



## THE DIGITAL MALAWI PROGRAM PHASE I: DIGITAL FOUNDATIONS PROJECT

**CREDIT NUMBER:** 60500MW

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### Requests for Clarifications - 3

S/No.	Description	Page No	Question	Remarks
1	Department of Immigration and Citizenship Services (DICS) Passport issuance system	2.6 Page No. 374	API integration available with SOAP API, Few of the API is already in end-of-life. Please share the API version details which is currently available! If the version is outdated, then what is the possibilities to update/upgrade the API	The API version details is no0t available at the moment as DICS are in the process of upgrading/changing the system. Information will be provided to successful bidder in due course

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2	National Registration Bureau (NRB)	2.6.2 Page No. 378	Online integration through the API is mentioned <b>Yes</b> but capability of exchanging the data mentioned <b>No</b> , please clarify data is available with API or Not	Data is available with API
3	Department of Human Management Resources Department (DHMRD)	2.6.3 Page No. 381	Direct Integration is not available currently and Manual-CSV format available to get the data, please clarify what is the frequency of the data we get and is this data can we do it online?	Data is used for backend systems to verify public servants accessing different backend systems and e-services
4	Ministry of Lands, Housing and Urban Development (MLHUD)	2.6.4 Page No. 382	API is not available and current status is unknown for the integration, what is the expected time line to get the data	Information will be made available to the successful bidders
5	Estate Management Information System	2.6.4 Page No. 382	API is not available, and status is unknown for the integration, what is the expected timeline to get the data	Information will be made available to the successful bidders
6	General queries		Where we can host the digitalization platform? if the platform is hosted in cloud, can we get the all the API data connectivity from the current system	The platform will be hosted at government data centre located in Lilongwe and DR site in Blantyre
7	Accordingly to requirements for Development stage, as stated on page 126 of the Purchaser's Requirements, <i>"The Bidder shall undertake the following activities: &lt;...&gt; Integrate components 1 and 2 with ePayment Gateway &lt;...&gt;".</i> The Figure "Project Components" indicates, that ePayment Gateway is currently in the works	Page 126	i. What is the completion schedule for the ePayment Gateway, and how the alignment of development of ePayment Gateway and the platforms to be acquired within the current procurement will be achieved?	<ul style="list-style-type: none"> <li>ePayment gateway expected ready for service is June 2023</li> </ul>

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			ii. Can you share technical information on the ePayment Gateway, including technologies, integration architecture, APIs, which will help to understand integration prerequisites and operation workflows of it	<ul style="list-style-type: none"> <li>System has not been identified but the design is to use Open / Common APIs</li> </ul>
8	With regards to the training requirements (pages 131-132 of the Purchaser's Requirements)	Pages 131 - 132	i. Can you confirm that Business Users Training is intended for the Malawi Interoperability and data exchange platform only (" <i>10 working days for each component of the Malawi interoperability and data exchange platform</i> ")? If so, what are the components to be covered by the required 10 days sessions? ii. Will the Buyer provide necessary equipment for the training at the training location, including computers for the trainer and trainees, projector or screen, network connectivity, etc.?	<ul style="list-style-type: none"> <li>The 10 days is minimum requirement, but the bidder may propose appropriate schedule in line with the proposed solution.</li> <li>Bidders are supposed to propose course content that tailors with the proposed solution.</li> <li>Training equipment, facilities and logistics are the responsibility of the bidder</li> </ul>
9	The section 1.1.6.3 of the Purchaser's Requirements, Component 2 defines the Document Management (EDRMS) functional component of the system and states that it is not part of scope of the current tender: "<...> <i>The envisaged</i>	Section 1.1.6.3 – Purchaser's Requirements	Can you share information on the EDRMS solution being implemented and the implementation timelines, so that proposed implementation schedule would reflect this implementation?	EDRMS will be implemented a year or two after this project as such the requirement is just for information to ensure that design considerations are taken into account for future integrations.

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	<i>EDRMS (Electronic Document and Records Management System) solution of the Government of Malawi will be leveraged as a module for managing the documents. The EDRMS system is being designed and implemented as a separate initiative. Also, if workflow-based approval is required for the document upload and publish into the public domain, the Workflow Management component can be integrated with the EDRMS. The document validation functionality will also be leveraged from the EDRMS solution.”</i>			
10	The section 1.1.9.4 Data Exchange of the Purchaser’s Requirements, Component 2 states that “<...> Access to data will be based on user role. Sensitive information will be stored in encrypted format using HSM services <...>”.	Section 1.1.9.4	Is the HSM service available already for the use during implementation? If not, what are the technical requirements for the HSM to be supplied?	HSM service is not yet available and we expect bidders to propose appropriate scalable and flexible enterprise on-premises HSM solutions
11	The section 2.1.2 Mobile of the Purchaser’s Requirements, Component 2, requirement #21 states as follows “ <i>The Mobile Delivery Platform should restrict MDA specific data/ information visibility to MDA’ specific section only.</i> ”	Section 2.1.2	Does this requirement concern internal users of the platform (MDA representatives), or all the users, including external users? If the latter is valid, how the restriction of the MDA information to the service end-user shall happen?	The requirement is for only backend MDA representative

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12	The section 2.1.2 Mobile of the Purchaser's Requirements, Component 2, requirement #23 states as follows <i>"The Mobile Delivery Platform should enable audit trail at administrator level. It should capture each transaction done by each authorized user, IP address, Time stamp etc."</i>	Section 2.1.2	Please confirm that this audit trail should capture only transactions completed when Mobile App is working online	Yes this should be for completed transactions
13	The section 2.3.8 Forms of the Purchaser's Requirements, Component 2, requirement 5 states as follows <i>"The forms module should have features and the capability to generate the forms that should have online and offline features."</i>	Section 2.3.8	Please explain how the online and offline features of the form should be understood	The features for both online and offline should be the same users should be able to collect offline form submissions from any location, accomplish data collection tasks without interruptions from faulty internet connections where data should sync between apps when users connect to the web again.
14	The section 2.3.9 Reporting of the Purchaser's Requirements, Component 2, requirement 25 states as follows <i>"The reporting module should be dynamically updated for minor database structure changes (i.e. field name changes, etc)."</i>	Section 2.3.9	Please explain the term 'dynamically updated' and how the dynamic update of the reporting module should happen	The reporting module should be able to support almost any data source into interactive, actionable information from applications, portals, and devices.
15	The section 2.3.10 Distributed Messaging of the Purchaser's Requirements, Component 2.	Section 2.3.10	The Distributed Messaging is not referenced in the functional architecture of the system; therefore we ask you to introduce the goals of the module - what types of messages	We anticipate the platform to support a complex ecosystem and hundreds of microservices and apps, the messaging infrastructure should be able to handle high-rate, real-time data pipelines and also supports standard message queuing

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			should it distribute, who are target recipients of such messages, what applications could use the messaging, etc. Can you define the usage scenarios/use cases for this capability?	patterns for use cases like telemetry processing, data archiving, live dashboarding, analytics pipelines, application logging, and more.
16	The section 2.5 Security Layer of the Purchaser's Requirements, Component 2, Requirement #6 defines requirements for two factor authentication as follows: <i>"The Digital Services Portal should support two factor authentications based on OTP or soft token on login pages, deleting functions, admin logins etc to ensure the second layer of authentication and authorization."</i>	Section 2.5	Is this capability foreseen for system administrators only? If not, should two factor authentication be required for all the MDA users? If two factor authentication is planned for external users as well as for internal ones, will it not overlap with the requirements for CAPTCHA verification? Is the vendor free to choose the two factor authentication method to be supported?	The main difference between CAPTCHA and 2FA stands in the purpose as such both are needed where 2FA serves to identify and authorize the user and CAPTCHA is to identify, neutralize, and block bots from conducting malicious activities. Bidders should propose best solution as per the requirements in the bid document
17	General		If proposed technology requires PKI as one of the elements is it expected to be an internal stack of PKI services for components 1 and 2 or is it expected to integrate the solution with component 4?	If proposed solution require PKI, then it should be an internal stack of PKI service that should be future proof and scalable, such that if required, it should be capable to replace or be part of Component 4
18	General		Who will be the owner of component 1 in PPPC? How big team and what competences can be expected? If this is unknown and part of the proposal	Both components will be run by the Department of eGovernment and whose team size will depend on the solution support needs.

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			is define necessary competences and capacity – how long shall it take to compose such team.	
19	General		Please describe what will be the baseline for performance requirements for both components	Both components have three baseline performance components: schedule, cost, and scope and these will be separately monitored, controlled, and reported to ensure each is on track.
20	The section „1.1.4.1 Registration and Authentication” includes requirement for citizens onboarding „Registration process on Digital Services Platform would be through self-registration by citizen using existing Government issued identity proofs”.	Section 1.1.4.1	Please identify and explain what exactly verification of identify proofs is required, is there any 3rd party API to verify it? Thuthermore, how to identify that actual citizen has provided his/her own identity proof?	Citizens are to use National Id as Login ID. Integration of NRB identity register which is part of Component one serves the purpose. Non-citizen is expected to use Passport as Login.