



CLARIFICATIONS NO. 3

Answers to the questions raised by the bidders:

REQUEST FOR QUOTATION (RFQ) for the provision of biometric software development

Ref: IOM/RFQ/2024/039

15 August 2024

Nr.	Questions	Answers
1	<p>Security clearance certificate: "The bidder must have the security verifications at the highest possible level of security certificate (security clearance certificate) issued by the State Security Institutions at the country the business is registered, for private companies. For companies registered out of Kosovo, such security certificate shall be confirmed by the by Kosovo relevant authorities. Such certificate shall be issued prior signing of the contract between IOM and the Economic Operator."</p> <p>The question is the following: in the case of a grouping of companies participating in the tender, must the certificate be held by all companies, or is it sufficient for only one to have it? In this specific case, must the company that holds the certification also be the group leader?</p>	<p>The bidder must have the security certificate issued by the component authority regarding the security clearance based on Kosovo's current laws and regulations.</p> <p>Regarding the question about the consortium of economic operators, it is mandatory that all operators that are part of the consortium are verified and equipped with an industrial safety certificate. Please see answer 18 further for consortium/joint ventures.</p>
2	<p>For the peripherals we understood that the interaction with the central AFIS system takes place exclusively through Thales Web ID licenses. While for the central BIS part to be developed, how do communications take place between the system and the central AFIS system for biometric verification? Does AFIS expose APIs for interaction itself? Or once the APIs on the BIS side have been created, will third-party integration with the AFIS system be implemented?</p> <p>Because at present it is not obvious that a proprietary system like AFIS allows the consultation and recording of data from third-party applications. To do this around the world, AFIS manufacturers develop very expensive projects for interfacing platforms for biometric databases, automatically or through manual stations, such as CAFIS, for the exclusive use of specialists and without services exposed to the outside.</p>	<p>Kosovo Police has the Web ID Licenses provided before as donation by the Swiss Government and are fully functional including interconnection with AFIS for biometric verification. So, there are a total of 56 scanners and 56 Web ID licenses that enable verification of fingerprints with AFIS. But consider that <u>those do not store the fingerprints</u>. In addition, there is no application developed, but Web ID licenses use its own software provided by Thales (AFIS) just to perform the verification.</p>
3	<p>Connecting to the Central Fingerprint Verification System (AFIS) How the new system we're building will connect to the central fingerprint verification system (AFIS). We understand that other devices will connect through Thales Web ID licenses. However, for our system,</p>	<p>The interconnection from the new system (BIS) to be developed will enable verification with AFIS. AFIS provides an API and it works based on the existing licenses. No need for separate project for interconnection, since the Kosovo Police has Web ID</p>

	<p>how will it communicate with AFIS to verify fingerprints?</p> <ul style="list-style-type: none"> • Does AFIS offer a way for other systems to connect directly (like an API)? • If not, will we need a separate project to connect our system to AFIS? We're concerned because some fingerprint verification systems are closed and don't allow easy connections from outside programs. Usually, these systems require specialists and special interfaces which can be very expensive. 	<p>Licenses, what will need to do is just to interconnect from BIS, not by Web ID Software provided by Thales.</p>
<p>4</p>	<p>Security Clearance Certificate for Group Bids The document states that a "security clearance certificate" issued by the State Security Institutions is required. Our question is: If a group of companies is bidding together, does each company need this certificate, or can just one member of the group hold it? Additionally, does the company with the certificate need to be the leader of the group?</p>	<p>Please refer to answer on the Question no. 1</p>
<p>5</p>	<p>Participation as a Consortium: All published RFQ documents are formulated with the expectation that all bidders will be individual companies. There are no instructions provided for participation as a consortium. Could you please clarify if (1) participation as a consortium is authorized, and, if yes, (2) what your exact instructions for consortia are, e.g. which required documents (eligibility section, Annex 2, Annex 3, vendor information sheet, etc.) should be provided once for the whole consortium and which documents should be provided from each consortium member. Are we authorized to alter the provided forms to reflect the fact that we are participating as a consortium?</p>	<p>Please note that the Request for Quotation normally doesn't foresee the consortium or joint ventures as it reflects the thresholds that are normally completed by sole bidders, however in case of consortium Section 7.5.1 of IOM Procurement Manual shall apply, reading as following:</p> <p>7.5.1 Joint ventures, consortia or associations</p> <p>If the bidder is or represents a group of legal entities that will form or have formed a joint venture, consortium or association (also generally referred to in this section as a joint venture) at the time of the submission of the offer, the legal entities shall confirm in their offer that: (a) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this shall be evidenced by a duly notarized joint venture agreement (or equivalent) among the legal entities, which shall be submitted along with the offer; and (b) if they are awarded the contract, the contract shall be entered into by and between IOM and the designated lead entity, which shall be acting for and on behalf of all entities that comprise the joint venture.</p> <p>After the offer has been submitted to IOM, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of IOM. Furthermore, neither the lead entity nor any member entity of the joint venture can submit another offer, either in its own capacity or as a lead entity or a member entity of another joint venture.</p> <p>The description of the organization of the joint venture must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the</p>

		<p>RFQ/ITB/RFP. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by IOM.</p> <p>Where a joint venture is presenting its track record and experience in a similar undertaking to those required in the RFQ/ITB/RFP, it should present such information in the following manner:</p> <p>(a) Those that were undertaken together by the joint venture;</p> <p>(b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the requirements defined in the RFQ/ITB/RFP.</p> <p>Previous contracts completed by individual experts working privately, but who are permanently or were temporarily associated with any of the joint venture members, cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p>
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6	<p>Security Clearance Certificate: see Section 2, 'eligibility' of RFQ document. It is our understanding that, for companies based outside of Kosovo, this certificate is not part of the initial quotation documents provided by bidders but is instead initiated by IOM after the selection of a candidate and prior to the signing of the contract. Please confirm if our understanding in this matter is correct.</p>	<p>For companies based outside Kosovo, they should have the Security Clearance Certificate issued by a competent issuing authority in the country the company is registered. However, competent authority in Kosovo will validate the Security Clearance Certificate as per legislation in force.</p>
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7.	<p>In section "5.2 Equipment Infrastructure" in Annex 1 (ToR) you stated:</p> <p>"NOTE: The current licenses DO NOT support the enrollment/storage of fingerprints! For enrollment/storage of fingerprints, other licenses/SDKs should take place. These relevant licenses will not be provided by Kosovo Police as beneficiary party. But should be ensured by Economic Operator who will be in charge for installation, configuration and development of BIS. Licenses should be provided by EO life-time." In the previous clarifications document (Clarificationn_No.1.pdf) related to Chameleon 8 devices you have stated "The bidder will need to upgrade (26) licenses for performing biometric enrollment." -</p> <p>Question: How many new licenses (if any) do you require and how many existing licenses need to be upgraded?</p> <table border="1" data-bbox="251 1759 704 1856"> <thead> <tr> <th data-bbox="251 1759 418 1793">Device</th> <th data-bbox="418 1759 505 1793">New Licenses</th> <th data-bbox="505 1759 602 1793">Existing Licenses</th> <th data-bbox="602 1759 704 1793">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="251 1793 418 1856"></td> <td data-bbox="418 1793 505 1856"></td> <td data-bbox="505 1793 602 1856"></td> <td data-bbox="602 1793 704 1856"></td> </tr> </tbody> </table>	Device	New Licenses	Existing Licenses	Total					<p>Yes, 30 Scanners and 26 Chameleon Single Plus 8 Tablets, total 56 licenses/equipment.</p>
Device	New Licenses	Existing Licenses	Total							

	<table border="1"> <tr> <td>Dacty Scan 40i</td> <td>0</td> <td>30</td> <td>30</td> </tr> <tr> <td>Chameleon Single Plus 8</td> <td>0</td> <td>26</td> <td>26</td> </tr> </table>	Dacty Scan 40i	0	30	30	Chameleon Single Plus 8	0	26	26	
Dacty Scan 40i	0	30	30							
Chameleon Single Plus 8	0	26	26							
8	<p>in reference to the RFQ procedure (Ref.: IOM/RFQ/2024/039) for the provision of biometric software development, we would like to request clarification regarding clause 10 (Intellectual Property) of the General Conditions of Contract.</p> <p>According to this clause, all IPRs resulting from the performance of the Services shall be vested in IOM. Kindly confirm that only IPRs which are created during project execution specifically for the project are covered by this clause, i.e. that any and all background IPRs, i.e. IPRs which are already existing at the time of contract conclusion are not subject to this clause. For background IRPs the supplier grants a non-exclusive, non-transferable, perpetual right of use.</p>	<p>Intellectual property rights will be automatically transferred to the beneficiary, in this case to Kosovo Police upon handover of the Project deliverables.</p>								
9	<p>In the technical specification of this bidding procedure <i>Chapter 8.2 Biometric Data</i>, page 25, it is requested:</p> <ol style="list-style-type: none"> 1. Facial Recognition: <i>This involves analysing facial features, such as the shape of the face, distance between eyes, and the contour of the jawline, to identify a person.</i> 2. Data Collection: <i>The individual's biometric features are captured using specialized sensors or devices. For example, a fingerprint scanner captures the fingerprint, a camera captures facial features, or a microphone records voice pattern.</i> <p>a) Please kindly specify the dispositives (hardware which will be utilized) already in place that will be used for facial capture.</p> <p>b) Please list all devices (brand and model) that will be used for facial capture.</p> <p>c) Please list all APIs that such devices support. Should the system support 2D, 3D facial recognition, or both?</p> <p>d) Are there any accuracy or performance benchmarks that the system must meet (e.g., minimum false acceptance rate (FAR) and false rejection rate (FRR))?</p>	<p>There is not specified special development for Face Recognition, it was just mentioned to Biometric Data, but for this phase there is no need to develop anything related to face recognition. But only the fingerprints enrollment.</p>								

	<p>e) What are the required standards or protocols for capturing biometric data (e.g., image resolution, sensor specifications)?</p> <p>f) What are the data privacy and security requirements for storing and processing the collected biometric data?</p>																																		
10	<p>In the technical specification of this bidding procedure Chapter 9 Integration, page 28-30, it is requested:</p> <p><i>The BIS system is considered complex in terms of interconnectivity with other systems internally and externally. In this regard it should be able to send and receive data with following systems</i></p> <table border="1" data-bbox="337 552 768 989"> <thead> <tr> <th>No</th> <th>API Description</th> <th>API Type</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>BMS Stop list Check</td> <td>Rest</td> </tr> <tr> <td>2</td> <td>KPIS Warrant Check</td> <td>Rest</td> </tr> <tr> <td>3</td> <td>DCAM Data Send/Receive</td> <td>Rest</td> </tr> <tr> <td>4</td> <td>AFIS Fingerprint Check</td> <td>Rest</td> </tr> <tr> <td>5</td> <td>ILECU Fingerprint Check</td> <td>Rest</td> </tr> <tr> <td>6</td> <td>ILECU Personal Data Check</td> <td>Rest</td> </tr> <tr> <td>7</td> <td>KVIS Persons Check</td> <td>Rest</td> </tr> <tr> <td>8</td> <td>KVIS Fingerprint Check</td> <td>Rest</td> </tr> <tr> <td>9</td> <td>Check Overstaying 90/180</td> <td>Rest</td> </tr> <tr> <td>10</td> <td>DPD Fingerprint Check</td> <td>Rest</td> </tr> </tbody> </table> <p>Kindly clarify/confirm that the scope of this tender is developing only the web service client from the biometric system. We assume that all API's on the external systems are already in place and not within the scope and responsibility of the bidder.</p>	No	API Description	API Type	1	BMS Stop list Check	Rest	2	KPIS Warrant Check	Rest	3	DCAM Data Send/Receive	Rest	4	AFIS Fingerprint Check	Rest	5	ILECU Fingerprint Check	Rest	6	ILECU Personal Data Check	Rest	7	KVIS Persons Check	Rest	8	KVIS Fingerprint Check	Rest	9	Check Overstaying 90/180	Rest	10	DPD Fingerprint Check	Rest	<p>It is necessary to develop a software solution BIS (Biometric Identification System) that would be integrated as Module within BMS system that Kosovo Police has in use, while the API will need to be developed separately to interconnect BIS with other agencies/sectors. So, for each interconnectivity an API will need to be developed.</p>
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10	DPD Fingerprint Check	Rest																																	
11	<p>Regarding the mobile application, should we prioritize developing a new application or integrating with the existing BMS system? Are there specific conditions under which one option is preferred over the other?</p>	<p>There is no need to develop separate mobile application, but the new features specified in the ToR to be integrated at the existing BMS Mobile application source code of which will be provided by Kosovo Police.</p>																																	
12	<p>Could you please confirm the exact data that needs to be exchanged through the various APIs? Are there any specific data formats or protocols that we need to adhere to beyond what is currently mentioned?</p>	<p>Most common data of the persons such: names, surnames, IDs, passport number, issuing country, status, and fingerprint captured data. These data can variates based on the API purpose.</p>																																	
13	<p>Are there any specific security standards or frameworks, such as ISO 27001, that the Biometric Identification System needs to comply with, particularly in relation to data access and encryption?</p>	<p>Only what is required by ToR.</p>																																	

14	Considering the sensitive nature of personal and biometric data, are there any additional compliance requirements or privacy impact assessments that need to be conducted beyond those mentioned in the document?	Only what is required by ToR.												
15	The training plan mentions training for trainers, police officers, and IT staff. Could you clarify the expected level of proficiency for each group after training? Will there be any ongoing support or refresher training sessions after the initial training phase?	There is no need for refreshing training, it will be held once time by the Contracted Company Trainer and will train Kosovo Police Trainers how to use BIS application. Kosovo Police then will train their personnels.												
16	Regarding the requirements for Server Infrastructure could you please inform us if you provide the necessary resources in your virtual infrastructure to install 3 VMs with the characteristics as in Table 1. Hardware Resources Requirements of the Annex1 Terms of References?	Kosovo Police will provide the VMs with the resources specified at Table 1. Hardware Resource Requirements. The Economic Operator will receive credentials and will start configurations for the solution provided. Regarding the OS and OS Licenses, Kosovo Police will handle it.												
17	<p>Regarding this request from Annex1 Terms of References:</p> <p>While, regarding the SDK licenses, Kosovo Police provides the licenses for these equipment's that ensures the communication with the AFIS system. Please refer to Table 4.</p> <p>Table 4. Licenses for communication with AFIS</p> <table border="1" data-bbox="245 1024 776 1115"> <thead> <tr> <th>No</th> <th>Type</th> <th>License Type</th> <th>QTY</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>License</td> <td>Thales Web ID</td> <td>30</td> </tr> <tr> <td>2</td> <td>License</td> <td>Thales Web ID</td> <td>26</td> </tr> </tbody> </table> <p>Could please confirm that these is the exact number of licenses that you have existing in your infrastructure? And also give us more detail information if we need to provide the new license with all the features that you mentioned in the requests or upgrade the existing licenses with new features requested?</p>	No	Type	License Type	QTY	1	License	Thales Web ID	30	2	License	Thales Web ID	26	Yes, we confirm.
No	Type	License Type	QTY											
1	License	Thales Web ID	30											
2	License	Thales Web ID	26											
18	Due to the complexity and scope of the project and considering the period of this months, we kindly request from you to postpone the submission of the bid for at least 10 days? This additional time will allow us to thoroughly analyze more the project requirements after receiving your answers as well and prepare a comprehensive and competitive proposal that meets your expectations.	We regret to inform you that the deadline cannot be extended due to the project's timeline. The procedure was published on June 26, 2024, providing a submission window of over 60 days, which we believe is ample time to prepare and submit a quotation.												

End of Text.