

Supplementary Document 2 - Additional Information - RFP/FJI10-017-2021

#	Potential Queries	Response
1	Will the online application be applied by an individual only or do you also foresee an agent performing this action. Will there be a scenario of authorized agents uploading multiple applications.	We can foresee an agent performing this action as well; It is common practice in Vanuatu for agents to process applications for seasonal workers. However, individuals (non-seasonal workers) who require a PCC to open a new business/renewal of passport etc. will also apply through the web/app.
2	Is there a requirement for users to search the status of their applications?	This function will be good to have; we're open to either possibility.
3	Our assumption is that the user does not need to register to submit an application. Please confirm if you would like all the users to create an account before submitting the application?	Depends on the pro's/con's of registering a user. We are open to considering both options.
4	Integration Requirements:	
	Do the Civil Courts database, National ID database and the Immigration database allow api based integration? How is the data stored by each of these institutions. Are they in a structure database such as SQL or stored manually in excel sheets.	At present there are no API's. Data is mostly stored in excel format; National ID database is however run on SQL. Please read the feasibility report for more information.
	Payment Integration - Is there a requirement for integration with NBV's system. Will the users be paying using their debit card details or will it be an online banking exercise? What kind of facilities does NBV offer?	We foresee payment happening through banks and mobile money solutions offered by Vodafone and Digicel. We can facilitate discussions with MNO's and commercial banks including NBV.
5	Our assumption is that the following institutions will have access to the application. Please confirm if any other institution will be handling the application? OGCIO - Application administration - Creating Users, assigning roles and such. Vanuatu Police Force - PCO to process the application. Department of Civil Services - CRO to check and validate with the respective database. Office of the Commissioner to sign and approve. Department of Finance & Treasury - DoFT able to upload the payment received files.	The stakeholders are clarified in the ePCC design document (appended to the RFP announcement). Additional groundwork needs to be completed to ascertain more stakeholders if any.
6	Is the application going to be hosted by OGCIO? Can you please elaborate on the current infrastructure in which the application is to be hosted.	That is the understanding; OGCIO will host the application. The winning consultancy will have the opportunity to discuss this further with OGCIO.
7	Is there a requirement for the application to be hosted on the cloud?	It Depends on OGCIO's requirement.