#	Clarification Questions	Final Agreed/ Accepted Responses
1	1. Question: With respect to the following clause, please clarify if we need to procure new AFIS licenses that would work on new infra or you will provision the existing licenses that can work on new infra? "Transfer the IDMS and AFIS systems to the new infrastructure that will be in place at the Primary Data Site."	The Vendor is not asked to procure any new AFIS licenses. The Vendor is not asked to procure any new IDMS licenses too. The procurement of any licenses related to the above mentioned components is not within the scope of this contract. All needed licenses (AFIS, IDMS, Operating Systems and Database engines) and installation packages related to the existing Identity Management System will be provided by NCRA. The Vendor is free to provide any additional licenses or latest versions of the existing software on their own costs
2	2. Question: Can a fully secure, cloud based solution be considered for this? Such a solution will have 99.999% availability.	No cloud based solution will be considered. All the systems, applications and data will be stored in the Primary Data Center located at the NCRA headquarters in Freetown.
3	3. Question: Referring to RFP Section II Schedule of Requirements document, Section Technical Capacity, Staff experience, pages 69-70: Could you kindly explain who should sign the required "job letter of reference"? Our experts are legally employed by our company with the unterminated job contracts (personal data protection subject, thus cannot be provided to the third party according to EU regulations) and our company provides services to the public institutions via public procurement procedures (in these cases the reference letter is issued to the company, but not to our employees directly). In this case, will the job confirmation certificate from our company to our employee stating the required information on the client (third party) and data on the project will be satisfactory?	We fully understand your point. The letter of reference can be signed by the third party (beneficiary) if the expert has been contracted directly or by the employer when he has been part of a team (not been contracted directly by the beneficiary). In this case, for the experts having unterminated contract with the employer, the job confirmation certificate signed by the company (employer) stating all the required information on the third party, data on the project will be satisfactory.

4	4. Question: Referring to Requirement OE-2, "Workstation" and OE-7, "Peripherals" could you please kindly explain who will be responsible to deliver mentioned Portable kit and Laptop or Desktop Computer, printers and cameras to capture supportive documents? In case equipment will be purchased separately, please indicate exact planed amount of Portable Kit and Laptop/Desktop PC/ Printers and Cameras. The Bidders need to understand effort required to configure and operate above mentioned equipment.	The Vendor is not responsible for delivering any equipment mentioned in OE-2 and OE-7. The portable kits, laptop and desktops will be provided by NCRA. The Vendor is asked to provide a suitable solution, / application to work with the indicated machines. The details of the existing workstation are given at requirement OE-2, for both scenarios. The Vendor will be asked to configure and prepare an initial set of Workstation (mainly used for the offline application). The exact number of the workstations to be utilized is not set yet as it will depend on the number of the offices. In any case the Vendor will be asked to install and configure up to 300 (three hundred) biometric kits to work with the offline application. The rest of the kits will be installed by the NCRA technical staff, after successfully completing the training provided by the Vendor. For the other types of workstation that will utilize the online application, the Vendor should provide the optimal web browser version / configuration that supports the web-based application provided. There no specific task asked to the Vendor to be performed in this case.
5	5. Question: Referring to requirement OE-4, "Network" could you please confirm that provisioning of connectivity is out of current Tender scope.	Provision of connectivity is outside the scope of this Tender
6	6. Question: Referring to requirement OE-5, "Servers": As we understand specified equipment will be purchased separately by another Tender. However, we miss some important infrastructure elements like Firewalls and Backup Appliance or Backup Tape library. Could you please explain how network perimeter security and backup issues will be addressed from infrastructure side?	Perimeter security will be addressed using Next Generation Firewalls, which will protect Servers and Datacenter infrastructure from external traffic, using it's features like Malware and Threat protection, IPS etc. These firewalls also can be used to segment DC infrastructure, by putting different servers on different security zones, permitting, and allowing only necessary traffic for inter server communication. Backup will be addressed with dedicated backup solution using tape libraries, and corresponding backup software. Backup files on tapes will be encrypted for better security. Also, network can be segmented to allow communication between tape library and corresponding servers only.

7	7. Question: Keeping in mind short Tender implementation schedule late equipment delivery is foreseen as potential project implementation risk. Referring to requirement OE-5, "Servers" could you please explain how equipment delivery schedule will be managed to avoid current Tender delays?		Primary Data Center, including the servers will be procured through a separate tender process. UNOPS is managing both processes and will ensure close coordination in both processes
8	8. Question: Referring to scheme 2 Interlinkage of the three systems at NCRA, (Page 5) The Civil Register and the Population Register do not currently exist and therefore both need to be developed. Should the Population register be implemented from scratch in the scope of this project? Should it be a separate system from the CRVS, only integrated with it?		The scheme presented in page 5, gives a conceptual design as referred in the UN guidelines for the implementation of CRVS systems. The Population Register should be developed from scratch (because it does not exist) and should be integrated with the Civil Register which also does not exist, and should be developed from scratch too.
9	9. Question: Background information: For the full implementation of these two exercises, an ICT Infrastructure was implemented at NCRA that includes the central ICT systems consisting of an IDMS (Identity Management System) and AFIS (Automatic Fingerprint Identification System). A total of nearly 3,600 mobile biometric registration kits were procured for the exercises with capability to register people both online / offline mode (page 1). National Identity System: So, the National Identification System manages the: - Persons' identity data (alphanumeric data and biometric data) and - identity documents (e.g., National ID Cards) lifecycles (Page 3). Page 60 lists IDMS and AFIS as the components of National Identification System. Do we understand correctly: IDMS and AFIS are part/ modules /components of National identification system?		IDMS and AFIS are part of the existing infrastructure. The IDMS hosts the Database and AFIS handling the Biometric solution. They are existing as a single entity with application interfacing with them ie. IDMS and AFIS systems
10	10. Question: Referring to requirement RE-1: How many reports will be required in the scope of the project? Could you indicate the maximum?		Up to 50 reports: As many as possible based on outputs that meets CRVS implementation
11	11. Question: Referring to LDAP requirements (Page 58): Does NCRA already have LDAP repository of users? Can the existing LDAP repository be used for the user portal of CRVS? In what cases the new LDAP repository can be required? Should licenses for new LDAP be included by the bidder in the proposal?		No LDAP exist in the current Solution. Sucessful bidder will be required to implement
12	12. Question: Referring to National Identification System adoptions requirements: Upgrade of the existing biometric enrolment application (PAGE 60): Could you indicate the technologies of the biometric enrolment application to be upgraded (i.e., DBMS, source code language, is it a custom-made system or of-the-shelf product, etc.). Does the customer have and will be able to provide the source code to the Bidder? Does the Bidder understand correctly, that the warranty will only cover those parts that will be modified by the Bidder?		The source code will be made available. Existing warranties will be used but in the event a new one is required as a result of the upgrade, the vendor will be required to provide it. Warranties associated with bidder input will be covered by the bidder

13	13. Question: Referring to National Identification System adoptions requirements: Upgrade of the Identity Management System to accommodate the enrolment changes (PAGE 61): Could you indicate the technologies of the biometric enrolment application to be upgraded (i.e., DBMS, source code language, is it a custom-made system or of-the-shelf product, etc.). Does the customer have and will be able to provide the source code to the Bidder? Does the Bidder understand correctly, that the warranty will only cover those parts that will be modified by the Bidder?	The source code will be made available. Existing warranties will be used but in the event a new one is required as a result of the upgrade, the vendor will be required to provide it.
14	14. Question: Referring to Location of the Project: The project is located in Freetown, Sierra Leone. The CRVS system will be implemented in Freetown. The warranty and operational support services can be performed remotely. In the light of the current situation with regard to COVID - 19 and possible travel restrictions, will the Bidder be able to provide system designed, developed and implemented remotely or partially remotely?	Yes, part of the services can be provided remotely. All the sub-activities that are planned to be performed fully or partially remotely should be included in the workplan and agreed with the client. But some activities like business analyzes, validation of user requirements, acceptance test, etc. need to be undertaken on the site.
15	15. Question: Customer engagement is very important during system implementation and especially in designed and acceptance phases. How many clients staff / operational professionals will be involved and how will their involvement be ensured during the requirements analysis and system acceptance?	At most 8 people.The Authority will ensure that they are made available anytime they are needed by the vendor
16	16. Question:The terms of reference (TOR) schedule does not in any make reference to payments/revenue collection platform. Please clarify whether a solution is required to address payments/revenue collection.	Any payments/revenue collection platform is outside the scope of this tender.
17	17. Question: Time scales are too tight for delivery considering the covid-19 pandemic situation and other issues relating to manufacturing and shipping of products; and other flight challenges relating to movement of product developers. Is there any opportunity to give a realistic timetable to address product delivery? Could there be an extension of the timeline of six months to a more realistic schedule for product implementation considering the challenges highlighted above?	The Vendor should deliver within the given timeframe. There is no extension planned at this stage of the tender. However, if the Covid 19 pandemic situation in the region (West Africa) will escalate, we will try to address it accordingly. UNOPS has to validate this

18	18. Question: How many permanent registered officers, districts and general staff will be accessing and using the system?	The indicative number of online users is given at the performance requirement PF-2. The expected maximum number of online users connected at the same time is 250 (two hundred fifty). The other performance requirement PF-5, is asking " The system shall be scalable to handle up to twice the currently planned volumes of online CRVS system activity.". This means the system should be planned to handle **2500** online users. The number of the other users that will use the offline application, will depend very much on the strategy that NCRA will follow. No exact number can be given at this time.
19	19. Question: How many hospitals, primary health units (if any), etc will be using the system?	The indicative number of online users is given at the performance requirement PF-2. The expected maximum number of online users connected at the same time is 250 (two hundred fifty). The other performance requirement PF-5, is asking " The system shall be scalable to handle up to twice the currently planned volumes of online CRVS system activity.". This means the system should be planned to handle **2500** online users. The number of the other users that will use the offline application, will depend very much on the strategy that NCRA will follow. No exact number can be given at this time.
20	20. Question: What's the estimated users in total will be utilizing the system?	The indicative number of online users is given at the performance requirement PF-2. The expected maximum number of online users connected at the same time is 250 (two hundred fifty). The other performance requirement PF-5, is asking " The system shall be scalable to handle up to twice the currently planned volumes of online CRVS system activity.". This means the system should be planned to handle **2500** online users. The number of the other users that will use the offline application, will depend very much on the strategy that NCRA will follow. No exact number can be given at this time.
21	21.Question: Considering the challenges involved in mobilizing resources for bid submission in a covid-19 pandemic era, could there be an opportunity for bidding submission extension to an additional two (2) weeks to allow for a more through submission?	This question is answered and the two weeks extension is granted already.
21	21. Question: Regarding the existing biometric enrolment application & stations:	

	a	a. What is the platform it runs on? Hardware & Operating System	Oracle as the Database and Linux as the operating System with Docker Techology at central and SQL as Database and Windows 10 on the Mobile Kits.
	b	b. Is there a local RDBMS product? If yes, what is it and what version is used?	On the mobile kits is SQL server 2014
	c	c. What are the models of the peripheral devices being controlled?	VIU 820 (refer to OE-2 in the Tender Document)
	d	d. What is the development environment, runtime environment and language/s of the application?	JAVA and C#
	e	e. What biometric-related libraries are being used in the application?	Innovatrics
	f	f. What is the latest version of OS & RDBMS that the various applications have been tested to run on? E.g. Windows 10 1703.	Oracle as the Database and Linux as the operating System with Docker Techology at central and MS SQL 2014 as Database and Windows 10 on the Mobile Kits.
	22	22. Question: Regarding the Transfer the IDMS and AFIS systems to the new infrastructure:	
	a	a. What is the existing platform they currently run on? HW & OS	Oracle as the Database and Linux as the operating System with Docker Techology
	b	b. Is there a RDBMS product? If yes, what is it and what version is used?	Yes. Oracle as the Database and Linux as the operating System with Docker Techology
	c	c. What is the development environment, runtime environment and language/s for the application?	JAVA and C#
	d	d. What biometric engine is used to implement the AFIS? What version?	Innovatrics
	e	e. What is the latest version of OS & RDBMS that the various applications have been tested to run on?	Oracle as the Database and Linux as the operating System with Docker Techology at central and MS SQL 2014 as Database and Windows 10 on the Mobile Kits.
	23	23. Question: Regarding the Key Personnel required Certifications:	The required certificates are meant to be internationally recognized certificates like the examples given in certification requirements. The certificate should be issued by an internationally recognized body and should be related to the technology (platform, programming language, database, etc.) proposed by the Bidder.
	a	a. Certified professional for Software Architecture – Certified by who?	Certificate issued by an internationally recognized body or directly by the Vendor of the technology proposed to develop the system
	b	b. Certified Database Expert – Certified by who?	Certificate issued by an internationally recognized body or directly by the vendor of database proposed

24	24. Question: Good day, a quick question: Can a Bidder propose an exicting application that fulfills the requirements and functionalities, or is it expected from the awarded bidder to develop an application from scratch? In both situation, what happens with regards to intellectual property ? Thanks.	The Bidder is expected to have previous experience(s), which does not exclude the possibility that the Bidder has an existing application. The requested solution, although sharing the same principles of the vital event registration processes, at the end is a custom made solution fitting the NCRA needs. This means that the Bidder is free to choose between customizing an existing application or start it from scratch. The end product should fulfill all the requirements listed in this tender document. In both situations, the Vendor should transfer to the NCRA the source code of the solution developed for the NCRA. All bidders are required to use the existing NCRA solution and add the other components that are currently missing.	
25	25. Question: Printing of various certificates for recorded vital events		
a	i) What is expectation about the various certificates appearance: is it expected to be a PDF generated by the upcoming system with all the predefined design and legal text (which may be provided in a predesigned template)? Or is it expected to be printed on special certificate papers which including the various certificates template text accordingly and the task for printing perspective is to position the different labels onto it?	i) The various certificates are expected to be generated as PDF. The layout of certificates will be agreed upon with the Vendor during the business analysis process. In addition, the certificates are expected to be printed in unique A4 format securitized certificates.	
b	ii) Does any of the certificates to be printed contain repeating (0-N) sections of data, resulting in dynamic length certificate structure?	ii) None of the certificates is expected to have dynamic length	
c	iii) What is the expectation for the system for changing the certificate printing templates, is it enough with minor software update (for instance making it modular, requiring a single file patch deployment) or some kind of admin UI expected to support this by uploading structures or editing it on the UI (depending on the approach for printing the template) in case there will be change requested on a given certificate later?	iii) The certificate layout is not expected to change so often, and it is defined in the regulation. Modularity of the system is a crucial requirement.	
26	26. Question: OE-1		
a	i) Does the offline application expected to use local replica/cache from any of the Central Data for availability purposes for the offline scenario (which should be refreshed/kept up-to-date each time it gets online), or only the newly registered data should be stored there (until the next sync upload)?	i) the offline application is expected to use a local database/cache of the central database. The local database should contain the complete list of persons registered (basic information for each of them), which should be synchronized on each connection with the Central Database. Please refer to Use Case 24, "Synchronize the data."	
b	ii) According to Page 6 "updated data (e.g., updated list of persons) is pulled (received)", does this mean that the offline mode applications maintain a replica from the whole/subset of the central database, despite the Use Cases indicate that there are no offline data stored other than the new registrations?	ii) the local database in the offline Workstation will maintain a subset of the central database, consisting on the the full list of the persons and for each of them only critical information will be stored (NIN, name, date of birth, etc). In addition to the list of persons, the local database will store the data of the new registrations completed in that Workstation since the last synchronization	

c	iii) Uses Cases which requires check for existing data are not available in offline mode applications in offline state, and forms which require checking the existence of already existing names/IDs post-validated (before synchronisation of the data)?	iii) see answers above	
27	27. Question: OE-2 Internet Explorer support Considering the Internet Explorer lifecycle officially ends in 2022 by Microsoft, does is has to be supported?	All application should be able to use all browsers	
28	28. Question: OE-5		
a	i) Is it a hard (legal) requirement to use the NCRA HQ Data Center for an On-premises central location, or potentionally a cloud based (AWS/Azure/GCP) solution approach also can be an option (in order to increase reliability options)?	No cloud-based solution is considered as an option	
b	ii) In case of entirely On-premises solution is it required to have a HA/DR physical architecture and the mentioned 16 blade servers should cover the disaster recovery site requirements, resulting in 8 servers per site?	The mentioned 16 blade servers are for the Primary Data Center only. The Vendor should propose a High Availability solution (within the PDC) considering the fact that for the time being there is no Disaster Recovery Site.	
29	29. Question: PF-5 What is the approximate network bandwidth between the different offices and the NCRA HQ Data Center (as this information can be crucial for indentifying potential bottlenecks regarding the responsivity requirements)?	To be provided later	
30	30. Question: UB-2, UB-3 Is the project expected and possible to be handled entirely remotely – including the training – or On-site work/training expected. In the latter case in what degree (providing training material vs. On-site training time to time in different locations)?	The project is expected to be handled onsite and remotely, depending on the type of activities. The training is expected to be strictly done onsite unless the pandemic situation in Sierra Leone will make it impossible. In this case, part of the training can be done remotely / online	
31	31. Question: UB-4 Should Globalization/Localization (multilanguage and different number/date formats of a specific culture) be supported or is it entirely English only?	The official language in Sierra Leone is English. The system is expected to be in English only.	
32	32. Question: CRVS User Portal		
a	i) Are the User Role assignments (the basis of the RBAC) and Application related data structures required to be stored/maintained in the LDAP schema or can be part of the CRVS DB?	CRVS User Portal should function separately by the CRVS system, and it is required to use LDAP schema to storing its related data	
b	ii) Is the LDAP Repository required to be Open Source, or (Microsoft) Active Directory technology can be an option?	There is no limitation on the technology proposed. Please refer to the Portal part for more details	
33	33. Question: Migration of the existing citizens data to the new CRVS system		

	a	i) The 5.2 million persons are expected to be in one (more or less flat) data source or multiple LDAP sources with different structures should be integrated for ETL?	The 5.2 million existing citizens and residents are stored in a database (part of the Identity Management System) and has nothing to do with the LDAP
	b	ii) "quality check in close cooperation": does this mean that there are data cleansing and reconciliation (filtering records which are duplicates for some degree) tasks included in this?	Currently, NCRA is performing a national-wide verification and confirmation process calling all the citizens of Sierra Leone (registered or not) to show up and verify their data (if previously registered) or do a new registration (if not yet registered). On the other side, there is a digitization of past records ongoing, which will bring a new source of information. The existing data are expected to be cross-checked, sanitized, and so on before migrating to the new system. The vendor is required to work with the NCRA to migrate into the new layer and validate the exxisting data.
	34	34. Questions: Integration of the CRVS with the existing National Identification System/3rd parties What is the type of the interface/are there any special technology expectations which should be the basis of the communication toward the NIS and the third parties?	There is currently no CRVS, only an Identity management system. The new CRVS will use data from the existing Identity management system and shared with other third parties as agree by the NCRA.
	35	35. Questions: National Identification System	
	a	i) Can you describe some technical details about how to connect/what are the interfaces of the NIS components (Biometric Registration Kit, PARClient, IDMS, AFIS) to have brief information about their integration complexity? What is the expected approach to communicate with these devices/softwares?	NCRA to provide the answer later
	b	ii) Regarding the mentioned technology from 2016/17: are there any expectations related to the physical devices which should be offered/shipped as part of the solution as a device/software alternative, or the existing ones should be used as is?	The existing devices will be used for the solution
	36	36. Questions: Upgrade of the existing biometric enrolment application What is the technology (platform environment/programming language) of the Registration module, which should be upgraded by the provided source code?	Java, C# with MS SQL as the Database
	37	37. Questions: Upgrade of the Identity Management System What are the technology/expertise requirements for updating the IDMs, is it Oracle (PL/SQL)?	Oracle
	38	38. Questions: Setup and transfer of the IDMS and AFIS systems to the new infrastructure in the PDS Can we get more information about the details, what is in the scope of this subtask? Like On-site transfer and/or installation of physical devices and network infrastructure (cables), remote installation of software infrastructure, development of a new separated software module, etc.?	This does not require any physical hardware installation but only the software infrastructure installation and data transfer

39	39. Questions: Training Requirements	
a	i) Does the training expected to be done strictly by remote access techniques and provided materials or by Onsite presence as well?	The training is expected to be strictly done onsite unless the pandemic situation in Sierra Leone will make it impossible. In this case, part of the training can be done remotely / online
b	ii) Does the NCRA System Administrators have any known preassumed qualifications, which should be considered? What level of base technical competency can be assumed in terms of DevOps/DBA IT professional knowledge, which on top the training material should built targeting the System Administrators?	The training plan will be provided based on the technology utilized by the Vendor. The Bidders are encouraged to propose a minimum skill set they expect from the system administrators at NCRA. Since there is no limitation in the technology the Bidders can propose, the training curricula is expected to be a customized joint effort with NCRA to properly address the training of NCRA technical staff
39	39. Questions: Warranty requirements Is the locally based L1, and the regional L2-L3 support expected to be provided as part of the Supplier's scope or is it entirely handled by NCRA and the supplier's responsibility starting from getting the issue reported by the mentioned error report format?	NCRA will be responsible for the first-level support, mainly supporting users and collection issues. The issues should be reported from NCRA support staff, and from this point, the Supplier's responsibility starts.
40	40. Question: Technical capacity - Certifications What is the expectation for the "certified professional for Software Architecture" in case of Microsoft (.NET) technologies personnel, since general Architect exams does not exist for this technology stack (in fact provided for specific areas only like Azure, which may be irrelevant competency for the entire solution).	The Bidder is asked to include in the developer's team a certified software architect. Since the technical specifications has no limitations for the technology proposed by the Bidders, it is tough to come with a narrow and precise definition for this certification. In any case, Bidders are encouraged to provide a justification why the presented Software Architect Certification is relevant to the technology of the proposed solution.
41	*41. Question: the clarifications to our questions are very important for the qualitive proposal and taking into acount that the submission deadline is approching, we want to ask when we can expert to receive the clarifications. We need to have somje time to incorporate clarifications adequately to oir proposal.*	Extended
42	42. Question: Dear UNOPS, kindly provide clarifications on the following questions concerning support and maintenance:	
a	i) Do you have specific requirement for response time regarding: - management of access rights - different incident severity levels	Vendor can suggest
b	ii) What is the actual data sources for the data that should be migrated to the new system? Structured data like csv, or sql table or not structured data like scanned pdf documents?	Oracle

43	43. Question: Are the specified applications currently deployed on virtual machines or physical machines?	Both Virtual and Physical Servers
44	44. Question: If specified applications currently deployed on virtual machines:	
a	a. Can all virtual machines be moved to a new Primary Data Centre?	Yes
b	b. Or do only applications need to be redeployed?	
c	c. If it is possible to move virtual machines, is this will have to be done by NCRA staff.	Will be done by the vendor
d	d. If virtual machines can't be moved, will new virtual machines be prepared by NCRA staff.	Virtual machines will be prepared by the vendor
45	45. Question: It will be necessary to migrate the database to a new Primary Data Centre:	Yes
a	a. Who will migrate the database?	Vendor
b	b. Who will prepare operating system?	Vendor
c	c. Who will configure server and database?	Vendor
d	d. Who will configure network and firewall?	This is included in a separate tender. Vendor will work with the other contractor responsible
e	e. Is the manual available for database installation, deployment, restoration from backup/dump and configuration	No manual is available.
46	46. Question: Applications descriptions:	
a	a. Please provide the programming language(s) in which the applications are developed.	Language is C# and JAVA
b	b. Please provide used frameworks with versions.	.NET 4.5
c	c. Please provide 3RD party libraries and versions used in applications.	Not available at this stage can be sourced from source code
d	d. Is deployment manual available?	No
e	e. Is configuration manual available?	No
47	47. Question: After upgrade of the existing biometric enrolment application:	
a	a. Is it necessary to reinstall all "Biometric registration Kit" devices?	Yes. Vendor
b	b. Is deployment manual available?	No, Need to provide after the Upgrade
c	c. Is configuration manual available?	No, Need to provide after the Upgrade
48	48. Question: After upgrade of the Identity Management System to accommodate the enrolment changes:	
a	a. Is database object schema available?	Existing one available. Will be provided to the successful bidder

b	b. Is description of all database objects available?	Yes
49	49. Question: LDAP requirement table (page 58 of Section II - Schedule of requirements) contains different options working with LDAP. Could you please clarify the following:	
a	1) Is there a working LDAP infrastructure already?	No
b	2) What vendor's solution is used in this LDAP infrastructure?	None
50	50. Question: Request: Project References. The bidder should have at least 1 (one) Project Manager certified with the "SCRUM Master" certificate or equivalent. Can you please confirm that PMP Certificate is acceptable as equivalent with Scrum Master certification?	Scrum Master is the preferred certification, and it is more relevant in managing projects in the IT or related industry.
51	51. Question: Request: Under Project Management: (1) certified staff for the management of maintenance and SLA with ITIL Foundation Certificate. Staff experience requested Letter of reference under the lead of a similar IT project (civil registration and / or a population register project with SOA-architecture based solution (Service-oriented architecture).	
a	a. Could you please confirm that a reference from a similar IT Project (nation-wide pre-university education registration and reporting system) fulfills the criteria of reference as per above?	The reference asked is clear; civil registration/population register project with SOA architecture. Civil registration/population register is much more than enrolling persons.
b	b. Could you confirm that a Certificate of ISO/IEC 27001 of one of our personnel fulfills can be considered as the equivalent of ITIL Foundation Certificate?	The ITIL certificate is the preferred certificate or equalivalent.
52	52. Question: Request: At least 4 (four) developer certificates at foundation level, related to the programming language chosen to develop the system (e.g. Microsoft Certified Solutions Developer, C Certified Professional Programmer, Oracle Certified Java programmer, etc.). The certificates should be related to the programming language(s) used to develop the system.	
a	a. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Technology Specialist: .NET Framework?	Certificate should be relevant to the technology
b	b.Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Solutions Associate: Web Applications?	Certificate should be relevant to the technology
53	53. Question: Request: Developers team. At least 2 (two) developer certificates at professional level, related to the programming language chosen to develop the system.	Certificate should be relevant to the technology
a	a. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Technology Specialist: .NET Framework?	Certificate should be relevant to the technology

b	b. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Solutions Associate: Web Applications?	Certificate should be relevant to the technology
c	c. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Application Developer: Microsoft. NET?	Certificate should be relevant to the technology
54	54. Question: Request: Developers team. At least 1 (one) developer certificate at master, related to the programming language chosen to develop the system	Certificate should be relevant to the technology
a	a. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Technology Specialist: .NET Framework?	Certificate should be relevant to the technology
b	b. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Solutions Associate: Web Applications?	Certificate should be relevant to the technology
c	c. Could you please confirm if it is acceptable that some of our developers has a Microsoft Certified Professional Transcript – Designing Business Intelligence Solutions with Microsoft SQL Server?	Certificate should be relevant to the technology
d	d. Could you please confirm if it is acceptable that some of our developers has certificate: Microsoft Certified Technology Specialist: SQL Server 2008, Implementation and Maintenance?	Certificate should be relevant to the technology
e	e. Could you please confirm if it is acceptable that some of our developers has a Microsoft Certified Professional Transcript – Designing Business Intelligence Solutions with Microsoft SQL Server?	Certificate should be relevant to the technology
f	f.. Refering to the project, due to this pandemic situation, short deadline for submission and also because of the holidays, we kindly asking you if it is possible to postpone the deadline of submission of the project at least for two weeks?	