identity Card, the

system should cross verify the applicants thumb impression and the photograph (captured during the application acceptance stage) against those stored in the database. Results (i.e. matching records in the database) of this test should be presented to the approving officers together with the computed confidence ratings, sorted in the order of decreasing confidence of a match.

Face and fingerprint matching systems should be implemented as separate modules that are loosely coupled to the main system. Thus these modules must maintain their own databases for the feature parameters. All transactions between the main system and the face / fingerprint modules should be carried on a ‘request / response’ basis using a standard-non propriety messaging protocol. The interface should support the following transactions at minimum.

- Adding a new image and generation of feature parameters
- Modification / replacement of a new image
- Delete and image
- Retrieve matching records for a given image

Only the finger print matching will be included in this tender and face image matching will be implemented at a later stage. For face image matching the appropriate interface with a dummy matching engine should be provided.

<b>Requirement Ref#</b>	<b>Description</b>	
BR 15.1	Description	<i>Finger print matching</i>
	Narration	<p><i>When a new application for an ID card is being process, the finger print image captured should be compared against the database. Results of this comparison should then be displayed to the approving offers with following details:</i></p> <ul style="list-style-type: none"> <li>• <i>Name and NIC number</i></li> <li>• <i>Confidence level of the match (is score indicating the probability of the match)</i></li> </ul> <p><i>Approving offer should then be able to retrieve any further details about the possible matches displayed</i></p>
	Availability	<p><i>RPD Head office</i></p> <p><i>DS offices</i></p> <p><i>Mobile office</i></p>
BR 15.2	Description	<i>De-coupling of fingerprint matching module</i>
	Narration	<p><i>Fingerprint matching systems should be implemented as separate modules that are loosely coupled to the main system and must maintain their own local databases for</i></p>

*the feature parameters. All transactions between the main system and the face / fingerprint modules should be carried on a ‘request / response’ basis using a standard-non propriety messaging protocol. The interface should support the following transactions at minimum.*

- *Adding a new image and generation of feature parameters*
- *Modification / replacement of a new image*
- *Delete and image*
- *Retrieve matching records for a given image*

BR 15.3	Description	<i>Face image matching interface</i>
	Narration	<p><i>Facial matching systems will later be implemented as a loosely coupled module to the main system and would maintain its own local databases for the feature parameters. The main system should provide ‘request / response’ basis interface that carryout all transactions using a standard-non propriety messaging protocol. The interface should support the following transactions at minimum.</i></p> <ul style="list-style-type: none"> <li>• <i>Adding a new image and generation of feature parameters</i></li> <li>• <i>Modification / replacement of a new image</i></li> <li>• <i>Delete and image</i></li> <li>• <i>Retrieve matching records for a given image</i></li> </ul> <p><i>The main system proposed in this tender should include a dummy face matching service that returns a ‘no-match’ condition for all images tested. This will later be replaced by the actual face image matching module.</i></p>

### **RPD Data-centre:**

RPD data-centre will host all the centralized servers (database, application and others) and security systems of the e-NIC system at a location provided by the purchaser. The purchaser will provide 3-phase commercial electrical power and floor space of approximately 300 sq. ft available for this purpose. The supplier is required to carry out site preparation works (inclusive of air conditioning, partitioning and raised floor of approx. 300 sq.ft. etc.) that are required for the installation of the data centre equipment.

All ICT equipment in the data centre should be fully redundant in ‘active-active’ configuration with automatic failover and fault-tolerance. The configuration should not contain any single point of failure that could affect the smooth functioning of the system.

Bidder should provide sufficient details to justify that the equipment and configurations proposed for the RPD Data Centre are compatible and sufficient for the software solution being proposed. The bidders are expected to estimate the database size and capacity based on the record structures and other related parameters for approximately 15 million ID cards according to the system proposed by them. The estimate should ensure that at least 30% excess capacity is available at the end of seven years when all the estimated 16 million ID cards are replaced with the new e-NIC cards.

The datacenter should be adequately protected against all types of risks and security threats inclusive of but not restricted to ICT, physical access and environmental. The databases and the servers should be protected from threats and attacks via the Internet as well as the RPD intranet by using appropriate security devices (e.g. Intrusion detection and preventions devices, firewalls, virus walls etc.).

Successful bidder is required to provide all required ICT equipment inclusive of hardware, software, local area communication facilities and training necessary for the successful implementation and operation of the RPD Data Center. The data centre should include on-site support staff during the warranty and maintenance periods of the project.

<b>Requirement Ref#</b>	<b>Description</b>
DC 1.1	<b>Database cluster:</b> The bidder should provide detailed specifications on the configuration of the database cluster inclusive (but not restricted to) of details on server platform (hardware / software), configurations, storage architecture and devices and their capacity to justify that the specifications meet the requirements of the proposed solution. Details on how fault-tolerance is achieved and maintained should also be clearly stated.
DC 1.2	<b>Application server details:</b> The bidder should provide detailed specifications on the configuration of application servers inclusive (but not restricted to) of details on server platform (hardware / software), configurations etc. Details configurations should be sufficient to justify the completeness and ability of the proposed configurations to meet the requirements of the RPD and how load balancing and fault-tolerance is achieved and maintained.
DC 1.3	<b>Other servers details:</b> The bidder should provide detailed specifications on the configuration of all servers (other than the application and database servers, such as web, email, virus wall etc.) inclusive (but not restricted to) of details on server platform (hardware / software), configurations etc. Details configurations should be sufficient to justify the completeness and ability of the proposed configurations to meet the requirements of the RPD and how load balancing and fault-tolerance is achieved and maintained.
DC 1.4	<b>Data Centre security (Network Security):</b> The bidder should provide detailed description of security devices used in the Data Centre network and how such devices are configured to achieve the security goals and counter measures against possible risk factors and threats from the Internet and Intranet zones. Sufficient details should be provided to justify the proposed configurations meet the requirements of the RPD and the proposed solution.

- DC 1.5      **Data Centre LAN:** The bidders should provide the detailed structure and configuration of the Data Centre LAN, inclusive of specifications of all active and passive equipment, logical and physical configurations / partitioning etc. The details should be sufficient to prove and justify that the network is secure and fault tolerance without single points of failure.
- DC 1.6      **Data Centre (Physical security):** The vendors should provide details on the physical security measures (CCTV recording and surveillance, access control, fire protection etc.) proposed for the RPD Data Centre facility.
- DC 1.7      **Data Centre power and data cabling:** Bidders are required to provide all power and data cabling for the Data Centre within their proposals. Power cabling should support the redundancy required for continued operations. Full technical details should be provided in the proposal.
- DC 1.8      **Data Centre Backup Power supply:** The proposal should include backup power sources (UPS and generator) to support power conditioning and outages up to 24 hours. The configuration should include full redundancy and automatic fail-over features.
- DC 1.9      **Data Centre (Civil Work):** Details should be provided on the proposed civil works on the site provided by the purchaser. Civil works should include but not restricted to partitioning, raised floor, environment and temperature control etc. Full details inclusive of relevant technical diagrams should be provided.
- DC 1.10     **Data Centre Equipment Warranty:** All active devices provided in the Data Centre should be covered by a 3 year comprehensive warranty and all passive components should be covered by a 7 year comprehensive warranty.

## RPD Head office

The successful bidder is required to provide all required ICT equipment inclusive of hardware, software, local area communication facilities and training necessary for the successful implementation and operation of the e-NIC project. The bidders should comply with the following minimum requirements.

Requirement Ref#	Description
HO 1.1	<b>ICT equipment for the 60 nos of operational and monitoring staff:</b> Each member of the operational staff should be provided with a mid-range desktop computer (17" LCD display, 512MB RAM, 80GB HDD, DVDROM, FDD, integrated LAN, Graphics, tri-lingual keyboard, mouse) inclusive of furniture required for the workstation.
HO 1.2	<b>Heavy duty document scanners (05 nos):</b> Ability to scan up to A3 size with networked operation and automatic document feeding / sorting.

- HO 1.3 **Heavy duty digital printer / copier (05 nos):** Ability to print up to A3 size, automatic duplex printing with document sorting, networked operations with printer and user management.
- HO 1.4 **Colour laser printer / copier (01 nos):** Ability to print up to A3 size, automatic duplex printing with document sorting, networked operations with printer and user management.
- HO 1.5 **Operations monitoring room:** A complete operations monitoring room setup inclusive of large displays, hardware and software support for the following:
  - Network health and performance monitoring
  - e-NIC software system health monitoring
  - Monitoring activities of RPD counters at DS office through IP cameras
  - Provide and monitor Help-desk support to remote RPD staff
  - Monitoring of statistics on key performance parameters on application acceptance, processing, ID card printing and query management
  - Operations Management staff: 3 monitoring officers and a manager during the 1<sup>st</sup> 3 years of operation and 2 monitoring staff during the 4 years thereafter.
- HO 1.6 **Portable (Notebook / tablet) computers for Senior Management (10 nos):** Portable computers with network interfaces confirming to the current industry standards inclusive of a monochrome laser printer per each computer.
- HO 1.7 UPS Power for IT equipment: All IT related equipment at the RPD head office should be provided with UPS power through a centralize UPS system. The UPS system should support power conditioning, networked monitoring and should be compatible with the electrical, mechanical and environmental requirements of the equipment supported by them.
- HO 1.8 Power and data cabling: Each and every equipment at the RPD head office that requires network connectivity should be provided with a network-port using structured network cabling. All active equipment used in the RPD head office head office network should support remote monitoring via the appropriate protocols.  
  
All devices should be provided with ups power. The supplier should provide power calling, conforming to current industry standard from the centralized ups system.
- HO 1.9 **Warranty:** All active components should be covered by a 3 year comprehensive warranty. All passive components should be covered by a 7 year comprehensive warranty,

## DS Office – RPD counters

RPD counters at DS offices should be self contained unit with all necessary resources for acceptance of application and related processes and procedures. The purchaser will provide empty floor space of approximate 150 sq-ft. and electrical power from the commercial power supply. The supplier is required to provide any special furniture/workstations required for ICT equipment,

<b>Requirement Ref#</b>	<b>Description</b>
DS 1.1	<b>Data entry workstation:</b> Mid range personal computer with 256MB RAM, 60GB HDD, Integrated LAN, Graphics, 17" LCD monitor, trilingual keyboard, mouse and Flatbed scanner but without removable storage, furniture for counter operational staff and 2 nos of waiting applicants per counter.
DS 1.2	<b>ID card imaging / finger print capturing</b> station (inclusive of the PC, streaming camera and frame grabber hardware, preview monitor, backdrop, lighting, fingerprint sensor etc.)
DS 1.3	Monochrome laser printer ( A4 printing, automatic duplex printing and network interface) for application printing and inclusive of printer stand.
DS 1.4	IP camera for remote monitoring at activities.
DS 1.5	UPS power: centralized UPS power source with true online operation, power conditioning and remote network oared monitoring capabilities. The UPS capacity should be sapient to support minimum of is minutes of continued normal operation with 70%. Charge at the beginning the power interruption.
DS 1.6	Power and data cabling: All equipment that need network connectivity should be provided with a network port using structured cabling. The supplier should provide a rack-mounted layer 2 switch with SNMP based remote management capabilities. The LAN should have capacity to add 3 additional data entry terminals at a later stage.  Power cabling should be provided to all active devices from the central UPS.
DS 1.7	<b>Warranty:</b> All active components should be covered by a 3 year comprehensive warranty. All passive components should be covered by a 7 year comprehensive warranty.
DS 1.8	<b>Furniture:</b> All general and special furniture (if required) for the DS office inclusive of chairs and workstation tables sufficient or 4 nos of staff and 6 nos of waiting applicants, document cabinet and two nos of chest of drawers.

## Wide area communication services

The successful bidder should provide the Wide Area Networking (WAN) facility through a secure IP/VPN to link all remote sites (i.e. DS office counters, mobile units etc.) to the Data

Centre located at the head office. The service provider should own and maintain all active and passive equipment up to an Ethernet port (i.e. service demarcation point) at the site which in turn be connected to the respective Local Area Network. Bidders should compute the required bandwidth to support the following services under stipulated performance levels based on the hardware configurations proposed by them:

- One VoIP channel
- Video stream from IP camera (for all sites except for mobile units)
- Data transfer requirements of the e-NIC application

The bidders are required provide details on the basis of which the bandwidths are computed to justify that the proposed figures are compatible with the requirements of the solution being proposed. The main link from the provider's VPN backbone to the RPD head office should be redundant.

The successful bidder will be required to sign a Service Level Agreement (SLA) with the purchaser with respect WAN communication services. WAN services are required only on locations where LGN services are not available.

<b>Requirement Ref#</b>	<b>Description</b>
WN 1.1	WAN communication service should link all remote sites (RPD counters at DS offices and mobile units) to the RPD head-office Data Centre through a secure IP/VPN. Connectivity to mobile units may be subjected to availability of fixed line or wireless service at the point where the mobile services are provided.
WN 1.2	Data link Bandwidth proposed by the bidder for each site should be clearly stated. Sufficient details should be given on the basis which these bandwidths are computed with satisfactory justification on how such will be sufficient to cover the requirements of the proposed solution.
WN 1.3	Communication links provided to DS office site should be scalable on request up to 2 mbps without any additional installation / configuration cost to the purchaser. Similarly the link capacity to the Head office should be scalable up to 45 mbps.
WN 1.4	The bid price should include total cost for the first 3 years of operation starting from date of signing the 'Service Level Agreement'. Any one-time installation / configuration cost (if applicable) should be indicated separately in the price breakdown.
WN 1.5	Bidders should propose service levels on WAN communication services to meet the stipulated performance and availability requirements of the e-NIC system. The successful bidder will be required to sign a Service Level Agreement (SLA) with the purchaser with respect to these indicators. The proposal should include the mechanisms on which these service levels are to be monitored.
WN 1.6	The bidders should provide full technical details on the active and passive devices that would be installed at the purchaser's premises.
WN 1.7	All components (active and passive) up to an Ethernet port at the

purchaser's site (to which the purchaser's site LAN will be connected) should be owned and maintained by the communication service provider.

- |        |  |
|--------|--|
| WN 1.8 | Communication link to the RPD head-office (from the provider's IP/VPN backbone) should be fully redundant. |
|--------|--|

## Technical specifications of the RPD Mobile office

The e-NIC project includes two types of mobile office units (identified as Type-A and Type-B) that can be used in providing the existing 'mobile service' based operations. A typical mobile unit should be able to carry out all business processes and procedures related to application acceptance, data entry, verification and query management. Additionally the mobile units should be technically capable to operate in the following modes:

**Connected mode:** The mobile unit will be connected to the RPD data centre through a secure communication link (i.e. dial-up VPN, GPRS, Wi-Max or CDMA etc.) to provide required data transmissions and on-line verifications.

**Disconnected mode:** All captured data will be stored in a temporary server located within the mobile unit. These data will be transferred / synchronized with the central database at a later stage when the connectivity is available. Some restrictions on the business processes may become applicable in this mode.

Bidders should provide full technical details of the configurations proposed for the mobile units inclusive of the configurations, technical and layout drawing etc. Mobile units should meet the minimum requirements stated below.

<b>Requirement Ref#</b>	<b>Description</b>	
MR 1.1	<b>Type – A (01 nos):</b> Self contained mobile units with capacity for business functions similar to those carried at RPD counters located in Divisional Secretariat Offices with minimum specifications as listed below.	
	<b>Dimension</b> Brand new, conventional passenger transport vehicle with manufacturers specified seating capacity of 52 passengers, modified to suit the specifications / functions listed below.	
	<b>Air conditioner</b> Fully air conditioned. Separate engine should Power the Air conditioner.	
	<b>Tables / workstations</b> 02 nos of workstations (with sufficient space / capacity for a notebook computer, data entry operator and a staff officer in charge for application verification).	
	01 nos of image / thumb-impression capturing stations with necessary back-drop, partitioning and lighting.	

	Conventional vehicle seating capacity for 8 officials (excluding driver).
<b>Chairs</b>	Chairs for workstations, inclusive of 2 additional chairs for applicants.
<b>Interior</b>	Fully carpeted Floor. Re-furbished Roof, left and right body.
<b>Lighting</b>	Should be equipped with sufficient lighting inside the bus.
<b>ICT and Power requirements</b>	<p>Servers and workstations as per proposed solution to carryout specified mobile services and functions in accepting and verification of e-NIC applications.</p> <p>Built-in generator with power conditioning / UPS for powering all installed equipment (with fuel tank capacity for min of 10 hrs continuous operation).</p> <p>Wireless / wired connectivity to RPD head-office wherever possible.</p>
MR 1.2	Type – B (02 nos): Mobile units that could be used to transport equipment and personal required for mobile services. These units will contain all ICT equipments of Type-A units less the workstations. During mobile services workstations will be setup outside the vehicle using the equipment transported by the unit.
<b>Dimension</b>	Brand new, conventional passenger transport vehicle with manufacturers specified seating capacity between 25 to 30 passengers, modified to suit the specifications / functions listed below.
<b>Air conditioner</b>	Fully air conditioned.
<b>Tables / workstations</b>	02 nos of workstations (with sufficient space / capacity for a notebook computer, data entry operator and a staff officer in charge for application verification – to be provided in knocked-down or foldable form – suitable to be setup outside vehicle within a short period of time).

	02 nos of portable image / thumb-impression capturing stations with necessary back-drop, partitioning and lighting – either in vehicle mounted or in a knocked-down / foldable form
	Conventional vehicle seating capacity for 6 officials (excluding driver).
<b>Chairs</b>	Foldable chairs for workstations, inclusive of 4 additional chairs for applicants.
<b>Lighting</b>	Should be equipped with sufficient lighting inside the bus.
<b>ICT and Power requirements</b>	<p>Servers and workstations as per proposed solution to carryout specified mobile services and functions in accepting and verification of e-NIC applications.</p> <p>Built-in generator with power conditioning / UPS for powering all installed equipment (with fuel tank capacity for min of 10 hrs continuous operation).</p> <p>Wireless connectivity to RPD head-office wherever possible.</p>
MR 1.3	Warranty: All ICT and related components in the mobile unit should be covered by a 3 year comprehensive warranty. The vehicle and related mechanical components should be covered by a 50,000 km warranty.
MR 1.4	The supplier shall bear all maintenance and operational cost of the mobile units inclusive of paid drivers, repair and maintenance, revenue license, insurance and any other operational cost involved in keeping the units in good running condition. Diesel fuel for the units will be provided by the purchaser.

## **ID Card and Card personalization process**

All personalization data required for production of ID cards will be transferred electronically as batches to the card printer's system on a daily basis from the eNIC system of the RPD. Upon completion of personalization of a batch the card printer should return the completed, quality assured cards back to the RPD according to the procedures stated in the BPR / SRS documents for delivering personalized cards to applicants.

## ID Card technical specifications

<b>Requirement Ref#</b>	<b>Description</b>
CR1.1a	<b>ID Card physical properties:</b> Physical properties of the card i.e. material, construction, resistance etc. to be complying with ISO standards (ISO 7810).
CR 1.1b	Material used for card fabrication / manufacture should pass the ISO 10373 standard for ID card durability tests. The material, composition and structure should have been previously used for a national ID card having a card population not less than 5 million in circulation. The bidder is expected to provide documentary evidence that could be independently verified by the purchaser for this purpose.
CR1.2	<p>Pre-printed information: The following should be pre-printed in an inner layer of the ID card during card manufacture / fabrication.</p> <ul style="list-style-type: none"> <li>• Colored card background to be pre-printed on both sides of the card according to artworks (inclusive of color specifications) provided by the client after the award of the contract and signing of NDA. The client may change the artwork from time to time with advance notice to the contractor.</li> <li>• Running serial number (unique for each card) – The number should consist of a batch number and running sequence within the batch. Each batch should be limited to a running sequence of three digits. Batch code should consist of 6 alphabetic characters.</li> </ul>
CR 1.3	<p><b>Card personalization:</b> All personalization data (inclusive of the color / gray scale photograph) should be printed on an inner layer (non-surface) of the card body. Lamination is not allowed after personalization.</p> <ul style="list-style-type: none"> <li>• Printing of Photograph <ul style="list-style-type: none"> <li>○ Size to be 25 mm x 35 mm according the artwork specifications provided by the client.</li> <li>○ Printed on either colour or gray-scale, resolution to be not less than 600 dpi on both directions.</li> <li>○ Background of the photograph to be alpha-blended with the card background according to the artwork specifications provided by the purchaser.</li> </ul> </li> </ul> <p><b>Important Note:</b> <i>The bidder may offer printing of the photograph either in gray-scale or in colour or both as separate options. Where applicable, the cost components for gray-scale and colour options must be stated separately in the price schedules.</i></p> <ul style="list-style-type: none"> <li>• Other personalization data <ul style="list-style-type: none"> <li>○ All textual data to be printed in three languages (Sinhala, Tamil and English) using typefaces specified by the client and according to the artwork specifications.</li> <li>○ Printing should be on pure black and white at a resolution not less than 600 dpi.</li> <li>○ The textual information printed should include but may not limited to 1. Unique Number (NIC number), Holder's Full name</li> </ul> </li> </ul>

in 03 languages and the remaining information in two languages (Sinhala and Tamil), Date and Place of Birth, Address, Computer generated code and Any other information provided and requested by the Com. Of RPD

- Machine readable optical data
  - Information should be printed according to PDF 417 open standard for two dimensional barcode. All textual personalization data (specified below) should be encoded into machine readable format using a record format provided by the purchaser.
    1. Name
    2. Address
    3. Date of Birth
    4. Any other information provided by the Purchaser

CR1.4

**Security Features:** Specified features of the pre-printed card background should be printed using following printing methods /technologies.

- Optical variable ink
- Ultra-violet reactive visible and invisible print
- Rainbow printing and Guilloche
- Micro-text printing
- Ghost photograph – applicant's photograph in black and white
- Multiple Laser Image printing (during card personalization) using images given by the purchaser

Card material and construction should make the card self-destructive upon any attempt for tampering of data.

**Important note:** *Bidder is expected to provide the breakdown of incremental cost for each of the security features listed above in the price schedule.*

CR1.5

**Additional Security features:** Hologram printing – predefined image provided by the purchaser

**Important note:** *Bidder is expected to provide the breakdown of incremental cost for each of the security features listed above in the price schedule.*

CR1.6

**Compliance with international standards:** The ID card should conform to the ISO 7810:2003 and ICAO standards in the following areas:

- the conditions for conformance;
- the dimensions and tolerances of the identification cards;
- the construction and materials of the identification cards; and
- the physical characteristics of the cards such as bending stiffness, flammability, toxicity, resistance to chemicals, dimensional stability, adhesion or blocking, warpage,

resistance to heat, surface distortions, and contamination.

CR1.7a

**Card material:** The material used for card production should be capable of withstanding to the following conditions in the said test environments.

- Bending strength (ISO/IEC 10373): 2 - 10 x ISO 7816/1 cycles (= 10,000)
- Bending strength (DIN 32753/1): 3 - 30 x ISO 7816/1 cycles (= 30,000)
- Torsional strength (ISO/IEC 10373): 2 - 20 x ISO 7816/1 cycles (= 20,000)
- Temperature performance - cantilever method (DIN 32 753/1): 70°C - 140 °C
- Bond strength (ISO/IEC 7810): ≥6 N/cm
- Light-fastness (DIN 54004, exposure method 2): ≥ 4
- Opacity (ISO 7810): ≥ 1.5

CR1.8

**Additional physical properties:** The card should comply with the following physical properties.

- The properties of the used card materials ensure sufficient flexibility and flatness of the card during its service life
- The card is not detrimental to health with normal use
- The chemical resistance corresponds to the requirements of ISO/IEC 7810:1995, tested according to ISO/IEC 10373
- Conforming to the specification in ISO/IEC 7810:1995
- fully operative at relative humidity between 5% and 95% at 25° C, in conformity with ISO/IEC 7816-1:1987

CR 1.9

The Bidder must provide an independent certificate from an international certifying authority (which is accepted by ISO) to verify all the requirements in CR 1.1a, CR 1.1b, CR 1.7, CR 1.8, composition and structure of the card material.

#### ID Card personalization process

<b>Requirement Ref#</b>	<b>Description</b>
CR 2.1	All technologies, inclusive of hardware, software workflows etc. used for the production / personalization of ID cards should be completely independent of the technologies used in the application processing system. The only link between the two system should be limited to transfer of information (i.e. personalization data for card printing and return log / schedule of the personalized card) using a standard data format / communication protocol as specified in the BPR / SRS documents.

- CR 2.2      The information received for card printing MUST be kept in a separate server for a period determined by the RPD and it MUST be destroyed in the presence of authorized RPD staff.
- CR 2.3      The Vendor MUST make sure that adequate buffer stock of blank cards is maintained from the point of manufacturing to personalization. The payment for card printing will be made on a monthly basis, depending on the actual volume of personalized cards delivered and accepted by the RPD subjected to conditions stated in the agreement with respect to guaranteed minimum production quantities.
- CR 2.4      The vendor must ensure that proper physical security and access control mechanisms are built into the card personalization and storage environment / site.
- CR 2.5      **Production Capacity:** The successful Bidder will be required to install, maintain and operate a Card Personalization facility at the RPD Head office with daily production capacity of minimum 10,000 ID cards per day. The Bidder should provide sufficient details on how this facility will be installed, maintained and operated.

## Section VI: General Conditions of Contract

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## General Conditions of Contract

### 1. Definitions

- 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- a. "Contract" means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
  - b. "Contract Documents" means the documents listed in the Contract Agreement, including any amendments thereto.
  - c. "Contract Price" means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
  - d. "Day" means calendar day.
  - e. "Completion" means the fulfillment of the supply of Goods to the destination specified and completion of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract.
  - f. "CC" means the Conditions of Contract.
  - g. "Goods" means all of the commodities, raw material, machinery and equipment, and/or other materials that the Supplier is required to supply to the Purchaser under the Contract.
  - h. "Purchaser" means the entity purchasing the Goods and Related Services, as specified in the Contract Data.
  - i. "Related Services" means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other such obligations of the Supplier under the Contract.
  - j. "Subcontractor" means any natural person, private or government entity, or a combination of the above,

## Section VI: General Conditions of Contract

- to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.
- k. “Supplier” means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement.
  - l. “The Project Site,” where applicable, means the place named in the Contract Data.
  - m. “System” and “Information System”, where applicable, means the scope defined in Lot 1 to 7 in the “Section III: Evaluation criteria” of the tender document.
2. Contract Documents
- 2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.
3. Fraud and Corruption
- 3.1 The Government of Sri Lanka requires the Purchaser as well as bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:
- i. “corrupt practice” means offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
  - ii. “fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
  - iii. “collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, noncompetitive levels; and
  - iv. “coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

4. Interpretation                    4.1 If the context so requires it, singular means plural and vice versa.

4.2 **Entire Agreement**

The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether 52 Section VII. General Conditions of Contract written or oral) of the parties with respect thereto made prior to the date of Contract.

4.3 **Amendment**

No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto

4.4 **Severability**

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

5. Language                    5.1 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier and the Purchaser, shall be written in English language. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the Contract, this translation shall govern.

5.2 The Supplier shall bear all costs of translation to the governing language and all risks of the accuracy of such translation, for documents provided by the Supplier.

6. Joint Venture, Consortium or Association                    6.1 If the Supplier is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the

- prior consent of the Purchaser.
7. Eligibility                    7.1 All goods supplied under this contract shall be complied with applicable standards stipulated by the Sri Lanka Standards Institute. In the absence of such standards, the Goods supplied shall be complied to other internationally accepted standards, such as British Standards.
8. Notices                      8.1 Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the Contract Data. The term “in writing” means communicated in written form with proof of receipt.
- 8.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later
9. Governing Law                9.1 The Contract shall be governed by and interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.
10. Settlement of Disputes    10.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 10.2 If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract. Arbitration proceedings shall be conducted in accordance with the Arbitration Act No:11 of 1995.
- 10.3 Notwithstanding any reference to arbitration herein,
- a. the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
  - b. the Purchaser shall pay the Supplier any monies due the Supplier.

## Section VI: General Conditions of Contract

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| <p>11. Scope of Supply</p> <p>12. Delivery and Documents</p> <p>13. Supplier's Responsibilities</p> | <p>11.1 The Goods and Related Services to be supplied shall be as specified in the Schedule of Requirements.</p> <p>12.1 Subject to CC Sub-Clause 32.1, the Delivery of the Goods and Completion of the Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements. Where applicable the details of shipping and other documents to be furnished by the Supplier are specified in the Contract Data.</p> <p>13.1 The Supplier shall supply all the Goods and Related Services included in the Scope of Supply in accordance with CC Clause 11, and the Delivery and Completion Schedule, as per CC Clause 12.</p> <p>13.2</p> <ul style="list-style-type: none"><li>a. The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand.</li><li>b. The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Purchaser and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily available to the Supplier relating to the System. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.</li><li>c. The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to achieve milestones specified in the Project Schedule.</li><li>d. The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in the Purchaser's Country that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's and Subcontractor's personnel and entry permits for all</li></ul> |
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## Section VI: General Conditions of Contract

imported Supplier's Equipment. The Supplier shall acquire all other permits, approvals, and/or licenses that are not the responsibility of the Purchaser that are necessary for the performance of the Contract.

- e. The Supplier shall comply with all laws in force in the Purchaser's Country. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel. The Supplier shall not indemnify the Purchaser to the extent that such liability, damage, claims, fines, penalties, and expenses were caused or contributed to by a fault of the Purchaser.
- f. The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.

- 13.3 The Supplier shall commence work on the System within 21 days from the signing date of the contract. The Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Project Schedule and any refinements made and agreed.

The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) as specified in the Project Schedule and any refinements made and agreed.

### 14. Contract Price

- 14.1 Prices charged by the Supplier for the Goods supplied and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid.

### 15. Terms of Payment

- 15.1 The Contract Price, shall be paid as specified in the Contract Data

- 15.2 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the Goods delivered and Related Services performed, and by the documents submitted pursuant to CC Clause 12 and upon fulfillment of all other obligations

- stipulated in the Contract.
- 15.3 Payments shall be made promptly by the Purchaser, but in no case later than twenty eight (28) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.
16. Taxes and Duties
- 16.1 The Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
17. Performance Security
- 17.1 If required as specified in the Contract Data, the Supplier shall, within fourteen (14) days of the notification of contract award, provide a performance security of Ten percent (10%) of the Contract Price for the performance of the Contract.
- 17.2 The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 17.3 As specified in the Contract Data, the Performance Security, if required, shall be in Sri Lanka Rupees and shall be in the format stipulated by the Purchaser in the Contract Data, or in another format acceptable to the Purchaser.
- 17.4 The Performance Security shall be discharged by the Purchaser and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance obligations under the Contract, including any warranty obligations.
18. Copyright
- 18.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Purchaser.
- 19 Confidential Information
- 19.1 The Purchaser and the Supplier shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- Notwithstanding the above, the Supplier may furnish to its

## Section VI: General Conditions of Contract

- Subcontractor such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier under CC Clause 19.
- 19.2 The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than the performance of the Contract.
- 19.3 The above provisions of CC Clause 19 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.
- 19.4 The provisions of CC Clause 19 shall survive completion or termination, for whatever reason, of the Contract.
20. Subcontracting
- 20.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the bid. Such notification, in the original bid or later shall not relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.
- 20.2 Subcontracts shall comply with the provisions of CC Clauses 3 and 7.
21. Specifications and Standards
- 21.1 Technical Specifications and Drawings
- a. The Goods and Related Services supplied under this Contract shall conform to the technical specifications and standards mentioned in Section V, Schedule of Requirements and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the Goods' country of origin.
- b. The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.

- c. Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Schedule of Requirements. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with CC Clause 32.
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| 22. Packing and Documents | 22.1     The Supplier shall pack the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.  |
| 23. Insurance             | 23.1     Unless otherwise specified in the Contract Data, the Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery.   |
| 24. Transportation        | 24.1     Unless otherwise specified in the Contract Data, responsibility for arranging transportation of the Goods shall be a responsibility of the supplier.  |
| 25. Inspections and Tests | 25.1     The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of the Goods and Related Services as are specified in the Contract Data.  |
|                           | 25.2     The inspections and tests may be conducted on the premises of the Supplier or its Subcontractor, at point of delivery, and/or at the Goods' final destination, or in another place as specified in the Contract Data. Subject to CC Sub-Clause 25.3, if conducted on the premises of the Supplier or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser. |
|                           | 25.3     The Purchaser or its designated representative shall be entitled to attend the tests and/or inspections referred to in CC Sub-Clause 25.2, provided that the Purchaser bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.  |
|                           | 25.4     Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser. The Supplier   |

- shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Purchaser or its designated representative to attend the test and/or inspection.
- 25.5 The Purchaser may require the Supplier to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Goods comply with the technical specifications codes and standards under the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price.
- Further, if such test and/or inspection impedes the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.
- 25.6 The Supplier shall provide the Purchaser with a report of the results of any such test and/or inspection.
- 25.7 The Purchaser may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Purchaser, and shall repeat the test and/or inspection, at no cost to the Purchaser, upon giving a notice pursuant to CC Sub-Clause 25.4.
- 25.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Purchaser or its representative, nor the issue of any report pursuant to CC Sub-Clause 25.6, shall release the Supplier from any warranties or other obligations under the Contract.
26. Liquidated Damages 26.1 Except as provided under CC Clause 31, if the Supplier fails to deliver any or all of the Goods by the Date(s) of delivery or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the Contract Data of the delivered price of the delayed Goods or unperformed

- Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in those Contract Data. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to CC Clause 34.
27. Warranty
- 27.1 The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
  - 27.2 Subject to CC Sub-Clause 21.1(b), the Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination.
  - 27.3 Unless otherwise specified in the Contract Data, the warranty shall remain valid for twelve (12) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract Data.
  - 27.4 The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.
  - 27.5 Upon receipt of such notice, the Supplier shall, within the period specified in the Contract Data, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser.
  - 27.6 If having been notified, the Supplier fails to remedy the defect within the period specified in the Contract Data, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.
28. Patent Indemnity
- 28 The Supplier shall, subject to the Purchaser's compliance with CC Sub-Clause 28.2, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of

any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:

- a. the installation of the Goods by the Supplier or the use of the Goods in the country where the Site is located; and
- b. the sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.

- 28.2 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in CC Sub-Clause 28.1, the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- 28.3 If the Supplier fails to notify the Purchaser within twenty eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- 28.4 The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- 28.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any patent, utility

## Section VI: General Conditions of Contract

		model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.
29. Limitation of Liability	29.1	<p>Except in cases of criminal negligence or willful misconduct,</p> <ul style="list-style-type: none"><li>a. the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser and</li><li>b. the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the purchaser with respect to patent infringement</li></ul>
30. Change in Laws and Regulations	30.1	<p>Unless otherwise specified in the Contract, if after the date of 28 days prior to date of Bid submission, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Sri Lanka that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract.</p> <p>Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with CC Clause 14.</p>
31. Force Majeure	31.1	The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure

- 31.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 31.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
32. Change Orders and Contract Amendments
- 32.1 The Purchaser may at any time order the Supplier through notice in accordance CC Clause 8, to make changes within the general scope of the Contract in any one or more of the following:
- a. drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
  - b. the method of shipment or packing;
  - c. the place of delivery; and
  - d. the Related Services to be provided by the Supplier.
- 32.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Supplier's receipt of the Purchaser's change order.
- 32.3 Prices to be charged by the Supplier for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.

## Section VI: General Conditions of Contract

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|                               | <p>32.4 Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.</p>  |
| <p>33. Extensions of Time</p> | <p>33.1 33.1 If at any time during performance of the Contract, the Supplier or its subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Related Services pursuant to CC Clause 12, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.</p>  |
|                               | <p>33.2 Except in case of Force Majeure, as provided under CC Clause 31, a delay by the Supplier in the performance of its Delivery and Completion obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to CC Clause 26, unless an extension of time is agreed upon, pursuant to CC Sub-Clause 33.1.</p>  |
| <p>34. Termination</p>        | <p><b>Termination for Default</b></p> <p>a. The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:</p> <ul style="list-style-type: none"><li>i. if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to CC Clause 33;</li><li>ii. if the Supplier fails to perform any other obligation under the Contract; or</li><li>iii. if the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption, as defined in CC Clause 3, in competing for or in executing the Contract.</li></ul> <p>b. In the event the Purchaser terminates the Contract in whole or in part, pursuant to CC Clause 34.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not</p> |

## Section VI: General Conditions of Contract

performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue performance of the Contract to the extent not terminated

### 34.2 **Termination for Insolvency.**

(a) The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser

### 34.3 **Termination for Convenience.**

a. The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

b. The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:

- i. to have any portion completed and delivered at the Contract terms and prices; and/or
- ii. cancel the remainder and pay to the Supplier an agreed amount for partially completed

Goods and Related Services and for materials and parts previously procured by the Supplier.

### 35. Assignment

35.1 Neither the Purchaser nor the Supplier shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

## Section VII: Contract Data

## Section VII: Contract Data

The following Contract Data shall supplement and / or amend the General Conditions of Contract (CC) in Section VI. Whenever there is a conflict, the provisions herein shall prevail over those in the CC.

<b>CC 1.1(i)</b>	The Purchaser is Department of Registration Persons, Government of Democratic Socialist Republic of Sri Lanka.
<b>CC 1.1 (m)</b>	The Project Site(s) / Final Destination(s) are Department of Registration of Persons Head office and proposed site offices island wide.
<b>CC 8.1</b>	<p>For <u>notices</u>, the Purchaser's address shall be:</p> <p>Attention: The Project Director, eNIC Project</p> <p>Address: No. 51c, Sir Ernest De Silva Mw, Colombo 7, Sri Lanka.</p> <p>Telephone: +94-11-2506458</p> <p>Facsimile number: +94-11-2593634</p> <p>Electronic mail address: enic@rpd.gov.lk</p>
<b>CC 12.1</b>	<p>Details of Shipping and other Documents to be furnished by the Supplier are.</p> <ol style="list-style-type: none"> <li>1. Bill of Lading or airway bill.</li> <li>2. Invoice and packing list</li> <li>3. Any other document(s) requested by the purchaser that are related to import of goods.</li> </ol>
<b>CC 15.1</b>	<p>The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:</p> <p><b>Advance Payment Security:</b> Any advance payment / mobilization payment, where applicable made under this tender will be subjected to a provision of a security from a reputed bank by the supplier equal in amount and currency to the advance payment, and valid until the system is operationally accepted.</p> <p><b>A: For Goods offered within Sri Lanka</b></p> <p>Payment shall be made subject to terms and condition stated in Annexure III: Payment Schedule, in Sri Lanka Rupees within thirty (30) days of presentation of claim supported by a certificate from the Purchaser declaring that the Goods have been delivered and that all other contracted Services have been performed.</p> <p>(i) <b>On Delivery:</b> Payments will be made in terms of individual Evaluation Lots defined under Evaluation Criteria in Section III subjected to terms and conditions stated in the "Payment Schedule" in Annexure III.</p> <p>(ii) <b>On Acceptance:</b> Payments will be made in terms of individual Evaluation</p>

	<p>Lots defined under Evaluation Criteria in Section III subjected to terms and conditions stated in the “Payment Schedule” in Annexure III.</p> <p><b>B: For Goods offered to be imported and supply:</b></p> <p>(i) <b>On Delivery:</b> Payments will be made in terms of individual Evaluation Lots defined under Evaluation Criteria in Section III subjected to terms and conditions stated in the “Payment Schedule” in Annexure III.</p> <p>(ii) <b>On Acceptance:</b> Payments will be made in terms of individual Evaluation Lots defined under Evaluation Criteria in Section III subjected to terms and conditions stated in the “Payment Schedule” in Annexure III.</p> <p>Payment of local currency portion shall be made in Sri Lankan Rupees within thirty (30) days of presentation of claim supported by a certificate from the Purchaser declaring that the Goods have been delivered and that all other contracted Services have been performed.</p>
<b>CC 17.1</b>	<p>A Performance Security shall be required.</p> <p>Supplier shall provide following separate Performance Securities:</p> <ol style="list-style-type: none"> <li>1. LKR 50 million or equivalent in a freely convertible currency. This Performance Security shall be released upon the acceptance of Lots 1, 2, 3 and 4.</li> <li>2. LKR 50 million or equivalent in a freely convertible currency. This Performance Security shall be released after the completion of Lots 5 and 6.</li> </ol>
<b>CC 25.1</b>	The inspections and tests shall be required on all components and would include user acceptance tests, performance and leading tests, reliability tests, standard compliance tests, QoS based tests, Quality assurance and Quality Control tests as specified in Annexure IV
<b>CC 25.2</b>	The Inspections and tests shall be conducted at RPD Data Centre, RPD Head office and site offices.
<b>CC 26.1</b>	The liquidated damage shall be 0.5% per week
<b>CC 26.1</b>	The maximum amount of liquidated damages shall be 25%

## Section VIII: Contract Forms

Section VIII: Contract Forms

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<b>CONTRACT AGREEMENT .....</b>	<b>199</b>
<b>PERFORMANCE SECURITY .....</b>	<b>200</b>
<b>GUARANTEE FOR ADVANCE PAYMENT .....</b>	<b>201</b>

Contract Agreement

THIS CONTRACT AGREEMENT is made

the [insert: number] day of [insert: month], [insert: year].

BETWEEN

- (1) [insert complete name of Purchaser], a [insert description of type of legal entity, for example, an agency of the Ministry of ..... or corporation and having its principal place of business at [insert address of Purchaser]] (hereinafter called "the Purchaser"), and
- (2) [insert name of Supplier], a corporation incorporated under the laws of [insert: country of Supplier] and having its principal place of business at [insert: address of Supplier] (hereinafter called "the Supplier").

WHEREAS the Purchaser invited Bids for certain Goods and ancillary services, viz., [insert brief description of Goods and Services] and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of [insert Contract Price in words and figures, expressed in the Contract currency(ies)] (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:
  - a. This Contract Agreement
  - b. Contract Data
  - c. Conditions of Contract
  - d. Technical Requirements (including Schedule of Requirements and Technical Specifications)
  - e. The Supplier's Bid and original Price Schedules
  - f. The Purchaser's Notification of Award
  - g. [Add here any other document(s)]
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

Performance Security

*[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]*

----- *[Issuing Agency's Name, and Address of Issuing Branch or Office]* -----

\* Beneficiary: ----- *[Name and Address of Employer]* -----

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- *[name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. ----- *[reference number of the contract]* dated ----- with you, for the ----- Supply of ----- *[name of contract and brief description]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we ----- *[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[amount in figures]* (-----) *[amount in words]*, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the .... day of ....., 20.. *[insert date, 28 days beyond the scheduled completion date including the warranty period]* and any demand for payment under it must be received by us at this office on or before that date.

---

*[signature(s)]*

Guarantee for Advance Payment

*[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated.]*

Date: *[insert date (as day, month, and year) of Bid Submission]*

ICB No. and title: *[insert number and title of bidding process]*

*[is using agency's letterhead]*

Beneficiary: *[insert legal name and address of Purchaser]*

ADVANCE PAYMENT GUARANTEE No.: *[insert Advance Payment Guarantee no.]*

We, *[insert legal name and address of issuing agency]*, have been informed that *[insert complete name and address of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert date of Agreement]* with you, for the supply of *[insert types of Goods to be delivered]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance is to be made against an advance payment guarantee.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert amount(s)]<sup>2</sup> in figures and words]* upon receipt by us of your first demand in writing declaring that the Supplier is in breach of its obligation under the Contract because the Supplier used the advance payment for purposes other than toward delivery of the Goods.

It is a condition for any claim and payment under this Guarantee to be made that the advance payment referred to above must have been received by the Supplier on its account *[insert number and domicile of the account]*

This Guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[insert date]<sup>3</sup>*.

---

*[signature(s) of authorized representative(s) of the issuing agency]*

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<sup>2</sup> The bank shall insert the amount(s) specified in the CONTRACT DATA and denominated, as specified in the CONTRACT DATA, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.

<sup>3</sup> Insert the Delivery date stipulated in the Contract Delivery Schedule. The Purchaser should note that in the event of an extension of the time to perform the Contract, the Purchaser would need to request an extension of this Guarantee from the bank. Such request must be in writing and must be made prior to the expiration date established in the Guarantee. In preparing this Guarantee, the Purchaser might consider adding the following text to the Form, at the end of the penultimate paragraph: "We agree to a one-time extension of this Guarantee for a period not to exceed [six months][one year], in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee."

## Annexure BPR

(Please refer to the separately bounded volume for Annexure BPR)

## Annexure SRS

(Please refer to the separately bounded volume for Annexure SRS)

## Annexure I: List of Project Sites and Locations

## List of Project Sites and Locations

### **Head office of the Department of Registration of Persons:**

- No. C45, Keppetipola Mawatha, Colombo 5

### **Proposed RPD remote offices at Divisional Secretariats:**

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
1	R1	Colombo	Colombo	Divisional Secretariat, Colombo
2	R1.1		Dehiwala-Mount Lavinia	Divisional Secretariat, No-154, Galle Road, Dehiwala
3	R1.2		Hanwella	Divisional Secretariat, Hanwella
4	R1.3		Homagama	Divisional Secretariat, Homagama
5	R1.4		Kaduwela	Kaduwela Divisional Secretariat, Malabe
6	R1.5		Kesbewa	Kesbewa Divisional Secretariat ,Piliyandala
7	R1.6		Kolonnawa	Divisional Secretariat , Kolonnawa
8	R1.7		Maharagama	Divisional Secretariat, Maharagama
9	R1.8		Moratuwa	Divisional Secretariat, Moratuwa
10	R1.9		Sri Jayawardana Pura Kotte	Divisional Secretariat, 341/2, Kotte Road , Rajagiriya
11	R1.10		Thimbirigasyaya	Divisional Secretariat, No. 07, Vajira Cross Lane, Thimbirigasyaya
12	R1.11		Padukka	Divisional Secretariat, Padukka
13	R1.12		Rathmalana	Divisional Secretariat, No. 175, Galle Road, Ratmalana
14	R2	Gampaha	Ja-Ela	Divisional Secretariat, Ja-ela
15	R2.1		Attanagalla	Divisional Secretariat, Nittambuwa / Attanagalla
16	R2.2		Biyagama	Divisional Secretariat, Sapugaskanda ,Makola
17	R2.3		Divulapitiya	Divisional Secretariat , Divulapitiya
18	R2.4		Dompe	Divisional Secretariat , Dompe, Weke-, Kirindiwela
19	R2.5		Gampaha	Divisional Secretariat, Ananda Mawatha, Gampaha
20	R2.6		Katana	Divisional Secretariat Katana, Damanhandeya
21	R2.7		Kalaniya	Divisional Secretariat Kelaniya, Mahara - Kadawatha

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
22	R2.8		Mahara	Mahara Divisional Secretariat, Ranmuthugala, Kadawatha
23	R2.9		Minuwangoda	Divisional Secretariat Menuwangoda
24	R2.10		Mirigama	Divisional Secretariat, Mirigama
25	R2.11		Negombo	Divisional Secretariat, Negombo
26	R2.12		Wattala	Divisional Secretariat, Wattala
27	R3	Kaluthara	Agalawatta	Divisional Secretariat, Agalawatte
28	R3.1		Bandaragama	Divisional Secretariat, Bandaragama
29	R3.2		Beruwala	Divisional Secretariat, Beruwala
30	R3.3		Bulathsinhala	Divisional Secretariat, Bulathsinhala
31	R3.4		Dodangoda	Divisional Secretariat, Dodangoda
32	R3.5		Horana	Divisional Secretariat, Horana
33	R3.6		Kaluthara	Divisional Secretariat, Kalutara
34	R3.7		Madurawala	Divisional Secretariat, Madurawala, Anguruwatota
35	R3.8		Baduraliya	Divisional Secretariat, Palindanuwara , Baduraliya
36	R3.9		Millaniya	Divisional Secretariat, Millaniya
37	R3.10		Mathugama	Divisional Secretariat, Matugama
38	R3.11		Panadura	Divisional Secretariat, Panadura
39	R3.12		Walallavita	Divisional Secretariat, Walallawita
40	R3.13		Ingiriya	Divisional Secretariat, Ingiriya
41	R3.14		Palinda Nuvara	Divisional Secretariat, Palindanuwara , Baduraliya
42	R4	Galle	Akmeemana	Divisional Secretariat, Akmeemana, Walahanduwa
43	R4.1		Ambalangoda	Divisional Secretariat, Ambalangoda
44	R4.2		Baddegama	Divisional Secretariat, Baddegama
45	R4.3		Balapitiya	Divisional Secretariat, Balapitiya
46	R4.4		Bentota	Divisional Secretariat, Bentota
47	R4.5		Bope-Poddala	Divisional Secretariat, Bope- Poddala
48	R4.6		Elpitiya	Divisional Secretariat, Elpitiya
49	R4.7		Galle Fore Gravets	Divisional Secretariat, Galle
50	R4.8		Habaraduwa	Divisional Secretariat, Habaraduwa
51	R4.9		Hikkaduwa	Divisional Secretariat, Hikkaduwa
52	R4.10		Karandeniya	Divisional Secretariat, Karandeniya

**Annexure I: List of Project Sites and Locations**

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
53	R4.11		Nagoda	Divisional Secretariat, Nagoda
54	R4.12		Neluwa	Divisional Secretariat, Neluwa
55	R4.13		Niyagama	Divisional Secretariat, Niyagama
56	R4.14		Thawalama	Divisional Secretariat, Thawalama
57	R4.15		Yakkalamulla	Divisional Secretariat, Yakkalamulla
58	R4.16		Imaduwa	Divisional Secretariat, Imaduwa
59	R4.17		Weliwitiya/Divithura	Divisional Secretariat, Welipitiya
60	R5	Mathara	Akuressa	Divisional Secretariat, Akuressa
61	R5.1		Devinuwara	Divisional Secretariat, Devinuwara
62	R5.2		Dickwella	Divisional Secretariat, Dickwella
63	R5.3		Hakamana	Divisional Secretariat, Hakmana
64	R5.4		Kamburupitiya	Divisional Secretariat, Kamburupitiya
65	R5.5		Kotapola	Divisional Secretariat, Kotapola
66	R5.6		Malimbada	Divisional Secretariat, Malimbada
67	R5.7		Mathara	Divisional Secretariat, Matara
68	R5.8		Mulatiyana	Divisional Secretariat, Mulatiyana
69	R5.9		Pasgoda	Divisional Secretariat, Pasgoda
70	R5.10		Pitabedda	Divisional Secretariat, Pitabedda
71	R5.11		Thohagoda	Divisional Secretariat, Thihagoda
72	R5.12		Weligama	Divisional Secretariat, Weligama
73	R5.13		Welipitiya	Divisional Secretariat, Welipitiya
74	R5.14		Athuraliya	Divisional Secretariat, Athuraliya
75	R5.15		Kirinda/Puhulwella	Divisional Secretariat, Kirindapuhulwella
76	R6	Hambantota	Ambalantota	Divisional Secretariat, Ambalantota
77	R6.1		Angunakolapelessa	Divisional Secretariat, Angunakolapaleessa
78	R6.2		Beliatta	Divisional Secretariat, Beliatta
79	R6.3		Hambantota	Divisional Secretariat, Hambantota
80	R6.4		Katuwana	Divisional Secretariat, Katuwana
81	R6.5		Lunugamvehera	Divisional Secretariat, Lunugamwehera
82	R6.6		Okewela	Divisional Secretariat, Okewela
83	R6.7		Sooriyawewa	Divisional Secretariat, Sooriyawewa
84	R6.8		Tangalle	Divisional Secretariat, Tangalle
85	R6.9		Thissamaharama	Divisional Secretariat, Tissamaharama
86	R6.10		Weeraketiya	Divisional Secretariat, Weeraketiya

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
87	R6.11		Walasmulla	Divisional Secretariat,Walasmulla
88	R7	Kurunegala	Alawwa	Alawwa Divisional Secretariat
89	R7.1		Bingiriya	Bingiriya Divisional Secretariat
90	R7.2		Galgamuwa	Gal gamuwa Divisional Secretariat
91	R7.3		Ganewatta	Ganewatte Divisional Secretariat
92	R7.4		Giribawa	Giribawa Divisional Secretariat
93	R7.5		Ibbagamuwa	Ibbagamuwa Divisional Secretariat
94	R7.6		Kobeigane	Kobeigane Divisional Secretariat
95	R7.7		Kota Vehera	Kotawehera Divisional Secretariat
96	R7.8		Kulipitiya East (nakkawa)	Nakkawatta Divisional Secretariat
97	R7.9		Kulipitiya West	Kuliyapitiya West Divisional Secretariat
98	R7.10		Kurunegala District	Kurunegala Divisional Secretariat
99	R7.11		Maho	Maho Divisional Secretariat
100	R7.12		Mallawapitiya	Mallawapitiya Divisional Secretariat
101	R7.13		Mavathagama	Mawathagama Divisional Secretariat
102	R7.14		Narammala	Narammala Divisional Secretariat
103	R7.15		Nikaweratiya	Nikaweratiya Divisional Secretariat
104	R7.16		Panduwasnuwara	Panduwasnuwara Divisional Secretariat
105	R7.17		Pannala	Pannala Divisional Secretariat
106	R7.18		Polgahawela	Polgahawela Divisional Secretariat
107	R7.19		Polpithigama	Polpitigama Divisional Secretariat
108	R7.20		Rasnayakapura	Rasnayakapura Divisional Secretariat
109	R7.21		Rideegama	Rideegama Divisional Secretariat
110	R7.22		Udabaddawa	Udubaddawa Divisional Secretariat
111	R7.23		Weriyapola	Wariyapola Divisional Secretariat
112	R7.24		Weerambugedara	Weerabugedera Divisional Secretariat
113	R7.25		Aehetuwe	Aehethuwewe Divisional Secretariat
114	R7.26		Ambanpol	Ambanpol Divisional Secretariat
115	R8	Puttalam	Anamaduwa	Divisional Secretariat,Anamaduwa
116	R8.1		Arachchikattuwa	Divisional Secretariat,Arachchikattuwa
117	R8.2		Chilaw	Divisional Secretariat,Chilaw
118	R8.3		Dankotuwa	Divisional Secretariat,Dankotuwa
119	R8.4		Kalpitiya	Divisional Secretariat,Kalpitiya
120	R8.5		Karuwalagaswewa	Divisional Secretariat,Karuwalagaswewa

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
121	R8.6		Madampe	Divisional Secretariat,Madampe
122	R8.7		Mahakumbukkadawala	Divisional Secretariat,Mahakumbukkadawala
123	R8.8		Mahawewa	Divisional Secretariat,Mahawewa
124	R8.9		Mundel	Divisional Secretariat,Mundel
125	R8.10		Nattandiya	Divisional Secretariat,Nattandiya
126	R8.11		Nawagattegama	Divisional Secretariat,Nawagattegama
127	R8.12		Pallama	Divisional Secretariat,Pallama
128	R8.13		Puttalam	Divisional Secretariat,Puttalam
129	R8.14		Vanatha Villuwa	Divisional Secretariat, Vanatha Villuwa
130	R8.15		Wennappuwa	Divisional Secretariat,Wennappuwa
131	R9	Anuradhapura	Galenbidunuwewa	Divisional Secretariat,Galenbidunuwewa
132	R9.1		Galnewa	Divisional Secretariat, Galnewa
133	R9.2		Horowpathana	Divisional Secretariat,Horowpathana
134	R9.3		Ipalogama	Divisional Secretariat,Ipalogama
135	R9.4		Kabithigollewa	Divisional Secretariat,Kabithigollewa
136	R9.5		Kekirawa	Divisional Secretariat,Kekirawa
137	R9.6		Maha Vilachchiya	Divisional Secretariat,Maha Vilachchiya
138	R9.7		Medavachchiya	Divisional Secretariat,Medavachchiya
139	R9.8		Mihintale	Divisional Secretariat,Mihintale
140	R9.9		Nochchiyagama	Divisional Secretariat,Nochchiyagama
141	R9.10		Nuwaragam Palatha Central	Divisional Secretariat,Nuwaragam Palatha Central
142	R9.11		Nuwaragam Palatha East	Divisional Secretariat,Nuwaragam Palatha East
143	R9.12		Padaviya	Divisional Secretariat,Padaviya
144	R9.13		Palagala	Divisional Secretariat,Palagala
145	R9.14		Palugaswewa	Divisional Secretariat,Palugaswewa
146	R9.15		Rajanganaya	Divisional Secretariat,Rajanganaya
147	R9.16		Rambewa	Divisional Secretariat,Rambewa
148	R9.17		Thalawa	Divisional Secretariat,Thalawa
149	R9.18		Thambuttegama	Divisional Secretariat,Thambuttegama
150	R9.19		Thirappane	Divisional Secretariat,Thirappane
151	R10	Polannaruwa	Dimbulagala	Divisional Secretariat,Dimbulagala
152	R10.1		Elahera	Divisional Secretariat,Elahera

**Annexure I: List of Project Sites and Locations**

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
153	R10.2		Hingurakgoda	Divisional Secretariat,Hingurakgoda
154	R10.3		Lankapura	Divisional Secretariat,Lankapura
155	R10.4		Medirigiriya	Divisional Secretariat,Medirigiriya
156	R10.5		Thamankaduwa	Divisional Secretariat,Thamankaduwa
157	R10.6		Welikanda	Divisional Secretariat,Welikanda
158	R11	Badulla	Badulla	Divisional Secretariat,Badulla
159	R11.1		Bandarawela	Divisional Secretariat,Bandarawela
160	R11.2		Ella	Divisional Secretariat,Ella
161	R11.3		Haldummalla	Divisional Secretariat,Haldummalla
162	R11.4		Hali-Ela	Divisional Secretariat,Hali-Ela
163	R11.5		Haputale	Divisional Secretariat,Haputale
164	R11.6		Kandaketiya	Divisional Secretariat,Kandaketiya
165	R11.7		Mahiyanganaya	Divisional Secretariat,Mahiyanganaya
166	R11.8		Meegahakivula	Divisional Secretariat,Meegahakivula
167	R11.9		Passara	Divisional Secretariat,Passara
168	R11.10		Rideemaliyadda	Divisional Secretariat,Rideemaliyadda
169	R11.11		Soranathota	Divisional Secretariat,Soranathota
170	R11.12		Uva-Paranagama	Divisional Secretariat,Uva-Paranagama
171	R11.13		Welimada	Divisional Secretariat,Welimada
172	R11.14		Lunugala	Divisional Secretariat,Lunugala
173	R12	Monaragala	Badalkumbura	Divisional Secretariat,Badalkumbura
174	R12.1		Bibile	Divisional Secretariat,Bibile
175	R12.2		Buttala	Divisional Secretariat,Buttala
176	R12.3		Kataragama	Divisional Secretariat,Kataragama
177	R12.4		Madulla	Divisional Secretariat,Madulla
178	R12.5		Medagama	Divisional Secretariat,Medagama
179	R12.6		Monaragala	Divisional Secretariat,Monaragala
180	R12.7		Siyambalanduwa	Divisional Secretariat,Siyambalanduwa
181	R12.8		Thanamalvila	Divisional Secretariat,Thanamalvila
182	R12.9		Wellawaya	Divisional Secretariat,Wellawaya
183	R12.10		Sewanagala	Divisional Secretariat,Sewanagala
184	R13	Ratnapura	Ayagama	Divisional Secretariat,Ayagama
185	R13.1		Balangoda	Divisional Secretariat,Balangoda
186	R13.2		Eheliyagoda	Divisional Secretariat,Eheliyagoda

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
187	R13.3		Elaphatha	Divisional Secretariat, Elaphatha
188	R13.4		Embilipitiya	Divisional Secretariat, Embilipitiya
189	R13.5		Godakawela	Divisional Secretariat, Godakawela
190	R13.6		Imbulpe	Divisional Secretariat, Imbulpe
191	R13.7		Kahawatta	Divisional Secretariat, Kahawatta
192	R13.8		Kalawana	Divisional Secretariat, Kalawana
193	R13.9		Kolonna	Divisional Secretariat, Kolonna
194	R13.10		Kuruvita	Divisional Secretariat, Kuruvita
195	R13.11		Nivithigala	Divisional Secretariat, Nivithigala
196	R13.12		Opanayaka	Divisional Secretariat, Opanayaka
197	R13.13		Pelmadulla	Divisional Secretariat, Pelmadulla
198	R13.14		Ratnapura	Divisional Secretariat, Ratnapura
199	R13.15		Weligepola	Divisional Secretariat, Weligepola
200	R13.16		Kiriella	Divisional Secretariat, Kiriella
201	R14	Kegalle	Aranayaka	Aranayake Divisional Secretariat
202	R14.1		Dehiovita	Dehiovita Divisional Secretariat
203	R14.2		Daraniyagala	Deraniyagala Divisional Secretariat
204	R14.3		Galigamuwa	Galigamuwa Divisional Secretariat
205	R14.4		Kegalle	Kegalle Divisional Secretariat
206	R14.5		Mawanella	Mawanella Divisional Secretariat
207	R14.6		Rambukkana	Rambukkana Divisional Secretariat
208	R14.7		Ruwanwella	Ruwanwella Divisional Secretariat
209	R14.8		Warakapola	Warakapola Divisional Secretariat
210	R14.9		Yatiyantota	Yatiyantota Divisional Secretariat
211	R14.10		Bulathkohupitiya	Bulathkohupitiya Divisional Secretariat
212	R15	Batticaloa	Eravur Town	Divisional Secretariat, Eravur Town
213	R15.1		Manmunai West	Divisional Secretariat, Manmunai West
214	R15.2		Manmunai North	Divisional Secretariat, Manmunai North
215	R15.3		MS&EP	Divisional Secretariat, MS&EP
216	R15.4		Koralai Pathu	Divisional Secretariat, Koralai Pathu
217	R15.5		Manmunai Pathu	Divisional Secretariat, Manmunai Pathu
218	R15.6		Eravur Pathu	Divisional Secretariat, Eravur Pathu
219	R15.7		Kattankudy	Divisional Secretariat, Kattankudy
220	R15.8		Koralai Pathu West	Divisional Secretariat, Koralai Pathu West

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
221	R15.9		Manmunai South West	Divisional Secretariat, Manmunai South West
222	R15.10		Koralai Pathu South	Divisional Secretariat, Koralai Pathu South
223	R15.11		Koralai Pathu Central	Divisional Secretariat, Koralai Pathu Central
224	R15.12		Koralai Pathu North	Divisional Secretariat, Koralai Pathu North
225	R15.13		Parativu Pathu	Divisional Secretariat, Parativu Pathu
226	R16	Ampara	Ampara	Divisional Secretariat, Ampara
227	R16.1		Dehiattakandiya	Divisional Secretariat, Dehiattakandiya
228	R16.2		Padiyatatalawa	Divisional Secretariat, Padiyatatalawa
229	R16.3		Maha Oya	Divisional Secretariat, Maha Oya
230	R16.4		Uhana	Divisional Secretariat, Uhana
231	R16.5		Lahugala	Divisional Secretariat, Lahugala
232	R16.6		Paothuwil	Divisional Secretariat, Paothuwil
233	R16.7		Alayadiwembu	Divisional Secretariat, Alayadiwembu
234	R16.8		Akkarapattuwa	Divisional Secretariat, Akkarapattuwa
235	R16.9		Nindawur	Divisional Secretariat, Nindawur
236	R16.10		Kalaminei	Divisional Secretariat, Kalaminei
237	R16.11		Thirukkowil	Divisional Secretariat, Thirukkowil
238	R16.12		Samanthurei	Divisional Secretariat, Samanthurei
239	R16.13		Karathiw	Divisional Secretariat, Karathiw
240	R16.14		Addallachchenai	Divisional Secretariat, Addallachchenai
241	R16.15		Irrakamam	Divisional Secretariat, Irrakamam
242	R16.16		Sainthamrunthu	Divisional Secretariat, Sainthamrunthu
243	R16.17		Navithaneli	Divisional Secretariat, Navithaneli
244	R17	Trincomalee	Trincomalee	Divisional Secretariat, Trincomalee
245	R17.1		Padavi-Sri Pura	Divisional Secretariat, Padavi-Sri Pura
246	R17.2		Gomarankadawala	Divisional Secretariat, Gomarankadawala
247	R17.3		Kinnia	Divisional Secretariat, Kinnia
248	R17.4		Seruvila	Divisional Secretariat, Seruvila
249	R17.5		Muttur	Divisional Secretariat, Muttur
250	R17.6		Kantale	Divisional Secretariat, Kantale
251	R17.7		Kuchchaveli	Divisional Secretariat, Kuchchaveli
252	R17.8		Morawewa	Divisional Secretariat, Morawewa
253	R17.9		Thambalagamuwa	Divisional Secretariat, Thambalagamuwa

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
254	R18	Jaffna	Maruthankerney	Divisional Secretariat,Maruthankerney
255	R18.1		Chavakachcheri	Chavakachcheri Divisional Secretariat
256	R18.2		Point Pedro	Point Peduru Divisional Secretariat
257	R18.3		Nallur	Nallur Divisional Secretariat
258	R18.4		Kopay	Divisional Secretariat,Kopay
259	R18.5		Udavil	Divisional Secretariat,Udavil
260	R18.6		Kara veddy	Divisional Secretariat,Kara veddy
261	R18.7		Tellipalai	Divisional Secretariat,Tellipalai
262	R18.8		Sandilipay	Divisional Secretariat,Sandilipay
263	R18.9		Delft	Delft Divisional Secretariat
264	R18.10		Velannai	Velanai Divisional Secretariat
265	R18.11		Chankanai	Divisional Secretariat,Chankanai
266	R18.12		Kayts	Kayts Divisional Secretariat
267	R18.13		Jaffna	Jaffna Divisional Secretariat
268	R18.14		Karaingar	Divisional Secretariat,Karaingar
269	R19	Vavunia	Vavunia	Vavuniya Divisional Secretariat
270	R19.1		Vavunia South	Vavuniya South Divisional Secretariat
271	R19.2		Vengalachedikulam	Vengalachedikulam Divisional Secretariat
272	R19.3		Vavunia North	Vavuniya North Divisional Secretariat
273	R20	Mannar	Nanaddan	Nanadhan Divisional Secretariat
274	R20.1		Musali	Musalai Divisional Secretariat
275	R20.2		Madhu	Madhu Divisional Secretariat
276	R20.3		Manthai West	Manthai West Divisional Secretariat
277	R20.4		Mannar	Mannar Divisional Secretariat
278	R21	Mulathivu	Manthai East	Manthai East Divisional Secretariat
279	R21.1		Nweutuneoattu	Meritimepattu Divisional Secretariat
280	R21.2		Puthukudiiruppu	Divisional Secretariat,Puthukudiiruppu
281	R21.3		Thunukkai	Chunnakai Divisional Secretariat
282	R22	Kilinochchi	Kanadavalai	Kanadavalai Divisional Secretariat
283	R22.1		Karachchi	Karachchi Divisional Secretariat
284	R22.2		Pachchilapallai	Pachchilaipallai Divisional Secretariat
285	R22.3		Poonzkary	Poonakai Divisional Secretariat
286	R23	Kandy	Akurana	Divisional Secretariat, Akurana
287	R23.1		Gange Ihala Korale	Divisional Secretariat, Ganga Ihala Korale

Annexure I: List of Project Sites and Locations

	<b>Site Code</b>	<b>District</b>	<b>Site</b>	<b>Address</b>
288	R23.2		Harispattuwa	Divisional Secretariat, Harispattuwa
289	R23.3		Kandy Four Gravets	Divisional Secretariat, Kandy
290	R23.4		Kundasale	Divisional Secretariat, Kundasale
291	R23.5		Medadumbara	Divisional Secretariat, Madadumbara
292	R23.6		Minipe	Divisional Secretariat, Minipe
293	R23.7		Panwila	Divisional Secretariat, Panwila
294	R23.8		Pasbage Korale	Divisional Secretariat, Pasbage Korale
295	R23.9		Pathadumbara	Divisional Secretariat, Pathadumbara
296	R23.10		Pathahewaheta	Divisional Secretariat, Pathahewaheta
297	R23.11		Poojapitiya	Divisional Secretariat, Poojapitiya
298	R23.12		Thumpane	Divisional Secretariat, Thumpane
299	R23.13		Udadumbara	Divisional Secretariat, Udadumbara
300	R23.14		Udapalatha	Divisional Secretariat, Udapalatha
301	R23.15		Udunuwara	Divisional Secretariat, Udunuwara
302	R23.16		Yatinuwara	Divisional Secretariat, Yatinuwara Weligalla
303	R23.17		Doluwa	Divisional Secretariat, Doluwa
304	R23.18		Deltota	Divisional Secretariat, Deltota
305	R23.19		Hataraliyadda	Divisional Secretariat, Hataraliyadda
306	R24	Matale	Ambanganga Korale	Ambangaha Korale Divisional Secretariat
307	R24.1		Dambulla	Dambulla Divisional Secretariat
308	R24.2		Galewela	Galewela Divisional Secretariat
309	R24.3		Laggala-Pallegama	Laggala-Pallegama Divisional Secretariat
310	R24.4		Matale	Matale Divisional Secretariat
311	R24.5		Naula	Naula Divisional Secretariat
312	R24.6		Pallepola	Pallepola Divisional Secretariat
313	R24.7		Rattota	Rattota Divisional Secretariat
314	R24.8		Ukuwela	Ukuwela Divisional Secretariat
315	R24.9		Wilgamuwa	Wilgamuwa Divisional Secretariat
316	R24.10		Yatawatta	Yatawatta Divisional Secretaria
317	R25	Nuwaraeliya	Ambagamuwa	Divisional Secretariat, Ambagamuwa
318	R25.1		Hanguranketha	Divisional Secretariat, Hanguranketha
319	R25.2		Kothmale	Divisional Secretariat, Kotmale
320	R25.3		Nuwara-eliya	Divisional Secretariat, Nuwara Eliya
321	R25.4		Walapane	Divisional Secretariat, Walapane

## **Annexure II-a: List of Acronyms and Abbreviations**

## List of Acronyms and Abbreviations

AC	<i>Assistant Commissioner (RPD)</i>
BPR	<i>Business Process Re-engineering</i>
CI	<i>Handling of Modification of Information on Card</i>
CO	<i>Certifying Officer</i>
DBMS	<i>Database management system</i>
DC	<i>Deputy Commissioner (RPD)</i>
DOS	<i>Disk Operating System</i>
Dpi	<i>dots per inch</i>
DS	<i>Divisional Secretariat</i>
DSO	<i>Divisional Secretariat Offices</i>
e-DS	<i>eDivisional Secretariat System</i>
e-POP	<i>ePopulation Register System</i>
ERD	<i>Entity Relationship Diagram</i>
Ethernet	<i>IEEE 802.3 Standard LAN protocol</i>
ESB	<i>Enterprise Service Bus</i>
GB	<i>Gigabyte</i>
GN	<i>Gramma Niladhari</i>
GPR	<i>Government Process Re-engineering</i>
HHL	<i>Householders List</i>
HO	<i>Head Office</i>
Hz	<i>Hertz (cycles per second)</i>
ICT	<i>Information &amp; Communication Technology</i>

ICTA	<i>Information &amp; Communication Technology Agency</i>
ID	<i>Identity</i>
IEEE	<i>Institute of Electrical and Electronics Engineers</i>
ISO	<i>United Nations International Standards Organization</i>
KB	<i>Kilobyte</i>
kVA	<i>Kilovolt ampere</i>
LAN	<i>Local area network</i>
LI	<i>Lost Card Handling</i>
Lpi	<i>lines per inch</i>
Lpm	<i>lines per minute</i>
MB	<i>Megabyte</i>
MTBF	<i>Mean time between failures</i>
NIC	<i>National Identity Card</i>
NOS	<i>Network operating system</i>
OCR	<i>Optical Character Recognition</i>
ODBC	<i>Open Database Connectivity</i>
OLE	<i>Object Linking and Embedding</i>
OS	<i>Operating system</i>
PCL	<i>Printer Command Language</i>
PIN	<i>Personal Identification Number</i>
Ppm	<i>Pages per minute</i>
PRO	<i>Public Relations Officer</i>
PSC	<i>Project Steering Committee (headed by the Secretary to the Ministry)</i>
RAM	<i>Random access memory</i>

RISC	<i>Reduced instruction-set computer</i>
RPD	<i>Department of Registration of Persons</i>
SCSI	<i>Small Computer System Interface</i>
SNMP	<i>Simple Network Management Protocol</i>
SQL	<i>Structured Query Language</i>
SW	<i>Software</i>
TCP/IP	<i>Transmission Control Protocol / Internet Protocol</i>
V	<i>Volt</i>

## Annexure II-b: Service Level requirements for warranty, maintenance and support

## **Service Level requirements for warranty, maintenance and support**

### **1. Principal Period of Support (PPS) Requirements**

The Principal Period of Support (PPS) is from 08:00 a.m. to 05:00 p.m. Monday through Friday excluding Public Holidays (Purchaser's Local Time). Supplier **MUST** provide System Maintenance and Support Services during the above stipulated times.

### **2. On-Call Services Requirements**

Supplier **MUST** make qualified personnel available to the Purchaser by telephone, email and / or web access for the reporting and resolution of non-conformities or other problems with the System. Dedicated telephone numbers, emails or URLs should be available for reporting issues. Purchaser will nominate the personnel who are authorized to report non-conformities or other problems with the system. Reporting of non – conformities includes requests by the Purchaser to apply software updates.

If problems have not been corrected within two (2) hours of the initial contact, the Supplier shall send qualified maintenance personnel to the Purchaser's site to update, correct, repair or replace the affected hardware / software. Such maintenance personnel must arrive on-site within the time limits in the On-Call Service Response Tables for critical and non-critical components, shown below.

If problems are not corrected within the time limits specified in the On-Call Service Response Tables, the Purchaser shall be entitled to a penalty payment (or credit against amounts payable to the Supplier) for each hour that the Supplier fails to resolve the problem or non-conformity.

Supplier notification can occur outside PPS time. However, "Time to Arrive On-Site" starts from PPS starting time. "Time to Resolve the Problem" is PPS time starting from the actual time of arrival on site.

The on-site arrival and problem resolution time limits and penalty amounts are shown below. The Bidder is expected to station his own personnel or appoint a representative technical agent at provincial level to provide maintenance services.

#### **On-Call Service Response Table for Critical Components**

<b><i>Site Level</i></b>	<b><i>Time to Arrive On Site (in Hours)</i></b>	<b><i>Time to Resolve the Problem (in Hours)</i></b>	<b><i>Penalties for Delays (per hour)</i></b>
Department of Registration of Persons - Head Office	2	8	Rs.3500/=
Department of Registration of Persons units at Divisional Secretariats	5	8	Rs.3500/=

### On-Call Service Response Table for Non-Critical Components

<i>Site Level</i>	<i>Time to Arrive On Site (in Hours)</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
Department of Registration of Persons - Head Office	4	16	Rs.2500/=
Department of Registration of Persons units at Divisional Secretariats	6	16	Rs.2500/=

The following table defines critical components of the system. By default, any other component not included in this table will be considered as non-critical.

### Critical Components

<i>Component</i>	<i>Description</i>
Software and Servers	The problem causes a total system outage or it severely impairs key functional aspects of the Department of Registration of Persons. Work cannot reasonably continue, the operation is mission critical to the operation of the Department of Registration of Persons.
Switch, Hubs	The problem causes a total system outage or it severely impairs key functional aspects of the Department of Registration of Persons. Work cannot reasonably continue, the operation is mission critical to the operation of the Department of Registration of Persons.
Routers	The problem causes a total system outage or it severely impairs key functional aspects of the Department of Registration of Persons. Work cannot reasonably continue, the operation is mission critical to the operation of the Department of Registration of Persons.

### 3. Help Desk Service Requirements

The Supplier **MUST** maintain a Help Desk facility mainly to provide offsite support. The Help Desk facility should be staffed with engineers who will take problem reports, answer technical questions and attempt to resolve problems and non-conformities over the telephone. Help Desk problem resolution time limits and penalty amounts are similar to that of 'On-Call Service Requirements' and are given in the below tables.

The engineers should initiate remote problem diagnostic routines and attempt to correct the problems or guide the Purchaser personnel through problem resolution.

Help Desk services and On-Call services must be coordinated by the Supplier in such a way that Help-Desk-initiated calls which may require On-Call services are treated as such and resolved as described in the corresponding On-Call Response Tables.

### **Help Desk Service Response Table for Critical Components**

<i>Site Level</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
Department of Registration of Persons - Head Office	8	Rs.3500/=
Department of Registration of Persons units at Divisional Secretariats	8	Rs.3500/=

### **Help Desk Response Table for Non-Critical Components**

<i>Site Level</i>	<i>Time to Resolve the Problem (in Hours)</i>	<i>Penalties for Delays (per hour)</i>
Department of Registration of Persons - Head Office	16	Rs.2500/=
Department of Registration of Persons units at Divisional Secretariats	16	Rs.2500/=

The following table defines critical components of the system. By default, any other component not included in this table will be considered as non-critical.

### **Critical Components**

<i>Component</i>	<i>Description</i>
Software and Servers	The problem causes a total system outage or it severely impairs key functional aspects of the Department of Registration of Persons. Work cannot reasonably continue, the operation is mission critical to the operation of the Department of Registration of Persons.

Switch, Hubs	The problem causes a total system outage or it severely impairs key functional aspects of the Department of Registration of Persons. Work cannot reasonably continue, the operation is mission critical to the operation of the Department of Registration of Persons.
Routers	The problem causes a total system outage or it severely impairs key functional aspects of the Department of Registration of Persons. Work cannot reasonably continue, the operation is mission critical to the operation of the Department of Registration of Persons.

### System Availability Requirements

The system availability is defined in terms of the time that the system, including each one of its components, remains fully operational. The system availability is measured against the operational schedule established by the Purchaser. The planned operational schedule (number of operational hours) by type of site is shown in the following table “Planned Operational Schedule”.

Downtime means that period of time (in hours and whole minutes) during which an error or problem within the scope of the Supplier’s warranty obligations is causing or threatening to cause a disruption to the Purchaser’s normal course of business or operations.

Downtime shall be measured from the time Purchaser makes a bona fide attempt to notify Supplier, either orally or in writing, of a problem, and shall continue until the affected component is fully operational in accordance with the Technical Specifications. Any period of time during which the Purchaser is not carrying on normal business operations shall be excluded from the computation of Downtime.

The Purchaser can claim a Downtime penalty for each hour or fraction thereof for which it is not able to use the system in excess of the total number of hours of Allowable Downtime, as defined in the table “Maximum Allowable Downtime Per Month”. It shall be noted that down time penalties and delay penalties described in “On-Call Services Requirements” above are independent and cumulative.

### Planned Operational Schedule

	<i><b>RPD – Head Office</b></i>		<i><b>RPD Units at Divisional Secretariats</b></i>	
<i><b>Days of the Week</b></i>	Monday - Friday	Saturday	Monday - Friday	Saturday
<i><b>Hours/Day</b></i>	09	--	09	--
<i><b>Hours/Week</b></i>	45	--	45	--
<i><b>Total Hours/Week</b></i>	45	--	45	--
<i><b>Total Hours/Month</b></i>	180+		180+	

Maximum Allowable Downtime per Month (in Operational Hours) and the related penalties for any additional downtime are given in the below “Maximum Allowable Down Time and Penalties” table.

#### **Maximum Allowable Down Time and Penalties**

	<b>RPD Head Office (in hours)</b>	<b>RPD Units at Divisional Secretariats (in hours)</b>	<b>Penalties for Additional Down Times (per hour)</b>
<b>Critical Components</b>	2	2	Rs.5000/=
<b>Non-Critical Components</b>	4	4	Rs.2500/=

#### **Critical Problem Support Requirements**

In addition to the foregoing, if the Purchaser determines, in its reasonable judgment, that a non-conformity or problem is causing or threatening to cause a disruption in the Purchaser’s business operation (a Critical Problem) at any site, the Purchaser reserves the right to declare a non-critical component as a critical component and request that the component be provided with Maintenance and Support services accordingly, as determined by the previous schedules.

#### **Reporting Requirements**

The Supplier should provide software programs to measure and report statistics on repair, downtime, maintenance notices, engineers’ arrival on-site, and mean time to repair.

#### **Preventive Maintenance Requirements**

The Supplier should propose a preventive maintenance program for all critical components in the system. This program should provide at least on a semi-annual basis preventive maintenance service to these components and include repair or replacement of parts or components that are likely to fail.

#### **Support Structure and Escalation Procedures Requirements**

The Supplier should describe the maintenance support structure that shall be put in place to provide the services described in this Section, identifying which resources will be dedicated to each service at each of the Purchaser sites. The support structure must include facilities for remote technical assistance.

The Supplier should also describe a problem or non-conformity escalation procedure, which shall ensure that the required Purchaser system availability is maintained.

#### **Access to Technical Bulletins and Alerts Requirements**

Supplier should provide access to technical bulletins and alerts, new and maintenance release and product availability information, and problem resolution and configuration assistance through electronic mail, Internet or BBS (bulletin board service) to the Purchaser. Such service should be available on a twenty-four (24) hour, seven (7) day basis.

### **On-Site Services Requirements**

In the first year starting from the date of acceptance of the System, Supplier **MUST** make available onsite technical support personnel without any cost to the Purchaser, at locations where the System is implemented. Onsite technical support personnel must provide ‘Handholding’ to users during this period in order for the users to better acquaint themselves with the system.

Supplier MUST provide on-site staff for operational maintenance at the RPD Data Centre (Head office) during the first seven years of operation.

Supplier **MUST** also transfer adequate knowledge and skills to the users of the Department of Registration of Persons during the first year starting from the date of acceptance of the System in order for them to administer and manage the system on their own from the second year of operation.

Supplier **MUST** state in the ‘System Inventory Table (Recurrent Cost Items)’— Technical Requirements of the bidding document, the cost of providing onsite technical support personnel in the subsequent years (after the first year of acceptance). Cost per onsite support person should be stated in the ‘System Inventory Table (Recurrent Cost Items).

### **ID card personalization process**

Bidder’s ID card personalization facility must be able to produce a minimum capacity of 10,000 ID card per day (24 hours) provided required data is provided by the purchaser. Payments will be subjected to following penalties in the event the supplier failing to produce the expected quantity within a period of 24 hrs starting at 12.00 noon on each day. Penalties shall be computed based on weekly moving average.

Card Quantity produced	Penalty on daily billed amount
10,000 or more	None
9,000 to 9,999	10%
8,000 to 8,999	15%
7,000 to 7,999	20%
6,000 to 6,999	25%
5,000 to 5,999	30%
Less than 5,000	40%

## Annexure III: Payment Schedule

## Payment Schedule

### Payment Schedule for Lot-1, Lot-2, Lot-3, Lot-4 and Lot-7 (procurement of goods)

	<b>Description of service / milestone</b>	% of payment according to cost schedule				
		<b>Lot – 1</b>	<b>Lot – 2</b>	<b>Lot – 3</b>	<b>Lot-4</b>	<b>Lot-7</b>
1	Advance payment upon advance payment security as specified in relevant contract documents	10%	10%	10%	10%	25%
2	On acceptance of the project plan	-	-	-		25%
3	On the delivery and installation of passive components in LAN and power supply related equipment	-	10%	15% <sup>(Note)</sup>	-	-
4	On delivery of all active hardware components and standard software	-	25%	20% <sup>(Note)</sup>	-	-
5	On installation of all active hardware components and standard software components	-	15%	15% <sup>(Note)</sup>	-	-
6	On installation of e-NIC software system	25%	10%	10% <sup>(Note)</sup>	-	-
7	On delivery of RPD mobile units with relevant equipment installed	-	-	-	50%	-
8	On migration of master records and data migration and population of test databases	15%	-	-	10%	-
9	On completion of User acceptance testing	20%	5%	5% <sup>(Note)</sup>	5%	20%
10	On completion of integration, commissioning and performance / load testing	10%	5%	5% <sup>(Note)</sup>	5%	10%
11	On completion of issuing of 3,000,000 ID cards	10%	10%	10% <sup>(Note)</sup>	10%	10%
12	On completion of warranty	10%	10%	10% <sup>(Note)</sup>	10%	10%

Note:

For Lot-3, bidders shall provide the cost breakdown in terms of administrative districts. All payments, except for advance payments in this lot will be pro-rated according to cost schedule for districts where the implementation has been completed.

#### **Payment schedule for Lot-5 and Lot-6 (procurement of services)**

1. Mobilization / advance payment:
  - a. Amounts stated below to be paid upon the acceptance of the project plan and on submission of a payment security and or a performance security.
    - i. Lot 5: 25% of the total estimated cost of ID card printing for the first 12 months of operation.
    - ii. Lot 6: 50% of the any one-time Connection, installation or figuration fees applicable by the Wide Area Network service provider.
  - b. Advance payment for Lots 5 & 6 are to be made after the completion of user acceptance testing of the Lot-1.
  - c. Advance payment shall be fully recovered without interest during the first 12 months of operation as installments deducted from the monthly invoices.
2. Balance 50% of the Installation fees on Lot 6 will be paid on a per-connection basis after the signing of a Service Level Agreement (SLA) and completion of minimum 3 months operation according to the terms and conditions of the SLA.
3. After 12 months of operation and the recovery of advance payment, payments for Lots 5 and 6 will be made on a monthly basis based on the actual work carried out.

## Annexure IV: Inspection and Acceptance Tests

Annexure IV: Inspection and Acceptance Tests

1. Preliminary inspections and tests.

- a. The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site(s).
- b. The Purchaser may request for samples of components for testing in advance of the delivery of quantities agreed in the Contract documents.
- c. Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser.
- d. If any dispute or difference of opinion shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to Settlement of Disputes, starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.

2. Delivery and Installation of the system

- a. As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements and the Agreed and Finalized Project Plan, the Supplier shall so notify the Purchaser in writing.
- b. The Project Manager shall, within thirty (30) days after receipt of the Supplier's notice, either issue an Installation Certificate, stating that the System, or major component or Subsystem (if Acceptance by major component or Subsystem is specified in the Contract), has achieved Installation by the date of the Supplier's notice or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Subsystem and, when in the Supplier's opinion the System or Subsystem is ready for Commissioning and Operational Acceptance Testing, notify the Purchaser in writing. This procedure shall be repeated, as necessary, until an Installation Certificate is issued.
- c. If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within thirty (30) days after receipt of the Supplier's notice, or if the Purchaser puts the System or a Subsystem into production operation, then the System (or Subsystem) shall be deemed to have achieved

successful Installation as of the date of the Supplier's notice or repeated notice, or when the Purchaser put the System into production operation, as the case may be.

### 3. Commissioning and Operational Acceptance Testing

- a. The Purchaser shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.
- b. Production use of the System or Subsystem(s) may not commence prior to the start of formal Operational Acceptance Testing.
- c. The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Purchaser, but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or Subsystem[s] if specified in the Contract), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's bid, including, but not restricted to, the functional and technical performance requirements. The Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/or the Agreed and Finalized Project Plan.
- d. At the Purchaser's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.
- e. Operational Acceptance shall occur in respect of the System, when the Operational Acceptance Tests, as specified in the Technical Requirements, and/or Agreed and Finalized Project Plan have been successfully completed.
- f. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Purchaser of its request for Operational Acceptance Certification. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. This procedure shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

### 4. Partial Acceptance

- a. For components / subsystems that are installed on more than one project site, the Purchaser may carry out a partial acceptance test issue a "Partial Acceptance Certificate" according if the tests were successful. Any payment based on Partial acceptance shall be made according to the terms and conditions stated in the "Payment Schedule" in Annexure III.