THE DIGITAL MALAWI PROGRAM PHASE I: DIGITAL FOUNDATIONS PROJECT

CREDIT NUMBER: 60500MW

PROJECT NUMBER: P160533

Requests for Clarifications - 3

S/No.	Question	Response
1	Would a letter for a credit line received from a Bulgarian Bank be admissible	Bidders as advised that the letter from any registered Bank confirming the availability of credit lines as indicated under Section III: Evaluation Criteria; Clause 5: Qualification; Sub Factor 5.3.3 should be adequate.
2	How will the payments of the government services will be performed? From one side is said, that ePayment gateway is out of scope for Phase 1, and from the other - to use ePayment gateway of the Government of Malawi?	Bidders are advised that as indicated in the current scope, the development of the Government ePayment Gateway is out of scope. However, the Digital Services Portal and Mobile Delivery Platform should be able to integrate with the existing payment methods in Malawi. The Digital Services Portal should be able to integrate with the Government ePayment Gateway once the same has been developed.

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3	We read, that "The EDRMS system is being designed and implemented as a separate initiative." Is it already available? Can we have its functionality/documentation?	The EDRMS system is being designed and at the moment not ready for deployment. However, this information is provided to ensure that the Interoperability Platform design should consider its integration as requested in 1.1.5.3.4 Metadata Management.
4	We understood that we to develop backend workflow processes, but the final data will be in MDA systems. Not clear for the interim status – the steps within the workflow (it is said not to keep data out of MDAs)? Or will depend on the MDA?	Bidders are advised that MDA related system development is out of scope. The Digital Services Portal and Mobile Delivery Platform will be integrating with the existing MDA systems.
5	It is expected also Business/Legal entities to use the system. What about their representatives? Is there central register, which to present corporate representatives, or to be done manually – individual assignment to legal entity?	Backend portal for business entity representative, however at the moment we don't have central register in place.
6	It is said, that PKI is on next phase, then how will QUE/e-seal and e-signs be issued?	If an e-sign solution is developed separately, the Digital Services Portal should be able to integrate with the e-sign solution. The e-sign solution should have the capability to attach digital signature. The Digital Services Portal should be able to integrate/leverage the PKI solution of the Government of Malawi once it is developed.
7	Two MDA are not in Annexure A: Ministry of Lands, Housing and Urban Development (MLHUD); Department of Human Resources and Manpower Development (DHRMD). This info is key for purposes of estimating the detail/effort (the services might increase much more from 64)	As mentioned in the Pg 289 of Annexure A – "Note: At the time of publishing the RfB, there was no data regarding business processes of the Department of Human Resources Management Department (DHRMD) and the Ministry of Lands, Housing and Urban Development (MLHUD) – these will be identified and analyzed with the bidder during implementation". The selected bidder will have to interact with the DHRMD and MLHUD departments to gather this information. The number of services mentioned are indicative. The actual number of services as part of the engagement will be finalized

S/No.	Question	Response
		during the SRS stage by the selected bidder based on an agreement with PPPC.
8	In the integrations is listed "Bank"? What is the purpose/role of it? The explanation is "For payment related transactions, the Digital Services Portal should be integrated with Bank." Isn't it "ePayment gateway of the Government of Malawi"	This is to receive the bank statements and to update the financial reconciliation status of the transactions. The payments for the government services may not be all through the Government ePayment gateway and can be through the banks as well.
9	In the integrations is listed "Private Institution System"? What is the purpose/role of it? The explanation is "Different private institution systems can use the services of the Digital Services Portal by interfacing with it." How these institutions will integrate, if not API is defined for public use part of the scope? Does these mean, that we should consider also public/open API and developer portal as part of the scope?	The preferred data exchange mode will be through Open API. Private Institution can consume the services provided by the Digital Services Portal. Individual communication with the private institutions if not defined during the SRS stage will be out of scope.

The main objective of this integration is for the Private Entities to consume the services exposed by Digital Services Portal. |