MINUTES OF THE PRE BID MEETING FOR THE TENDER FOR BIOMETRIC AND SMART CARD SYSTEM HELD ON 13TH OCTOBER, 2016

PREAMBLE

The meeting was called to order at 10:45hrs by Mrs. C. Dzekedzeke who welcomed all present. It was mentioned that the main purpose of the meeting was to give an opportunity to bidders to seek clarification on areas which were not clear in the solicitation document. It was emphasised that the evaluation process would follow a three stage evaluation system and as such all bidders should ensure that all requirements are adhered to.

REPRESENTATIVES PRESENT

S/N	COMPANY NAME	REPRESENTATIVES NAME	CONTACT DETAILS
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5	RACKMART INVESTMENT	MARTIN NYAMBE	Martin.nyambe@gmail.com- 0977780920
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10	COGNITO ZAMBIA	NIR BIRAN	nir@cognito-int.com -
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36	NAPSA	C. DZEKEDZEKE	
37	NAPSA	MISOZI MBAWO	
38	NAPSA	MATHEW MVULA	
39	NAPSA	RITA NKHOMA	

Before questions were received, it was mentioned that NAPSA would respond to the queries which could not be addressed in the meeting by way of an addendum which will be published on the NAPSA website as well as emailed to the respective bidders who provided their email addresses.

QUESTIONS AND RESPONSES

S/N	QUESTION	RESPONSE
1	Will the project be funded by NAPSA or it is donor funded and also what budget line is attached to it.	The project will be funded by NAPSA and the budget figures cannot be released.
2	Since the briefing was not compulsory will the clarifications be published on the website so that even those absent can have the information	The minutes of the meeting will be published on the website and an addendum issued to that effect,
3	"Since the system should be able to house a minimum of 50 institutions that can offer a number of services e.g. bill payments." What operations are you considering to integrate with these 50 institutions	The system should have capability to integrate but it doesn't mean we are going to have 50 at a go .e.g. ZESCO can be integrated to pay bills i.e. through the solution and most houses looked at already have a system
4	Is there a specific interface for integration that should be considered	Yes. Refer to REQ_ID number 1 on page 168 of the RFP Document.
5	When you mention mobile virtual accounts, are you referring to the wallet-enabled smart card? If not, what are you referring to?	YES-we are referring to the wallet enabled smart cards
6	How many users should receive training to use the system	The bidder needs to mention how many users they are able to train as trainers can be linked to the system
7	Can you provide a list of the points of service NAPSA currently has within their location	NAPSA has 29 points of service (i.e. Offices) located around the country but for this implementation, this will increase to include places like supermarkets, post-offices, etc.
8	Should we provide hardware and licencing for severs for the environments; development, testing, quality assurance, training, disaster recovery and production or just provide the specifications for these environments?	Refer to REQ_ID 29 and 30 on page 174 of the RFP document. Apart from the pieces of hardware mentioned in REQ_ID 30 (including enrolment kits), the bidder is only expected to state the minimum hardware requirements that can work with their proposed solution.
9	For identifying bankable population groups (citizen or non-citizen) with unique bank identity number, will it be needed to integrate with external institutions like banks? Which services or interfaces should be considered?	The integration with the Banks is not in the scope of this project. All NAPSA members will be identified by the NAPSA social security number (SSN) together with their other associated details sitting on the SSN.
10	For citizens that can have a bank account, transfers will be made to that bank account? Is this interpretation correct?	NO- All payments through this solution will be made to the card through e-wallet account on their cards.
11	"The system MUST be on-line and real time as well as able to work off-line" what kind of operations do you expect to	Refer to REQ_ID numbers 6 (i.e. page 163), 7 (i.e. page 164) and 2 (i.e. page 168) of the RFP document. Almost all

	manage offline? Is it admissible that each client is assigned to a specific POS concerning offline operations?	user operations such as registration (or KYC), payment processing (e.g. deduct amount on the card), etc. should be done both offline and online. A mechanism to synchronise with the main system, after performing offline transactions, should be put in place when each Kit or POS gets connectivity.
12	"Front-end POS device and ATM software that can c0-exist with the other 3rd party application and have biometric authentication capability"- what ATM software are we referring to? Could you describe and use case that illustrates this requirement?	This is expected to be the standard ATM software but with biometric capabilities to identify the card holder when the card is being used on the ATM. The bidder can propose a use-case of how their solution achieves this requirement at the system design stage with the successful bidder.
13	What formats should be considered for electronic transfer of funds?	There will be no transfer of funds to different banks through this solution.
14	We are assuming Siebel will keep being the master of the beneficiaries and employers data. Is this true?	YES but this solution will then hold the biometric information of all beneficiaries and employers.
15	What are the main operations supported by Siebel nowadays?	Contributions (i.e. registration and returns processing) and Benefits (i.e. claim processing)
16	What is the version of NAPSA's oracle Siebel? What are the main modules installed?	TBA
17	Do the physical points of service have access to the Siebel application	NO except for those within NAPSA offices.
18	Does NAPSA currently have an integration layer? What technology is it based on?	Assuming with Siebel, this will be discussed with successful bidder. But the proposed solution should be able to work with and integrate with oracle Siebel
19	Do you consider that this project will imply making changes to the Siebel platform? If yes, is it included in the scope of this project, or NAPSA will have a 3rd party making those changes?	NO
20	Is there any specific requirements about the cards material (ex: PVC,PET, POLYCARBONATE)	The respondent should state their proposed card and only ensure that their card must have the best known standard security features and be of near life durability.
21	Should it have details printed on it e.g. personal details, serial number and logo	Yes, standard branding with serial number and logos should be done but printing of other dynamic data such as personal details should be done using the enrolment kit when issuing the card

22	Is the printer part of the deliverables	YES – because we would have to go in the field with the whole kit
23	Should legal, medical, personal or any other information be carried on the card? Are we interfacing to something?	Yes. We may not know how much information is out there in these categories but the card should have capability to capture the minimal standard information in each of these categories (e.g. Legal, medical, etc) as this may be used by NAPSA in the near future. We are currently not interfacing with any such institutions.
24	What kind of security is expected on the card	It needs to have best known standard card security features as well as biometric authentication. Refer to REQ_ID 13 on page 166 of the RFP document.
25	Is there some base design that should be used for the new cards?	Yes it is there but that will have to be discussed with successful bidder as some amendments may need to be done to what's available.
26	Is there any specific requirement about cards graphic design that in what concerns security elements and against copy?	Yes, this should be provided for as part of the delivery of the biometric cards. Refer to point 25 above and 29 below.
27	Are there any specific requirements related to the smart card personalisation technology?	Yes, this should be part of the delivery of the mobile Kits which will be used to issue cards among other services. Refer to point 29 below.
28	Beyond the 2000 smart card batch, what is the approximate prediction of amount of cards to be emitted in the first and following years?	TBA
29	How will the process for personalisation of each smart card be? Do you want to have a single place where smart cards are customised or a decentralised process in various service locations?	Standard card design can be done centrally but personalization when issuing will not be centralised, all stations should have the facility and ability to personalise and then issue using the mobile Kits.
30	Should they be issued offline	YES- Since the mobile kits will be synchronised with the main system. Refer to REQ_ID 3 and 6 on page 163 of the RFP document
31	In case it should be a decentralised process, how many locations will have the possibility to customise smart cards? For each of those places, how many smart cards are predicted to be customised each year?	A minimum of 29 locations (i.e. all enrolment kits delivered should have this capability to customise cards). For the estimates, refer to point 28 above as an overall for all service points as the actual distribution for each location cannot be determined at this stage.
32	Should the bidder include equipment to customise the smart cards	YES (i.e. Mobile Kits). Refer to point 29 above.

| 33	Who will be responsible for the operation of emitting smart cards?	NAPSA (staff will have to be trained)
34	What elements should be graphically customised on smart card (alphanumeric data, photo, images or other)	Alphanumeric data and images
35	In case you want the photo of the beneficiary to be printed in the card, should it be in colour or black and white	This should be in colour
36	What should be the validity of each card after emission?	TBA
37	Could you describe the use cases that you wish to support through biometric and bank features, including the interactions with POS, ATM and data capture locations?	The bidder should propose and then the final architecture will be discussed at design stage with the successful bidder.
38	On the smart card, beyond the finger print data, is it necessary to save additional biometric data	For now just the finger prints and images
39	How many finger prints per record do you want to have registered in the system and in the smart card?	All 10 fingers each (i.e. for the principle person and the proxy) bringing it to 20 fingers to be registered in the system and eventually on a card.
40	Should the beneficiary photo be registered in the smart card chip?	YES
41	Should the beneficiary photo be saved as an image or also as biometric information for automatic recognition? Should it be plus finger prints of the beneficiaries?	TBA
42	Should information for the beneficiary be stored on the card?	TBA
43	Beyond the finger print authentication, the alternative security input for authentication will be a PIN number?	YES – biometric authentication is an extension to the standard PIN authentication so both should be available on the card.
44	"following the previous question" how about the disabled ones	Assuming the don't have all their 10 fingers, they can use the PIN as an alternative or the proxy will have to come in as back up.
45	Is it needed to implement a KPI responsible for the digital certificate emission and /or electronic signature, with which there should be integrated?	This will only be required whenever a need to integrate with external systems arises (e.g. passing an instruction file to the bank). Otherwise, the kit should be all inclusive to be able to capture electronic signatures of all NAPSA clients.
46	Beyond authentication and verification, the card holder should be able to digitally sign the card?	YES

47	The applications on the card with personal, bank and other data should be disjunct from each other by different partners.	YES – No wonder the e-wallet enabled card comes in as it is separated on the wallet
48	Is it said that smart cards should be compatible with ATMs with biometric features. What are the specifications of these ATMs that should be considered?	This refers to ATMs with biometric authentication capabilities (e.g. Fingerprint or facial recognition authentication) apart from the standard ATM features.
49	A request was made to extend the closing date for submission of bids	We would have run the tender for four weeks but it has run for 6 weeks and as such may not be extended further.
50	We would want to know when the authority will get back to us with responses of queries raised	Taking into consideration the holidays coming forth, we hope to communicate to all by Wednesday next week. And if there are any other queries, all should be sent before we respond.
51	With the 21 days window, how do you count the days?	It's not later than 14 days prior to closing date.
52	Should all enrolment kits be mobile or stationed?	They should be mobile
53	Should the database be an oracle application?	Refer to REQ_ID 20 on page 172 of the RFP document. For as long as it can integrate perfectly with our current oracle on which our pension administration systems are running
54	"Online electronic funds loading" what does it mean? Can a pensioner load additional funds?	This simply mean the POS can be able to load funds onto the card whether it's in an offline or online mode. Pensioners will only be able to load funds disbursed to them by NAPSA.
55	With ITB 6 what should be provided by foreign bidders?	Since the tender is Open National Bidding, the foreign firm can form a joint venture with a local firm.
56	Who should the lead partner be?	TBA
57	With margin of preference, how will the joint venture be treated?	If the local partner is eligible for the preference, then it will be considered.
58	Can you reconfirm the currency of the bid?	TBA
59	Should the kit have capability to have GSM?	Yes it should have this capability to either use an inbuilt SIM or a dongle via USB to allow the kit to have connectivity especially in remote places.
60	Should the kit have a sim	Refer to point 59 above.
61	Are the bidders to supply the network?	NO – NAPSA will provide connectivity
62	Where the specifications done by NAPSA in house or it involved external parties?	It was done IN-HOUSE

63	What budget range is in place putting into consideration that foreign companies may be interested to venture?	Standard regulations do not allow us to disclose the budget but what is important to the bidders is to give a competitive propose at all 3 levels of evaluation (i.e. Preliminary, technical and financial)
64	Are you satisfied with the solution requirements? And do you see it work	YES - Since the initial requirement is from us and we have seen it work elsewhere.
65	Can you mention a company which has implemented a similar solution and it has worked	Such solutions have worked in countries like Botswana and Ghana. Bidders are encouraged do their own research on such solutions if they have any doubts of them working.
66	What is the duration of the project and are there any plans for post implementation?	Bidders are encouraged to include their proposed implementation plans but the final one will be agreed with the successful bidder. Refer to REQ_ID 24 on page 173 and ITB 14.1 of the RFP document.
67	What is the delivery period?	Refer to point 66 above.

Mrs. Rita Zulu

Secretary
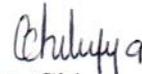
Mrs. Chipungu Dzekedzeke

Chairperson