

Tender No. :(23EGOVT2023)

E-PASSPORT SOLUTION

#	Inquiries
Q1	On top of VAT changes, is there any possibility to have the price adaptive to inflation rate?
A1	The bidder should include the inflation price within the financial offer.
Q2	In the Agreement that is translated from the Arabic we saw that there is the right for the Buyer for Termination without cause: "The employer has the right at any time to terminate the work under the agreement and to compensate the second party in "Appropriate" compensation and not more than 10% of the value of the remaining works." Pls specify what is meant with remaining works, would that be the nr of passports (200.000/year) x time till the end of the contract (7 years less the time before termination)?
A2	The compensation should not exceed the value of (10% * the remaining contract value). However, the compensation value should not be 10% always; it will be calculated based on the cost incurred directly by the second party.
Q3	Where exactly to acknowledge the receipt of all addenda? p.27 N.21
A3	The bidder should acknowledge that he received all of the addendums (like this document).
Q4	Winning bidder is getting paid by accepted booklet and doesn't have hands on operating the printing solution. Who will pay the cost of the unaccepted issued booklets which were caused by the fault of the operator?
A4	The solution should be handling the process by itself and human intervention should be minimal, however if there is an issue caused by CSPD employees, then booklets will be treated as accepted. Fully automated solution will have higher marks during the evaluation.
Q5	Who will cover the loss of production printing materials (consumables), downtime caused by the operators?
A5	The solution should be handling the process by itself and human intervention should be at the minimum, however if there is an issue caused by CSPD employees, then the winning will not be violated. Fully automated solution will have higher marks during the evaluation.
Q6	Who will audit the work of operators including handling storage of booklets, consumables, and the whole printing solution?
A6	Operators will be audited by CSPD, the winning bidder will be responsible of the solution
Q7	page 15 confirm this paragraph is related to "ICAO PKD" It should be noted that obtaining the information required to conduct e-Passport validation of foreign e-Passports can be achieved without joining the ICAO PKI (i.e. by using the public download service or strictly through bilateral exchange). However, the ICAO PKI provides a timely, reliable and cost-efficient means of both providing and acquiring the necessary information.

A7	Yes , it's related to "ICAO PKD"
Q8	<p>page 24 Regarding the minimum commitment of 200K. Considering the fact that the expected yearly volume over 7 years is far above 200 and considering the fact that the history of activity is showing that the passport personalization is far above 200K yearly, could you consider a minimum commitment per year :</p> <p>year 1 : 200K year2 : 250k year3 and over : 800K</p>
A8	No, commitment for 200K, however It has been estimated that it will be printed as stated in the RFP
Q9	<p>can the price set by the bidder be indexed onto:</p> <ul style="list-style-type: none"> - inflation rate - change of VAT - change of any taxes rate applied by Jordan tax and customs authorities
A9	<p>Inflation Rate: The bidder should calculate the inflation in his offer. Change VAT: Sales Tax will be indexed onto by increasing or decreasing</p>
Q10	<p>page 24 Regarding the minimum commitment of 200K. Considering the fact that the expected yearly volume over 7 years is far above 200 and considering the fact that the history of activity is showing that the passport personalization is far above 200K yearly, could you consider a minimum commitment per year :</p> <p>year 1 : 200K year2 : 250k year3 and over : 800K</p>
A10	No
Q11	Where will the two fast-track issuance sites, and the DR Site be?
A11	Not decided yet, ,however it's expected to have one at least in Amman
Q12	Will MoDEE be responsible for ensuring a secure connection between the central site and the two fast-track and DR sites?
A12	Yes

Q13	The evaluation criteria calls for 'references in similar projects'. Please confirm that this means a complete solution including a transition from MRP to an Electronic Passport with PCDP and full colour portrait, including all personalisation devices, any ancillary equipment, and the necessary print management software.
A13	Accomplished Similar project regarding provide solution for printing and delivering E-passport.
Q14	Please confirm the roles and related responsibilities for MoDEE and CSPD in the ePassport solution?
A14	Please refer to RFP for winning bidder responsibility, MoDEE & CSPD roles will be identified during the pre-bid meeting & Questions sent by bidders
Q15	The RFP stipulates a setup period of 180 days, and that the solution shall then be run for 7 years, giving a total project duration time of 90 months. However, the RFP is only calling for 60 months of Maintenance and Support, please can MoDEE explain what is to happen for the final two years of the project?
A15	Support and maintenance should cover the whole project timeline (90 months) Winning bidder is responsible for provide the solution, booklets, printers as a service, so it should guarantee the availability, quality of the service as described in the RFP during the whole project 7 years in addition to 6 months implementation
Q16	We do not understand the need to share agent commission details. Please can MoDEE reconsider this requirement?
A16	Not Clear, please refer to RFP
Q17	The RFP excludes partners participating in more than one proposal. Please can MoDEE confirm if this relates to all levels of participation?
A17	Yes
Q18	The Customer Experience section provides requirements for an online customer experience. However this RFP is for a personalisation solution which will not be publicly facing. Please can MoDEE clarify the basis for this requirement?
A18	These requirements will be applied <i>IF APPLICABLE</i> (based on the proposed solution)
Q19	The RFP states that MoDEE reserve the right to conduct a technical audit on the project, potentially by a third party. Please clarify who shall cover the cost of this?
A19	MoDEE
Q20	Section 4.4 – Please clarify what is meant by the term “consulting work” under ‘ <i>Work plan and Duration</i> ’.
A20	It is “work” not “consulting work”
Q21	Can we offer recommended upgrade options that are not specifically called for in the RFP? Such as enhanced security or additional functionality?
A21	You may offer a recommended upgrade and should be shown as optional items within the technical & financial proposals

Q22	We understand that there will be a discussion on the required security features post award. Will a price amendment be possible at this stage if required?
A22	Needed Security features are shown within the RFP, there will be no price amendments
Q23	The RFP states that the bidder must provide the source code and related libraries for the electronic chip. Please can MoDEE reconsider this requirement? Any alteration to the chip software would make the Common Criteria certification invalid.
A23	Cannot be reconsidered
Q24	Please can MoDEE elaborate on the expected numbers of E-Passports and explain what confidence there is behind these numbers?
A24	Numbers are shown in the RFP, P24, 25
Q25	Will MoDEE require a Priority service option in the personalisation solution, allowing certain orders to be fast tracked through production?
A25	Yes
Q26	What is MoDEE's intended service level for the personalisation of a passport upon receipt of an application?
A26	Maximum of 8 working hours, with a priority service option
Q27	We understand that MoDEE will be passing the biometric data to the personalisation solution. Please can you confirm that the quality of this data (including Fingerprint quality and Facial ICAO compliance) shall be checked by MoDEE and that such checks are not within the scope of the personalisation solution?
A27	Should be checked by the proposed solution as well
Q28	Please can MoDEE confirm which book types would need to be supplied? Citizen, Diplomatic, VIP, etc?
A28	Please refer to Q150
Q29	MoDEE have advised that the MRP booklets shall continue to be issued for the first two years of ePassport issuance. Can MoDEE please confirm which book types are therefore to be issued on the new solution in the first two years? Will it be restricted to certain book types, or a subset of all?
A29	The whole project (7 years), please refer to Q150.
Q30	Please confirm that there is no requirement for an ABIS, and that applicant verification is not required?
A30	Not Clear
Q31	Please confirm that border control is out of scope of this project, and that there is no interface required from the passport solution to border control.
A31	APIs must be provide by winning bidder to allow different solutions to read the required data
Q32	Please describe any interfaces required to other government systems, either for data loading, or for reporting on production status.

A32	Interfaces will be based on open standard APIs
Q33	Please confirm what biometrics the chip is to store? Will it be one or two fingerprint images? Please confirm that it will not need to store IRIS data?
A33	CSPD , facial and fingerprint only check with CSPD
Q34	We need to understand the likely specification/size of the biometric data. Please confirm if the fingerprint images will be sourced from Jordan's current eID solution?
A34	Yes
Q35	We need to understand the likely specification/size of the biometric data. Please confirm if the source of the facial image is to be Jordan's current eID solution, from CSPD or an alternative source?
A35	No, will be from other sources as it should be compatible with ICAO standards CSPD
Q36	Please can MoDEE provide 10 sample data sets containing both the biographical and all biometric data which we should expect during production
A36	Data will be based on ICAO standards
Q37	Will MoDEE require data migration from the current MRP system into the new ePassport solution?
A37	No
Q38	Can MoDEE confirm if we can assume a reliable power source? Or should UPS and power generators be considered as part of the proposal?
A38	MoDEE will provide reliable power sources.
Q39	Please confirm the scope for the Disaster Recovery site. Is this purely data recovery, or is it to include personalisation, and QA functions too?
A39	All functions
Q40	The RFP calls for Integration capabilities. Please clarify what services will need will need integrating, and what integration is likely to be required.
A40	Integration will be based on open standard APIs, please refer to
Q41	Annex 4.9 stipulates Service Level Targets for Response and Resolution times. Would MoDEE accept Recovery times as an alternative to Resolution, on the basis of 'Recovery' meaning the temporary return of a particular function to an agreed operating level until the permanent resolution can be put into place. In such instances the Resolution period would be agreed on a case by case basis with the ministry
A41	Accepted
Q42	Please can MoDEE confirm the role of the two Fast track sites? What is the intended throughput of these sites? Will they cover all document types? Will they be subject to the same Service Levels as primary?

A42	What is the intended throughput of these sites? Shown within the RFP, Printing Hardware component Will they cover all document types? Please refer to Q150 Will they be subject to the same Service Levels as primary? Yes
Q43	With multiple personalisation sites, we believe it is imperative to have a comprehensive inventory management module for tracking blank and personalised stock up to the point of issuance. Please confirm if this is a requirement for this project?
A43	The winning bidder must propose the most feasible solution to handling the stock efficiently
Q44	Please confirm if the proposal can be submitted in English?
A44	Confirmed
Q45	To allow for maximum efficiencies in the proposed business model, would MoDEE consider changing the project term from 7 years to 10?
A45	The agreement will be for 7 years with the winning bidder, however the government may decide to extend the agreement or go with retender.
Q46	The RFP stipulates DDP Incoterms. Could MoDEE reconsider this requirement and accept CIP?
A46	Not Clear
Q47	What is the purpose of the SDK in the E-Passport Management software? We need to understand the potential use cases, to deliver the required level of functionality and to consider/mitigate any related security implications.
A47	SDK will be used to read data stored on the chip, Example to be used at borders systems to read e-Passports
Q48	Please can MoDEE confirm that for ALL tenderers the proposed solution must be comprised of new hardware, and that it will not be permitted to re-use existing equipment?
A48	Yes, however the winning must utilize the current Government Private Cloud for hosting the solution (software) where applicable
Q49	We understand that MoDEE reserve the right to enforce penalties in case of delays with delivery. Please can MoDEE indicate the nature and size of these penalties?
A49	Shown within the RFP and Arabic Contract
Q50	Section 2.3 of the RFP stipulates a need for the provision of ' <i>Open standard software to print different booklet vendors</i> '. Please can MoDEE explain under what circumstances the option of printing on different vendor booklets would be invoked?
A50	It is not applicable as we are looking for printing e-passports as a service.
Q51	Section 2.5 (Information Security) stipulates " <i>Staff should include "Certified OSCP" with at least three-year experience.</i> ". Please confirm if this should be "OSCP" We also recommend that this should stipulate experience post certification.
A51	OSCP is confirmed. "Offensive Security Certified Professional"

Q52	Section 2.5 (Information Security) calls for “Certification and resume of third-party resource”. Please can MoDEE confirm if they have a preference for the third-party resource, and if so provide a name. If MoDEE expect the tenderer to select the third party, please provide any requirements for the selection of this resource.
A52	As stated in the RFP Section 2.5
Q53	Section 2.6 “Hosting Options” stipulates tenderers must provide “All required licences”. Please can MoDEE confirm if that is to include Microsoft licences such as Windows and SQL Server? Or will MoDEE be providing these?
A53	Windows server is MoDEE responsibility
Q54	Please confirm what MoDEE expects us to provide for the “E-Passport validation tool”.
A54	Yes
Q55	Section 2.9 “Change Management, Knowledge Transfer, Training & Customer Journey/Experience” calls for a ‘Certified TOT Trainer’. Which certification bodies do MoDEE recognize for training-of-trainer?
A55	TOT for CSPD staff, no certifications are required
Q56	Under Section 3.6 “Legal Terms – THIRD PARTY INDEMNITY” the RFP stipulates “Where that loss or liability was caused or contributed to by an unlawful, negligent or willfully wrong act or omission by the Winning Bidder, its Personnel, or sub-contractors; or” – please confirm what the final option should be.
A56	It’s typo error. Please consider “or” is omitted.
Q57	Please confirm if the requested samples need to be personalised and, and if you also require non personalised booklets. Please advise how many samples are required each.
A57	Personalized & non-Personalized, at least one of each type
Q58	In Section 2.1 “ E-Passport Design & Delivery”, The RFP requires the provision of printing plates as deliverables. Could you please elaborate. Are you asking to get the plates at end of contract? For the sake of clarity delivering the plates used in the factory to print will stop allowing any further production. Or is the RFP asking for the master plates?
A58	All type of plates at the end of the project
Q59	Please confirm you need the number of service personnel you require at the Central, Fast track and DR Sites, and what the operating hours are to be for each.
A59	Please refer to the RFP, Printing Hardware Component, CSPD will provide all needed staff to operate the solution
Q60	Please confirm all passports personalised by the solution are to be forensically identical regardless of which device or site they are personalised at. That all printing hardware must have the same quality & printing techniques.
A60	Yes
Q61	Please confirm what is meant by “Duty Cycle” with regards to the ePassport printing hardware?

A61	The number of ePassport that can be personalized by a printer on a regular basis while continuing to function at a consistently acceptable standard
Q62	Please confirm if "Printer Availability" relates to its uptime and maintenance cycle?
A62	Yes
Q63	Please describe content and extent of expected Reporting & dashboard
A63	Statistical reports and dashboards with dynamic reporting mechanism
Q64	Could you please describe the intended functionality of the following two modules: <ol style="list-style-type: none"> 1. Registration Module & Authentication Module 2. Accommodate any new Passport Pursue Script
A64	<ol style="list-style-type: none"> 1. Registration Module & Authentication Module: for end users 2. Accommodate any new Passport Pursue Script: No Need, only your own Persue script
Q65	Please elaborate the on the requirement for integration into CSPD Internal Workflow
A65	Please refer to Q40
Q66	Please can MoDEE clarify the requirement for the ePassport Management Software to integrate through open standard technology to any type of hardware with same functionality? Please clarify under what conditions MoDEE may require alternative hardware to be deployed?
A66	No Need
Q67	In order to enable better comparison of quality in the tender samples, please can MoDEE provide the photo and data to be used in the production of these samples. Please can this be provided at a similar resolution and quality to that which is expected to be sent to the solution once live?
A67	No need
Q68	In section "2.4 Public Key Infrastructure", the RFP states that PKI must be delivered to & owned by the government after project closure in both Financing models. Could you please provide the reference to the two financial models in the RFP?
A68	There is only one financing model
Q69	In Section "2.1 E-Passport Delivery & Design" the RFP requires 3 visits to the passport factory to confirm technical aspects, review designs, and ensure security aspects during printing and packaging. To assure MoDEE of the best possible end product, we recommend that the RFP should also state a requirement for a fourth visit to witness the personalisation process and sign off on the quality of the personalised data.
A69	It is not required.
Q70	Can MoDEE confirm if it is a requirement for a secondary copy of the holder's facial image to be printed on either page 1 or page 3?

A70	Not required
Q71	Please confirm if the passport pages require both UV and IR ink?
A71	Confirmed
Q72	How many different designs are required in the visa pages?
A72	Minimum 6 pages and will be decided during the design phase
Q73	Annex 4.7 of the RFP states that the passport number shall be punched into each page. Please can MoDEE confirm that this does not include the PCDP?
A73	Confirmed
Q74	Anex 4.7 stipulates that the cover shall be in dark blue. Please can MoDEE confirm they will provide the exact reference of this colour during the design phase?
A74	Confirmed
Q75	The RFP indicates that the rear cover should include the Jordanian flag. Please confirm we have understood this correctly, and that MoDEE require a design to be created for the back cover featuring the flag.
A75	Pease refer to 4.7 E-Passport Specifications in the RFP
Q76	Annex 4.7 requires the tenderer to provide “more than one sample” of the front inner cover page. Please clarify what you mean by more than one sample? Please also confirm at which stage these need to be submitted?
A76	During the design phase, and one design will be chosen for production
Q77	Annex 4.7 requires the tenderer to provide “more than one sample” of the rear inner cover page. Please clarify what you mean by more than one sample? Please also confirm at which stage these need to be submitted?
A77	Repeated
Q78	Annex 4.7 specifies that the datapage shall include an OVI containing the Crown of the Hashemite Kingdom of Jordan. Please can MoDEE provide specifications on the required size of this feature?
A78	During the design phase will be decided.
Q79	Annex 4.7 requires the Book Number to be printed on all pages starting from Page 3. Please confirm that this numbering is not to be included on the Front cover?
A79	Confirmed
Q80	Annex 4.7 stipulates that the design should not include any security features that are exclusive to the company executing the tender. Please confirm our understanding that this means we are not allowed to offer any of our proprietary security features.
A80	Bidders are allowed to provide your proprietary security features

Q81	Please can MoDEE Confirm our understanding that after contract's end we will need to collect our solution with exception of the PKI? Please confirm if there are any additional exceptions.								
A81	Confirmed								
Q82	Please can MoDEE confirm that they will start phasing out the issuance of MRPs during the first two years of issuance, with only ePassports being printed from Year 3 onwards?								
A82	Not Confirmed, however it is expected to be like that, the estimated numbers in the RFP based on CSPD plans regarding the e-passport.								
Q83	Who owns the equipment when it is in-country? Does title transfer to MoDEE when it arrives, or is it anticipated to remain under the title of the tenderer for the duration of the contract?								
A83	Owned by the winning bidder								
Q84	As the proposed payment plan is to invoice quarterly based on accepted books, please advise how will we receive issuance statistics so that we invoice the correct amount?								
A84	MoDEE, CSPD & the winning bidder								
Q85	The financial terms advise that the pricing model will be based on payment per accepted printed booklet. It also advises that the type of contract will be a fixed lump sum price including the cost of the system and our professional services. Please confirm that the price of the system and professional services are not to be amortised over the price of the books, and are to be charged separately?								
A85	<p>Bidders must provide a price based on accepted printed booklet, and the fixed lump sum price of the contract will be the price of accepted printed booklet * proposed number of passports to be printed over 7 years (please refer to Financial Terms, Expected e-Passport to be printed over 7 years)</p> <p>Financial Proposal Table:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 33%;">Price of e-Passport</th> <th style="width: 33%;">Expected number of e-Passport Over 7 Years</th> <th style="width: 33%;">Total Project Price</th> </tr> </thead> <tbody> <tr> <td></td> <td>4850000</td> <td></td> </tr> </tbody> </table>			Price of e-Passport	Expected number of e-Passport Over 7 Years	Total Project Price		4850000	
Price of e-Passport	Expected number of e-Passport Over 7 Years	Total Project Price							
	4850000								
Q86	Please can MoDEE define the expectations for the interface to the passport solution, and what functionality will be required?								
A86	Functionality Requirement. Refer to Q40								
Q87	Please can MoDEE describe the enrolment and collection scenarios / process?								
A87	No enrollment is required, the solution will capture all required data to personalize ePassport through integration with CSPD systems								
Q88	<p>Section "2.1. E-Passport Design & Delivery" states that the winning bidder must perform 3 visits for a committee consisting of 4 members for each visit to Passport Factory</p> <p>Please can MoDEE confirm that the bidder is expected to cover the cost for travel and confirm which of the following is expected:</p> <ul style="list-style-type: none"> - business class ticket for all 4 employees 								

	<ul style="list-style-type: none"> - economy class ticket - 5 star hotel during stay - Local transportation - Breakfast, lunch and dinner - Daily expense compensation - Please confirm if any other expenses
A88	The visit should be descent and fulfill the required goals.
Q89	<p>We would like to request an extension to the key RFP dates. We understand that MoDEE is looking for a high quality and detailed proposal for the Jordanian ePassport program, for which we will need to consult with our various experts. The current dates are not conducive for the provision of a qualitative answer.</p> <p>In order to provide you with the very best proposal, we request that the deadline for submission of bidders' questions is extended by two weeks to allow for follow-up questions to be asked if further clarification is required on any points. We also request that the proposal deadline itself is extended by 6 weeks.</p>
A89	Bidders will be notified
Q90	<p>I downloaded the RFP document in English from your webpage https://modee.gov.jo/En/TendersAdvancedDetails/EPASSPORT_SOLUTION_RFP.</p> <p>When I went through the content, I noticed that pages 48 – 51 are in Arabic. Would you have a version fully in English?</p>
A90	English translation is available, however the Arabic version is the approved version
Q91	Is it mandatory to have a local representative in Jordan? (for international bidders)
A91	No, however international bidders must comply with the applied law (قانون الشركات وتعديلاته رقم 22 لسنة 1997)
Q92	If the supplier is not based in Jordan should he form a joint venture with local company?
A92	Please refer to Q91
Q93	Could you please send us a copy of the Sample Arabic agreement (point 4.2 of the documentation)? Is it missing in the documentation.
A93	It's published on the tender page on MoDEE website.
Q94	Could you please share an English version of the E-passport specifications? (Point 4.7 in the documentation)
A94	Please refer to Q90
Q95	Please confirm in which currency the winner of the tender will be paid?

A95	Jordanian Dinar
Q96	Will the MODEE/CSPD accept suggested changes in the RFP terms and conditions or any changes to the clauses in the Arabic agreement that bidders include as suggested changes or assumptions in their proposals?
A96	All suggested changes was supposed to be sent to MoDEE during the Q&As period, however after this period no changes can be performed
Q97	Will the MODEE/CSPD negotiate on the conditions of the RFP or the clauses of the Arabic agreement with the shortlisted bidders?
A97	Please refer to Q96
Q98	Can you confirm that in the third year after issuing the first e-Passport, CSPD will stop issuing ordinary passports and will totally switch to issuing e-Passports. Otherwise, please specify when will the CSPD switch from issuing the current ordinary passports to exclusively e-passports?
A98	Please refer to Q82 and Q150
Q99	Can you confirm that the yearly minimum e-Passports quantity that will be issued is 200K e-passports, unless there is a force majeure event that could prevent CSPD from issuing this quantity, and accordingly you will compensate the winning bidder with 25% of the remained unprinted e-Passports below the 200K minimum quantity if there is a force majeure event?
A99	Regardless the event, The government of Jordan will commit to print 200K booklets in each year after implementation, in case MoDEE/CSPD did not use the minimum number of booklets per year, MoDEE/CSPD will pay 25 percent of the remaining not personalized passports yearly.
Q100	In order to make our calculations for this tender, we will need to have a fixed minimum number of passports that the MODEE/CSPD will actually pay the winning bidder for each of the 7 years contract period. The current condition of the MODEE/CSPD paying 25% of the remaining unissued e-passports from the "minimum" 200K e-passports does not realistically allow us to make our calculations as it does not provide a fixed and clear minimum quantity per year.
A100	The expected number of e-passport per year is provided within the RFP
Q101	In such a protracted 7 year contract period and since the winning bidder will have to make a heavy investment from the beginning, we cannot accept any clause in the agreement or RFP that allows the MODEE or CSPD to cancel the agreement at any time without full payment. We cannot participate in this tender if clause 12 on page 13 of the Arabic agreement remains unchanged. We suggest to change clause 12 to state that the First Party may cancel the agreement at any time and in such a case will pay the winning bidder for all completed works and will pay the winning bidder for the full value of the uncompleted works and works in progress according to the prices per e-passport in the winning bidder's proposal multiplied by the minimum number of e-passports per year until the end of the contact period. Please confirm your acceptance to this suggested change
A101	The compensation should not exceed the value of (10% * the remaining contract value). The percentage of the remaining value will be determined based on the cost incurred by the winning bidder and should not exceed 10%.

Q102	Annex 2 of the Arabic agreement states that payment to the winning bidder will be made quarterly for each e-passport that is personalized and accepted – this is clear. The same annex also states that the last payment will be made after the final acceptance of the project, which we assume will be after 7 years of operations, at which point the system would have been delivered and installed 7 years earlier. Please explain.
A102	The payment of the last 3 months of the project will not be paid till the process of final acceptance is performed and approved.
Q103	Based on what quantities of personalized and accepted e-passports per year should bidders fill in the prices table on page 44 of the RFP?
A103	Please refer to Q85
Q104	The RFP requires bidders to submit prices for printed booklets based on certain groups of quantities (0 to 200,000; 200,001 to 300,000; 300,001 to 500,000; etc). Please advise if the MODEE/CSPD will pay the winning bidder based on these groups of quantities starting the beginning of each contract year with the group 0 to 200,000 or will the MODEE/CSPD pay the winning bidder based on these quantities on a cumulative basis for the whole of the 7 years without starting from the group 0 to 200,000 at the beginning of each contract year?
A104	It will be change to become without groups, one price only for printed booklets regarding number of printed booklets, Please refer to Q85
Q105	On page 4, the RFP states that the “project will be implemented over 7 years and Government employees will operate the solution. Setup and implementation period for the solution will be 180 calendar days”. This gives a total of 7.5 years which is in line with the Arabic agreement which states a project duration of 2,735 calendar days. However, on page 12 of the RFP (Operation Management), it states “The winning bidder will provide maintenance and support duration 60 months”, which is 5 years. Please explain this discrepancy.
A105	The project duration is 2,735 calendar days, maintenance and support for the whole project
Q106	On page 8 of the RFP, it states “PKI must be delivered to & owned by the government after project closure in both Financing models”. Please fully explain what is meant by “both financing models”. Our understanding is there is only one financing model which is that the MoDEE/CSPD will pay the winning bidder for each accepted and personalized e-passport on the solution components according to the agreed pricing groups per e-passport in the winning bidder’s proposal and the signed agreement with the MoDEE.
A106	Please refer to Q68
Q107	On page 12 of the RFP, it states “The cost summary must provide a fixed lump sum price in Jordan Dinars for the overall scope of work and deliverables including all fees, taxes including sales tax.” What quantities of personalized and accepted e-passports per year should bidders use when calculating the “fixed lump sum price” of this 7.5 year project?
A107	Please refer to Q85

Q108	<p>On page 24 of the RFP, it states “Winning bidder must commit to provide 6 months stock of ePassports at MoDEE/CSPD, and if the winning bidder for any circumstances did not fulfill the requirements of the contract, MoDEE/CSPD reserves the right to keep all solution components running until all circumstances been solved in order to keep service up & running”</p> <p>a. Please provide a specific quantity of e-passports that the winning bidder must provide to cover the 6 months stock at the MoDEE/CSPD.</p> <p>b. Will the winning bidder need to constantly replenish this quantity of e-passports during the course of the 7 years? Please explain in detail how this will work and what is the commercial implication of this.</p> <p>c. Please advise at what price will the MoDEE/CSPD pay the winning bidder for this quantity of e-passports to cover the 6 months, since the RFP requires bidders to quote prices for printed and personalized e-passports in groups (0 to 200,000; 200,001 to 300,000; etc)</p> <p>d. Even if the winning bidder for any circumstances did not fulfill the requirements of the contract, please confirm that the MoDEE/CSPD will pay the winning bidder for each accepted and personalized e-passport on the solution components according to the agreed prices in the winning bidder’s proposal and the signed agreement with the MoDEE. In other words, please confirm that if any e-passport is issued to a citizen using the provided solution, then the MoDEE/CSPD will pay the winning bidder for that e-passport in accordance with the winning bidder’s proposal and the signed agreement with the MoDEE. If the MoDEE/CSPD are considering not making any payment for these e-passports as a penalty for not fulfilling the requirements of the contract, then please consider that the winning bidder must already pay penalties as stipulated in the Arabic agreement of JD 1,000 per day and another daily penalty for non-performance according to the SLA in the RFP, and hence penalizing the winning bidder with free e-passports would, we believe, be excessive.</p>
A108	<p>a. Please refer to Q85</p> <p>b. Winning bidder responsibility to maintain the stock requirements</p> <p>c. Please refer to Q104</p> <p>d. Please refer to the Arabic agreement</p>
Q109	<p>On page 25 the RFP states “The type of contract will be a fixed lump sum price contract including costs of all software or/and hardware, licensees, documentation, maintenance, support, knowledge transfer, training, warranty, and professional fees, profits and overheads and all other expenses incurred”. The cost of the unpersonalized e-passport is not included in the above statement. Please confirm that bidders should also include the cost of the unpersonalized e-passports and please confirm what quantities of personalized and accepted e-passports per year should bidders use when calculating the “fixed lump sum price”. Otherwise if our understanding is not correct, then please explain fully and in detail with numerical examples over the 7 year contract period.</p>
A109	<p>Yes, must be included</p> <p>Please refer to Q85</p>

Q110	You have mentioned in section 2.6 the hosting options carries several services, please elaborate more about Firewall solutions, network switches, advanced security solutions such as SEIM, endpoint encryption, 2FA,etc... Can we utilize these services and solutions?
A110	Please refer to section 2.6 in RFP showing the services provided by MoDEE for hosting if the proposed solution need more services you must to providing with your offer
Q111	Related to the Information Security section, please also advise the throughput of the LB and WAF in order to evaluate if it fits the solution's requirements.
A111	The bidder must make a fit sizing and throughput for proposed solution
Q112	Please confirm that the title and ownership of all the hardware and software the winning bidder will provide as part of this tender will remain with the winning bidder until completion of the project and after project completion, which will be 2,735 calendar days after the signing of the Arabic agreement with the MoDEE.
A112	Confirmed Except PKI, Please refer to Public Key Infrastructure Component & the Arabic Agreement
Q113	Please confirm that the MoDEE/CSPD will not use the solution or any part of the solution provided by the winning bidder for live operations to issue personalized e-passports without first issuing an official certificate to the winning bidder confirming that all components of the tender, except Operation Management, have been delivered in full compliance with the tender specifications and requirements, and that the winning bidder's contractual obligations to provide those components have been fulfilled completely. Please confirm that the Arabic agreement will be amended to include this condition which will be binding on the MoDEE and the winning bidder.
A113	Confirmed
Q114	Please accept to extend the bidders' proposals submittal deadline from June 7, 2023 to July 6, 2023 (i.e. a one month extension) so as to give bidders enough time after MoDEE/CSPD responds to our enquiries on May 24, 2023 to prepare our proposal to address all requirements of the tender in a professional manner and to a high quality standard.
A114	Bidders will be notified
Q115	Please confirm that all the hardware, software that will be installed on the GPC and e-passports 6 months stock that the winning bidder will place in the MoDEE/CSPD's premises will be fully insured against all risks, such as but not limited to fire, theft, flooding, water leaks, etc... and that the cost of insurance will be borne by the MoDEE/CSPD.
A115	Confirmed
Q116	Please confirm that all damage to the hardware, software and e-passports stock due to operator misuse or neglect or due to faulty MoDEE/CSPD infrastructure (e.g. power cuts or surges) will be paid to the winning bidder during the 7.5 years of the project duration within 30 days of presenting the relevant invoices.
A116	Confirmed
Q117	Please confirm that all physical infrastructure at the 4 e-passports printing locations such as UPS, electric generator, surveillance cameras, access control, network, air conditioning, connectivity will be provided free of charge by the MoDEE/CSPD to the winning bidder for the whole duration of the contract.

A117	MoDEE/CSPD will provide all needed requirements.
Q118	<p>On page 6 of the RFP, it states:</p> <p>Provide hardware printing tools for E-Passport (Main Site) based on the following:</p> <ul style="list-style-type: none"> • Centralized Printing in one location • High Available, 2 printing solutions • Expected E-Passport Printing 200 E-Passport /Hour • Expected working time 16 Hours/day <p>Please advise:</p> <ul style="list-style-type: none"> • Is the expected e-passport printing throughput of 200 e-passports per hour required for each of the 2 printing solutions or is it the total for the 2 printing solutions together? • Since the expected quantity of e-passports to be issued on the printing solution will grow starting from the first year from 200K to 900K e-passports per year during the last contract year, will the MoDEE accept bidders to propose smaller printing solutions to accommodate the 200K to 300K e-passports during the first 2 years and then increase the number of printing solutions in the Centralized Printing location to accommodate the increase in the number of e-passports according to the expected quantities on page 25 of the RFP? • Will the MoDEE accept bidders to propose 4 or 5 smaller printing solutions to achieve the required 200 e-passports per hour, rather than proposing 2 large printers to achieve the required throughput? • How many working days per year will the printing solution(s) be operating in the Centralized Printing location? • How many working days per year will the printing solution(s) be operating in each of the 2 fast track offices?
A118	<ul style="list-style-type: none"> • It the total, however winning bidder must increase the throughput as the number of ePassports are increased. Please refer to Q26 • Yes, however must fulfill the requirements and expected time needed to print ePassport, Please refer to Q26 • It is the provider's decision based on the financial calculations as long as it fulfills our requirements, and accommodate all increase of the number of e-passports to be printed over years. • In normal situation 5 working days a week and can be extended to 6 or 7 days a week during high seasons or specific events or cases. Please refer to Hardware Printing component
Q119	On page 6 of the RFP, it states "Provide Required Infrastructure". It is our understanding that the infrastructure will be hosted on Government Private Cloud (GPC) and hence the printing solution will utilize the servers and infrastructure licenses on the GPC. Please confirm our understanding and please fully explain what is meant by "Provide Required Infrastructure".
A119	The required hardware for e-passport printing solution and for hosting please refer to RFP section 2.6
Q120	Since the e-passports validity will have a direct impact on the number of issued e-passports during the 7 year contract period, please confirm that the current passport validity period of 5 years will remain unchanged during the 7 year contract period

A120	It is not Planned to be changed.
Q121	Due to the worldwide shortage of e-Passport manufacturing raw materials, and the efforts and time needed to design the booklet and get approved, can you extend the booklet delivery duration to 12 months from the contract signature instead of 6 months?
A121	No It will be 8 months instead of 6
Q122	Please advise on what basis or on what criteria will the MoDEE/CSPD decide if a personalized e-passport is accepted or rejected and hence be subject to payment by the MoDEE/CSPD to the winning bidder? Please provide the criteria that the MoDEE/CSPD will base their decision to accept or reject an e-passport on.
A122	Based on accepted quality check
Q123	The RFP states in page 4 that "The International Qualified Bidder must have local presentative". Is this applicable after the award or at the time of bidding? Please advise
A123	After the award
Q124	The RFP states on page 11 that GPC will provide the required Virtual Machine, Windows Servers Licenses, Databases Licenses, and other services except any other OS if needed. Please confirm
A124	Windows OS, MS SQL database and oracle database licenses provided by MoDEE
Q125	Pricing Tables in Page 44 and Page 45 of the RFP: Since this RFP is to provide the e-Passport as a Service, we believe that no need to fill these tables. Please confirm. And if these tables are to be filled: <ol style="list-style-type: none"> 1. Please advise the quantities of e-Passport to consider in line Item 1 "E-Passport Design & Delivery". 2. Please advise what to price to include in Line Item 6 "Hosting Options" since GPC will be providing the hosting services and required software licenses and other related services as listed in the table in page 11.
A125	Please refer to Q85 and Q104
Q126	Main Personalization Site, is there a minimum/maximum number of machines to be provided or this is up to the bidder to cover the production capacity requested?

A126	Refer to Q118
Q127	Main Personalization Site, what are the dimensions of the personalization area? Can you provide a lay out of the dedicated area?
A127	It will be suitable for the proposed solution.
Q128	Personalization Machines manufacture(s), is it a must to have all the machines from one vendor or bidder is allowed to for example, provide different machine manufacturer for the other 3 sites?
A128	Hardware is winning bidder responsibility and must fulfill the requirements regardless from one or more vendors
Q129	Personalization Machines manufacture(s), is there a specific requirement for the laser power to be used or this is up to the bidder considering the required production capacity?
A129	Bidder's responsibility
Q130	Personalization Machines manufacture(s), Shall the personalization machines be European or American manufacturer, or it is open to far east and Middle East manufacturers as well?
A130	It's open as long as it fulfill our requirements
Q131	Quality Control, it is our assumption that the Main Site Personalization Machine required to have built in quality control modules. Kindly confirm.
A131	For all sites
Q132	Passport booklet manufacturer, Shall the manufacturer by European or American or it is open to far east and Middle East manufacturers?
A132	it's open as long as it fulfill our requirements
Q133	Passport booklet manufacturer, are there any specific certification requirements for the manufacturing facility (i.e., Intergraf certification (CWA 14641 or ISO/IEC 14298:2013) Intergraf "Central Bank Level" or "Governmental level", ISO14001 and OHSAS18001), To ensure the security of the produced booklets?
A133	Well known manufacturer that is following international standards of printing e-Passports
Q134	Passport booklet manufacturer, is the bidder required to provide durability and or compliance tests from known institutes (i.e. FOGRA, URGA) for previous samples or related projects?
A134	No, MoDEE/CSPD will perform the required tests
Q135	Passport booklet chip, what are the certification required (i.e. EAL5+ or EAL6+..etc)?

A135	this is ICAO standard requirement.
Q136	Passport booklet packaging, are there any specific packaging requirements (i.e. each box should contain this number of booklets)
A136	No
Q137	Inventory System, is the bidder required to provide an integrated inventory system with the solution or MODEE plans to use alternative? If alternative, please provide details
A137	Winning bidder responsibility to provide the inventory module to handle all inventory requirements related to the e-Passport project
Q138	Kindly provide Sample of current passport as the tender requires in some requirements to be identical to current passport (i.e. specs of outer cover in page 49)
A138	Bidders can visit CSPD headquarter to see the current passports
Q139	Financial proposal response, to clarify, MODEE is committed only to 200,000 booklets annually, hence, shall we include in our pricing a total number of 1,400,000 booklets or shall we follow the guidelines of Expected e-Passport to be printed over 7 years as stated in page 24 & 25 of the RFP and the Total will be considered as the Grand total to be include in Appendix 3 – Form of Bid (Arabic)?
A139	Please refer to Q 85
Q140	Production capacity, kindly provide the annual rate of passport production for the past 3 years and the duration of the current passport.
A140	Annual rate for the past 3 years is 700-800k per year, current passport validity is 5 years
Q141	We kindly request an extension for at least 1 month to ensure providing MODEE with the best solution meeting and exceeding the tender requirements.
A141	Bidders will be notified
Q142	The RFP does not mention any requirement for HSMs, which are needed at least for storing the booklet chip keys as well as the CSCA PKI. Will MODEE provide the HSMs as part of GPC? If not, can you please advise if we are required to propose HSMs, covering the various solution environments?

A142	bidders are responsible to provide all needed solution components to fulfill e-Passport project requirements, please refer to Q85 for pricing
Q143	Regarding the previous question on HSMs, should we consider the following: <ul style="list-style-type: none"> • Have separate HSM for CSCA (the root) from that for the Operational Document Signing (DS) and booklet keys? • Should we have redundancy for each HSM (i.e. 2 x HSMs for the root and 2 x HSMs for the operational purposes (DS, Chip Keys, ...)? • Should we assume LAN-based HSM not PCI-based?
A143	Please refer to Q142
Q144	As part of the PKI setup, are bidders required to create and provide Key Ceremony scripts and to participate conduct Key Management activities and Key Ceremonies to create the ICAO PKI hierarchy and prepare the HSMs?
A144	Please refer to ICAO standards and propose what is needed to fulfill e-Passport requirements
Q145	The RFP does not specifically ask for a QC System which is an essential stage of the personalization process to make sure that the personalized booklets meet the required quality level and are machine readable: <ul style="list-style-type: none"> • Are we required to propose a “Manual QC System”? • How many stations will be required for this function? This is needed to identify the number of E-Passport Readers that must be included in our offer?
A145	Bidders must provide all functionalities including QC in all sites. Please refer to Scope of the Project for more details
Q146	Is it required to encode Fingerprint or Iris or both on the booklet chip?
A146	Fingerprints
Q147	The chip specifications in the RFP mention that EAC (specifically TA) must be supported. As result, a CVCA PKI is required in this case (which is a separate PKI from the CSCA). Can you please confirm if we should cater in our offer for the CVCA PKI including (CVCA, DV, and Inspection System).
A147	Bidders must provide all needed equipment & modules to cover all needed requirements

Q148	Please confirm if bidder should provide a "Test" printer for the testing environment?
A148	Yes
Q149	For the Printers (Perso Machines), do we need to cater for Factory Acceptance Testing (FAT) for the supplied machines?
A149	Yes
Q150	For the booklets, <ul style="list-style-type: none"> • How many types of booklets are required (i.e. Ordinary, Diplomatic, Duty, Test, ...)? • Will the booklets share the same artwork design, or each will have a different design? • Are there any specific requirements for booklet numbering (range, format, ...)? Should the booklet number be pre-personalized on the chip? • Are there any specific requirements for the white-lists which will be delivered with the booklet shipments?
A150	<ul style="list-style-type: none"> • Ordinary and Diplomatic • One design for ordinary and Diplomatic for the inner pages, the difference in the outer cover (even same color) & page numbering • There will be a specific range for each type, numbers and IDs should be retrieved in an automated process through storing Booklet numbers and/or Chip IDs with mapping and winning bidder must confirm the accuracy. • No specific requirements
Q151	Kindly confirm that the bidder's offer must cater for 7 years of support & maintenance for the delivered solution.
A151	Yes
Q152	Please confirm whether the proposed solution must cover the following: <ul style="list-style-type: none"> • Customer Reports (Executive, Operational, Statistical) in Arabic • BI & Dashboards for passport production • Security & User Management System • Auditing and Administration System
A152	Yes, in addition to all needed equipments & modules needed to fulfill e-Passport project requirements
Q153	Please advise whether the main Production environment must be highly available (i.e. all components and services are Active/Active).
A153	Yes
Q154	Please advise whether the DR environment is a hot or cold site.

A154	Cold Site
Q155	With regards to the “E-Passport Validation Tool”, kindly advise on the following: <ul style="list-style-type: none"> • How many user is expected to use it in which locations? • Can we assume that MODEE will provide the eMRTD reader needed to read the booklet, or it’s the bidder responsibility?
A155	<ul style="list-style-type: none"> • Depends on the proposed solution • all needed equipment & modules needed to fulfill e-Passport project requirements are bidders responsibility
Q156	According to the RFP, centralized printing is the target. This typically raises the need for a module for managing the classification, batching, dispatching, and distribution of printed booklets back to the application centers (i.e. citizen service centers where applications are initiated). Shall the bidder’s offer cater for such a solution?
A156	Only classification and batching
Q157	Shall the inventory module of the solution address the process of “secure destruction” of damaged or QC-rejected booklets?
A157	Yes
Q158	Does this mean CSPD expects bidder to provide sample passports together with the tender submission? If Yes, can bidder propose any amount of sample passports to submit?
A158	Samples must show personalized and non-personalized booklets, and it is only samples of the proposed quality and features
Q159	What dos the 2 printing solution refer to? Are you referring to 2 printing machines?
A159	The solution must be high-available
Q160	Please elaborate what this means? What has the duration got to do with tray capacity? Do you mean tray capacity that is able to support up to 30 passport books?
A160	30 mins of producing e-Passports
Q161	Is this referring to the delivery lead time of the proposed printer?
A161	No
Q162	What is 'Passport pursue script'? Are you referring to passport personalisation script?
A162	Yes

Q163	<p>Does the word "publish" here mean that CSPD expect Bidder to deliver a Public Key Directory (PKD) system that can publish the certificates?</p> <p>Is there an existing Government Certificate Authority (CA)? If yes, does CSPD expect Bidders to use the services of the Government CA?</p>
A163	Separate PKI is needed
Q164	<p>What are both Financing models referring to in this sentence? Please elaborate on the expectation for this.</p>
A164	Only on model is needed please refer to Q85
Q165	<p>1. For Option 1 , is the Windows Server 2016/2019 Enterprise Edition license already in the GPC. If yes, can Bidder utilise this license?</p> <p>2. Are there available hardware in the GPC that Bidder's solution can be installed in?</p> <p>If Bidder choose Option 1, does Bidder need to bear additional cost for this?</p>
A165	Windows OS, MS SQL database and oracle database licenses provided by MoDEE
Q166	<p>What is the cost of the RFP advertisement issued in the newspapers?</p>
A166	About 3000 JOD.

Q167	<p>The following documents are mentioned in the tender document but are not available. Please help to provide them.</p> <ol style="list-style-type: none"> 1. Form of Bid 2. Arabic Sample Agreement 3. Summary Payment Schedule form sub annex 3
A167	All of the documents are within the arabic agreement which is available on the tender's page/Modee website.
Q168	<ol style="list-style-type: none"> 1. Must the prime bidder be a Jordanian company or can foreign companies prime the project? 2. What are the Qualification criteria for Bidders?
A168	<ol style="list-style-type: none"> 0. The prime bidder can be local or international bidder 1. Please refer to the RFP, Bidders qualification
Q169	<p>Kindly provide description of the purpose and expectation for the integration required.</p> <ol style="list-style-type: none"> 1. Integration (CSPD) with Civil Status 2. Integration with the electronic payment gateway i.e. bills Gateway 3. Integration with (CRM)
A169	Refer to Q 40
Q170	<ol style="list-style-type: none"> 1. Does CSPD expect the passport photo to be in colour? Can the photo be in black / white / grayscale? 2. Is the Transparent Window feature compulsory? Can Bidder propose some other feature in replacement of the transparent window?
A170	<ul style="list-style-type: none"> • Photo must in colour, please refer to ePassport requirements • Yes if its equivalent to the transparent window

Q171	On page 3 of the Passport booklet, do we allocate empty space for applicant to sign when they receive the passport or does CSPD expect Bidder's personalisation machine to print the signature retrieved from system database?
A171	Applicant will sign it
Q172	Does CSPD expect the ghost image to be printed using MLI technology?
A172	Ghost image must be personalized using Laser engraving, MLI to be used for image and e-passport number
Q173	End of page 21: Should the lump sum price include the booklets price for the total# of printed booklets for the 7 years (table in top of page 7 of the RFP) or just as the price per booklet and not included in the sum? Can you please provide a clear pricing sheet for all bidders to follow (including itemized pricing if needed).
A173	Please refer to Q85
Q174	Explain in detail how MODEE/CSPD will pay for delivered ePassports? Every three months on delivered quantities or printed quantities. What is the mechanism and if the quantity is below 200000, when will that be determined, end of year?
A174	Please refer to Q85 & Financial terms within RFP "The government of Jordan will commit to print 200K booklets in each year after implementation, in case MoDEE/CSPD did not use the minimum number of booklets per year, MoDEE/CSPD will pay 25 percent of the remaining not personalized passports yearly."
Q175	Page 24: "Bidders should provide the price for printed booklet for the following groups: <ul style="list-style-type: none"> ☐☐200000 ☐☐200001 – 300000 ☐☐300001 – 500000 ☐☐500001 – 700000 ☐☐700001 and above" Shall this be all inclusive price? Can you please provide a more detailed pricing sheet template?

A175	please refer to Q85 for pricing model, e-passport price should be all inclusive,
Q176	<p>Page 25: "The type of contract will be a fixed lump sum price contract including costs of all software or/and hardware, licensees, documentation, maintenance, support, knowledge transfer, training, warranty, and professional fees, profits and over heads and all other expenses incurred"</p> <p>Is this lump sum per printed booklet or in total for the whole (booklets, system, services, ...) 7 years? Please provide a detailed pricing sheet template.</p>
A176	the price will be based on accepted printed personalized e-Passport, please refer to Q85
Q177	Are more than one financial offer accepted (each could be based on a different financing model).
A177	No, one financial model only, one offer only, please refer to Q85
Q178	<p>Page 31: "52. Bidders (whether in joint venture or alone) are not allowed to submit more than one proposal for this RFP. If a partner in a joint venture participate in more than one proposal; such proposals shall not be considered and will be rejected for being non-responsive to this RFP."</p> <p>Please confirm that an International Vendor can only participate and bid as a subcontractor or member of a joint venture with ONLY ONE and only one local company.</p> <p>For this purpose, do you consider a subsidiary or affiliate of a parent International Vendor as a separate legal entity that can participate in another proposal separately?</p>
A178	<p>The term is clear</p> <p>Subsidiary or affiliate of a parent International Vendor can participate in another proposal separately.</p>
Q179	<p>Arabic Agreement Page 11: "إذا لم يقيم الفريق الثاني بتنفيذ التزاماته بإتمام الأعمال المطلوبة في هذه الاتفاقية ضمن مدة العمل المحددة" (1000 دينار بالاتفاقية، وتأخر عن تنفيذ العطاء، فإن على الفريق الثاني أن يقوم بدفع غرامة تأخير مقدارها (1000 دينار) أردني عن كل يوم تأخير غير مبرر"</p> <p>Which scopes are part of this? The RFP lists penalties for SLA activities, so does this 1000JOD penalty per day apply only to delays in project delivery?</p>
A179	Yes

Q180	<p>Arabic Agreement Page 18 ملحق الاتفاقية رقم (2): (.يدفع الفريق الأول للفريق الثاني قيمة جوازات السفر المخصصة والموافق عليها بصورة ربع سنوية (3 أشهر ”تدفع الدفعة الأخيرة بعد استلام المشروع استلاما نهائيا وحسب الأصول“</p> <ul style="list-style-type: none"> - Please provide more details on the mechanism for processing such payment and how the minimum cap is calculated for a 25% payment. - Is the last payment the same as the last 3 months payment?
A180	<ul style="list-style-type: none"> • Please refer to Q85 • Yes
Q181	<p>ملحق الاتفاقية رقم (6), خلاصة بدلات الأتعاب</p> <p>Should this be the total project price or the price per printed passport which is the sum of the Printed Passport cost + projected System & Services cost projected on a single printed passport?</p> <p>Please provide a detailed pricing sheet template based on a total price per booklet all inclusive.</p>
A181	Please refer to Q85
Q182	Is there an integration with e-payment gateways and shared government services? What are these shared services?
A182	No need, integration with CSPD system.
Q183	Confirm that an Enrollment Application and eService for Passports are out of scope in this project.
A183	Yes
Q184	<p>Page 59: There are references to the following systems in the “Customer journey/experience” section: CRM, Billing, payments Gateway, CSPD.</p> <p>Can you provide some details about these integrations: integration purpose and brief business flows?</p>
A184	It is not needed
Q185	<p>Are the integrations with SMS Gateway and eMail Gateway required?</p> <p>What are the functional flows for integrating SMS Gateway and eMail Gateway?</p> <p>What are the event points?</p>
A185	It is not needed.
Q186	Can you list ALL Internal and External systems that will be integrated with ePassport system?
A186	Mainly CSPD system, please refer to the scope of the project

Q187	<p>We expect that the personalization data / order by sent to the new ePassport system from CSPD's systems using API/File and a booklet number and status is returned. No other notifications, updates or actions on external systems from the ePassport system side.</p> <p>Please confirm?</p>
A187	Refer to Q40
Q189	<p>Where will the fingerprint data be retrieved from?</p> <ul style="list-style-type: none"> • Are these systems under support? • Are there APIs or DB Access to retrieve the biometric templates (fingerprint templates and IRIS) based on international formats and standards: ISO, ANSI, ...?
A189	<ul style="list-style-type: none"> • The system are available at CSPD • CSPD responsibility • The required is fingerprints only, and there is an access to this information
Q190	<p>How many different Passport Personalization Templates (if any) do you need?</p> <p>Meaning: number of passports with different variations of the printed/personalized templates?</p> <p>Examples: regular, diplomatic, temporary, etc.</p>
A190	Please refer to Q150
Q191	<p>Page 8 in section "2.4. Public Key Infrastructure – PKI", what are the referenced 'Financing Models' in: "PKI must be delivered to & owned by the government after project closure in both Financing models"?</p> <p>What about other equipment?</p>
A191	It should be included and part of your e-Passport price please refer to Q85
Q192	<p>Arabic Agreement يحق لصاحب العمل في أي وقت أن ينهي العمل بالاتفاقية مع تعويض الفريق مناسباً وبما لا يزيد عن 10 % من قيمة الأعمال المتبقية" الثاني تعويضاً</p> <p>This does not apply to this kind of financing projects. What if the government decided to cancel the project 6 months after all equipment have been procured and installed, the 10% of the remaining work (which is mainly booklet supply) will be insufficient.</p>
A192	The compensation should not exceed the value of (10% * the remaining contract value). The percentage of the remaining value will be determined based on the cost incurred by the winning bidder and should not exceed 10%.
Q193	What is the current quantity of current passport booklet supply and will the government be procuring more?
A193	This information is confidential, Please refer to Financial Terms in the RFP for expected number of e-Passport, which was calculated, based on accurate analysis.

	Refer to Q82
Q194	Will the government issue instructions to stop the production of personalized passports using the older booklet and when? What is the criteria for that?
A194	Refer to Q82
Q195	What is the criteria for producing personalized passports based on old versus new passports? What is the incentive for citizens to get the ePassport since it may cost more and take longer to deliver?
A195	Please refer to Q82
Q196	How many passports (current release) are personalized on average yearly?
A196	Please refer to Q140
Q197	We'd like to request a 1-month extension please.
A197	Bidders will be notified
Q198	Could the Bid bond text be amended so it shows a clear end date (not just "valid for 90 days")? Banks are requesting clear dates for their internal policies of bond issuance.
A198	Yes
Q199	Could the Performance bond text be amended so it has a clear end date? Banks are requesting clear dates for their internal policies of bond issuance.
A199	Yes
Q200	Could the performance bond be issued yearly and be renewed during the duration of the contract?
A200	The performance bond must be for the whole contract duration.
Q201	please confirm if the 7 years includes or excludes the deployment and commissioning activities, before acceptance and full operation is achieved?
A201	7 years excludes the deployment, the total project time frame is 90 please refer to the Scope of the project & Sample Arabic Agreement
Q202	MODEE/CSPD commits to minimum of 200k booklets per year, and to pay 25% of remaining non-personalised booklets yearly. Please confirm when the balance of 75% would be paid?
A202	It will not be paid, as the booklets will not be utilized by the government, the 25% is to cover costs related to hardware and software been provided by the winning bidder.
Q203	Bidder is requested to provide pricing in 5 bands. Please clarify how these volume bands relate to the expected volumes for the 7 years in the table on Page #25, is the same band applied to each year?

A203	Please do not provide a pricing in 5 bands, only one price will be needed in the financial offer, please refer to Q85
Q204	The volume is 300,000 in second year and 800,000 the third year, please clarify the reason for the 2.6x increase?
A204	This number is based on specific governmental plans and based on accurate analysis, please refer to Q82
Q205	Page #25, paragraph 2, and Payment Schedule Appendix in Sample Contract: please clarify the terms for payment for the booklets, based on the volume of booklets supplied?
A205	Please refer to Q85
Q206	Page #27, the paragraph numbering jumps from 2 to 18. Please confirm this is a Word format error, but if 3 to 17 are missing, please provide?
A206	Word Format Error
Q207	Page #28, paragraph 25, please confirm that that this applies to the bidder, and if a JV for each member per paragraph 26? Also, that the registration is from the country of its principle place of business.
A207	Yes
Q208	Page 44, please confirm where / how the cost of the booklets are to be included in the lump sum price. What volume should be used to calculate the price and enable comparison between bidders?
A208	Please refer to Q85
Q208	As discussed during the bidders meeting, please confirm that Intellectual Property right related to software, licenses, documentation, patents, and trademarks remains with the winning bidder and the source code is required to be delivered to MODEE for the customized developments only ?
A208	Yes, and all customizations and special development s related to MoDEE requirements remains with MoDEE, please refer to Sample Arabic Contract
Q209	Would the ministry confirm the technical audit scope and frequency that is mentioned in Page 35 of the Audit Rights section 3.11
A209	It will be performed as needed
Q210	Please provide more information about the conflicting business or activities that is mentioned in Page 34 of the RFP
A210	We cannot determine the conflicting activities at this stage.

Q211	In clause 3-A of the Arabic Agreement, Based on which passports quantities, the value of the contract will be calculated? Is the 200,000 passports per year, or as per the quantities presented in the table “Expected e-Passport to be printed over 7 years as the following: “ in pages 25/26.
A211	Please refer to Q85
Q212	In Page 24 where it is mentioned that the “Bidders should provide the price of accepted printed booklet for the following groups:”. Please confirm that the ministry will consider the price per booklet as per the concerned group if the production exceeded the expected quantity to be produced in any particular year. Example, in year 2 where 300,000 passports are expected to be printed, but the actual printed number is 300002, the ministry should pay the supplier as per the price of the passport in group 300001 – 500000? And how will the first 3 quarters invoices of each year be calculated if the total quantity can only be calculated at the end of each year cycle?
A212	No groups is required and more, please refer to Q85
Q213	On which basis the quantities of the 6 months stock should be calculated ? is it based on the 200,0000 minimum quantity or based on the expected yearly consumption in the table or based on the yearly actual consumption ?
A213	Based on expected yearly consumption and based on the actual yearly consumption during the implementation
Q214	Would the ministry confirm that indirect & consequential losses to be excluded from the LIABILITY mentioned in Page 34 of the RFP.
A214	Not accepted
Q215	Would the ministry accept to limit the winning bidder liability at 100% of fees received in preceding 12 months of the claim in Page 34.

A215	Not accepted
Q216	The bidder questions will be submitted by the bidders on 17th of May 2023 and the ministry will respond to bidders on 24th of May 2023. This will give the bidders around 2 weeks only to respond which is not enough to respond with a quality offer and accurate prices. Please accept our request to extend the submission for 1 month.
A216	Bidders will be notified
Q217	The ministry is requesting the awarded bidder to deliver the system and start operations after 6 months from the award. Based on our experience, this type of projects require a lot of efforts and time to design the booklet and get it approved by high government officials. Additionally, the delivery of some of the raw materials requires months. Please extend the delivery duration to 12 months from the contract signature to ensure delivering a high quality solution and Booklet.
A217	Implementation period will be changed to be 8 months instead of 6 months, and part of this period, the government will provide the approval during only one month, otherwise the additional time will be added to the implementation phase.
Q218	Please amend the acceptance clause mentioned in the Arabic contract Page 14 / Article 16/A to “in case the acceptance certificate is not issued after the (28) days, it is deemed to be accepted and it triggers the payment.”
A218	Not Accepted
Q219	The awarded bidder will make a big investment for the project (Design of ePassport, develop and customize software, purchase raw material for the ePassport production, supply hardware for passport personalization and assign resources for maintenance and deployment). Please amend the clause of the termination that is mentioned in Clause 12 of the Arabic contract to compensate the vendor for all deliverables and work in progress?

A219	The compensation should not exceed the value of (10% * the remaining contract value). The percentage of the remaining value will be determined based on the cost incurred by the winning bidder and should not exceed 10%.
Q220	Could the ministry confirm that their assigned project team will attend the User Acceptance Testing of the delivered system, and check all delivered components, and then sign an acceptance certificate accepting the system for Go-Live before putting the system into operations (this is to make sure that the passports supplied and personalized are in-line with the requirements of the ministry and granted all necessary approvals)?
A220	Yes
Q221	In the payment clause appendix 2, please clarify the final acceptance of this project. This project is to deliver “accepted printed passports”. Especially that in the bidders meeting it was stated that the equipment is owned by the supplier and can be returned after the project duration to the winning bidder. Thus, the system must be accepted before starting production.
A221	The first type of acceptance is for going live with production. Final acceptance is for closing the project (after 90 months)
Q222	Would the ministry accept to include a clause for the ministry to adhere to the international export control regulations for exporting and importing solutions (equipment, software, etc....)
A223	Not accepted
Q224	Would the ministry accept that the winning bidder will not be liable for any delivery delay due to the late obtaining of any governmental authorization under the international export control regulations?
A224	Not accepted
Q225	Would the ministry accept that the winning bidder will not be liable for any delivery delay due to the late obtaining Jordanian government approvals like customs and other concerned entities?

A225	Not accepted
Q226	Would the ministry accept to adhere to the relevant data protection regulations?
A226	Only the applicable Jordanian laws
Q227	Since the ministry will be operating the system, and as the data will be stored in the ministry's data center, would the ministry accept that the winning bidder shall be under no liability in the event of damage caused to ministry's data by the ministry staff, being specified that the ministry has to save such data at its own costs.
A227	Winning bidder must put in place all needed controls, solutions, measures and knowledge transfer and training to make sure no damages or loss of data or services, however If there is a negligence on the part of government employees then it is not the fault of winning bidder
Q228	Would the ministry confirm their acceptance to add a clause about the use of software for non customized components and that the MODEE shall not reverse engineer, decompile translate, edit, disassemble, bypass, split, modify, change, disclose, make public the SOFTWARE.
A228	Please refer to Q208
Q229	In the payment clause appendix 2, please clarify the final acceptance of this project. This project is to deliver "accepted printed passports". Especially that in the bidders meeting it was stated that the equipment is owned by the winning bidder and it can be collected after the project duration. Thus, the system must be accepted before starting production.
A229	Please refer to Q221

Q230	Since the bidder has to propose a lump sum price including all taxes, please confirm that the winning bidder will be able to increase their prices during the project in case tax and/or customs increased by the government or in case new taxes imposed by the government during the 7 years contract duration.
A230	Confirmed
Q231	Please confirm that the ministry will be insuring the booklets, personalization machines, Hardware/ software of the winning bidder after delivering it or if the winning bidder has to bear the cost of this insurance.
A231	Winning bidder responsibility if needed, MoDEE & CSPD will provide a sufficient place to hold and store all needed equipment and booklets
Q232	Please confirm that the MODEE will provide spaces in the data center Racks to allow the winning bidder to install additional physical servers / devices (if required) as part of the solution.
A232	Confirm
Q233	Please confirm that any network connection and configuration for additional equipment will be provided by the MODEE.
A233	Confirm
Q234	Please confirm that the bidder can offer a solution with more than 2 personalization machines in the central site that fulfills the throughputs required (200 passport / hour).
A234	Yes
Q235	Please confirm that the bidder can deliver the main site Passport personalization hardware in stages ensuring that the capacity (daily throughputs) of the system at each stage is sufficient to produce the expected quantity to be printed yearly until the final throughputs required (200 passports /hour in 16 hours) is achieved in-line with the printing yearly forecast.

A235	Yes, however the 200 passports /hour in 16 hours is for initial stages and the solution should be upgraded to accommodate the printing yearly forecast and actual yearly printing during the production phase
Q236	What is the number of days per year the personalization system will be in operation? Do we have to consider weekend as 2 days or 1 day weekly? Is the personalization continuing during official holidays?
A236	During normal seasons (no high season), working hours is 7 hours 5 days a week, however it could be increased to 16 hours, 7 days a week depending on specific conditions.
Q237	<p>Please provide the location of the following sites in Jordan :</p> <ul style="list-style-type: none"> A. Main site B. DR Site C. 2 Fast track sites <p>Are they all in Amman in other different cities?</p>
A237	<ul style="list-style-type: none"> • A & B expected to be in Amman • C, it is expected to be one in Amman and one outside Amman <p>Expected location is subject to changes</p>
Q238	Please confirm that all site preparation (network, connectivity, civil work, electricity and UPSs, conditioning, cabling, and furniture) will be provided by the ministry.
A238	Please refer to Q38 and Q117
Q239	Please confirm that all physical security requirements will be provided by the ministry (CCTV, access control to rooms, Safe,...). This is one of the requirements for the PKI and printing solution.

A239	confirmed
Q240	Could the ministry confirm that they will provide a store room with the proper environmental conditions to store the Booklets for long periods in-line with the international standards.
A240	confirmed
Q241	Would the ministry confirm that the validity of the issued passports will be 5 years for all passports issued during the project 7 years contract period?
A241	Currently the validity for passports are 5 years
Q242	Is it required to provide the passport management system / PKI in the DR site as well? Would the ministry confirm that the availability of a government private cloud (GPC) DR as well? And that it can be used to host the system.
A242	Only one solution to serve all locations (including DR)
Q243	Please provide the list of passport types and the following information : a. Expected quantities to be issued yearly for each type b. Validity for each type c. Any design difference between the different types. d. Number of pages for each type.
A243	0. Only one type, please refer to Expected e Passports to be printed over 7 years 1. Currently is 5 years 2. Only one type 3. Please refer to E-Passport Specifications
Q244	Would the ministry confirm that the requirements listed in section "4.12. Customer journey/experience" are NOT linked to the tender requirements as there is no end-user interfaces as part of the tender.

A244	Confirmed
Q245	<p>Please confirm that the integration with the following systems is NOT required</p> <ul style="list-style-type: none"> a. CRM b. Payment Gateway c. Billing System
A245	Confirmed
Q246	<p>Referring to 4.14 "Customer Journey Experience" Please confirm that the following are NOT required :</p> <ul style="list-style-type: none"> a. 1.1 Browser Capability b. 2.1 Responsiveness and capability Platform-Cross Capability c. 3.1 Integration with CRM payment gateway and Billing System d. 2.2 Search Engine e. 2.3 Rating and Feedback forms and all of its subsections
A246	Confirmed
Q247	<i>Please confirm that section 9 Email & SMS is NOT required</i>
A247	Confirmed

Q248	<i>Please confirm that section 8 Special needs features are NOT required</i>
A248	Confirmed
Q249	<p>Page 6, 2.2 E-Passport Printing Hardware</p> <p>Are all planned Personalization sites (main, DR, 2x Fast track) connected via a reliable, redundant, dedicated network/lease line? Please provide more information on sites connectivity including minimum bandwidth and latency.</p>
A249	The sites connected via secure government network (SGN) and it a reliable, redundant, dedicated network and fiber
Q250	<p>Page 7, 2.3. E-Passport Management Software</p> <p>"Registration Module & Authentication Module": What is the purpose of this module? Isn't the scope of this RFP to manage Personalization only based on a request coming from MoDEE/CSPD system, whereas MoDEE/CSPD performs all registration and validation related processes?</p>
A250	For Employees and users to access the solution and based on the proposed solution
Q251	Please confirm that the ministry / CSPD will handle the passport collection system to allow the citizen to get his passport from the CSPD office and the winning bidder is not be required to propose a passport issuance/collection module.
A251	Confirmed
Q252	Page 7, 2.3. E-Passport Management Software

	"Software Development Kit (SDK) for Write/Read/Validate": What is the expected usage of this SDK? Our understanding for this project is that only Personalization System should be able to write; can you confirm this please?
A252	The winning bidder must provide to SDKs in order to be used in borders (Read, Write, Validate)
Q253	Page 7, 2.3. E-Passport Management Software "Personalization information will be delivered by CSPD internal system including fingerprints & ...": Can you confirm that it is required to store the fingerprints on e-Passport?
A253	Confirmed and other required data
Q254	Page 7, 2.3. E-Passport Management Software "Personalization information will be delivered by CSPD internal system including fingerprints & pictures based on ICAO standards": Can you provide details on the quality of the sent citizen pictures? and provide us with samples to ensure that there is no need to enhance the current enrollment solution. The purpose is to ensure that the photo we receive will have sufficient quality for personalization on ePassport.
A254	All provided data will be aligned with ICAO standards
Q255	Page 7, 2.3. E-Passport Management Software In case the enrollment solution need to be enhanced/ improved to get a photo quality that is in-line with the requirements of our solution, please ensure that the Ministry will bear the cost.
A255	Please refer to Q254

Q256	<p>Page , 2.3. E-Passport Management Software</p> <p>“Open standard software to be used for other hardware”: What does it mean to require the e-Passport Management Software to be used for other hardware?</p>
A256	<p>Not required</p>
Q257	<p>Page 7, 2.3. E-Passport Management Software</p> <p>“Accommodate any new Passport Pursue Script”: What do you mean by this requirement? Please explain.</p>
A257	<p>Not required</p>
Q258	<p>Page 7, 2.3. E-Passport Management Software</p> <p>“Integrate with different systems through open standard technology: ... Any type of hardware with same functionality”: What is meant here by this requirement? Please explain and provide examples of such hardware?</p>
A258	<p>Not required</p>
Q259	<p>Page 9, 2.5. Information Security</p> <p>"... See National Security Policy": Can you please share the "National Security Policy"?</p>
A259	<p>Please refer to the following:</p> <p>https://www.modee.gov.jo/EBV4.0/Root_Storage/EN/husam/%D8%B3%D9%8A%D8%A7%D8%B3%D8%A9_%D8%A3%D9%85%D9%86_%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA.pdf</p>

	https://www.modee.gov.jo/ebv4.0/root_storage/ar/eb_list_page/data-classification-management-policy-2020-0.pdf
Q260	11, 2.6. Hosting Options "Any other OS is the bidder responsibility to provide, install, configure, and license it": Is Linux OS compatible with MODEE GPC ?
A260	Yes and recommended
Q261	Page 11, 2.6. Hosting Options Can you confirm that Oracle and MS SQL licenses will be provided by MoDEE/CSPD?
A261	Confirmed
Q262	Page 11, 2.6. Hosting Options Can you confirm that Active Directory and user management will be provided by MoDEE/CSPD?
A262	Confirmed
Q263	Page 11, Page 11, 2.6. Hosting Options "Other services provided by MODEE ... 6. SSL Certificate": Can MODEE provide TLS certificates?
A263	Confirmed
Q264	Page 11, Page 11, 2.6. Hosting Options Please confirm that the winning bidder will be hosting the personalization solution in MODEE or CSPD premises at no cost, any additional servers needed can be added in the GPC at no cost for hosting and electricity, network, and furniture.
A264	Confirmed

	Page 11, Page 11, 2.6. Hosting Options
Q265	Can you confirm that MODEE will provide and bear the cost of any hosting resources/services required for the e-Passport solution (Server, storage, network devices, load balancing devices, backup solution, security components, Windows Server 2019EE, Oracle 19c, MSSQL 2019+, etc.) with the exception of Option 2 (non-Windows Server EE) Virtual Machines?
A265	Confirmed
	Page 12, Section 2.7
Q266	"The winning bidder will provide maintenance and support duration 60 months": Please confirm if the maintenance & support is required 7 years not 5 years.
A266	7 years is required after implementation period
	Page 14, 2.8. Quality Management
Q267	"Testing environment is fully integrated to staging e-payment gateways and shared government services": What is the purpose of this integration? Isn't payment expected to be managed by CSPD system prior to receiving the e-Passport issuance order?
A267	Bidder should do full life cycle of testing all components
	Page 7, Section 2.3
Q268	The requirement is to support a decentralized and centralized printing. As the customer is managing the IT infrastructure (on all sites), can we consider that the customer is responsible of providing security measures like network security, windows security (patches, hardening, antivirus), active directory for remote sites etc.
A268	The bidder should review the existent security measures on all levels and recommend if extra controls are needed
	Page 8, Section 2.5
Q269	The security policy and procedures should consider the operational environment of CSPD: What are the expected policies and procedures to be documented?
A269	" detailed security policies and related procedures encompassing handling the proposed solution " i.e. : Backup policy, CA policy, Key Management Policy, Audit and Logging Policy, ..

Q270	Page 8, Section 2.5 As the customer is managing the IT infrastructure, can we consider that the customer is responsible for managing application log files, system events, database events etc. and the bidder scope is to forward the solution-related logs?
A270	It is winning bidder responsibility to define the policies, procedures and requirements to manage the logging and security events of the proposed solution in addition to configure them.
Q271	Page 8, Section 2.5 As the customer is managing the IT infrastructure, can we consider that the customer is responsible of providing an active directory identity store or an active directory federation services etc.
A271	Confirmed
Q272	Page 8, Section 2.5 As many audit requirements relates to administration (use of systems administrative privileges, access by application administrators, all actions by users with administrative privileges), can we consider that a privileged access management is in place (under customer responsibility)?
A272	The winning bidder should configure the required audit and logs and send them to SIEM
Q273	Page 9, Section 2.5 Any chance to review the audit & logging listed requirements? Some details cannot be captured accurately at solution level, for instance the memory changes, which can be gathered through the IT infrastructure tools (under the responsibility of the customer).
A273	Through design phase, the bidder is responsible to determine all requirements needed to fulfill the audit and logging listed requirement, this is to be in cooperation with
Q274	Page 9, Section 2.5 Log throttling: any details about the target expected rate (or constraints)?
A274	to be defined through design phase in lights of the proposed solution and clients needs.

Q275	Page 9, Section 2.5 Will the penetration tests be conducted on the production or the staging environment? Can we get more details about the expected type/scope of the tests?
A275	The penetration test should include front and backend solution and applications. It is preferred to be done on production with full test data prepared by both the bidder and customer.
Q276	Page 10, Section 2.5 It is required to secure messages according to WS-Security standard. What about REST services?
A276	All APIs should be configured securely using standards where available. If not available, the APIs security configuration should follow best security practices and will be tested in the Penetration test.
Q277	Page 9, Section 2.5 There is a reference to the national security policy in the tender: can we have a copy of it?
A277	Please refer to A259
Q278	Page 11, Section 2.5 In relation to the compliance with ISO, can we get a confirmation that the bidder is not required to document and implement ISO 27001 ISMS and that ISO27001 certification is out of scope?
A278	confirmed
Q279	SSL certificate is part of the provided services by the customer: can we assume that the technical PKI is under customer responsibility and that the bidder's scope is to provide a non-technical PKI?
A279	PKI is winning bidder responsibility

	Page 11, Section 2.6
Q280	The GPC provide many security-related services that the provided solution will take advantage of. Is there any possibility to propose an update on existing configurations wherever possible (after agreement of the customer), with the guarantee that it will not negatively impact the security measures in place?
A280	Yes, and it is subject to MoDEE approval
	Page 12, Section 2.7
Q281	It is required to apply the latest fixes, patches and required upgrades to the installed software: As the customer is managing the IT infrastructure, can we consider that the customer is responsible for the patch management process and that the customer will provide a central patch deployment servers?
A281	Winning bidder responsibility
	In Page 50 of the RFP, 6. الترقيم
Q282	Regarding the perso sequence, can you confirm that it is not required to read perforated numbers or any other graphical details on the booklet? But rather we only check the information on the chip?
A282	Numbers and IDs should be retrieved in an automated process through storing Booklet numbers and/or Chip IDs with mapping and winning bidder must confirm the accuracy.
	Page 48, passport physical security features
Q283	Since “See through register” security feature is not mandatory as per ICAO recommendations, please confirm that the bidder can propose an equivalent feature that fulfils the same purpose?
A283	Yes, and subject to MoDEE / CSPD approval
Q284	Please we kindly seek 3 weeks submission extension if possible.

A284	Bidders will be notified
Q285	Due to the complexity of the RFP requirements and having multiple parties involved in the preparation process, can an extension of 4 weeks be granted?
A285	Bidders will be notified
Q286	<p>RFP Section 4.5 Financial Proposal Response Format (Page 44).</p> <p>Bidders are requested to breakdown the Project detailed cost for each service (e-Passport Design & Delivery, e-Passport Printing Hardware, e-Passport Management Software,) WHILE Section 3.5 Financial Terms is asking to provide Financed Pricing model based on accepted printed booklet.</p> <p>Could you please confirm that Section 4.5 is not relevant and should not be filled and submitted within our proposal?</p>
A286	<p>Confirmed</p> <p>Please refer to Q85</p>
Q287	<p>RFP Section 3.4 Response Evaluation (Page 24)</p> <p>Technical proposal shall be evaluated according to the proposed Approach and Methodology (70%) for each component described in Section 2.</p> <p>Could you please provide breakdown of the 70% evaluation per component?</p>
A287	Evaluation will be based on the RFP requirements
Q288	<p>ePassport Arabic agreement document - General Clause A7.e(Page 11) : Penalties is 1,000 JOD per day of delay capped to 15% of the contract price.</p> <p>Please confirm how the contract price is computed in the case of Financed Pricing model with price per printed booklets.</p> <p>Is it per batch of booklets? Is it applicable for the initial period of project setup (6 months)?</p>
A288	Please refer to Q85

Q289	What happens to solutions and hardware once the project is over i.e. after 7 years? Will this be taken back by the service provider?
A289	Yes
Q290	- Payment terms are not defined in the RFP, shall we assume 100% quarterly payment? Will the invoicing/payment be made considering yearly volume price-bands?
A290	Please refer to Q85 and sample arabic agreement
A291	Due to the complexity of the RFP requirements and having multiple parties involved in the preparation process, can an extension of 4 weeks be granted?
Q291	Bidders will be notified
Q292	Section 1.2 RFP Purpose Page 4 'Setup and implementation period for the solution will be 180 Calendar days.' - What is the drive for the specified duration of deployment? Is this tied to a release event? - Due to global chip shortage and supply chain situation, would it be acceptable to extend the project deployment beyond 180 days in emergency cases?
A292	<ul style="list-style-type: none"> • E-passports are required to be available for citizens at the first months of 2024 • Please refer to Q121
Q293	Section 2.2 E-Passport Printing Hardware Page 6 'o Expected E-Passport Printing 200 E-Passport /Hour o Expected working time 16 Hours/day' - Is the throughput of 200 E-Passports per hour requested per each machine or is requested as 200 E-Passports per hour for the

	entire site?
A293	Please refer to Q118 & Q235
Q294	<p>Section 2.2 E-Passport Printing Hardware Page 6</p> <p>‘o Printing in three locations o Expected E-Passport Printing for each location 50 E-Passport /Hour o Expected working time 10 Hours/day’</p> <ul style="list-style-type: none"> - Printing in three locations, can you share the locations of DR and the 2 fast track offices across Jordan? - The DR site, will it be active-active contribution to production or will it be stand by DR to be used only if main site is down?
A295	<ul style="list-style-type: none"> • Please refer to Q237 • Please refer to Q154
Q296	<p>Section 2.2 E-Passport Printing Hardware Page 6</p> <p>‘Tray Capacity covers 30 min’</p> <ul style="list-style-type: none"> - Does this tray capacity of 30 passports minimum apply for Machines in Main site and machines in 2 fast track offices and the DR site?
A296	Yes
Q297	<p>Section 2.2 E-Passport Printing Hardware Page 6</p> <ul style="list-style-type: none"> - ‘Duty Cycle (month) - What is intended by Duty Cycle (Month)?
A297	Please refer to Q61

Q298	<p>Section 2.3 E-Passport Management Software Page 7</p> <p>‘Management Software manages Main Site, DR Site and fast track sites’</p> <ul style="list-style-type: none"> - Where is the DR hosting backend site for the e-Passport Management software? Does the GPC have a physically separate hosting capacity at a different location for business continuity? - We understand that any additional physical IT components that are needed on top of the cloud hosting, should be proposed separately and up to the bidder to provide Like additional servers, additional workstations,...etc. Will MoDEE provide space within the GPC datacenter for the additional IT infrastructure?
Q298	<ul style="list-style-type: none"> • Yes • Confirmed
Q299	<p>Section 2.3 E-Passport Management Software Page 7</p> <p>‘Registration Module & Authentication Module’</p> <ul style="list-style-type: none"> - Is this module intended for the registration and authentication of the system users? - Could you describe registration & Authentication module functionalities and use cases? - During the bidders conference, it was understood that enrollment of citizens is out of scope of this solution and bidder proposed solution should receive over API from CSPD system citizen’s demographic and biometric information based on ICAO standard, please confirm this understanding and that this Module mentioned in this line isn’t related to citizens enrolment?
A299	<ul style="list-style-type: none"> • Yes • All type of users (based on the proposed solution) • Confirmed
Q300	<p>Section 2.3 E-Passport Management Software Page 7</p> <p>‘Open standard software to be used for other hardware’</p> <ul style="list-style-type: none"> - What other hardware is intended here? Does this reflect on different models of personalization printers? - Could you please provide examples of other hardware and open standard software?

A300	Not required
Q301	<p>Section 2.3 E-Passport Management Software Page 7</p> <p>‘Provide all needed Software Development Kit (SDK) for Write/Read/Validate Operations compatible for the following and within secure and controlled manner:</p> <ul style="list-style-type: none"> o Microsoft o Android’ <ul style="list-style-type: none"> - What is the purpose intended of this SDK? Is this required for validation of the e-Passport? - What is the expectancy of the write role of this SDK? - Where does the customer intend to deploy this SDK? - Could you describe the expected functionalities and Use cases? - What is the purpose of Android compatibility? Could you elaborate?
A301	Please refer to Q47 & Q252
Q302	<p>Section 2.3 E-Passport Management Software Page 7</p> <p>‘Integrate with different systems through open standard technology:</p> <ul style="list-style-type: none"> o CSPD Internal Workflow & E-Services System o Any type of Hardware with same functionality’ <ul style="list-style-type: none"> - What are the functionalities and use cases covered by integration with CSPD? - What are the functionalities and use cases covered by integration with e-services? - Can you please share details about the expected integration methods to the CSPD Internal workflows and E-services system? - How many CSPD internal workflows and how many E-Services system that E-passport Management should integrate with? - Could you please list the interfaces? - What is intended by ‘any type of Hardware’? Is this intended for personalization printer different potential models? Servers? Storage area?

A302	Please refer to RFP, Scope of the project, all other information will be provided to winning bidder
Q303	<p>Section 2.4 Public Key Infrastructure – PKI Page 8</p> <p>‘PKI must be delivered to & owned by the government after project closure in both Financing models’</p> <ul style="list-style-type: none"> - Please Confirm that the bidder will provide only one financial model which is pay per document?
A303	Confirmed, please refer to Q85
Q304	<p>Section 2.4 Public Key Infrastructure – PKI Page 8</p> <ul style="list-style-type: none"> - Does the bidder need to provide the customer an EAC PKI? (store fingerprints in the passport in order to be able to read them at the border control)
A304	It is required to provide all needed components to store data in Chip including fingerprint and to be read and verified in borders
Q305	<p>Section 2.5 Information Security Page 9</p> <p>‘Review and test configuration of security devices protecting the proposed system’</p> <ul style="list-style-type: none"> - By security devices, does the customer mean the firewalls,...etc? As the hosting is on GPC, it is assumed that customer to provide all network, connectivity, security devices, please confirm? - In case of GPC hosting, will the bidders have the liberty to review and test the configuration of the security devices used for the protection of the GPC or should be assumed to be covered by the customer? - What’s the Latency time between all the sites and the GPC?
A305	the bidder should specify the required configuration for their solution and components on the cloud or on government premises and review and test them, via a 3 rd security party, to make sure that all of their requirements have been reflected

Q306	<p>Section 2.5 Information Security Page 9</p> <p>'Data Audit and Reporting: Sensitive data is to be excluded from logs. See "National Security Policy'</p> <ul style="list-style-type: none"> - Can you please share the National Security Policy?
A306	Please refer to A259
Q307	<p>Section 2.5 Information Security Page 9</p> <ul style="list-style-type: none"> - As the Solution is hosted on GPC, the scope of audit & logging Iso 27001, Is it at the application level or OS level? In this model of GPC hosting it is expected that OS level audit and logging reporting is done by customer where all logs are gathered in a customer tool, is this case?
A307	Yes it is.
Q308	<p>Section 2.6 Hosting Options Page 11</p> <p>'Option1: Windows Server 2016\2019 Enterprise Edition (Licensed)'</p> <ul style="list-style-type: none"> - Does this mean that this is licensed by customer? Bidder to provide only needed computational resources and sizing only while customer provide cloud hosting and the needed licenses? - Is it possible to use dedicated rackmount servers, mainly for PKI if we propose PCIe card based HSMs?
A308	<ul style="list-style-type: none"> • Confirmed • Confirmed
Q309	<p>Section 2.6 Hosting Options Page 11</p> <p>'Provide Install, configure , tune ,secure and management database oracle 19c or MS SQL 2019 or above'</p> <ul style="list-style-type: none"> - Does this mean that bidder to provide DB licenses?

	<ul style="list-style-type: none"> - What about additional licenses like TDE for encryption is this to be provided by bidder too? - If solution hosted on GPC, is it fair to assume that customer will provide replication tools for DBs? Between production and DR for example? - Is CIS DB Benchmark required to be implemented? - Should we assume that DB Monitoring such as Oracle Cloud Control is available by Customer? - Shall DB nodes perform as A/A or A/P "such as Oracle RAC or standard OS HA - RHEL HA"? - PR to DR considered to be A/A or A/P "such as GoldenGate or Dataguard"? - Is automatic PR to DR failover or manual? - DB Configuration and backup setup is part of Client or bidder scope? - Is DB auditing required?
A309	<ul style="list-style-type: none"> - MS SQL and oracle DB licenses provided by mode - Confirm - Confirm - Yes - Yes - Yes - Dataguard - DB configuration bidder responsibility, backup mode responsibility
Q310	<p>Section 2.6 Hosting Options Page 11</p> <ul style="list-style-type: none"> - As solution is hosted in GPC, is SIEM (Security information and event management) Solution available? Can we assume that GPC's all servers events and Logs are managed by GPC Central SIEM? - As solution is hosted in GPC, is a Central Authentication service available "such as MS Active Directory or LDAP" ? - As solution is hosted in GPC, is a Monitoring Solution to monitor all servers available? - As solution is hosted in GPC, is IPS/IDS (in High availability configurations) available? - As solution is hosted in GPC, are Internal and DMZ Firewalls to segregate between Internal Network and External Network available? (in High availability configurations). - As solution is hosted in GPC, is Accessibility to the current NTP solution for all devices to synchronize the time available? - Generally can we assume that all servers health and status are monitored by GPC Central NMS?
A310	<ul style="list-style-type: none"> - Yes - Yes - Yes

	<ul style="list-style-type: none"> - Yes - Yes - Yes - Yes
Q311	<p>Section 2.6 Hosting Options Page 11</p> <p>‘Other Services provided by MoDEE: 5)Warm DR on Infrastructure Level, the bidder must provide business continuity plan for all proposed solution components 6)SSL Certificate’</p> <ul style="list-style-type: none"> - Does this mean that DR is needed to be hot swappable? - Should DR be identical in capacity to Main site Backend? - Will the DR be active-standby at the backend? - Will the DR infrastructure be hosted as well On GPC? - Should we assume that the failover and replication between production and DR to be configured and setup by customer if hosting to be done on GPC? - As solution is hosted in GPC, is SSL/TLS digital certificate for the solution available? (Internal and public Certificates).
A311	<ul style="list-style-type: none"> - Yes - Yes - Yes on other site - Yes - yes
Q312	<p>Section 2.7 Operation Management Page 12</p> <p>‘All needed support must be on site.’</p> <ul style="list-style-type: none"> - Does this mean support resources to be based on site at customer or to be on call for dispatch at time of issues?
A312	It is winning bidder responsibility to propose the best model

Q313	<p>Section 2.7 Operation Management Page 12</p> <p>‘The winning bidder will provide maintenance and support duration 60 months.’</p> <ul style="list-style-type: none"> - Is the support period 5 years or 7 years?
A313	7 years
Q314	<p>Section 2.7 Operation Management Page 12</p> <p>‘support and maintenance services on 24x7’</p> <ul style="list-style-type: none"> - On which sites the 24x7 is expected? Could you clarify the sites locations? - Does this mean that out of official working hours bidder can receive a ticket and if it is severity 1 bidder might need to resolve within the SLA of the severity 1 tickets of 4 hrs, is this correct? - Could you please explain the reasoning behind the need for 24x7 maintenance service, considering that the solution is only operated for 16 hours per day? - Does same SLA apply on all sites? Even if some sites could not be in Amman?
A314	<ul style="list-style-type: none"> • Based on seasons and special requirements • Yes • If needed during for specific locations and based on specific requirements • Yes
Q315	<p>Section 2.7 Operation Management Page 13</p> <p>‘Spare parts is a winning bidder responsibility and its prices should be included in the fixed lump sum price of the operation component’</p> <ul style="list-style-type: none"> - Can we safely store some spare parts in customer/production premises? In all sites?
A315	<p>Yes</p> <p>Please refer to Q85 for pricing</p>

Q316	<p>Section 2.8 Quality Management Page 13</p> <p>‘Perform agile testing as it will be an integral part of the software development, where the whole development team will be conducting the testing on the developed features and functionalities and check behavior of the outcomes according to the expectations and requirements of MODEE and CSPD team’</p> <ul style="list-style-type: none"> - Could you list the integration points with MODEE/CSPD, as well as the functionalities and the uses cases covered by these interfaces? - Could you describe eServices functionalities and use cases?
A316	<p>Functionality and integration points should be determined by the winning bidder in business gathering requirements phase</p>
Q317	<p>Section 2.8 Quality Management Page 14</p> <p>‘Prepare the testing/staging environment to be identical to production environment in the following points:</p> <ul style="list-style-type: none"> o Testing environment is fully Integrated to all web services and web forms o Testing environment is fully integrated to staging e-payment gateways and shared government services’ <ul style="list-style-type: none"> - Will the staging be hosted on GPC as well? - Should staging be identical in terms of capacity as Production or only in term of functionalities? - The assumption that staging environment should be integrated through webservice to customer test environments as well, correct? - Should the production system integrates with it? For which use cases and functionalities? - Could you describe web services and web form expected functionalities and use cases? - As per bidder conference, solutions isn’t exposed to public and shouldn’t be integrated to e-payment gateways, correct?
A317	<p>Functionality and integration points should be determined by the winning bidder in business gathering requirements phase</p>
Q318	<p>Section 2.8 Quality Management Page 16</p> <p>‘Technical Proposal Requirements: E-Passport Validation Tool Proper e-Passport validation at borders contributes to improved border security and safer air travel globally. The benefits of e-</p>

	<p>Passport validation are collective, cumulative and universal; therefore, the broadest possible implementation of e-Passport validation is desirable.</p> <p>1) Border inspection systems and border services officers play an important role in this verification process, which is critical to successful global e-Passport implementation. Therefore, it is important for border officials to have a practical understanding of how these verifications ideally should work at borders, and how the ICAO Public Key Directory (PKD) can be valuable in facilitating this verification process.</p> <p>2) To better inform border officials on how e-Passport digital signatures work, how these signatures can be used by them to detect document fraud when verified against the global public key infrastructure (PKI) using automated border controls, and how membership in the ICAO PKD can facilitate these efforts, an e-Passport Validation Roadmap Tool was developed.</p> <p>3)The e-Passport Validation Tool is intended to be a visual, web-based interactive resource offering practical information regarding the process of validation of e-Passports by border inspection systems and officers. The tool also offers the opportunity to click down in an interactive way to get more technical information, if desired.'</p> <ul style="list-style-type: none"> - What is the general use case of the E-Passport Validation tool? - Can you please clarify the scope of the e-Passport Validation Tool with regard to border inspection? Will the Tool be needed to be present on borders site? or only it will be needed in issuance sites for quality checks validation of personalized passports? <ul style="list-style-type: none"> o Will the e-Passport Validation Tool be used only to validate Jordanian e-Passport? o What is the expected number of transactions per hour initiated by the e-Passport Validation Tool? o What is the expected number of border sites that will use the e-Passport Validation Tool? o What is the expected number of deployment for the e-Passport Validation Tool per border site? - Or Is this an information portal to educate border management officers about the inspection process? - Is this related to the read, write, validation SDK mentioned in Section 2.3 E-Passport Management Software Page 7? <p>Web based: what is the purpose of having a web based E-Passport Validation Tool? Usually these kinds of tools need to have access to the passport, and are not always device agnostic (card reader, passport reading tool, MRZ reader...). If the tools is web based and used for passport control, what do you plan in case of network failure?</p>
A318	The winning bidder should follow the best practices of validation tools that used worldwide not just for locally purposes.

Section 2.8 Quality Management Page 16/17

'Project Deliverables:

- ☑ Quality management plan
- ☑ Quality metrics and Key Performance Indicators document
- ☑ Performed UAT sessions reports
- ☑ E-Passport Validation Tool
- ☑ Test reports (Manual and Automation) for each e-service include:
 - o Functional end-to-end test report
 - o Integration test report (for web services, web forums and backend systems)
 - o Usability test report
 - o e-payment integration test report
 - o Compatibility test report (including all supported browsers, screens, devises, Operating systems)
 - o Performance and load test reports'

Q319

- What are these e-payment integration tests? The understanding that there is no integration with e-payment services is required as enrollment and epassport requests will be handled by MoDEE eGOV or CSPD existing solutions and Bidder solution will receive only the requests of issuance over API integration along with demographic data of the citizens, face photo and biometrics as per ICAO standard?
- Test reports: could you elaborate on:
 - o Integration test report (for web services, web forums and backend systems) => Could you describe the expected functionalities and use cases ?
 - o Usability test report: are you referring to Customer Journey experience ? If yes, will this application be used by citizens ?
 - o e-payment integration test report => We understand that no e-payment integration is required and solution isn't exposed to citizens
 - o Compatibility test report (including all supported browsers, screens, devises, Operating systems): are you referring to Customer Journey experience ? If yes, will this application be used by citizens, as per the bidder conference we gathered that this isn't the case?

A319

Functionality and integration points should be determined by the winning bidder in business gathering requirements phase

Q320	<p>Section 2.9 Change Management, Knowledge Transfer, Training & Customer Journey/Experience page 17</p> <p>‘It is important to emphasize that the design of standard customer Journey/experience would be of great help to the ModEE and CSPD, who may be in the process of developing new e-Government services to ensure consistency among e-Government services in general and with launched services in CSPD in specific, and provide a focus for customer experience, please refer to Annex) for more information about the customer journey/experience.’</p> <ul style="list-style-type: none"> - As per bidder conference, customer journey and experience compliancy matrix isn’t applicable in case of this bid as this solution isn’t an eGOV solution and is for internal use of CSPD end users, is the understanding correct? - No integration needed with Billing, CRM, E-Payment GW, correct? - SMS and email notification of citizens will be out of scope of this solution and will be the responsibly of customer application and enrollment portal, correct?
A320	Not applicable
Q321	<p>Section 2.9 Change Management, Knowledge Transfer, Training & Customer Journey/Experience page 17</p> <p>‘It should ensure that all types of users and administrators are prepared to operate e-Service and to take over future enhancements or support of the e-Service developed applications (especially in technical area), refer to Annex (5.4) for more information regarding the e-Government contact center support.</p> <ul style="list-style-type: none"> - Can you please share Annex 5.4 or confirm that integration with e-Gov contact center support isn’t required? - Kindly confirm that eServices are out of tender scope. Otherwise, could you explain the functionalities and the use cases, as well as the interface with the ePassports production system?
A321	<ul style="list-style-type: none"> • Not required • Confirmed
Q322	<p>Section 2.9 Change Management, Knowledge Transfer, Training & Customer Journey/Experience page 17</p> <p>‘Training Material and Videos:</p> <p>2)Provide educational Arabic and English videos detailing how to use the system</p> <p>4) The final video; will be used on YouTube, Social media channels, websites and as seems appropriate.’</p>

	<ul style="list-style-type: none"> - Are these videos really needed for the context of this solution? and their publishing on YouTube is this also needed? or was this a requirement more suitable for public customer facing eGOV solutions? - Could you confirm that "Arabic and English videos of Educational videos must be within 2– 3 minute with Arabic professional narration services for providing dialogue and narration" are required? (It seems more appropriate for consumer type applications, customer journey/experience that we understand are out of scope)
A322	<ul style="list-style-type: none"> • No • Not required
Q323	<p>Section 2.9 Change Management, Knowledge Transfer, Training & Customer Journey/Experience page 17/18</p> <p>‘The following are attendee numbers: o End user training, TOT (5) o System Administrators (6) o Maintenance including all hardware & Software components (8) Technical Proposal Requirements: Change management and awareness sessions should be conducted; in two levels; technical team and top management awareness (max no. of attendees per session is 20) Describe approach, including tools for internal awareness activities’</p> <ul style="list-style-type: none"> - Internal Awareness activities, does the customer intend multiple awareness sessions to be provided over contract term? - Could you confirm what change management means, prepare team MODEE team to change from legacy production system to new production system?
A323	<ul style="list-style-type: none"> • Yes, regarding the project • Yes
Q324	<p>Section 3.2 Response Format Part 1: Technical Proposal page 21</p> <p>‘Corporate capability statement : ☐ Reference to appropriate work samples’</p> <ul style="list-style-type: none"> - What is intended by Reference to appropriate work samples?

A324	Refer to Q13
Q325	<p>Section 3.6 Legal Terms: IP Page 30</p> <p>‘41, Any source code, licenses, documentation, hardware, and software procured or developed under “E-PASSPORT SOLUTION” is the property of MODEE upon conclusion of ‘The Project’. Written consent of MODEE must be obtained before sharing any part of this information as reference or otherwise.’</p> <ul style="list-style-type: none"> - As per the bidder conference, we understand that solution SW and HW will remain under the ownership of the bidder without any ownership transfer to customer, can you please confirm?
A325	Except any customizations, SW that built for MoDEE requirements and PKI
Q326	<p>Section 4.7 E-Passport Specifications 9. Chip and encoding page 51</p> <p>‘The bidder shall provide the software for the electronic chip so that the source code is provided in the language the chip is written The bidder shall also commit to provide all libraries (SDK software development kits) that were relied upon to write down the content It shall also commit to provide full technical advice to assist in the development process of this software’</p> <ul style="list-style-type: none"> - Please confirm that chip source code / SDK source code are not required? - Does this requirement refer to the chip personalization script?
A326	<ul style="list-style-type: none"> - Please refer to Q361
Q327	<p>General questions</p> <ul style="list-style-type: none"> - Is it fair to assume that customer will handle stock management of blank documents and any stock of consumables that could be needed in the solution? - Is it fair that issued passports delivery shipping notification or handout operations to citizens will be under the responsibility of the customer?

	- Our understanding that this solution is intended for ordinary passports only please confirm?
A327	<ul style="list-style-type: none"> • It is winning bidder responsibility not MoDEE/CSPD, however it need to be within the MoDEE/CSPD premises to make sure of the availability • It is MoDEE/CSPD responsibility • Please refer to Q150
Q328	what kind of samples are required? And when?
A328	During bidder evaluation, showing the required features and should have both (printed and personalized)
Q329	Please clarify the meaning of this requirement
A329	Not Clear
Q330	is it correct if we assume that digital equivalents are accepted too?
A330	Not clear
Q331	does this mean 30 minutes or 30 pieces minimum?
A331	30 mins
Q332	what does "infrastructure" include in detail?

A332	Please refer to the RFP
Q333	Are we right, if we assume that "printing" means the personalization?
A333	Yes
Q334	What is meant by original catalogues? Manuals?
A334	For components (such as printers & software)
Q335	Does this request define that the personalisation should be done coloured or does it mean laser engraving in black on a colour printed passport?
A335	personalization should be done colored
Q336	Is this requirement dedicated to the processing and print job management and NOT the Hardware management itself?
A336	Not clear
Q337	can you please confirm that this requirement is for the time after this BOT contract, because the delivery of passport booklet is the base of this BOT Tender?
A337	Not clear
Q338	can you please specify what the usecase of this SDK should be and for which part of the system it is needed?

A338	Please refer to Q47 & Q252
Q339	we assume that this requirement means REST-API functionalities for integration of external or different systems and Hardware. Is this assumption correct?
A339	Yes
Q340	Are this facial and fingerprints already converted to biometric templates or are this simple pictures?
A340	Fingerprints are biometric, the facial is an image and based on ICAO standards
Q341	Software development kits for what?
A341	Please refer to Q47 & Q252
Q342	Please confirm that the scope of work will be clear mentioned before the contract will be signed
A342	Bidders given the time to inquire about the project (Q&A)
Q343	Other components of our system - right?
A343	Not Clear
Q344	Please confirm that the scope of work will be clear mentioned before the contract will be signed

A344	Bidders given the time to inquire about the project (Q&A)
Q345	can you please explain where we can find the second financing model? We only find one.
A345	It is only one, please refer to Q85
Q346	How should we ensure the protection against vulnerabilities? Certificates for example?
A346	via Penetration testing as stated in the RFP
Q347	Can you clarify which parts of the system (PKI) you want to host in the GPC (what parts should be online and which offline)?
A347	A standalone CSCA and Document Signer with the ICAO specification shall be considered for Jordan e-Passport PKI. Choosing a product in the direction of e-Passport solutions will be ideal for the security and future extensions of e-Passport facilities.
Q348	Can you specify what these shared services are?
A348	Please refer to section 2.6
Q349	Is it required that the PKI will be connected to the ICAO PKD? If is Jordan already a registered ICAO Member?
A349	Yes
Q350	Does the Country Signing Certificate Authority already exist?

A350	Please refer to Q347
Q351	Is this tool already developed and filled with information or is this part of the proposed solution?
A351	Not Clear
Q352	Will there be an obligation to provide source code for all portions of the solutions, in particular standard SW / pre-existing material?
A352	Please refer to Q208
Q353	Please provide clarification on the pricing model. The tender documentation foresees a fixed price model on the one hand and a payment for each card. Can we assume that the implementation of the system will be based on a fixed price model and the delivery of booklets is based on the booklet quantity? Kindly provide explanation on the pricing/payment terms.
A353	Please refer to Q85
Q354	Will the use of the RFP attached venture agreement be mandatory in the event of establishing a joint venture?
A354	Yes
Q355	In the provided Arabic Agreement we noticed about the right for the Buyer for Termination without cause: "The employer has the right at any time to terminate the work under the agreement and to compensate the second party in "Appropriate" compensation and not more than 10% of the value of the remaining works." Pls specify what is meant with remaining works, would that be the nr of passports (200.000/year) x time till the end of the contract (7 years less the time before termination) ?
A355	Please refer to Q2
Q356	The Payments Appendix in the Sample Contract states "The First Party shall pay the Second Party the value of the allocated and approved passports on a quarterly basis (3 monthly)". Please explain the methodology for calculating the payment? For example, is it based on a price per booklet issued in the quarter, if so how is the unit price determined?

A356	Please refer to Q85
Q357	The financial proposal must be for a fixed lump sum price in JD, but the volume of booklets is not fixed, as it can vary over time over the 7-year term. Please confirm the MODEE/CPSD will commit to purchases a minimum total volume of booklets for the 7-year contract term?
A357	Please refer to the RFP.
Q358	Liability on Page #34 refers to "Consultants" but is not defined and it seems inappropriate. Please clarify.
A358	It meant to be winning bidder
Q359	What will be the role and responsibilities of the local representative and who will sign contract the internal company or the representative?
A359	The Question is not clear "internal company"
Q360	<u>4.7. E-Passport Specifications, 2. No. of Pages / Forty-eight excluding the cover /</u> Please confirm that the ePP shall have 44 visa pages + polycarbonate data page or 48 pages + polycarbonate data page
A360	Please refer to the E-Passport specification
Q361	<u>4.7. E-Passport Specifications</u> 9. The Electronic Chip & Relevant Software: The bidder shall secure the electronic chip software so that the source code will be submitted in the language it was written. The bidder shall also submit all libraries (SDK software development kit) on which the bidder depended for content writing. The bidder shall also offer detailed technical advice to help develop such software. Could you please specify what is be the purpose of this request? The general source code for Operating System and Application cannot be submitted. Only Software that will be specifically developed for the customer can be handed over.

A361	No source code is required; SDKs and software specially developed for MoDEE must be submitted.
Q362	Please extend the deadline for submission by 4 weeks.
A362	Bidders will be notified
Q363	In the drafted agreement and tender document, the tender mentioned that the committed e-passport quantity per year is 200,000 booklets. In case MODEE/CSPD did not use a minimum booklet per year then MODEE/CSPD will pay 25% of the remaining personalized passports. According to our understanding, the government is committed to printing 50,000 booklets each year after implementation and not 200,000 each year after Implementation. Please clarify this point as it is a strategic point in the investment decision for any interested party.
A363	The government is committed for 200K each year.
Q364	<p><u>4.7. E-Passport Specifications</u></p> <p>8. Additional Security Specifications: In addition, 1st level, 2nd level, 3rd level and 4th level security features to be confidentially agreed in writing with the stakeholders during design shall be addable. The bidder hereby undertakes to design the approved model to the stakeholders' satisfaction. Will these confidential security features be implemented in the described security features, so that no additional costs incur to the bidder?</p>
A364	It is winning bidder responsibility to fulfill all requirements
Q365	Can the bidder offer in EUR instead of JOD?
A365	No
Q366	Is it possible to also offer the operations handled by the bidder in regards to the personalization site?

A366	No
Q367	How is the overall contract value calculated, e.g. will you accept two different options of pricing models for the total value of the contract? The first one is for the committed number of e-passports in the tender and the second one is the forecasted number of the e-passports for the duration of 7 years?
A367	Please refer to Q85
Q368	Please confirm that MODEE/CSPD will accept any kind of pricing model from the vendors which complies with the scope of work of the e-passport project as per the document tender.
A368	No, Please refer to Q85
Q369	<p><u>4.7. E-Passport Specifications</u></p> <p>9. The Electronic Chip & Relevant Software: PA: Passive Authentication for Issuer Authentication & Data integrity. Both GM & IM ePP only need GM or IM, but not both. Since IM is an exclusive feature, it is also contradictory to the point in chapter 8 that no exclusive features should be offered. Please confirm that only GM or IM need to be supported.</p>
A369	bidders to propose 2 options (separate quotes), one of them is with GM only and the other with both GM and IM
Q370	<p>9. The Electronic Chip & Relevant Software A bidder shall provide us with the following authentication protocols: PA: Passive Authentication for Issuer Authentication & Data integrity. Both GM & IM. EAC: sensitive data protection (fingerprint or Iris) by a Terminal Authentication (TA).</p> <p>The provisioning of these two protocols requires the setup of an ICAO Doc9303 part12 compliant PKI system implementing a CSCA and the setup of a BSI TR-03110 compliant PKI system implementing the CVCA, DVCA, and Inspection System.</p> <p>Is there already a CSCA and CVCA in operation? Do we need to migrate from the existing CSCA and CVCA certificates to new certificates?</p>

A370	<p>The winning bidder responsibility to setup up an ICAO Doc9303 part12 compliant PKI system implementing a CSCA and the setup of a BSI TR-03110 compliant PKI system implementing the CVCA, DVCA, and Inspection System.</p> <p>Please refer to Q347</p>
Q371	<p>Can you please confirm that you will accept the ownership of the Hardware to be transferred to MoDEE/CSPD in the first day of implementation?</p>
A371	<p>No</p>
Q372	<p>On page 7 it is mentioned that all application data will be delivered by a CSPD internal system. We assume that this system is managing the entire enrollment process.</p> <p>Shall the personalization management system interface with the CSPD internal system also for submitting the production and shipping information of printed passports? Since no component for passport issuance to the citizen is referred to in the RFP document: Is the CSPD system completely handling the passport issuance process to the citizen? If not, how is the document issuance and document life cycle management done?</p>
A372	<p>Yes, CSPD systems will handle the process</p>
Q373	<p>In chapter 4.12. Customer journey/experience there are technical requirements mentioned for some "eService". It's not clear – also not in other sections of the document – what the business purpose and business processes of this system shall be. Could you please elaborate?</p>
A373	<p>No eservices are required</p>
Q374	<p>Chapter 2.3 E-Passport Management Software</p> <p>"You wrote: "Provide all needed Software Development Kit (SDK) for Write/Read/Validate Operations compatible for the following and within secure and controlled manner:</p> <ul style="list-style-type: none"> o Microsoft o Android"" <p>Please describe the use cases for which an SDK is needed. Would it be sufficient to support either Microsoft or Android?"</p>
A374	<p>Please refer to Q47 & Q252</p>

Q375	<p>2.5. Information Security</p> <p>"You wrote: "Third party should have following qualifications and must be approved by MoDEE before implementation:</p> <ul style="list-style-type: none"> - Staff should include "Certified OCSP" with at least three-year experience. - The third party should be licensed to provide security services for at least three years in Jordanian market." <p>Is it possible that MoDEE provides a list of qualified and acceptable third parties in Jordan?</p>
A375	It is bidder responsibility to propose third party and subject to MoDEE approval.
Q376	<p>2.2 E-Passport Printing Hardware</p> <p>Is the DR site also operating or should it be in "hot stand by mode" meaning that it is immediately operational if the main site fails?</p>
A376	Please refer to Q154
Q377	<p>2.3. E-Passport Management Software</p> <p>You wrote: "Integrate with different systems through open standard technology: CSPD Internal Workflow & E-Services System". Please describe the interfaces to CSPD and E-services</p>
A377	The integration will be through open standard APIs
Q378	Please confirm the validity of the offer and the bid bond as it is mentioned in the announcement document as 120 days or as mentioned in the bid bond format (tender guarantee) as 90 days.
A378	120 days
Q379	Please confirm that the duration of the contract is 2735 calendar days from the date of the purchase order and the project implementation phase is 180 calendar days and if there is a possibility to 270 calendar days.
A379	Implementation will be 8 months instead of 6 months
Q380	If there are certain conditions or sentences in the enclosed draft agreement both in English or Arabic that are not applicable to the scope of work of this project or they conflict other rules, can we consider that such conditions will be amended in the stage of the tendering award and agreement signatures between the two parties on mutual terms?

A380	There are no terms not applicable to the scope of work.
Q381	Could you please provide us with the existing description of the enrollment/AFIS and e-service platform/gateway you are currently using and intend to be integrated with the e-passport system also confirm that MODEE/CSPD will be providing the SDK/API and any related source codes to be integrated within the e-passport system?
A381	Yes for the winning bidder, the integration will be based on opens standards APIs
Q382	Please confirm that after 2 years the government of Jordan will make a transition from the MRP passport to the e-passport completely which means by (January 2026) the e-passport production will be in full capacity.
A382	Nothing decided yet
Q383	Please confirm that the working days are 5 days a week 8 hours a day.
A383	Unless high season, fast track, and special conditions and requirements
Q384	Please confirm that the throughput/production/QC of the e-passport system will be in charge of determining the number of accepted produced e-passports which will be used to deliver the invoices for payment purposes.
A384	The payment will be for accepted personalized e-Passports
Q385	Can you consider one machine of a capacity of 200 e-passports per hour instead of 3 small machines with a capacity of 50 in the DR site
A385	For DR site is one printer with a capacity of 50 The other 2 printers with a capacity of 50 are for fast track offices
Q386	What is the expected technology for the coloured personal photo/picture on the passport? <ul style="list-style-type: none"> The picture should be laser printed one? or can the colour be done without the laser technology (DOD solution) can you precise ?

A386	No specific technology is required for coloured personal photo/picture, bidders must provide the proposed solution technology to fulfill our requirements
Q387	Can the bidder propose an alternative solution to the eDatapage with argumentation ? Example : ship on the cover ?
A387	No
Q388	Can the bidders propose an alternative to the page 48 numbering on letterpress technology ?
A388	No
Q389	Can the bidder propose an alternative hosting solution for the E-passport management system ? (alternative to the GPC)
A389	No
Q390	Can you confirm the 16 % taxes should be also applicable for international bidders?
A390	<p>1. If the bidder is resident, or has branches or registered offices inside the Client's country. The below regulations will be applied in accordance with the applicable tax law in the Client's country</p> <ul style="list-style-type: none"> • 16 % sales tax: Taxes shall be specified in submitted invoices at the prevailing rate <i>and the Client will pay the winning bidder the tax amount against each submitted invoice.</i> <p>2. If the bidder is not resident, or do not have branches or registered offices inside the Client's country. The below regulations will be applied in accordance with the applicable tax law in the Client's country</p> <ul style="list-style-type: none"> • 16 % Sales tax: The submitted invoices of such services will be subject to Sales tax (16%) and the Client will pay the sales tax on behalf of the winning bidder. • The below Taxes will be deducted from the total amount of each submitted invoice as per the Tax regulation in Jordan: <ul style="list-style-type: none"> ○ 10 % withholding tax (income tax)

	○ 1% National contribution
Q391	Can you confirm that the described delivery correspond to a DDU incoterm ?
A391	Not clear
Q392	is the requested references need to be BOT, Financing/PP projects ? or alternatives references are accepted from a technical point of view ?
A392	Please refer to Q13
Q393	is it possible to bid in order currency than JOD ?
A393	No
Q394	When the equipment ownership is done ? at delivery or at the end of the project ?
A394	Please refer to Q325
Q395	What will be the payment periodicity ?
A395	3 months Please refer to Sample Arabic Agreement
Q396	in section 3.5 you are mentioned that the company will paid by accepted printed booklet can you precise the acceptance criteria ?
A396	Based on accepted quality check
Q397	can you confirm that the passport citizen distribution is out of the scope of this project ?

A397	Out of the scope
Q398	are you able to delay the bid date ?
A398	Bidders will be notified
Q399	بما ان النظام سيتم تنزيهه على خوادمكم، نرجو منكم تزويدنا بتفاصيل أكثر عن البنية التحتية للخوادم التي سيتم تنزيل النظام عليها ومواصفات هذه الخوادم.
A399	الرجاء الرجوع للمكون الخاص بالبنية التحتية والاستضافة
Q400	هل من الممكن توضيح الية الاختيار للنظام؟
A400	غير واضح
Q401	هل هناك اوزان للتقييم، كأن نعطي العرض الفني وزن أعلى من المالي او العكس؟
A401	نعم الوزن هو في 50% ومالي 50%
Q402	هل يتم احتساب نقاط أكثر من الناحية الفنية في حال كان النظام المعروض من قبلنا يعطي ميزات أكثر؟
A402	لا، المطلوب هو توفير جميع الخصائص المطلوبة والمذكورة في وثائق العطاء
Q403	هل فتح العروض علنية؟ وفي حال طلبنا التواجد في عملية فتح العروض ما هو المطلوب منا؟

A403	نعم علنية ويمكن الحضور البث المباشر من خلال موقع الوزارة
Q404	It's nearly impossible to source personalization equipment in 180 days – please consider to extend to 270 days
A404	Please refer to Q121
Q405	The contract duration will be 90 months – why 30 months are not going to be covered by maintenance and support services?
A405	maintenance and support services must cover the whole project period
Q406	Since the overwhelming majority of costs for a winning bidder will be not in Jordan Dinars, payments in Jordan Dinars impose currency exchange risks for the investor, especially for a long-term contract. Higher risks will lead to higher prices. We request MoDEE to pay in EUR or USD and guarantee the repatriation of collected fees abroad.
A406	Not Accepted
Q407	Why MoDEE requests all this information if, according to p3.4. Response Evaluation, the overall proposal will be evaluated using the total financial proposal value only? Please remove excessive requirements for the financial proposal.
A407	Please refer to Q85 for Financial proposal
Q408	For the payment terms we need clear statement that payment will be paid every 3 months without delay process, and commitment related to the number of Passport not 25%.
A408	Will be paid based on the government processes and regulations The government committed for 200K yearly

Q409	How these “6 months stock” volumes are going to be defined?
A409	Based on forecasts and actual numbers during the implementation
Q410	The Government of Jordan will collect all fees once the application is submitted by a citizen/resident. Quarterly payments to the investor mean the GoJ receives additional credit facility and increases the currency exchange risk for the investor. We request a citizen to pay two invoices: one with governmental fees, one for administration services and the latter to be directly transferred to the investor.
A410	The government will pay the winning bidder not Citizens, please refer to payment term in the sample Arabic agreement
Q411	Please extend two additional weeks from closing date.
A411	Bidders will be notified
Q412	What type of Load Balancer are in GPC and what is the version running on it?
A412	Will be provide for winning bidder
Q413	What type of WAF are in GPC and what is the version running on it?
A413	Will be provide for winning bidder
Q414	What type of Object storage are in GPC and what is the version running on it?

A414	Will be provide for winning bidder
Q415	What type of Backup are in GPC and what is the version running on it?
A415	Will be provided for winning bidder
Q416	What are the DR services in GPC?
A416	Identical of main site service
Q417	What solution is used for Certificate Signing and registration to secure communication between sites?
A417	MoDEE will guarantee secure connecting between different sites, details will be provided to the winning bidder
Q418	Does the solution provide Certificate Management?
A418	Please refer to Q417
Q419	What type of Email Gateway are in GPC and what is the version running on it?
A419	details will be provided to the winning bidder
Q420	What type of SMS Gateway are in GPC and what is the version running on it?

A420	Will be provided for winning bidder
Q421	What type of Antivirus are in GPC and what is the version running on it?
A421	Will be provided for winning bidder
Q422	Are you looking for DB / file-level encryption to secure Data at rest? or is it available as a service in GPC?
A422	Please refer to component 2.6
Q423	Do we have link encryption between the main sites and the branches, or should it be proposed as a solution to secure data in transit?
A423	Please refer to Q417
Q424	Cost of hosting will be covered in GPC or should it be considered as part of Financial Offer?
A424	Covered by the Government
Q425	The PKI solution required physical security to meet security compliance, as the solution should be hosted in GPC, Is physical security should be the responsibility of GPC?
A425	Yes
Q426	Please clarify (provide all needed Software Development Kit (SDK) for Write/Read/Validate Operations compatible for the following and within secure and controlled manner)

A426	Please refer to Q47 & Q252
Q427	Clarify (Any type of Hardware with same functionality to integrate with)
A427	Not required
Q428	For CSPD internal system will the information shared be prepared for personalization
A428	Yes
Q429	For the ePassport validation tool is the required tool golden or platinum
A429	Not clear
Q430	Please clarify what is meant by ePayment integration test report
A430	Functionality and integration points should be determined by the winning bidder in business gathering requirements phase
Q431	IS a support team required on site for maintenance?
A431	Winning bidder responsibility to propose the proper solution to fulfill all requirements
Q432	What is meant by the final video? (Page 17)
A432	Component is Not required

Q433	Can you consider one machine of a capacity of 200 e-passports per hour instead of 3 small machines with a capacity of 50 in the DR site.
A433	Please refer to Q385
Q434	what is the exact quantity and for what period? Any requirements on the delivery schedules? What is the expected start of the project?
A434	All needed information within the RFP, and should be started after awarding and contracting
Q435	do we get graphics or do we have to design them?
A435	Design them and then get approved by the government
Q436	<p>Datapage:</p> <ul style="list-style-type: none"> - is there a sampling obligation except the visa pages? - what is the expected thickness of the datapage? - what will be the window shape in the datapage? - is there any expectation for an embedded hologram supplier? - chip: also committed to providing all libraries (kit development software SDK): shall also the source code to be handed over? <p>Do we understand it correctly? Normally it is the software development company's property.</p>
A436	<ul style="list-style-type: none"> - Please refer to Annex 4.7 - Please refer to Annex 4.7 - Please refer to Annex 4.7 - Please refer to Annex 4.7 - SDK is for the government
Q437	<p>VISA pages</p> <p>Regarding paper: exact description of security thread: type, width. If printed, it is essential to know the number of colors. In principle, 3 colors, without UV, but please confirm.</p>

	Does the watermark graphic contain page numbers? Based on the description, yes, but please confirm.
A437	Please refer to Annex 4.7
Q438	INNER PAGE: There is no relevant section regarding intaglio, but we would definitely include. Please confirm.
A438	Please refer to Annex 4.7
Q439	COVER: Please confirm that the cover is without an inlay. Is the golden color only on the front cover? Do they require any other security solutions on the cover? In the description, there is a reference to the perhaps convex element on the back.
A439	Please refer to Annex 4.7
Q440	BOOKLET NUMBERING: In addition to laser perforation, do they also require mechanical numbering? Should the data page also be laser perforated? If not, we would apply laser engraving there. If they also require mechanical numbering, please indicate its location and the page to be numbered. Do they require any other digital serial numbering or barcodes?
A440	Please refer to Annex 4.7
Q441	Please advise about existing Enrolment system and about the used hardware models.
A441	Will be provided to winning bidder, however all integrations will be based on open standard APIs

Q442	Are during enrolment performed ICAO compliancy checks? If so, which vendor SDK is used for that?
A442	Information will be passed from CSPD internal systems to the e-Passport Printing solution will be based on ICAO standards
Q443	Please advise about the current ABIS system. Who is the provider of ABIS. Which modalities are currently collected?
A443	Not clear
Q444	Please list all the types of passports to be issued (e.g. ordinary, emergency, diplomatic, marine, etc)
A444	Please refer to Q150
Q445	For which volumes have to be included spare parts and consumables for machines.
A445	Expected number for the 7 years implementation, Financial Terms part
Q446	Section 2.3. REQ o Open standard software to be used for other hardware; o Open standard software to print different booklet vendors - Please elaborate what exactly is expected by this requirement. Requirement is not clear. What is meant by “open standard software” ? Does it mean “open source software” ?
A446	No
Q447	Section 2.3. REQ Registration Module & Authentication Module - Please elaborate on the expected functionality of this module.

A447	Please refer to Q64 & 250 & 299
Q448	Section 2.3. REQ Provide all needed Software Development Kit (SDK) for Write/Read/Validate Operations compatible for the following and within secure and controlled manner - Please explain what exactly is expected by this requirement. Such SDK is not a part of standard product portfolio, but can be delivered as a custom component.
A448	Please refer Q47 & 252
Q449	Page 10 Section 2.5. REQ Staff should include "Certified OCSP" with at least three-year experience - Which level of certification (type of certification) is required for "Certified OCSP"?
A449	Offensive Security Certified Professional.
Q450	Tender forms in Arabic so it's needed to be submitted in Arabic only or we can translate and submit in English?
A450	Arabic only
Q451	Regarding the Contract/Agreement, its published in Arabic so do we have to comply with it at this stage in Arabic only or we can translate and comply in English?
A451	You can translate it , but you need to comply in Arabic
Q452	Contract/Agreement compliance needs a formal signed letter for it or we have to sign the draft only?
A452	You can sign the draft at the stage of bidding, and the winning bidder will sign the agreement with the ministry after the award
Q453	Contract/Agreement Deviation table submission if any, its allowed at this stage or not?
A453	No

Q454	Following to the below email, please we kindly need also an explanation and description about the local representative for MODEE.
A454	Please refer to Q359