

CLARIFICATIONS NO. 1

Answers to the questions raised by the bidders:

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

Ref: IOM/RFQ/2024/039

8 July 2024

Nr.	Questions	Answers
1	<p>We are reading the requirements, and we are unclear if the offer will have to include a new afis software or if fingerprints will be stored in the existing AFIS (we assume it is a Thales AFIS). Can you kindly confirm that point? We are primarily an AFIS provider, so we want to understand if we can have any scope in this rfq.</p>	<p>Fingerprints will not be stored in AFIS database but will be stored in the database that will be developed. But AFIS database will be used only to do find/match.</p>
2	<p>Section 5.1: Server Infrastructure</p> <ul style="list-style-type: none"> • The BIS system requires three servers: two application servers with 4 vCPU, 32 GB RAM, 100 GB SSD, and one database server with 8 vCPU, 64 GB RAM, 300 GB SSD. The database server must run on Microsoft SQL Server 2019/2022 Standard Edition. <p>a) Given the BIS system's requirement for handling frequent reads/writes and complex queries, do you anticipate the transactional loads will stay within the Microsoft SQL Server 2019/2022 Standard Edition's limitations of up to 24 cores and 128 GB memory?</p> <p>b) Considering that SQL Server 2019/2022 Standard Edition supports up to 32 GB of memory-optimized data, can you confirm that this will be sufficient for the BIS system's in-memory data requirements?</p> <p>c) With the Standard Edition only supporting basic availability groups (single database failover), do you foresee any issues meeting the BIS system's high availability and disaster recovery requirements? If so, what measures are planned to address these limitations?</p>	<p>Answers to Section 5.1: Server Infrastructure</p> <p>a) Yes, it will be able to handle frequent reads/writes as well as complex queries. So, the MS SQL Server 2019/2022 Standard Edition supports up to 24 CPU cores and up to 128 RAM Memory that will be enough for such workloads expected to be generated.</p> <p>b) MS SQL Server standard edition supports up to 128 GB Ram but for In-Memory it will be enough for such workloads. This assessment is done in accordance with the IT technical team of KP based on the existing applications and database that KP have on use.</p> <p>c) This will be enough for creation of a single availability group that will ensure disaster recovery and high availability. So, it will meet criteria for ensuring high availability.</p>

	<p>d) Given the hardware specifications of the provided servers and the limitations of the SQL Server Standard Edition, how do you plan to ensure that performance and scalability requirements are met, especially under peak loads?</p>	<p>d) in accordance with Kosovo Police, in case of workload increase, the Kosovo Police will be ready to increase the VMs capacity (RAM memory up to 256 GB and CPU up to 32 Cores as well as the MS SQL Server License upgrade from Standard Edition to Enterprise Edition.</p>
3	<p>a) Can you confirm that the total number of SDK licenses that you require is 30 + 26? b) Can you confirm that the license's the bidder provides, must be read and write types of licenses</p>	<p>a) We confirm that the total number of SDK licenses required is 30 + 26. b) With existing licenses will be able only to find and match (Read), while with upgrade of licenses should be able to enroll/register (write) biometric enrolment.</p>
4	<p>In "Figure 1" you mention Chameleon Single Plus 8, whereas in section "6.3 Mobile Applications" you state that the mobile application must accommodate Chameleon 8 devices.</p> <p>a. Are you referring to the same device?</p> <p>b. If not the same device:</p> <p>i. Can you confirm that a single mobile application is required to run on both devices?</p> <p>ii. Do both devices run a Windows operating system?</p> <p>iii. The bidder will provide SDK (26) Licenses for Chameleon Single Plus 8</p>	<p>a) Yes, we refer to the same device. It operates on Windows Operating System.</p> <p>iii. The bidder will need to upgrade (26) licenses for performing biometric enrollment.</p>
5	<p>Section 9: Integrations</p> <ul style="list-style-type: none"> The BIS system should integrate with various existing systems, including the Kosovo Police Information System (KPIS) and the Border Management System (BMS). <p>Can you confirm that all integration and development activities, including any necessary adjustments or enhancements to APIs and data schemas, will be performed solely within the BIS and KPS systems, and no development work will be required on external vendor or third-party systems?</p>	<p>Section 9: Integrations</p> <p>All developments for integration (APIs) will be developed through BIS system to make them ready for communication and exchanging data with other systems defined in ToR. Only database of the Department for Citizenship, Asylum and Migration (DCAM) within the Ministry of Internal Affairs will develop their API to enable data exchange with BIS. But the API will be developed by Ministry of Internal Affairs itself as they are now in the process of upgrading their database. So, all other APIs defined in ToR will need to be developed by the contracted bidder.</p>

End of Text.