

# *Tender clarification 1*

**Contract title: Supply of registration materials.**

**Publication reference: Somaliland NEC 2008-01.**

This document answers questions posed by vendors in relation to tender dossier for the Somaliland registration tender.

## *Instructions to tenderers*

**Q01. Timetable deadline for submission is 5/4/08 while page 4 10.3 deadline is 27/3/08 can you clarify pls.**

**Deadline Date and Time for Submission: Can you precise the exact date of submission as in page 2 of the Tender Document on the Timetable it is written : 05 April 2008 at 12:00 and on page 4 - article 10.3 / page 8 article 19.2 the submission date mentioned is 27 March 2008?**

**Please confirm the deadline for handing in proposals because two dates are mention in the material: 27<sup>th</sup> of March. 5<sup>th</sup> of April.**

Apologies for the error. Correct submission date is 05 April 2008 (noon Somaliland time). The correct dates and times are listed in the timetable on page 2 of the instruction to tenderers.

**Q02. 19.2 Opening of tenders: The tenders will be opened in public session on 27 March, 2008 at 1600 at the National Electoral Commission compound by the committee appointed for the purpose. In chapter 2, Timetable: Tender opening session will be 5<sup>th</sup> of April, 2008, please give us the correct date and time for the opening session.**

The correct time for tender opening session is 16:00 Somaliland time 05 April 2008.

**Q03. 13. Clarification request up to 21 days. Deadline in the timetable 15/3/08, tender published 7/3/08 can you clarify pls.**

“...up to 21 days before the deadline for submission of tenders”. The deadline for submission is 05 April. The deadline for requesting clarifications was 21 days before that, i.e. 15 March. There is no relation to the date the tender was published.

**Q04. Delivery time – please confirm delivery time because two different dates are mention in the material: Last date of delivery 7 of June 2008; Last date of delivery MAY 2008.**

The correct last date of delivery is 07 June 2008.

**Q05. Delivery place – please confirm final delivery place because two different places are mention in the material: DDU Egal International Airport, Hargeisa, Somaliland; DDU NEC compound in Hargeisa, Somaliland.**

The correct place of delivery is Egal International Airport, Hargeisa, Somaliland. For lot 1 in particular, please note that contractor is responsible for installation of server hardware in the NEC server room in Hargeisa (Annex II – technical specifications page 6, point 1.15). NEC/Interpeace will be responsible for transportation from airport to NEC; inspection and acceptance will take place at NEC as the airport does not provide suitable venue.

**Q06. Who is the Contracting authority (NEC or Interpeace (Jerry McCann))?**

The contracting authority is Interpeace. (NEC, the National Electoral Commission of Somaliland, is the beneficiary).

**Q07. Is Origin of supplies necessary and if so are there restrictions.**

Origin must be stated for all goods, in tender as well as at delivery (Instruction to tenderers page 3, point 4). There are no restrictions in origin of goods (Interpeace has sought and received derogation from the rule of origin normally applied by the European Commission due to the special nature of this tender).

**Q08. Does certificate of origin required for an equipment of a unit cost less than EUR 5,000.**

Yes, certificate of origin is required for all items per article 10.3 of the general conditions.

**Q09. Is non DHL courier delivery acceptable (say in person)?**

Yes, delivery in person to the National Electoral Commission is acceptable, please see instruction to tenderers page 4, point 10.3. Note that tender must still be submitted electronically to the E-mail address specified.

**Q10. Is there an opportunity for presentation by bidders at technical evaluation stage? Can this be considered?**

No, presentation will not be possible.

**Q11. Is there a nationality restriction for this tender?**

No, the tender is open to all nationalities.

**Q12. Conditions in 20.2 bullet points. can this be modified in such a way to not prevent participation of innovative and emerging businesses including local/semi local bodies (entities) with necessary alternative safeguards/tests and grantees that satisfies the Contracting Authority and interesting parties (Interpeace & NEC)**

The conditions regarding annual turnover, staff resources and past experience in the relevant field are meant to ensure the ability of the contractor to successfully complete the project as stipulated. The consequences of failure by contractor could have serious repercussions for the electoral timetable of Somaliland. The contracting authority will however be open to solidly documented alternative evidence of tenderers' ability to perform. In technical evaluation 20% of the score is assigned according to documented experience.

**Q13. 20.5 variant solutions: "Tenders ..... Only variants proposed by the tenderer submitting the lowest technically admissible tender will be considered by the Contracting Authority". Can you explain this further pls?**

In a few places tenderers are encouraged to quote for alternatives (e.g. webcams). These are alternatives inside the requirements of the technical specifications. Where two – technically compliant – alternatives have been quoted, an evaluation score will be calculated for each alternative (see Annex I Tender evaluation).

Tenderers are also allowed to propose their own variant solutions that may fall outside the requirements in the technical specification. In that case the variant solution will only be considered if the tenderer has already been awarded the lot (based on the tenderers compliant solution). As example, all bidders on lot 2 must bid on a sponge/dipping ink bottle. Only the tenderer being awarded the lot based on a sponge/dipping bottle would have variants – say pens, sprays – being considered (this is an example, not an encouragement). This is to provide transparency and fair criteria for award.

**Q14. 21.2 procurement notice point 16. What is that (what is it referring to).**

Apologies; a procurement notice has not been issued. The mentioned "selection criteria" (that would otherwise have been listed in point 16 of the procurement notice) are now listed as "minimum qualifications" in point 20.2 (Instruction to tenderers page 9).

**Q15. Are split deliveries acceptable?**

Physical delivery to Hargeisa by successful tenderer may be split in several deliveries, e.g. flights, as long as last delivery is received by the stated deadline.

Please note that bids for partial lots or quantities will not be considered (Instruction to tenderers page 3, point 7.2). Tenderers must bid on all items in a lot.

**Q16. 11. Content of Tenders: The following link (below) is according the European Commission incorrect, please let us have the correct documentation. [http://ec.europa.eu/comm/europeaid/tender/practical\\_guide\\_2006/annexes\\_supplies\\_en.htm](http://ec.europa.eu/comm/europeaid/tender/practical_guide_2006/annexes_supplies_en.htm)**

The European Commission has updated their website after the dossier was completed. The annexes referred to are all included in the dossier that you have downloaded. There is no need to download annexes from the EC website. Nevertheless, the new link (at time of writing) is: [http://ec.europa.eu/europeaid/work/procedures/implementation/supplies/annexes\\_standard\\_documents/index\\_en.htm](http://ec.europa.eu/europeaid/work/procedures/implementation/supplies/annexes_standard_documents/index_en.htm)

## ***Special conditions***

**Q17. Article 13. Not in line with timetable (particularly since it says ALL) can you check that and advice pls.**

Apologies, the correct deadline for delivery is 07 June 2008. The correct dates and times are listed in the timetable on page 2 of the instruction to tenderers.

**Q18. Source code of registration. Can you explain the intention of this? Can this condition be re considered?**

Please see technical specification page 6. The intention of requiring source code for all registration software is to enable NEC to further develop the system for use in Somaliland.

**Q19. 18.1 in special conditions vs. 21.5 of instruction to Tenderers. Are these in conflict?**

The clauses are not in conflict. Work commences at the time of signature of contract. Point 21.5 theoretically allows the contractor 30 days to sign the contract, but as the contractor is bound by the delivery deadline it is assumed that contractor will react more expediently.

## ***Annex II – technical specifications***

**Q20. Do any samples of the offered items have to be handed over to the NEC when the proposal is submitted or later on?**

There is no requirement to hand over samples of off-the-shelf items to NEC or Interpeace before delivery. It is however not discouraged either; a sample seal or empty ink bottle with sponge may facilitate evaluation, but contractor should not expect return of samples. Samples after award by successful vendor may also be helpful in avoiding misunderstandings about what is being delivered – but there is no requirement to do so.

For customized items please refer to article 14 of the special conditions that requires contractor to obtain approval of final artwork before production. Most printed materials are specified as contractor finalizing artwork based on input from NEC. As example, NEC would give contractor some hand made samples of how they want the voter registration card to look, the contractor's graphic designers would then create an electronic, production ready file, and contractor would submit this final artwork for approval by NEC.

**Q21. 1.1.4 Please describe if the fingerprint scanner should be for one (1) finger or for four (4) finger.**

The fingerprint scanner should be for one finger only.

**Q22. AFIS: What is the number of fingerprints to be stored in the database as a maximum?**

Only one fingerprint per registrant will be stored. The total number of eligible voters in Somaliland is estimated at one million people, i.e. the maximum number of fingerprints to be stored in the central database in the foreseeable future is not likely to exceed 1.5 million prints.

**Q23. AFIS: We are talking of capturing 2 flat fingerprints only or all 10?**

Only one fingerprint will be captured per registrants. The fingerprint will be flat, not rolling.

**Q24. AFIS: How many enrolments (persons) to the database shall be performed per working hour?**

Fingerprints are captured on the laptop registration kits at a rate unlikely to exceed one hundred per hour. The central database will be populated by importing registration data – including fingerprints – from the laptop registration kits, e.g. via CD-ROM. Please see technical specification page 6: Import and decryption from CD must not take longer than maximum ten minutes for 1,000 records, including photo and fingerprint, when import is run on four workstations simultaneously.

**Q25. AFIS: Shall all fingerprints captured be searched against the database?**

Fingerprints will not be searched against the database at time of registration as the laptop registration kits will not have online realtime access to the central AFIS server. Central validation methodology is confidential but all fingerprints will be validated, not just random sampling.

**Q26. AFIS: How many search requests (applications/person data) will be sent to the database per hour? (the figure of 50000 or 400000 matches per second does not clarify this aspect)?**

The AFIS server must be able to process matching stand alone at the full capacity of 50,000/400,000 matches per second. As opposed to for example a law enforcement AFIS with a long term stable average load, this registration AFIS is intended for once and for all identifying duplicate registration records over a very short time span. It will also be used later, after the initial registration drive, for validation of the small flow of new registrants in long term, ongoing registration. The capacity is however dictated by the short term need.

**Q27. Software: Due to the short time between the sign of contract and the delivery time, would it be possible to split the HW and SW deliverables?**

Software for registration kits must be preinstalled on the laptops and can therefore not be split delivery. Installation of server software should preferably be done prior to delivery, but can be done on site by the staff of the contractor. Due to the tight timeline, it must be understood that this does not mean that software can still be under development by the delivery deadline; only that installation – of ready and tested software – can take place in Hargeisa, thus allowing contractor the shipping time for development/testing. In other words, delivery of software must also be done by the delivery deadline. Contractor bears full responsibility for ability to courier/download software to Hargeisa in time for the deadline.

**Q28. What is the layout and dimensions of server room and location room for the other 4 towers? Are all the 3 printers being the same room? Location of power point/ supply entry for the room. Construction of foundation and walls of the room. All these are necessary for the installation of the network of the towers and server/s. is this information available or can a site visit be made?**

**What is the connectivity plan between servers and workstations and their geographical locations?**

The four workstations and the three printers will all be installed in a room adjoining the server room. The server room has yet to be constructed. It will be approximately six square meters in size. Assume concrete floor. NEC will be responsible for power sockets for servers,

workstations and printers, and for network cabling between switch (provided by contractor) and workstations. Site visits prior to submission of bids are not allowed.

**Q29. How is the power supply reliable, does a regulator stabilizer necessary for the protection of the equipment apart from the UPS?**

NEC will be responsible for power supply.

**Q30. Page 7 – Training and Operation support – will NEC cover any cost during the stay in Somaliland or does it all have to be included in the calculation: Local/regional transport within mission area; Accommodation outside Hargeisa – if any; Meals during working days.**

Contractor is responsible for all life support of own staff in Somaliland, including accommodation, transportation and meals. Without prejudice or responsibility, a hotel room in Hargeisa can be had for USD 40 per night including breakfast, meals at restaurants frequented by internationals range from five to ten USD, and renting a 4x4 vehicle with driver may cost between 30 and 130 USD per day depending on use and duration of contract.

**Q31. Please indicate whether Signature Pad for capturing the signature is required to be supplied or not?**

There is no requirement for a pad to capture signatures electronically. Registrants will sign (pen on paper) the registration forms retained by MINT/NEC, but no signatures will be stored in the database.

**Q32. Please indicate the bar code format to be printed on the cards**

The barcode will be of the civil/voter number, the construction of which has not yet been decided. It is likely to be a numeric format of 7-10 digits. No specific type of barcode is decided yet, except that it will be an international standard linear (one dimensional) type. The format can be agreed with contractor during design of the artwork for the cards.

**Q33. Please indicate whether bar code readers are to be supplied or not?**

**Barcode Reader: Do you need any barcode reader for authentication**

There is no requirement for supply of barcode readers.

**Q34. Please indicate whether image of the fingerprint is required to be stored or not? Normally the fingerprint template data is captured and stored in the database**

The actual image of the fingerprint should be stored as well as the template data.

**Q35. Is the captured image (raw image) of 600X800 to be saved on the disk? Or only the processed image (ex. cropped) is required to be stored.**

Only the processed portrait photo of the registrant should be stored. The processed, stored image must be of dimension 600x800 pixels.

**Q36. The number and types of reports required from the server and workstations?**

No specific number of reports has been determined. As a registration system, a minimum number of standard pre-defined statistical reports are expected to be available at delivery. Note the requirement for ability to generate customized reports. Part of the responsibilities of the senior technicians of the contractor is to design and generate reports, and to teach NEC staff to do the same.

**Q37. The operational jobs that need to be carried at server and work stations**

The database server will store the registration data and process any server side applications that are part of the central registration data management software. The AFIS server shall store fingerprint templates and process matching process stand alone. The work stations will serve several purposes, including administration of the servers, development, import of data from CD-ROMs, report generation, adjudication of AFIS output, and voter list printing.

**Q38. Is there any database already existing? If yes can sample data be supplied?**

There is no previous database/register of Somaliland voters available.

**Q39. The encryption is required at database level or at data record level?**

Encryption is required at database level, both on registration kits and central server.

**Q40. Should the data records be maintained with separate fields for name in Somali and Name in English?**

No, only Somali spelling of names will be recorded/stored (using Latin alphabet).

**Q41. Approximate number of total voters.**

The total number of Somalilanders eligible for registration is estimated at one million.

**Q42. Business Process: No Business Process for collection of the data was advised. Does this mean, it is the responsibility of the tenderer to provide it?**

The process for registering people in the 1,000 registration centres across Somaliland and the retrieval of data to the central data processing centre is the responsibility of NEC. Contractor is responsible for instruction on how to operate the registration kit and for the process of importing data from CD-ROMs to the server.

**Q43. Size of the Database: What is the size of the Database requested?**

The estimated number of eligible registrants is on million people. Each registrant's record will contain alphanumeric data and biometrics as stipulated in the technical specifications.

**Q44. Remote sites: How many regional capitals do you intend to be connected to the central site?**

None.

**Q45. Barcode: On which card do we have to position the Barcode?**

Barcode will be printed on the civil ID card and on the voter registration card.

**Q46. 2. Visible indelible ink in dipping bottles: We have violet coloured ink readily available, please indicate whether this is acceptable.**

Violet or other alternative colour indelible ink is acceptable. Tenderer must clearly specify colour in bid. Colour may affect the points given in the technical evaluation.

**Q47. 3.1 & 3.2: Are the sheets printed one sided only or two sided?**

Both sheets are printed on one side only.

**Q48. 3.2: Would 90 gsm watermark paper be acceptable as an alternative to 100 gsm paper?**

Yes, 90 grams per square meter watermark paper is acceptable. A variation in weight may affect the points given in the technical evaluation.

**Q49. Lot 3.2 – "Tenders are encouraged to quote..... a small tamper evident holographic sticker..." Please confirm the quantities for these stickers.**

The quantity of the optional holographic stickers would be two million, one per civil ID card and one per voter registration card. Please note that price must include application to the card stock.

**Q50. 3.2: Due to the timeframe to receive a custom holographic sticker, would other options like oasis ink or thermochromic ink be acceptable as a security alternative?**

Tenderers are allowed to suggest variant solutions, including alternative/additional security features. Such variants, including holographic stickers, will be considered only for the tenderer to whom the lot has been awarded.

**Q51. 3.3: Is saddle stitching acceptable instead of spiral back?**

Yes, alternative binding, including saddle stitching is acceptable. It may affect the points given in the technical evaluation.

**Q52. 3.3 Spiral back manual: Please indicate the number of sheets required in the Manual.**

Please see technical specification page 8, point 3.3: The number of sheets inside the manual is 50.

**Q53. 3.3 Spiral back manual: Please also indicate how many colours to be printed on the cover.**

Please see technical specification page 8, point 3.3: Front page is one sided 4 colour print, the back is blank.

**Q54. 3.4 & 3.5: Is sets glued in top perf'd stub instead of loose sheets acceptable? Glued sets would be easier to handle by end user.**

Correction: The sheets in each set MUST be glued or by other means adhere to each other. Wording should be "Delivered as loose SETS in packages of 100 sets." (as opposed to a number of sets being in a large pad of sets).

**Q55. 3.8 Directional Sign: Please indicate the position of the metal rings on the sign. Top or side?**

Please see technical specification page 9, point 3.8: The sign must have four metal rings, one in each corner of the sign.

**Q56. 4.1 Cold Lamination Pouches: Are pouches with Lanyard or Safety Pin?**

The pouches are neither with lanyard nor pins. The pouches are for the ID and voter registration cards. Popularly speaking, it will be a type you carry in your pocket rather than around your neck or on your clothes.

**Q57. 4.1 Cold lamination pouches: Please provide dimensions**

Rather than needing customized production of pouches to a set dimension, we have chosen to allow some flexibility for vendors to propose dimensions based on already available stock. The pouch size should be no less than 54x85mm (equivalent to standard credit card size) and no larger than approximately 80x110mm (width corresponding to an A4 folded in half, e.g. fitting an A7 format 74x105mm paper).

**Q58. 4.1 Cold Lamination Pouches: Is the 70x105 mm paper card size a folded or unfolded size?**

The ID and voter card will be printed on A4 stock as single sided print. As example (subject to final design) a voter card could be printed as 70mm high and 210mm wide. As it is single sided print, the back side of the paper is blank. The paper is then folded to 70mm x 105mm. Once laminated inside the pouch, the blank backside of the paper will no longer be visible. The final card will be slightly larger than 70x105mm (as the pouch must be larger than the folded paper to close properly) and will not be folded.

Please note that the cold lamination must not require use of any kind of machinery, excessive pressure or heat.

**Q59. 4.2 Photo backdrop: Please provide dimensions and indicate colour or artwork**

The photo backdrop must be white and non-reflective. No artwork is required. Dimensions approximately one by one meter.

**Q60. 4.3 CD pen: Please indicate the colour of the pen ink**

Please see technical specification page 9, point 4.3: Black.

**Q61. 4.4 & 4.5 NEC & MINT stamp: Please indicate if there are artworks or simply NEC/MINT**

Design has yet to be decided but is likely to be custom artwork, e.g. a combination of logos and text.

**Q62. 4.4 & 4.5 Stamps: Is it possible to obtain sample artwork?**

Artwork is not yet available.

**Q63. 4.6 Ink pad: Please indicate the colour of the ink. We can readily supply pads measuring (7.2cm x 10cm x 1.5cm) or (8cm x 11.5cm x 1.6cm). Please indicate which measurement is preferable.**

Please see technical specification page 10, point 4.6: Colour blue. Dark blue preferred over light blue. Both suggested pads conform to the required minimum of 6cm x 7.5cm. No preference.

**Q64. 4.7 Queue Tape: Is any printing required on the tape?**

No printing is required on the queue tape.

**Q65. 4.7 Queue tape: We have white/red striped tape, width 7.5cm readily available. Please indicate whether this is acceptable.**

White/red striping will serve the purpose of making the queue tape clearly visible stand out. It is acceptable. The suggested width conforms to the required 5-8cm specified.

**Q66. 4.8 Clip lock bag: Please indicate whether you mean ZIP LOCK BAG, if not; please provide more detailed description of the closing/locking mechanism. Please also indicate the dimensions of the bag.**

Any type of zip lock or clip lock bag is acceptable (the difference between the two being that a zip lock has a sliding locking mechanism similar to the zippers in clothing; the clip lock bag clothes by pressing the two sides together). Dimension of bag minimum 160mm x 140mm.

**Q67. 4.9 Plastic Seals: Do the seals need to be a certain colour?**

There is no specific requirement for the colour of the seals.

**Q68. 4.9 Plastic Seals: How many digitals are printed?**

**4.9 Seals: Please indicate the number of digits for the serial number on each seal. We have seals measuring 41cm in length readily available. Please indicate if this sufficient.**

The serial number on the seals should have a minimum of six digits (e.g. 123456). There is no requirement of the numbering apart from all numbers being unique.

A seal length of 41cm is sufficient.

**Q69. 4.9 Plastic Seals: Do the seals need to be a certain width or length or designed to fit a certain size hole?**

The seals are intended for sealing of wooden boxes containing registration materials (forms, envelopes, stationeries, ink) and the electronic registration kits, i.e. to replace padlocks. As such they need to be sturdy as they are exposed during handling and transportation. Any seal length over 20cm will suffice. The holes the seals must fit can all be assumed to be over 6mm in diameter.

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