<table>
<thead>
<tr>
<th>Ref #</th>
<th>Question</th>
<th>Status</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Can you please clarify whether the RFP response is to provide pricing for Software components as fixed Price or Time &amp; Materials?</td>
<td>Complete</td>
<td>UNHCR requires a fixed price for the items listed in Annex B (Financial Offer Form) and the rate card in Annex F (Template Rate Card) completing.</td>
</tr>
<tr>
<td>2</td>
<td>Can our company submit 2 offers (in the end we could offer two main solutions: a low independent solution with different partners, is this possible)?</td>
<td>Complete</td>
<td>Yes, provided the proposals meet the Requirements.</td>
</tr>
<tr>
<td>3</td>
<td>Concerning the timing: Would you consider delaying the launch of the UNHCR’s Global Trends statistical report to maximize media pickup?</td>
<td>Complete</td>
<td>No, there are no linkages between this publication and UNHCR's Global Trends annual publication.</td>
</tr>
<tr>
<td>4</td>
<td>Can you please clarify the future statement found on page 16 of Annex A: Note: The requirements in this section 3.1.3 should be included in Annex B (Financial Offer Form) under the heading: “Emergency System”. The requirements in this Section 3.1.3 should NOT be included within the price for the System as required in Annex B (Financial Offer Form).</td>
<td>Complete</td>
<td>These requirements are not included in Annex B (Financial Offer Form) and explanatory notes in this section.</td>
</tr>
<tr>
<td>5</td>
<td>If our company is already registered in the UNHCR database or via <a href="http://www.ungm.org">www.ungm.org</a>, do we have to complete Annex C, the UNHCR VENDOR REGISTRATION FORM?</td>
<td>Complete</td>
<td>Yes, please complete Annex C and submit one copy of your company's business registration certificate. As a minimum, this should include the company's name, address, registration number, and any other information as per UNHCR’s responses to bidders' requests for clarification.</td>
</tr>
<tr>
<td>6</td>
<td>As an SME we require a partnership with a larger Systems Integrator to facilitate the successful delivery. Would it be possible for you to provide a list of suitable firms that are in receipt of this tender from your office so that I may make contact and arrange a partnership?</td>
<td>Complete</td>
<td>It is not possible to provide a list of suitable firms who are in receipt of this tender. You may need to contact UNHCR directly.</td>
</tr>
<tr>
<td>7</td>
<td>Is this RFP an open RFP or closed RFP (Could only those companies participate which UNHCR has invited)?</td>
<td>Complete</td>
<td>This is an open RFP, the tender is published on the web. There are no restrictions to which companies can bid.</td>
</tr>
<tr>
<td>8</td>
<td>Is it possible to submit two or more different/sufficient quotations from the same company (for instance when the same company wants to work with different partners together and could offer different quotations)?</td>
<td>Complete</td>
<td>As stated in Q2, your company should submit a proposal price offer which corresponds to the Requirements. UNHCR can evaluate the lead company in a consortium, and expects that any subcontracting/partnering is clearly outlined in the technical submission. These clarifications will guide our evaluation.</td>
</tr>
<tr>
<td>9</td>
<td>If we want to bid with partners/subcontractors, is it allowed to use the references of our partners as well?</td>
<td>Complete</td>
<td>Yes, but please indicate this clearly in your submission. When working with partners/subcontractors, clearly state the governance structures.</td>
</tr>
<tr>
<td>10</td>
<td>Project Management (PM) / Pricing: If it is sufficient to work acc. general PM guidelines as per ITMA or just long experience, or whether PM is a hard goal/go requirement</td>
<td>Complete</td>
<td>UNHCR will accept either PM or PM-less. All key personnel involved in the project must be certified in either PMI or Prince 2 standards.</td>
</tr>
<tr>
<td>11</td>
<td>The system must be designed acc. ISO 27001. If we use a system from a supplier, do we also need to supply a certificate for it or is the relevant confirmation from the supplier sufficient?</td>
<td>Complete</td>
<td>The System must be designed in accordance with the principles of ISO 27001. A certification to ISO 27001 is not a mandatory requirement.</td>
</tr>
<tr>
<td>12</td>
<td>Does UNHCR have a fixed exchange rate from Euro in US-Dollar for this RFP? If yes, Could you mention it, please?</td>
<td>Complete</td>
<td>For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the official United Nations operational rate of exchange in effect on the date the submissions are due. The rates are publicly available at the website of the UN Treasury.</td>
</tr>
<tr>
<td>13</td>
<td>Cover Letter, Section 2.4 Your Offer, pg. 2: Does UNHCR have any specific first page requirements for the proposal? Is there a specified page limit for any of the sections in the Technical Offer?</td>
<td>Complete</td>
<td>There is no page limit or specification on first page. As outlined in the RFP, be aware of the fact that the attachment size limit of emails that UNHCR can receive is 5 MB. This may be necessary to send more than one email for the whole submission.</td>
</tr>
<tr>
<td>14</td>
<td>Cover Letter, Section 2.4.3 Content of the Technical Offer, pg. 3: Can UNHCR explain what information they would like to receive regarding “Requested Policies &amp; Procedures” (Bullet under Description of Company)?</td>
<td>Complete</td>
<td>In the event that any specific policies or procedures are requested in the RFP, these should be provided. In the event that no specific policies or procedures are required, the bidder may provide details of policies or procedures that they feel are relevant or which otherwise support their bid. For example, in Section 2 “Design-Principles”, the 8th Design Principle states that “The System should comply with industry best practice principles for capture, storage, verification and transmission of biometric and electronic data and best practice principles for user access, security and fraud prevention”. If the bidder has a policy (either internal or that implements an independent standard) that they feel demonstrates their compliance with “industry best practice” they may submit this policy in support of their bid.</td>
</tr>
<tr>
<td>15</td>
<td>Annex A.2.3.6: What is the timeline between the following events: a) award of the RFP, b) execution of the contract and c) delivery of a solution for testing?</td>
<td>Complete</td>
<td>Please see response to Q 26.</td>
</tr>
<tr>
<td>16</td>
<td>Annex A.2.2.2: Is there a specific timeline for the 7 areas of phase 2? If so, please provide.</td>
<td>Complete</td>
<td>The detailed timeline will be agreed with the preferred bidder. Indicative timelines will be provided to the shortlisted bidders.</td>
</tr>
<tr>
<td>17</td>
<td>Annex A.2.3.6: Will the tender be awarded to only one bidder? If more than one, how many awards are anticipated?</td>
<td>Complete</td>
<td>The tender will be only awarded to one bidder, unless this bidder consists of a consortium.</td>
</tr>
<tr>
<td>18</td>
<td>Annex A.3.6.6: Can the contract be split between companies and/or/government periods?</td>
<td>Complete</td>
<td>No, UNHCR does not intend to do so.</td>
</tr>
<tr>
<td>19</td>
<td>Are there regular hardware / software updates required over the whole lifetime of the contract?</td>
<td>Complete</td>
<td>No, hardware / software updates are required over the whole lifetime of the contract. The bidder should provide the recommended refresh period for the elements of the System they have proposed.</td>
</tr>
<tr>
<td>20</td>
<td>Are leasing or pay-per-transaction models also being taken into consideration?</td>
<td>Complete</td>
<td>Leasing would not be considered. Pay per transaction models may be considered for software licenses for example but not for System Hardware. Please see further instructions in Annex B (Financial Offer Form).</td>
</tr>
<tr>
<td>21</td>
<td>Annex A, pg. 57: Does the prime contractor need to see the past performance / references, or can show also be from the partner / supplier? If so, how should this affect the evaluation score?</td>
<td>Complete</td>
<td>UNHCR will evaluate the lead company in a consortium, and expects that any subcontracting/partnering is clearly outlined in the technical submission. These clarifications will guide our evaluation.</td>
</tr>
<tr>
<td>22</td>
<td>Annex A, pg. 57: It is indicated that the technical offer will be evaluated using four different criteria and percentage distribution is 70% of the total score, which refers to 17 questions in the scoring matrix. What is the weighting percentage of each criteria or question?</td>
<td>Complete</td>
<td>In line with UNHCR's procurement rules and procedures we do not publish this information.</td>
</tr>
<tr>
<td>23</td>
<td>Is it possible to send a test mail to <a href="mailto:hgsmsbid@unhcr.org">hgsmsbid@unhcr.org</a> before the submission date, in order to avoid issue communication problems?</td>
<td>Complete</td>
<td>This is possible. Usually, you will get a standard reply back to confirm the successful reception of the email.</td>
</tr>
<tr>
<td>24</td>
<td>Is there a supplier communication plan that can be shared, specifically in respect of dates and communication medium for: - Confirmation of receipt of questions - Answers to questions - Confirmation of receipt of bid submission - Later stages of the bid process</td>
<td>Complete</td>
<td>Communications will be issued by UNHCR Procurement each time further clarifications will guide our evaluation.</td>
</tr>
<tr>
<td>25</td>
<td>Can a breakdown of the technical scoring by listed criteria be shared? The documents provided only gave an overall score of 70%.</td>
<td>Complete</td>
<td>Please see response to Q 22.</td>
</tr>
<tr>
<td>26</td>
<td>Can we submit the tender registration form before the submission of technical proposal?</td>
<td>Complete</td>
<td>It is possible but this is not recommended - clearly all documents should be submitted at the same time.</td>
</tr>
<tr>
<td>27</td>
<td>Do we get any acknowledgment of the receipt of the bid submission mail? If not, kindly provide an acknowledgment for each of the emails sent as part of bid submission?</td>
<td>Complete</td>
<td>Bidders will receive an automated response acknowledging that the proposal has been received. If you do not receive an automated response, please contact Evdokia Haeger (<a href="mailto:Evdokia.Haeger@unhcr.org">Evdokia.Haeger@unhcr.org</a>) - PLEASE NOTE THAT NO RFP DOCUMENTATION SHOULD BE SENT TO THIS EMAIL ADDRESS.</td>
</tr>
</tbody>
</table>
UNHCR invites qualified service providers to make an offer for the establishment of a Frame Agreement for the provision of a biometric identity management system. Since this frame contract is not part of the RFP, we assume that there will be contract negotiations between UNHCR and the respective service provider. Please confirm this assumption.

This is correct. Please refer to Annex G for further information on the process.

Complete

UNHCR will draw up a short list of offers from the submissions received and expects to conduct interviews and presentations in Geneva. How many service providers will be on that short list?

This will depend on the number of final bids received and the quality of bids but it is expected that not less than 3 and not more than 5 bidders will be short listed.

Complete

Is UNHCR able to support a video conference in lieu of an on-site interview/presentation in Geneva, Switzerland? If so, what technology does UNHCR have on site to support this approach?

UNHCR has standard video conferencing facilities and will accept video conferencing for presentations if bidders feel it is the best way to convey their offer.

Complete

What is the minimum "part of your bid" that UNHCR may purchase? Can the vendor assume that the base "core" would be procured in which?

For routine update meetings this may be appropriate. However, UNHCR will expect personal attendance of certain key individuals at critical meetings.

Please see Annex G, paragraph 2.3.3.

Complete

Will UNHCR support the use of video conference for Steering Committee meetings?

No. Clarifications to the requirements or process will be clarified through bidders

Yes

Complete

Is UNHCR going to adjust the total price of a vendor's bid based on UNHCR deciding quantities after receiving the vendor's proposals? (Req 3.7.1.5., pg. 20)

Please refer to Annex G, Paragraph 2 & 3 and response to Q 28

Complete

Will UNHCR need proof of registration?

Please submit an electronic copy of your business registration certificate as part of your tender submission. In the tender submission, can you specify?

Please see revised Annex B (Financial Offer Form) and also response to Q 22

Complete

Could you please confirm if the tenderer can rely on references from companies within its own group? If so, could you please indicate any requirement/constraints to which these should be subject or/and any limitations to presenting them? (Cover letter 2.4.1.)

References cannot be cited by sister companies that are direct affiliates and majority owned by the holding company which has a significant shareholding in your company.

Complete

Are there any restrictions to add affirmative claims to the RFP, such as based on whether they received your email invitation? Is there a pre-registration of responders required prior to submitting questions on an RFP? What is the question to be clarified as soon as possible? Is this an open or closed RFP?

This is an open tender, there is no limitation on the number of companies invited.

Complete

Annex A, part 2, paragraph 2.3.6.9g. 1- It is the option for additional extensions over and above the first 3 year agreement period?

Yes

Complete

It is allowed to propose options, described in the technical proposal and quoted, independently from Base Contract?

Please see Annex G, paragraph 2 & 3

Complete

Annex A, pg. 1. Is the table at the bottom of the instructions sheet the financial offer complete? Are the figures of column ‘weighting’ missing? Are questions 4, 5, 12 part of the Financial Offer?

Yes please declare it.

Complete

Is there a draft contract specific to this project that is available for review and discussion (rather than a standard General Conditions of Contract)?

Please refer to Annex G, Paragraph 2.3 and response to Q 28.

Complete

The tender plan to subcontract to its affiliates is still subject to prior written consent or can we just declare it in the tender submission? (Cover letter: Annex D)

Please refer to Annex G, Paragraph 2.3 and response to Q 28.

Complete

Could you please provide more information on the governance structure information that you would require for consortia or partnership? Cover Letter 2.6

UNHCR expects to have a clear structure between the parties in the consortium including the lead company in the grouping. This relationship between the parties should be clearly defined. UNHCR is unable to prescribe a standard format for any governance structure in a consortium.

Complete

Annex D - General conditions of contract: does not provide any cap to the Contractor’s liability nor any exclusion of indirect or intangible damages to such liability. Do you accept to add to clause limiting Contractor’s liability to the price of the contract and excluding from Contractor’s liability any liability for indirect and intangible damages?

Please refer to Annex G, Paragraph 2.3 and response to Q 28.

Complete

Could Annex D be agreed by the contact person, scanned and included in the proposal?

Yes

Complete

We’d like to request some clarification on UNHCR’s Terms of Contract which we specify below and which have numeric references to Annex D: a. 3.6 Please specify what the security screening requirements are, who will conduct them, and confirm that UNHCR will bear the cost of screening. b. 3.7 Please confirm for the purposes of this Clause, the offences relate to those committed by the relevant employee of the Contractor, in the country where the relevant UNHCR offices are situated. c. 9.5 Please advise if UNHCR will agree that the Contractor can exclude liability for UNHCR’s indirect and consequential losses, and limit its liability to UNHCR’s direct losses. d. 9.9 Please specify if, except for liability that cannot be capped by application of law, the Contractor’s liability can be capped in aggregate of the value of the Contractor e. 15.1 Please advise if UNHCR will consider removing the clause (waiver of subrogation rights and the request to add UNHCR as additional insured, etc) - f. 15.7 Please confirm there is no specific insurance policy to be taken out under the Contract if the Contractor has normal insurances to the limits specified in the Contract.

Please refer to Annex G, Paragraph 2.3 and response to Q 28.

Complete

Apart from the two clauses expressly set out in the RFP letter to be non-negotiable (payment terms and review/improper performance) is there room for negotiating the content of the future contract? (Cover Letter 2.10)

UNHCR is not subject to local jurisdiction and does not opt for a choice of law clause. In line with UN policy, UNHCR requires the application of general principles of international commercial law.

Complete

Are any of the articles in the T&Cs negotiable? If so to what extent? Annex D

Please refer to Annex G, Paragraph 2.3 and response to Q 28.

Complete

In particular, article 9 is the insurance requirement to be fully adhered to or is it possible to make some adjustments to it? Is it possible to negotiate the liability and introduce limitations to it? Article 8.1.2, is it possible to specify that the indemnity refers to liability to third party related to damage to property or person? as per governing law, would it be possible to choose English law or make some more specific reference to applicable principles as the concept of “general principles of international commercial law” is broad and undefined and may cause issues if and when it comes the time to apply them? (Annex D 8.1.2 G)

Please refer to Annex G, Paragraph 2.3 and response to Q 28.

Complete

We assume that the applicable law for the contract will be Swiss Law. Please confirm.

UNHCR is not subject to local jurisdiction and does not opt for a choice of law clause. In line with UN policy, UNHCR requires the application of general principles of international commercial law.

Complete

After the interviews / presentations have taken place in Geneva is there a further down-selection of service providers with regards to the bid acceptance with which UNHCR will enter into contract negotiations? if yes, to how many?

Depending on the number of compliant bids, there will be a shortlist and several bidders will be invited to presentations in Geneva. After these presentations have been completed, the preferred bidder will be selected.

Complete

Can you provide the information on UNCH field sites (refugee camp) which require Biometric System including the list of all field sites (total # camps) with number of PoCs, location, etc?

Please see Annex G, paragraph 6

Complete

What is the required number of biometric enrollment stations (e.g. a set of PC and fingerprint scanner) for each field site? if possible, please provide the total list of Materials (BOM) for all field sites.

Please see Annex G, paragraph 4

Complete

According to Annex A 3.1.1.10, can you specify the number of portable units (not desk-based enrollment) required for all field sites?

Please see Annex G, paragraph 4

Complete

Can our biometric solution (graphical user interface) support English only for Operations?

The user presentation layer, shall be coded in manner that allows the storage of language in library files. User textual messages within the user interface should be in English irrespective of the country of use. The country codes will be held in binary, they are Russian, Spanish, French, Arabic and English with the expectation that other languages are configurable.

Complete

Can we assume that there are 3 Data Center (Central Site) and 2 Recovery Centers in Geneva where we can place our main server and recovery system?

Complete

There will be two active/active Data Centers in Geneva and a DR site in Budapest. The vendor should propose their preferred HKDR configuration.

Complete

Annex A 3.1.8 states: “The Supplier shall upon request provide setup assistance the first deployment of the System on location.” Does the “first deployment” means a single field site or multiple sites? if multiple site, can you specify?

At the time of issuing the RFP, the assumption is that the first deployment will be on multiple sites (to reflect a variety of scenarios) within a single country. The exact country of this deployment will be determined at a later stage.

Complete

Questions regarding Official Visit to UNHCR Field Site (refugee camp) a. Can we visit one of UNHCR field sites (refugee camp) such as Thailand requiring on the current ICT system and general administrative process for PoC? If yes, can we request an official permit letter (or email) from you for authorizing us to such visit?

Yes

Complete

No. Clarifications to the requirements or process will be clarified through bidders questions or RFP amendments.

Complete
58 Based on Annex A 3.1.1. “The supplier should assume that the total initial target population for enrolments will be ca. 3 million with an estimated 10 million total PoCs over the time.” a. Should the proposal contemplate the total of 10 million PoC? b. If not, should the proposal contemplate the initial 3 million PoC? C. If yes, should the proposal contemplate extensions in batches? If yes, please inform the use of these extension batches, e.g., batches of 1 or 2 million records.

59 How many biometric capture devices must be provided by the supplier? a. Please specify the quantity for each type of biometric capture device, e.g., for Fingerprints, how many Fingerprint Scanners, for Face how many cameras, and for Iris how many Iris Scanners, if the quantities between these types differ.

60 We understand that the biometric records should be stored at the global central database and also at the national database locally, please confirm.

61 Based on Annex A 3.1.1.23, we understood that the 1:1 verification and 1:N identification should not happen only against the global central database but should also be done locally, that means against the local “Camp” Database. (Except in the circumstances described in Section 3.1.3, Emergency Enrolment) and that a local “Camp” database will typically include biometric Records for 200,000 PoCs, and we assume that in one country more than one “Camp” can exist. Pls. confirm. a. How many “Camp” systems with capacity of a database of typically 200,000 PoCs we should consider in the proposal? b. Should these local “Camp” systems be connected with each other in case more than one “Camp” exist in one country, enabling a 1:1 verification and 1:N identification between each other or should they be stand alone having only a connection with the global central database?

62 Based on Annex A 3.1.3 and 3.1.4, please confirm understanding that the Emergency System should also be capable to perform 1:1 verification and 1:N identification against the Emergency Database which will typically include biometric Records for 80,000 PoCs. a. How many Emergency System with a capacity for 80,000 PoCs should we consider in the proposal?

63 Based on Annex A 3.2.5, “UNHCR have over 1 million fingerprints captured in templates through its current System Biometrics Administrator.” a. Can we consider that UNHCR has 1 million records with more than 1 fingerprint per record? b. If yes, how many fingerprints does one record contain? c. Are these 1 million records available only on templates (coded fingerprints) or are they available as images? d. In case of image in which format these images are stored? e. In case of template same question, in which format these templates are stored? f. Does UNHCR know the type, brand and model of fingerprint scanner used to enroll these existing fingerprints? g. Could we receive samples of these fingerprints in order to evaluate the quality?

64 Based on Annex A 3.1.9. The Biometric Capture Device must be able to capture Biometric Data from PoCs from a variety of locations and occupations. a. Is the enrollment system always connected to database and AFIS (via satellite or via network) or in some locations is it possible to store data (for instance on external hard drive, taking care about the security and cryptography) and synchronisation later. b. If the above Q answer is “yes”, it could be synchronized later, is there, no direct connection to Biometric Records Data Base - What is the time this to find the person in AFIS and if there is no existing copy of the same biometric data of the same person in Data Base? c. What is the minimum time when the data from the external drive should be connected to AFIS and DB. Can it be that data are collected during the week and synchronisation is on every Friday afternoon? d. In the real life any hard to reach locations, the answer comes only on Friday (two days a week).

65 Has the current system already passed Penetration Test or vulnerability scan?

66 As per requirement 3.1.1.8, the supplier shall upon request provide setup assistance for the first deployment of the System on locations can UNHCR kindly mention where the first deployment of System will take place?

67 Please tell us how the details of existing systems that need to be integrated with the Biometric Identity management system.

68 Will UNHCR take care of the installation of the supplied biometric hardware and software with PC/laptops during the deployment? Please clarify.

69 Please provide the list of countries in which the system is going to be used to understand the working environments.

70 Please provide us the details of the interfaces available in the existing systems for integration with the new systems (Annex A 2.1, pg 2)?

71 What types of UNHCR rules or procedures updates might impact this system? How are vendors notified of new rules? a. Is there a procedure to get approval to make changes to the UNHCR systems (Annex A 2.1, pg 2)? b. Will UNHCR take care of installation of the supplied biometric hardware and software with PC/laptops during the deployment? Please clarify.

72 We found the following indicators for the DB size for the ASIS: a. initial it should be for 3 Million enrolment - further possible extrapolation to 10 Million enrolment (200k locally & 10M globally) - and should be scalable to be able in general to be extended in the future

73 Question regarding the network: a. From time to time network status will not be available, if so when would you like to see the biometrics data? b. What is the role and function of local server on your RFP?

74 Within your security is allowed, could we get the system/network configuration diagram?
Based on RFP, we assume that the integration work with existing 'proGres' is part of our responsibilities. In this regard, could you provide more technical documentation on proGres' such as user manual, operation manual or general system architecture?

Do we need to make any programming change to existing 'proGres' under our own responsibility for the integration work with our biometric system?

How is 'proGres' system (server & client) configured geographically? Is it configured for 1) each field site, 2) national level, 3) UNHCR regional office level, or 4) Global?

Could you provide us a description of the interfaces to the proGres database, please (This is necessary to see the effort to adapt the system to proGres)?

Can UNHCR kindly communicate the required data model of ProGres database so that suppliers can identify optimal way of interfacing the new system with the existing database?

Can UNHCR mention the subset of the ProGres database model that must be inherited by the Emergency Database?

Will central Progres database be distributed in the different countries where UNHCR is present or will each country directly address the central Progres database?

What developed progres applications? Is it possible to work with the progres developed vendors? Without knowing the architecture of proGres, it is difficult to make bids proposals with costs.

We would like to know if we can leverage the existing licenses of proGres i.e. Microsoft Dynamics CRM 2011 Enterprise Server; BizTalk Server.

Annex A 3.2.3.5, pg. 32: Does the progres system already contain audit and reporting features? If so, can these features be used by the requested solution?

Is progres data be used to perform verifications against the progres database (e.g. name, date of birth, etc.)?

What is the interface to the existing progres database like in terms of format and content?

How is the interface to the existing progres possible? Are technical specifications of the interface available?

When integrating new system with an existing one, a company uses web services and API for communicatiing between two applications. UNHCR currently uses progres and the offered system needs to be working with it. Does UNHCR expect us to work and change/update the progres system, too? If yes, does the system come with API and documentation? Or do systems stay separate and work separately communicating with each other when required through web services? Please clarify.

In reference to Section 3.2, the document states that a new version of the system is taking place to replace the existing version of progres. Which one our system needs to be compatible with - the new one or the existing one?

Is comprehensive information on progres available?

In particular is there a detailed description of the interface to progres?

Should the system be a separate application that interfaces to progres or will it be a module that will be integrated into the progres application?

Will it be possible to see and use a working system for a day?

Will progres also be used when there are emergency whereabouts?

Annex A, 3.2.3.3.a. How is the progres system currently configured? Is there a central server with all workstations accessing this central server or are there local or regional servers that will be accessed? Or will there be a combination of these models?

b. Should there be a biometric server wherever there is a progres server?

c. Will there be a separate server required for biometrics?

d. What does the information in 3.2.3.1,2 & 3 refer to? Does this mean that the system must be determined at a later stage.

Annex A 4, pg. 60: We understand that there is a Registration Database for humanitarian data (progres) and a separate Biometric Database for biometric data. Please confirm.

Annex A 4.3.1.5.b, pg. 17: We understand that the Emergency enrolment records are created without any progres identification number. Can you explain how this number is assigned prior to export to the main Database?

Question regarding "progres" - a. What is the elements of PoC, which is operated by progres? b) Above that subject, do you want just adding biometrics info. or some more info?

Annex A, Requirement 3.1.3.2

Annex A, Requirement 3.1.3.2.2

Annex A, Requirement 3.1.3.2.9; 3.1.2.9; 3.1.2.11

Annex A, Requirement 3.1.3.2.6

Annex A, Requirement 3.1.3.2.10

Annex A, Requirement 3.1.3.2.13

Annex A, Requirement 3.1.3.2.14

Annex A, Requirement 3.1.3.2.15

Annex A, Requirement 3.1.3.2.16

Annex A, Requirement 3.1.3.2.17

Annex A, Requirement 3.1.3.2.18

Annex A, Requirement 3.1.3.2.19

Annex A, Requirement 3.1.3.2.20

Annex A, Requirement 3.1.3.2.21

Annex A, Requirement 3.1.3.2.22

Annex A, Requirement 3.1.3.2.23

Annex A, Requirement 3.1.3.2.24

Annex A, Requirement 3.1.3.2.25

Annex A, Requirement 3.1.3.2.26

Annex A, Requirement 3.1.3.2.27

Annex A, Requirement 3.1.3.2.28

Annex A, Requirement 3.1.3.2.29

Annex A, Requirement 3.1.3.2.30

Annex A, Requirement 3.1.3.2.31

Annex A, Requirement 3.1.3.2.32

Annex A, Requirement 3.1.3.2.33

Annex A, Requirement 3.1.3.2.34

Annex A, Requirement 3.1.3.2.35

Annex A, Requirement 3.1.3.2.36

Annex A, Requirement 3.1.3.2.37

Annex A, Requirement 3.1.3.2.38

Annex A, Requirement 3.1.3.2.39

Annex A, Requirement 3.1.3.2.40

Annex A, Requirement 3.1.3.2.41

Annex A, Requirement 3.1.3.2.42

Annex A, Requirement 3.1.3.2.43

Annex A, Requirement 3.1.3.2.44

Annex A, Requirement 3.1.3.2.45

Annex A, Requirement 3.1.3.2.46

Annex A, Requirement 3.1.3.2.47

Annex A, Requirement 3.1.3.2.48

Annex A, Requirement 3.1.3.2.49

Annex A, Requirement 3.1.3.2.50

Annex A, Requirement 3.1.3.2.51

Annex A, Requirement 3.1.3.2.52

Annex A, Requirement 3.1.3.2.53

Annex A, Requirement 3.1.3.2.54

Annex A, Requirement 3.1.3.2.55

Annex A, Requirement 3.1.3.2.56

Annex A, Requirement 3.1.3.2.57

Annex A, Requirement 3.1.3.2.58

Annex A, Requirement 3.1.3.2.59

Annex A, Requirement 3.1.3.2.60

Annex A, Requirement 3.1.3.2.61

Annex A, Requirement 3.1.3.2.62

Annex A, Requirement 3.1.3.2.63

Annex A, Requirement 3.1.3.2.64

Annex A, Requirement 3.1.3.2.65

Annex A, Requirement 3.1.3.2.66

Annex A, Requirement 3.1.3.2.67

Annex A, Requirement 3.1.3.2.68

Annex A, Requirement 3.1.3.2.69

Annex A, Requirement 3.1.3.2.70

Annex A, Requirement 3.1.3.2.71

Annex A, Requirement 3.1.3.2.72

Annex A, Requirement 3.1.3.2.73

Annex A, Requirement 3.1.3.2.74

Annex A, Requirement 3.1.3.2.75

Annex A, Requirement 3.1.3.2.76

Annex A, Requirement 3.1.3.2.77

Annex A, Requirement 3.1.3.2.78

Annex A, Requirement 3.1.3.2.79

Annex A, Requirement 3.1.3.2.80

Annex A, Requirement 3.1.3.2.81

Annex A, Requirement 3.1.3.2.82
Section 2.2.2 - Integration of the COTS software with existing UNHCR systems, notably integration with proGres:

Questions:

a. Please explain the required methods of integration with proGres eg is it web services, data export file system, etc.

b. What is the data to be transferred to/from proGres and any other UNHCR systems?

c. What is the minimum hardware, memory and operating system specifications of front end and back end UNHCR workstations that our COTS software is to run on?

Based on Annex 4.1.2.1.1 the Supplier must provide a System that comprises a Biometric Capture Device that captures the Biometric Data belonging to a PoC, creates a Biometric Record on the Database and associates this Biometric Record with a proGres Record held in the proGres system.

Questions:

a. What is the interface available in proGres for integration with the proposed system?

b. Please provide the specifications of the biometric capture device?

c. Please specify whether the proGres identifier is created at client location or at the central level? Can the progress identifier be created even when the enrolment takes place offline? (Annex 4.1.1.7. pg. 10)

Please specify whether the proGres identifier is created at client location or at the central level? Can the progress identifier be created even when the enrolment takes place offline? (Annex 4.1.1.7. pg. 10)

Reference to proGres assumes there is a discrete deployable instance of proGres available at the rest of the system.

What kind of biometric data is currently stored in the existing proGres system? Please provide a detailed list.

Please see Annex G

What is the size of a record with and without biometric data?

There is no biometric data stored in the proGres database with the exception of fingerprints for visual identification only (not facial recognition). Please see Annex A section 3.2.5 for additional detail on the current biometric data held.

What is the size of a record with and without biometric data?

The size of a progres record without biometric data is not relevant. The biometric data currently held is not stored on the same database as the progres records and so this data is also not relevant.

What information is in a system record in proGres? Can you make and show us a sample record to enable us to understand what we need to implement in the registration / verification system.

Please see response to Q 92

How is the proGres database connected? Where are proGres situated: local in camp on a server or only accessible from camp offices?

It is assumed that for either of these envisioned solutions that whatever interfaces required for integration are to be provided.


Are enquiries to be matched against the full global database of up to 10 million, or just a local country or regional subset(200000)?

Please see Annex G

If the former, where is this database located? Is this the same location as the progres system and the new proposed global biometric search processor?

a. If the latter, how many country or regional subsets are there, and what are the sizes in terms of numbers of enrol/verify stations and database records?

b. The possibility of holding instances of the local and/or global database at some or all the remote sites is mentioned. Are there any particular security requirements related to these copies? What update frequency will be required?

Please see response to Q 92

How many remote enrol/verify stations and Biometric Capture Devices are envisaged (a) immediately, (b) in 3 years’ time?

Please see Annex G, paragraph 4

Is every remote enrol/verify node to access mains electricity in the Business as Usual scenarios? What about Emergency situations?

The current fingerprint biometric data has been captured using existing equipment and is in template (not image format) therefore examining current fingerprint templates is not relevant to the performance of the new System. The new System should be optimized to allow for the best capture of Biometric Data as possible. The desire would be for poor quality Biometric Data to be updated as better quality Biometric Data is presented and collected. Please see Annex G, Paragraph 10 for further information

Can you provide an estimate of the number of Emergency situations likely to arise in the course of three years, perhaps by looking at the statistics of events over the past three years.

White highly unpredictable, previous experience suggests there are usually around 4 major emergencies a year.

Conditions at operational locations are not ideal for biometric capture, for example subjects may have poor finger ridge structures, environmental conditions may be extreme, operators may not be experienced at this kind of activity. In view of the requirements for (a) a low false reject rate and (b) a low failure to enrol, it is possible to examine current fingerprint images and the statistics of NFIQ so that the system can be optimized for maximum accuracy

Are the image records currently existing in the System BioRegistrar typical of those expected to be obtained under the new system? Is it possible to examine these?

Please see response to Q 119

Please provide details of the fingerprint images of the existing biometric records, for example optical resolution, compression, file format, and also details of the proprietary templates.

Please see response to Q 119

Are you for a full Disaster Recovery site, with a copy of the database(s), separate from and in addition to the rest of the system?

Please see response to Q 95

Will you require demonstrations of the proposed system? If so, please can you provide an estimate of the timescale?

Please see Annex G, Paragraph 10 for further information

Are you willing to perform a pilot exercise which will be expected to perform standard setup, testing and demonstrations.

Yes, benchmark statistics shall be presented during the demonstration and will be verified during User Acceptance Testing prior to deployment and during first operational deployment.
Annex A, Section 1 on page 10 “The Supplier should assume that the total initial target population for
Enrolment will be circa three million. “ Question - Does this total include or exclude any data migration of
records as per Section 3.2.5?
Questions:
b. What is the value of N? eg is it 80,000:3 Million or what?

Questions:
b. Can we assume each emergency location will have a maximum database size of 80,000 records?

Annex A, Section 1 on page 6 “Each Requirement has been categorized as “Must”, meaning they must be
fulfilled with a “Could” / “Should” meaning they are options that UNHCR would like to explore further. As
requested in Annex B (Financial Offer Form for each Requirement that is labeled “Could” / “Should” the
Supplier should provide a separate cost for this requirement in their response clearly labelled with the
Requirement number, the cost for fulfilling that Requirement and any dependencies which support or are
created by that Requirement.”
Question - Annex B does not request or provide a template layout for this – can you please clarify this
inconsistency?

Annex A, Section 1 on page 10 “The Supplier should assume that the total initial target population for
Enrolment will be circa three million.” Question - Does this total include or exclude any data migration of
records as per Section 3.2.5?

Annex A, Section 1 on page 2 “Completion of the analysis of the current systems and systems
architecture and technical solution, including the prioritization of the different technical solutions as
adapted and presented in Annex A.”

Section 2.2.2 - Pilot phase
Questions:
a. What is the scope of this pilot in duration, number of locations, Number of enrolment stations and
verification stations?
b. Will all non-functional requirements like redundancies, clusters, failover, DBS be part of Pilot?

Section 3.1.1 - Under the new System it is proposed that, prior to PoC registration, Biometric Data be
captured and authenticated using a 1:N verification against the existing Biometric Data records of
previously enrolled individuals.
Questions – please provide statistics on expected volumes per day, per year for PoC capture to enable sizing
of the biometric engines per site and global.

Section 3.1.1.8 The Supplier shall provide suitable illustrations or documentation describing the proposed
Enrolment process including the process for collecting Biometric Data from the following age (compatible
with proGres) and range of PoCs:
- Ages 0-4 years
- Ages 5-9 years
- Ages 10-16 years
- Ages 17-23 years
- Ages 24-59 years
- Ages 60+ years

Section 3.1.1.9 The Supplier shall ensure that proGres notifies the Operator of whether a Biometric Record is
associated with a proGres Record regarding the enrolment of the Biometric Data during, prior to, and within
1:1 Verification of the Biometric Record, locate a PoC then subsequently view the associated proGres
Record.

Section 3.1.2.4 In the event that an Operator has searched and located the proGres Record belonging to a
PoC, the Supplier must ensure that proGres notifies the Operator of whether a Biometric Record is
associated to that proGres Record.

Section 3.1.2.5 If a Biometric Record is not associated with a proGres Record, the System must enable the
Operator to create a Biometric Record (at the Operator’s discretion) in accordance with the Registration
Requirements.

Section 3.1.2.6 The System must enable the Operator to create a Biometric Record (at the Operator’s
discretion) in accordance with the Registration Requirements.

Section 3.1.2.7 It is not necessary to change the coding of proGres itself just to obtain and
manipulate data from its database.

Section 3.1.3 – Emergency environments
Question – provide daily and annual statistics of 1:1 and 1:N for emergency verifications.

Section 3.1.4 – Emergency verifications
Question – Please provide daily and annual statistics of 1:1 and 1:N for emergency verifications.

Section 3.1.5.2 The System must be capable of merging instances of the Database without allowing
duplicate Biometric Records to be created. The Supplier should detail in their response the System
performance characteristics for merging instances of the Database and the associated N:N verification
Questions:
a. What is the criticality value for this requirement as its missing from the table?
b. Specifically what System Performance Characteristics are to be explained?

Annex A, Section 1 on page 6 “Completion of the analysis of the current systems and systems
architecture and technical solution, including the prioritization of the different technical solutions as
adapted and presented in Annex A.”

Annex A, Section 1 on page 2 “Completion of the analysis of the current systems and systems
architecture and technical solution, including the prioritization of the different technical solutions as
adapted and presented in Annex A.”

Annex A, Section 1 on page 2 “Completion of the analysis of the current systems and systems
architecture and technical solution, including the prioritization of the different technical solutions as
adapted and presented in Annex A.”

Annex A, Section 1 on page 2 “Completion of the analysis of the current systems and systems
architecture and technical solution, including the prioritization of the different technical solutions as
adapted and presented in Annex A.”
Section 3.2.4.3 The Supplier shall ensure that all data that is transmitted by the System must be encrypted to an appropriate industry/commercial standard to avoid accidental or malicious loss of data. Section 3.2.4.4 The Supplier shall ensure that when any personal data (including Biometric Data) is transmitted it should be digitally signed as soon as it is recorded, for subsequent checking of integrity on receipt. Question about 3.2.4.3 and 3.2.4.4 -

- a. Does this mean PKI infrastructure is required?
- b. Will UNHCR be providing PKI infrastructure (including CA) or UNHCR expects supplier must include it as part of our pricing?

Section 3.3.2 UNHCR have over 1 million fingerprints captured in templates through its current System BioRegistrator and over 500,000 Iris records captured in the UNHCR iris system. Questions:

- a. How many different people are these 1 million fingerprints associated with?
- b. How many different people are these 500,000 Iris records associated with?
- c. Are there images captured for these fingerprints, or is it templates only? If images, will they be provided to us for data migration purposes? If templates only, - what fingerprint vendor software solution was used?
- d. Are there images captured for these irises, or is it templates only? If images, will they be provided to us for data migration purposes? If templates only - what is vendor software solution was used?
- e. What data items are stored in each FV record in BioRegistrator?
- f. What type/version of database is BioRegistrator?

Section 3.3.2.4 The Biometric Capture Device and any other associated System Hardware must be delivered in the Storage Case.

Section 3.3.2.24 as no in-bound quality check is performed on System Hardware, the warranty period for the System Hardware shall be deemed to commence on date of deployment by the UNHCR from Geneva and not from time of delivery by the Supplier. Question – what is the maximum length of time System Hardware would be kept in storage in Geneva before being deployed?

Section 3.3.3.2 The System must be capable of being readily transported to these different locations using existing infrastructure. As well as being mobile enough to be transported to multiple different locations.

Section 3.3.3.2.2 The relevant System Hardware must be delivered in a robust Storage Case which is suitable for storing the System Hardware for extended periods of time (up to 24 months), is water resistant and is capable of protecting the System Hardware from foreign objects including but not restricted to dust and sand.

Question about 3.3.2 and 3.3.3.2: Exactly what System Hardware must be delivered in a robust Storage Case. Is it the biometric capture device only?

Section 3.3.2.29 As no in-squad quality check is performed on System Hardware, the warranty period for the System Hardware shall be deemed to commence on date of deployment by the UNHCR from Geneva and not from time of delivery by the Supplier. Question – which is the maximum length of time System Hardware would be kept in storage in Geneva before being deployed?

Section 3.3.3.4 The Supplier shall ensure that each user manual and support documentation is available in English, French, Arabic, Russian and Spanish. Question – Can we assume these are in English only?

Section 3.3.3.5 The Supplier shall provide additional training to UNHCR personnel upon request for the duration of the Agreement. The Supplier shall provide details of the cost of providing such training with such costs to be fixed for the duration of the Agreement.

Questions:

- a. where in Annex B is this to be priced?
- b. is a price per course required?
- c. is training in Geneva to be assumed?

Section 3.3.4.3 Where the Supplier is aware of any innovations, options, purchase opportunities or any other method that could reduce the cost of the System the Supplier should notify UNHCR of these innovations, options, purchase opportunities or other methods such that UNHCR can decide in its sole discretion whether to take advantage of the same.

Question – where in Annex B is the Supplier to advise this?

Section 3.3.5.1 The Supplier shall ensure that the FV Biometric Data is capable of being stored on a smearcard and that the System offers UNHCR the ability to issue smearcards without any material alterations to the System. Section 3.3.5.2 Where any of the Requirements detailed in this document would materially inhibit UNHCR’s ability to issue smearcards using the System at some point in the future, the Supplier shall notify UNHCR of the same. The Supplier shall ensure that any costs associated with ensuring the System is capable of issuing smearcards are included in their response.

Question about 3.3.5.1 and 3.3.9.2: There are a lot of complexities and costs associated with issuing smearcards such as Card Management Systems, Card Encoding Hardware, HSMs, Card Printing Hardware. Costs for these are dependent on many factors such as number of cards to be issued, type of smearcard (eg contact or contactless), data to be stored on the card, whether match on card is required or not, etc. Can we therefore assume that all costs directly associated with manufacturing, encoding and issuing a smearcard are out of scope for 3.3.5.1 and 3.3.9.2?

Section 3.3.3.6 Annex A – 2.36 Contract. The chosen supplier will be invited to enter into a fixed (1) year agreement with UNHCR ("the Agreement"), broken into three periods of one (1) year each. This Agreement will be based on the UNHCR General Conditions of Contract (Contract for the Provision of Goods and Services) as amended by the Requirements and contained in this document.

Annex A – 2.22 Phases of the Project

UNHCR is looking for a supplier to deliver phase 2 of this project. At present, it is planned that Phase 2 will be further broken down into 7 areas:

- Design Phase
- Selection of Commercially off-the-shelf (COTS) software
- Selection of Biometric hardware Integration of the COTS software with existing UNHCR Systems, notably integration with UNHCR’s front end registration and verification System ‘proGen’.
- Testing (including User Acceptance Testing) Pilot phase
- Training and Deployment Assistance

Phase 3, the operational roll out of the System, will be conducted by UNHCR.

Question – please provide information on:

- a. Planned contract award date
- b. planned project start date
- c. planned start date of each area in Phase 2 (eg design phase, pilot phase etc)
- d. planned duration in weeks/months of each area in Phase 2 (eg design phase, pilot phase etc)
- e. planned start date of Phase 3
- f. after the Pilot Phase is complete, what activities is the supplier expected to perform?

Section 3.3.3.7 Question regarding Annex A – The Supplier shall be responsible for delivering the System hardware DDF to the UNHCR Warehouse in Geneva, Switzerland. All pricing provided by the Supplier should be based on DDF delivery of relevant items to this location. Annex A, Article 7.10 of the UNHCR SCC stated that: Question – given all goods are to be delivered to Geneva, please confirm that the Contractor is responsible for obtaining export licenses to Switzerland only.

Section 3.3.3.8 Question about 3.3.9.1 and 3.3.9.2: There are a lot of complexities and costs associated with issuing smartcards are included in their response.

Section 3.3.9.3 The Supplier shall ensure that any costs associated with ensuring the System is not inhibit UNHCR’s ability to issue smartcards using the System at some point in the future, the Supplier shall notify UNHCR of these innovations, options, purchase opportunities or other methods such that UNHCR can decide in its sole discretion whether to take advantage of the same.

Question – where in Annex B is the Supplier to advise this?

Section 3.3.9.4 Question about 3.3.2 and 3.3.3.2: Exactly what System Hardware must be delivered in a robust Storage Case. Is it the biometric capture device only?

Section 3.3.9.5 Annex A – 2.36 Contract. The chosen supplier will be invited to enter into a fixed (1) year agreement with UNHCR ("the Agreement"), broken into three periods of one (1) year each. This Agreement will be based on the UNHCR General Conditions of Contract (Contract for the Provision of Goods and Services) as amended by the Requirements and contained in this document.

Annex A – 2.22 Phases of the Project

UNHCR is looking for a supplier to deliver phase 2 of this project. At present, it is planned that Phase 2 will be further broken down into 7 areas:

- Design Phase
- Selection of Commercially off-the-shelf (COTS) software
- Selection of Biometric hardware Integration of the COTS software with existing UNHCR Systems, notably integration with UNHCR’s front end registration and verification System ‘proGen’.
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Question – please provide information on:

- a. Planned contract award date
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- c. planned start date of each area in Phase 2 (eg design phase, pilot phase etc)
- d. planned duration in weeks/months of each area in Phase 2 (eg design phase, pilot phase etc)
- e. planned start date of Phase 3
- f. after the Pilot Phase is complete, what activities is the supplier expected to perform?

PLEASE NOTE: THAT REQUIREMENT 3.3.3.1 IN ANNEX A SHOULD NOW BE DDF DELIVERY OF ALL RELEVANT ITEMS TO GENEVA, SWITZERLAND. UNHCR WILL PROVIDE ASSISTANCE WITH THE DAP PROCESS.
151 It is not 100% clear from the RFP whether the type of bid requested is of either a 1) fixed price or 2) time and materials nature. That is, a) must a single fee be charged for the project deliverables regardless of time and expenses incurred by the supplier, or b) must billing be based on time and expense rates and materials as defined in the breakdown, as they are incurred and delivered. Complete

152 Based on Annex A 3.2.5, we assume, "1:N matching time" means the matching time required to perform one 1:1 identification against a database of given size. Additionally we would assume "1:1 matching time" means the matching time to perform a single 1:1 verification against one reference record with a given ID and we also assume "1:N" means the same as "1:1". In that case the response time of a 1:1 verification would not differ, even if the database sizes are different. Please confirm. Complete

153 Based on Annex A 3.3.1.20, it is allowed that during the capturing of two trios simultaneously - the person on try 2 or 3 times, since the focus of the device is on the iris and the often the persons moves closer or back and the readers cannot capture both rises at the same moment. So, if real life there are two readers, but the accepted quality iris data are captured rest at the same time vs, capturing is made in two parts - first eye iris and second eye iris. It depends on the person. Complete

154 The RFP requests Suppliers to detail the time taken to capture data, verify identity, search the database, and provide a response to the operator. It also requires a "later . . . real-time verification against existing records ..."). The response time is the most significant parameter which determines the processing power required for the system, and therefore its cost. It is important to understand the order of magnitude of response times that the UNHCR has in mind for the various functions. Is it one or two minutes? Or is a response within an hour acceptable? Complete

155 The overall response time depends on the speed of the communications networks as well as on the power of the ARIS. This is acknowledged in the way the response time requirements are written in the RFP. However, we would appreciate information on the communications networks available at the site, including satellite, and their speeds. Complete

156 MoS, can we assume that the Supplier will not need to take any responsibility for installing or maintaining such networks? Correct. The network will be implemented and maintained by UNCHR. The bidder must specify requirements primarily in terms of protocols, bandwidth and availability, as latency and jitter cannot be substantially changed.

157 Will fingerprint only be stored in smartcard in the future or does UNCHR also intend to store iris on facial image is stored in smartcard for 1:2 verification? UNCHR may choose to store multiple biometric data on the Smart Cards. Complete

158 Does UNCHR envisage issuing smartcards in a centralised mode or should the System provide the capacity to issue smartcards with POC Biometric Data at any location selected by UNCHR? The System should be capable of issuing smartcards with Biometric Data at any location selected by UNCHR - however, issuance of Smart Cards is a future requirement (Annex A, Section 3.4.1).

159 We envisaged smartcard would be used as a travel document with the same security mechanism as a passport? It is possible that the smartcard may be used as a travel document in the future. Complete

160 On page 1 of Annex B you mention 10 financial questions, but on page 2 there are only 9 questions. Could you please clarify? Please see revised Annex B (Financial Offer Form).

161 Does the contractor deliver to one central site (e.g. Switzerland or elsewhere) or should delivery to any of the 110 UNCHR sites be included in the price quotation? Please see response to Q 55

162 The envisaged fingerprint, iris, and face recognition. For your needs, especially 1:N for up to 10 million users, we could only offer our multimodal device, which includes our hand vein reader combined with a fingerprint reader. Our question therefore is if our multimodal device would be of interest. Please see Annex G, Paragraph 7

163 Is it possible to receive more information about your plans how to enrol (guided- selfenrollment) and if there is more details available about the "flush" environment plus the request for mobility. Please see Annex G

164 Is there any further information about your communication architecture for sending and retrieving biometric data between local servers and UNCHR servers The Vendor should highlight compatibilities and incompatibilities with the network and other ICT information already provided in the RFP. Complete

165 Please share if there are examples of Iris and face quality standards that need to be met. NIST for fingerprint is common but face and iris are not as far along as fingerprint for "quality" scoring. Most algorithms will provide their quality scoring. Will this be adequate or do you recommend a generic method of quality scoring for face and iris? Please see Annex G, Paragraph 7

166 Please elaborate on the architecture for the Emergency Enrolment system and its eventual integration with the main system. Please see Annex G, Paragraph 7

167 We would like to know the format in which the Iris and existing fingerprint templates are stored. (Annex A 3.2.5) Please see Annex A, Requirement 3.2.2.1

168 Based on Annex A 3.3.1.16, please let us know what is the process for anomalies where no fingerprint can be recorded? Please see response to Q 335

169 Based on Annex A 3.3.1.3, please clarify if you envisage the emergency database being a central data store accessed by all emergency workstations or it is a localized data store accessed only by local emergency workstations? Please see response to Q 1 and revised Annex B (Financial Offer Form).

170 Based on Annex A 3.2.3.2, we would like to know if UNCHR will provide the laptops for inclusion in each base case and if so, how many base cases are required. Also, will UNCHR provide all the servers at the central and OIS sites for the identity services and biometric matching? Please see response to Q 55

171 Based on Annex A 3.3.1.5, it would be great if you can provide more details on both high availability and disaster recovery requirements (for example, where will the central system reside?) Are we right in assuming that this will be at UNCHR HQ as this is not explicitly specified in the RFP? Complete

172 In Annex A, section 3.3.3 it's mentioned that the Project Manager will be appointed by UNCHR. But section 3.3.4 specifies that the supplier is expected to understand and be able to perform the complete range of project management activities. Should we assume that the supplier shall also provide a project manager? Please see Annex A, Paragraph 7

173 Based on Annex A 3.2.2 we would like some clarity on the deployment. Will UNCHR be fully responsible for it or will we also be involved in some activities? Please see response to Q 68

174 Referring to Annex A 3.3.3.2, we would like a confirmation that development, staging and production environment would be provided by UNCHR? Yes, UNCHR will provide hardware and infrastructure as per requirements provided to the selected bidder.

175 Based on Annex A, we request UNCHR to kindly elaborate on the scope of "conversion of Legacy data". Please see Annex A, Section 3.2.5

176 We would like to know what will be the approximate volume of data(MB) that will be handled for each interface. This data is not relevant at this stage Complete

177 Please let us know if there are any constraints on the nature of the interface between Proposed system and any of UNCHR's existing applications, such as the format of data passed between these systems, and any particular protocol used? Please see Annex C

178 Based on Annex B – Financial Instructions please provide answers to the following questions: a) Please confirm if the financial offer should be for a maximum 100 units of biometric devices? b) Does this number include Emergency Enrolments cases? c) We would like to know if we are also expected to procure the biometric devices or are we expected just to give a quote for the identified biometric devices? d) The financial offer should be for 100 units of Biometric Capture Devices and 100 units of Storage Cases. The Storage Cases should be detailed in the "Other Cost" section and entitled "Storage Cases". Please see Annex A for further information. e) UNCHR makes no distinction between the Biometric Capture Devices and Storage Cases used in "Business as usual" scenarios and "Emergency" scenarios. Therefore, no costs for Biometric Capture Devices or Storage Cases should be included in the Emergency System price. f) The bidder will be expected to procure all elements of the System (with the exception of the Provided forms), including the Biometric Capture Devices and Storage Cases. Complete
Annex A, part 1, paragraph 2.1: Could you please define the use of the word "camp"?

Please see response to Q 14 & Q 71.

Req # 3.1.1.3: This is a MUST requirement on how this could work. However we assume, that Supplier does not represent an individual.

The System logic shall have the ability to reconcile duplicate biometric records that represent the same person. The System should be interoperable and align with state of the art biometrics industry standard does this comply? What interfaces does it provide? What are the (documented) formats? Related to 3.3.5 Data migration requirements. Is the legacy system supposed to be operated in parallel?

Req # 3.1.1.7: Requirements. Annex E and Annex G

UNHCR expects the vendor to provide a system that can perform de-duplication as a routine background task for example rather than it being a major activity.

Req # 3.1.1.13: Could you please provide the limit for 'a defined number of attempts'? Complete

The logic contained in the proposed system shall have a method to handle biometric exceptions. This shall be accomplished within the existing requirements.

Req # 3.2.1. Assumption – The Supplier is required to use the desktops, laptops or tablets listed as required, when fingerprinting is done at a later stage?

Please see response to Q 99. In addition, the System will not be required to operate in parallel with the existing systems.

Complete

Biometrics will be used at UNHCR's discretion. Whether or not UNHCR exchanges data with partners is not relevant.

Please see response to Q 14 & Q 71.

Complete

Future proof for a minimum of ten years' means that UNHCR will expect to use the System for a period of circa 10 years and the System should therefore be designed [as much as is possible] to not become obsolete during this period.

Complete

There is no process description for "a major annual exercise". This statement reflects the fact that at present, de-duplication is done on an approximately annual basis and is a significant piece of work for UNHCR. The desire is that the bidder offers a System that can perform de-duplication as a routine background task for example rather than it being a major activity.

Complete

No - peripherals and Biometric Capture Device for the capture of iris and facial biometric data should be detailed in Section 4.8.5 (and where applicable Section 6) of the revisedAnnex B (Financial Offer Form).

Complete

There are no functionally around management information?

Complete

Given the highly mobile nature of UNHCR services, the locations where UNHCR operate provide services are often [although not exclusively] more similar to a camp containing tents or other non-permanent or semi-permanent structures as opposed to an office, warehouse or other such permanent structure. As such, the word "camp" can be taken to refer to a refugee camp, food distribution point, resettlement centre or any other such location where UNHCR field operations provide services.

Complete

Requirements. Annex A Part 3

Complete

Could you please confirm that this still means that the Supplier will provide any items that are required that are not on the "Provided Items" list.

Yes. See response to Q 204

Req # 3.1.4: What are the specifications of an emergency condition?

Please see response to Q 14 & Q 9. In addition, the System will not be required to operate in parallel with the existing systems.

Complete

Could you please provide a list of the UNHCR systems to be interoperable and align with if this is a biometric solution? To which date of the art biometrics industry standard does this comply? What interfaces does it provide? What are the (documented) formats? Related to 3.3.5 Data migration requirements. Is the legacy system supposed to be operated in parallel?

Complete

UNHCR expects the vendor to provide the specifications and quantities required for the proposed System.

Check

This high level requirement that reflects the more detailed requirements for the System to provide detailed management information (see Annex A, Section 4.3.5 ["Management Information and Audit"])?

Complete

Request for a typical phased deployment schedule by country (intended for years 3-5)?

This is a high level requirement that reflects the more detailed requirements for the System to provide detailed management information (see Annex A, Section 4.3.5 ["Management Information and Audit"])?

Complete

Could the process handle this?

Please see response to Q 204.

Complete

No - peripherals and Biometric Capture Device for the capture of iris and facial biometric data should be detailed in Section 4.8.5 (and where applicable Section 6) of the revisedAnnex B (Financial Offer Form).

Complete

Complete

Could you please provide a detailed list of interfaces, together with the technical specifications of each?/reference?

Check

Could you please confirm that this still means that the Supplier will provide any items that are required that are not on the "Provided Items" list.

Yes. See response to Q 204

Complete

UNHCR expects the vendor to provide the specifications and quantities required for the proposed System.

Check

Please see requirements, Annex E and Annex G

Complete

Please see response to Q 14 & Q 71.

Complete

Complete

Complete

Complete
Annex A 3.2, pg. 19: Regarding the update of progress, the "new version of this system ... currently
Annex A 3.3.2 and 3.3.2.5, pg. 30:
Annex A 3.2.1, pg. 19: Can you confirm that UNCHR will also supply at its own costs the needed System
Annex B, pg. 2: Item number 6 is missing between number 4 (Biometric Software Integration) and number
Annex A 3.1.1.25, pg. 13:
Annex A 3.2.6.4, pg. 27: Is the supplier allowed to store the biometric data in a template format in addition
Annex A 3.1.3.10, pg. 17: Which database is meant with "Database" in 3.1.3.9 and 3.1.3.10? Is it the
Annex A 3.2.4.10, pg. 26: Do you plan to use biometric devices from more than one vendor? Do you plan to
Annex A 3.2.5.4, pg. 27: Is it planned to encrypt the biometric data on the unencrypted EAC? What area
Appendix A Paragraph 3.2.5, Table Item 3.2.5.5 "Data Migration": For the effort assessment, some
Annex A 3.3.9.3, pg. 35: Is it planned to encrypt the biometric data on the smartcard with EAC? What
Annex A 3.1.1.2, pg. 14: 10 fingerprints would be the maximum but may not be necessary to meet the
Annex A 3.2.1.3?, pg. 12: Must these Storage Cases be priced in Annex B? If so, where should it be stated?
Annex A 3.1.1.12, pg. 13: a) Are there any performance requirements for 1:N Verification for the National as well as the Global
database? b) We understand that in case of not having a connection to the National or Global Biometric Database, an
Annex A 3.1.2.3, pg. 14: b) This situation could occur if a PoC has been enrolled into proGres but not had
Annex A 3.2.5, pg. 14: a) Please add the Criticality in the last column. b) What situation is meant by this requirement? Do they occur due to Emergency Enrolments? Or are other reasons expected?
Annex A 3.1.1.13, pg. 13: a) Performance requirements should be the same regardless of location of
Annex A 3.1.2.3, pg. 14: b) The 1:N Verification should be performed against the Database or a specified
Annex A 3.1.1.18 and so an exception would be made
Annex A 3.1.3.11, pg. 17: Which database is meant with "Database" in 3.1.3.9 and 3.1.3.10? Is it the
database with biometric records other than emergency data? If so, please explain.
Annex A 3.1.5.1, pg. 16: Please add the Criticality in the last column.
Annex A 3.1.2.1, pg. 14: a) Performance requirements should be the same regardless of database
Annex A 3.1.2.13, pg. 15: As the list (zone, age, crop location) is not exhaustive (as indicated by the word "can") this UNCHR state which other criteria are required.
Annex A 3.1.3.10, pg. 17: Which database is meant with "Database" in 3.1.3.9 and 3.1.3.10? Is it the
Annex A 3.1.5.1, pg. 16: Please add the Criticality in the last column.
Annex A 3.1.2.1, pg. 14: a) Performance requirements should be the same regardless of database
Annex A 3.2.1.3?, pg. 12: Must these Storage Cases be priced in Annex B? If so, where should it be stated?
Annex A 3.1.5.1, pg. 16: Please add the Criticality in the last column.
Annex A 3.2.5, pg. 14: a) Please see response to Q 136 b) This situation could occur if a PoC has been enrolled into proGres but not had biometric data captured
Annex A 3.1.2.7, pg. 14: Does the 1:N verification process work with a single or multiple fingerprint scanner? Please explain.
Annex A 3.2.5.5, pg. 27: The existing biometric records are the including images and/or templates? If they are images, what is the compression ratio of the raw images? If templates, what kind of template is used?
Annex A 3.1.2.6, pg. 28: Can we get the latest updated version of the IT security policies to verify if we can comply to this requirement.
Annex A 3.3.2 and 3.3.2.5, pg. 30: What components are covered under System Hardware (to be provided by the Preferred bidder) as stated in the Definition, System Hardware as a defined term does not include the Provided Items. The Storage Cases should be priced in the Financial Offer in the "Other Costs" section and labelled as "Storage Case"
Annex A 3.2.5.5, pg. 27: The existing biometric records are the including images and/or templates? If they are images, what is the compression ratio of the raw images? If templates, what kind of template is used?
Annex A 3.1.5.1, pg. 16: Please add the Criticality in the last column.
Annex A 3.2.5, pg. 14: a) Please see response to Q 136 b) This situation could occur if a PoC has been enrolled into proGres but not had biometric data captured
Annex A 3.1.2.7, pg. 14: Does the 1:N verification process work with a single or multiple fingerprint scanner? Please explain.
Annex A 3.2.5.5, pg. 27: The existing biometric records are the including images and/or templates? If they are images, what is the compression ratio of the raw images? If templates, what kind of template is used?
Annex A 3.1.2.6, pg. 28: Can we get the latest updated version of the IT security policies to verify if we can comply to this requirement.
Annex A 3.3.2 and 3.3.2.5, pg. 30: What components are covered under System Hardware (to be provided by the Preferred bidder) as stated in the Definition, System Hardware as a defined term does not include the Provided Items. The Storage Cases should be priced in the Financial Offer in the "Other Costs" section and labelled as "Storage Case"
Annex A 3.2.5.5, pg. 27: The existing biometric records are the including images and/or templates? If they are images, what is the compression ratio of the raw images? If templates, what kind of template is used?
Annex A 3.1.5.1, pg. 16: Please add the Criticality in the last column.
Annex A 3.2.5, pg. 14: a) Please see response to Q 136 b) This situation could occur if a PoC has been enrolled into proGres but not had biometric data captured
Annex A 3.1.2.7, pg. 14: Does the 1:N verification process work with a single or multiple fingerprint scanner? Please explain.
Annex A 3.2.5.5, pg. 27: The existing biometric records are the including images and/or templates? If they are images, what is the compression ratio of the raw images? If templates, what kind of template is used?
Annex A 3.1.2.6, pg. 28: Can we get the latest updated version of the IT security policies to verify if we can comply to this requirement.
Annex A 3.3.2 and 3.3.2.5, pg. 30: What components are covered under System Hardware (to be provided by the Preferred bidder) as stated in the Definition, System Hardware as a defined term does not include the Provided Items. The Storage Cases should be priced in the Financial Offer in the "Other Costs" section and labelled as "Storage Case"
Annex A 3.2.5.5, pg. 27: The existing biometric records are the including images and/or templates? If they are images, what is the compression ratio of the raw images? If templates, what kind of template is used?
Annex A 3.1.5.1, pg. 16: Please add the Criticality in the last column.
Is there a known ratio of population by age that is served under this program?

Please refer to Annex A Requirement 3.1.1.23

Is the merging be done locally or centrally?


Are there any expected FPIR and FNIR rates?

Yes, provided they meet the Requirements

Could you please provide us with the daily throughput for the following searches:


Annex A, pp. 3 & 4: Software and Integration - This item requests a quotation for software and license costs. It is unclear what costs should be proposed here:

a. Should it be pricing for a base case scenario? If so, it is needed to know the number of PC’s, systems, locations, fingerprint capture stations in the base case scenario. If not, please explain your expectations.

b. What costs and number of units will be taken into consideration for Software and Integration on the Summary Sheet (page 2 of Annex B)?

This data is not Known

Annex A, pp. 5-6: Biometric Software & Integration – Iris and Face.


Are there expected scenarios to have the same functionality or can they be designed to meet the basic requirements based on the infrastructure and resources available?

Please see Annex G, Paragraph 9

Annex A 3.1.1.22: Can the device be a handheld device and as long it can capture good or better biometrics than conventional devices?

Please refer to Annex A, Requirement 3.1.7.1

Annex A 3.1.1.30: Is it expected to store biometric images? is standard compression ok? Is the template generation requested from quality assurance to reduce FTE or to reduce the data transmission payload, or both?

Please refer to Annex A, Requirement 3.1.7.1

Annex A 3.1.1.31: How to handle FTE and FTE? Is it expected to force the capture of image even of FTE or FTE?

Please refer to Annex A, Requirement 3.1.7.1

Annex A 3.1.1.32: In case of portable scenarios are two fingerprint captures allowed?

Please see Annex A, Requirement 3.1.1.19 - if the Supplier believes the Quality Requirements can be met by capturing less than four fingers, this should be explained with supporting evidence

Annex A 3.1.2.23: Is it expected to perform 1:N on regional databases or on the global database too?

Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8

Annex A 3.1.3.2: We need to know the target hardware platform before being able to give estimates on search times. Can at least a broader category be indicated such as laptop, desktop and servers?

Please refer to answer to Q 271

Annex A 3.1.3.25 Are offline data logistics tools allowed to be used for instance in situation of no connectivity.

Please refer to Annex A, Appendix 1 (Quality Requirements)

Annex A 3.1.3.26 Will there be a separate operator database and official onboarding process? Will the operators have a Progress ID or ID of any other kind?


Annex A 3.1.3.32 Any statistics available on how many times the 1:N have to be performed?

Please see Annex G, Paragraph 6

Annex A 3.1.3.42 Are there any expected FPR and FMR rates?

Please refer to Annex A Appendix 1 (Quality Requirements).

Annex A 3.1.3.5: Is there already an existing system to deploy the Progress data in case of emergency?

Please refer to Annex G, Paragraph 10. Bidders should propose their suggested approach to performing this migration based on the Requirements detailed in Annex A, Section 3.2.5 and the interface and infrastructure they would utilise to meet these Requirements.

Annex A 3.2.5.5: Will the merging be done locally or centrally?

Possibly both - it may be necessary to merge two Emergency Databases locally for example or to merge a local Emergency Database with the global Database

Annex A 3.2.5.5 Data Migration: What other biometric systems are currently being used? It is listed in the RFP that there are currently 1,000,000 fingerprint and 500,000 iris records. Is there further information available on these records? In particular:

- What is the technology provider, make and model of the equipment used to capture the data?
- Are the records stored images or templates?
- If they are images what size are they?
- If templates then what algorithm was used to create them?
- What country or countries are the records in and how many are there per country?
- Is there a valid license to be able to use the records on another system?
- Is the project(s) they are used for ongoing?

Please see Annex G, Paragraph 10.

Annex A 3.2.5.5: Data Migration - What other biometric systems are currently being used?

Please see additional information contained in Annex G, Paragraph 10. Bidders should propose their suggested approach to performing this migration based on the Requirements detailed in Annex A, Section 3.2.5 and the interface and infrastructure they would utilise to meet these Requirements.

Annex A 3.2.5.5: Data Migration: What other biometric systems are currently being used? It is listed in the RFP that there are currently 1,000,000 fingerprint and 500,000 iris records. Is there further information available on these records? In particular:

- What is the technology provider, make and model of the equipment used to capture the data?
- Are the records stored images or templates?
- If they are images what size are they?
- If templates then what algorithm was used to create them?
- What country or countries are the records in and how many are there per country?
- Is there a valid license to be able to use the records on another system?
- Is the project(s) they are used for ongoing?

Please see Annex G, Paragraph 10.

Annex A 3.2.5.5 Data Migration: What other biometric systems are currently being used? It is listed in the RFP that there are currently 1,000,000 fingerprint and 500,000 iris records. Is there further information available on these records? In particular:

- What is the technology provider, make and model of the equipment used to capture the data?
- Are the records stored images or templates?
- If they are images what size are they?
- If templates then what algorithm was used to create them?
- What country or countries are the records in and how many are there per country?
- Is there a valid license to be able to use the records on another system?
- Is the project(s) they are used for ongoing?

Please see Annex G, Paragraph 10.

Annex A 3.2.5.5 Data Migration: What other biometric systems are currently being used? It is listed in the RFP that there are currently 1,000,000 fingerprint and 500,000 iris records. Is there further information available on these records? In particular:

- What is the technology provider, make and model of the equipment used to capture the data?
- Are the records stored images or templates?
- If they are images what size are they?
- If templates then what algorithm was used to create them?
- What country or countries are the records in and how many are there per country?
- Is there a valid license to be able to use the records on another system?
- Is the project(s) they are used for ongoing?

Please see Annex G, Paragraph 10.

Section 3.2.5.5: What will be the required process if a PoC’s biometric data is matched against existing biometric data? What interface and infrastructure will be provided for the new system to make use of current data?

Please see revised version of Annex B and explanation in Annex G, Paragraph 4 & 5

Section 3.2.5.5 Data Migration: What other biometric systems are currently being used? It is listed in the RFP that there are currently 1,000,000 fingerprint and 500,000 iris records. Is there further information available on these records? In particular:

- What is the technology provider, make and model of the equipment used to capture the data?
- Are the records stored images or templates?
- If they are images what size are they?
- If templates then what algorithm was used to create them?
- What country or countries are the records in and how many are there per country?
- Is there a valid license to be able to use the records on another system?
- Is the project(s) they are used for ongoing?

Please see Annex G, Paragraph 10.

Section 3.2.5.5: What will be the required process if a PoC’s biometric data is matched against existing biometric data? What interface and infrastructure will be provided for the new system to make use of current data?


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- What is the technology provider, make and model of the equipment used to capture the data?
- Are the records stored images or templates?
- If they are images what size are they?
- If templates then what algorithm was used to create them?
- What country or countries are the records in and how many are there per country?
- Is there a valid license to be able to use the records on another system?
- Is the project(s) they are used for ongoing?

Please see Annex G, Paragraph 10.
Annex A 3.2.5, pg. 20: Which configuration should be considered to be the required equipment for a 3 million to 20 million record database?

Annex A 3.5.3, pg. 32: What data formats are expected by this business intelligence or data warehouse interface?

Annex A 3.2.1.5, pg. 20: In order to describe the relevant items of Provided Items, could you please indicate what are the number of local sites and the database size for each type of local sites?

Annex A 3.1.13.3, pg. 12: Should the National Database be synchronized with the Global Database? If yes, how frequently?

Annex A 3.2.1.23, pg. 12: What is the estimated maximum hourly enrolling and verification workload we should plan for? (Requirement 3.1.1.1, 3.1.2.2)

Annex A 3.2.6, pg. 20: Does UNHCR have a preferred architecture and specification for firewalls that can be shared? (Annex A 3.2.6.2)

Annex A 2.1, pg. 2: Is the database going to be maintained at 3 levels: Global, National, and Regional level?

Annex A 3.2.1.5, pg. 20: In order to describe the relevant items of Provided Items, could you please indicate what are the number of local sites and the database size for each type of local sites?

Annex A 3.1.13.3, pg. 12: Should the National Database be synchronized with the Global Database? If yes, how frequently?

Annex A 3.2.1.23, pg. 12: What is the estimated maximum hourly enrolling and verification workload we should plan for? (Requirement 3.1.1.1, 3.1.2.2)

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Annex A 3.2.1.23, pg. 12: What is the estimated maximum hourly enrolling and verification workload we should plan for? (Requirement 3.1.1.1, 3.1.2.2)
Based on Annex 3.1.1.2.12, pg. 15: If a duplicate record is found during 1:N verification process, is there no possibility of reinserting the record?

Based on 3.1.5.1 “The System must be capable of merging instances of the Database without allowing false hits.

Based on Annex A 3.2.6, pg. 30: Does the supplier need to provide the firewall and anti-malware software for all the database only or does it require to perform biometric 1:N search across the entire biometric systems?

Based on 3.1.1.21 “The Supplier shall ensure that where the Biometric Capture Device proposed performs facial recognition, it shall be capable of exporting the photograph captured for the Biometric Record to the proFile Record (and to other applications such as smart cards if required).

Questions:

a) Please clarify if you mean the biometric system should be capable of exporting the photograph captured for the biometric record to the proFile record and not the Biometric Capture Device?
b) Please provide the specifications of facial image to be captured?

Based on 3.1.1.23 “The system must be able to store the Biometric Records in a database that enables 1:1 and 1:N Verifications. The database will typically include biometric records for 200,000 PoCs nationally and Biometric Records for up to 10,000,000 PoCs globally.”

Questions:

a) Are the databases to be maintained separately for each nation (to maximum of 200,000 biometric records of PoCs) within the respective nation for performing 1:1 and 1:N Verifications or the entire database of 10,000,000 PoCs globally be maintained in single database at a central location?

a) The matching logic (engine) incorporated into the System should aim to return match results in 10 seconds or less. The timings shall begin when a match request is received, and timings shall end when a match response is sent by the matching logic. Matching logic may exist either in a client device, server device, or distributed device depending on the proposed solution.
b) The server specification will be dependent on the solution proposed by the bidder and should be benchmarked based on the maximum number of concurrent match requests supported.
c) The client connectivity is not restricted to a particular service, software component, or protocol, and would be based on an integrated solution design. In any case, the solution shall be optimized to introduce minimum communications latency between clients, servers, or distributed devices.

Based on Annex 3.3.2.2., pg.30: Cameras etc to be provided that would go into the robust storage case? (Annex A 3.3.2.2.)

scanners. Please clarify if any other hardware like laptops for registration, Iris devices, Face Capture Cameras etc to be provided that would go into the robust storage case?

b) Please provide the maximum database size of N that needs to be supported for 1:N de-duplication.
c) How many such emergency systems are required?
d) Do we need to provide the ICT infrastructure sizing separately for the Emergency Systems?
a) Does the Emergency System to be deployed separate from the regular system?
b) If desired by UNHCR, it should be possible for the Emergency System to operate as a standalone system. Please see Annex G, Paragraph 7 for further details.
c) Please see Annex G, Paragraph 7 for further details.
d) Emergency Systems are deployed at the location of the Emergency – please see Annex G, Paragraph 7 for further details.

d) Emergency Systems are deployed at the location of the Emergency - please see Annex G, Paragraph 7 for further details.

c) No

d) Question not understood - please see Annex G for additional information

Based on Annex A 3.2.1.3, pg. 15: If a duplicate record is found during 1:N verification process, is there no manual adjudication required at server side to decide the genuineness of duplicate to take care of false aspects of the system?

Based on Annex A 3.2.1.13 “The Supplier must ensure that the System enables Operators to perform a 1:N Verification having previously selected certain sub-sets of data in the Biometric Database, for example selecting sex, age cohort, location etc”.

Please specify whether this feature is required at client side or server side?

Based on 3.1.3.4 “Supplier shall ensure that the Emergency System comprises a dozen emergency databases where emergency records can be stored. District level database should be able to create and maintain a database for separate UNHCR operations and locations. An emergency database will typically be required to contain Emergency Records for 80,000 PoCs”

a) Does the Emergency System to be deployed separate from the regular system?
b) Do we need to provide the ICT infrastructure sizing separately for the Emergency Systems?
c) How many such emergency systems are required?
d) Does the emergency systems deployed at a central location or at the respective emergency operational site?

Does the Emergency system required to perform 1:N or 1:1 verification within the specific Emergency database only or does it required to perform biometric 1:N search across the entire Biometric system?

Based on Annex A 3.1.5.5 The System must be capable of merging instances of the Database without allowing duplicate Biometric Records to be created. The Supplier should detail in their response the System performance characteristics for merging instances of the Database and the associated N:N verification.

a) The criticality of the clause 3.1.5.1 is missing. Please clarify if the criticality is Must / Could / Should?
b) Please provide the maximum database size of N that needs to be supported for N:N de-duplication.
c) Does the supplier required to recommend the ICT infrastructure required for N:N separately or should it be part of the main system ICT Infrastructure?

c) No

d) Question not understood - please see Annex G for additional information

Based on Annex A 3.3.2.3, pg. 19-20: The list of “Provided Items” does not include the Storage (SAN) for storing the biometric data and database software (Unix, MS SQL, Server etc). Does the supplier need to include these items in its offer pricing? Please confirm.

Annex A 3.2.3.2.1, pg. 10: “The supplier should ensure that the initial target population for the Enrollment will be circa three million with an estimated ten million total PoCs over time. However, as the system is expected to be in use by UNHCR for an excess of 10 years, it is critical that the system is scalable, by country operation, and as increases in the enrolments are required.”

Question: We understood the scalability requirement of the proposed system. Do we need to consider the system costing and ICT infrastructure sizing for 10 Million or for 30 Million? Please provide us with the targeted number of enrolments to be considered for pricing, this is important as pricing is based on the database size.
Please specify for how many years the system supplied is to be maintained and supported? (Annex A 5, pg. 34) Complete

There is no provision provided for the server side matching systems to be provided. Kindly provide for components for server side matching systems for verification and de-duplication systems for fingerprint, iris and face biometrics in the financial forms. (Annex B) Complete

Please specify the number of biometric capture units – fingerprint capture to be provided. Complete Please see response to Q 271

Please specify the biometric capture device or devices to be provided. Complete Please see Annex G, Paragraph 4

Does the "Biometric Capture Device" include a fingerprint scanner, an iris camera and face capture? Or does it only refer to fingerprint capture? Complete Please see Annex G, Paragraph 9

Please confirm that the preference is a fingerprint scanner that can capture 4 fingers simultaneously. Complete Please see requirement 3.1.1.9.

When providing a PoC in a specific Country, does the System have to search for duplicates in the whole worldwide database or just in the portion [of the same database] related to that Country? Complete Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8

If manual intervention was allowed, could such a manual intervention be? We do not understand this, please clarify. (Annex A 3.1.3.21) Complete

In this requirement you are referring to "database" only. Please confirm that with this you are referring to the emergency database. (Annex A 3.1.3.10) Complete

What is the total number of enrollment records for which the Emergency Enrolment and Verification System should be licensed? (Req 3.1.3.11, pg. 16) Complete

What is UNHCR's anticipated time line for receiving the Base Case? What is the time line for deploying the System in the Base Case? Are there other specific time line requirements? (Annex A 2.5.5, pg. 4) Complete Please see response to Q 15 & 16

Can UNHCR provide direction on working practices that provide a means for women to remove head coverings to be conducted by UNHCR directly or by a third party which may or may not be the bidder. Complete

Which algorithm vendors and specific algorithm versions are currently in use for fingerprint and iris scanning? (Req 3.1.3.2.3, pg. 27) Complete

Would UNHCR provide the age, make and models of current biometric equipment that the vendor may be able to support can be reused? (Req 3.1.3.2.11, pg. 15) Complete

Please see response to Q 271 & 273

Can UNHCR provide a list of sites and their specific connectivity including ISP providers? Can UNHCR provide the list of sites and their network connection (e.g. speed) is to be provided? (Req 3.2.3.2, pg. 23) Complete

Which of these costs are not required? Complete

Please see response to Q 272 & 276

Please see response to Q 271

Complete

Is UNHCR targeting 323 (150 + 130 + 43) locations or totally in whatever kind of network connection (e.g. speed) is available at the central site in Garmisch (Annex A 3.2.3.2/3)? Complete

Please specify the standard or proprietary format, used to capture existing biometric data held by UNHCR. Complete Please see Annex G, Paragraph 11 for a list of countries where UNCHR currently operates. However, this list should not be considered exhaustive

Please confirm that the following items do not need to be provided by the vendor, or explicitly state which one(s) need to be provided: Complete

Complete

Please confirm that the preference is a fingerprint scanner that can capture at least 4 fingers simultaneously. Complete Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8

Can UNHCR provide a list of sites and their specific connectivity including ISP providers? Can UNHCR provide the list of sites and their network connection (e.g. speed) is to be provided? (Req 3.2.3.2, pg. 23) Complete

Please confirm that the preference is a fingerprint scanner that can capture 4 fingers simultaneously. Complete Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8

Is it reasonable to assume that higher density sites are connected via VSAT services? Would UNHCR provide a list of sites and their specific connectivity including ISP providers? Can UNHCR provide the number of operators and number of PoC for each site? (Req 3.2.3.2, pg. 27) Complete

Verify PoCs in an emergency against both the Emergency Database and also potentially Verify PoCs against the Database (at UNHCR’s discretion). Please see Annex G, Paragraph 7 for further details

Within PoC the emergency records are active. How many of them include a complete biometric record? Complete Please see Annex G, Paragraph 5

Complete

Complete

Please confirm that the preference is a fingerprint scanner that can capture 4 fingers simultaneously. Complete Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8

Is there a preliminary list of countries where the equipment is likely to be transported? If so, please provide us to it. (Annex A 3.3.2.11) Complete

Please refer to Annex G, Paragraph 11 for a list of countries where UNCHR currently operates. However, this list should not be considered exhaustive

Complete Would UNHCR elaborate on what is meant by the existing logistical infrastructure? (Annex A 2.2, pg. 8) Complete

Complete

Complete

Complete

Complete

Complete

In this requirement you are referring to "database" only. Please confirm that with this you are referring to the emergency database. (Annex A 3.1.3.10) Complete

Is UNHCR targeting 323 (150 + 130 + 43) locations or totally in whatever kind of network connection (e.g. speed) is available at the central site in Garmisch (Annex A 3.2.3.2/3)? Complete

Please confirm that the preference is a fingerprint scanner that can capture at least 4 fingers simultaneously. Complete Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8

Is the Database being referred to in requirement 3.1.3.10 the Emergency Database or the (permanent, central) Database? If the latter, how does the UNHCR envision this verification taking place, given that there is no immediate interface with the existing Enrolment, Verification or ProGres records? (Req 3.1.3.10, pg. 17) Complete

Please see response to Q 271 & 273

Please see response to Q 271 & 273

Complete

Complete

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Please see response to Q 271 & 273

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Complete

The re-capture period is not defined and will depend on when the UNHCR interacts with the customers. Please see response to Q 271 & 273

Complete

Please see response to Q 271 & 273

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<thead>
<tr>
<th>Q No.</th>
<th>Question</th>
<th>Status</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>375</td>
<td>Does the UNHCR have licenses for the algorithms to support the migration? (Req 3.2.5, pg. 27)</td>
<td>Complete</td>
<td>This information will be provided to the shortlisted bidders</td>
</tr>
<tr>
<td>376</td>
<td>Does UNHCR licensing for existing fingerprint and iris allow probe images/templates to be submitted for 1:N and 1:1 matching without requiring additional licenses? (Req 3.2.5.2, pg. 27)</td>
<td>Complete</td>
<td>Question not understood</td>
</tr>
<tr>
<td>377</td>
<td>Is this defined globally or does UNHCR require this to be configurable as the size is? (Req 3.2.5.5, pg. 28)</td>
<td>Complete</td>
<td>UNHCR will determine this</td>
</tr>
<tr>
<td>378</td>
<td>Are there any specific privileges the Local Admin should have that the Operator should not have? (Req 3.2.6.6, pg. 28)</td>
<td>Complete</td>
<td>UNHCR will determine this</td>
</tr>
<tr>
<td>379</td>
<td>What is the SOP? (Req 3.2.1, pg. 38)</td>
<td>Complete</td>
<td>Please see response to Q 125</td>
</tr>
<tr>
<td>380</td>
<td>Does UNHCR have a list of countries they are interested in or all countries? (Req 3.2.11, pg. 30)</td>
<td>Complete</td>
<td>Please refer to Annex G, Paragraph 11</td>
</tr>
<tr>
<td>381</td>
<td>What is the total number of enrollment records for which the system should be licensed?</td>
<td>Complete</td>
<td>Please refer to Annex G, Paragraph 5</td>
</tr>
<tr>
<td>382</td>
<td>Should the same number of enrollment records be used for determining the licensing cost for iris and facial recognition?</td>
<td>Complete</td>
<td>Please refer to Annex G, Paragraph 5</td>
</tr>
<tr>
<td>383</td>
<td>What is the total number of fingerprint capture devices (in multiples of 100) upon which the price should be based?</td>
<td>Complete</td>
<td>Please refer to Annex G, Paragraph 4</td>
</tr>
<tr>
<td>384</td>
<td>Is there a requirement for the kit to issue a special identification no.?</td>
<td>Complete</td>
<td>Question not understood</td>
</tr>
<tr>
<td>385</td>
<td>The existing biometric files that UNHCR has already are stored as what kind of image (File type)</td>
<td>Complete</td>
<td>Please refer to Annex G, Paragraph 10</td>
</tr>
<tr>
<td>386</td>
<td>In Req 3.2.5.5 we are requested to change data from a proprietary template. Please inform which proprietary company has made the template.</td>
<td>Complete</td>
<td>Please refer to Annex G, Paragraph 10</td>
</tr>
<tr>
<td>387</td>
<td>Which Anti-Malware is already used by UNHCR?</td>
<td>Complete</td>
<td>McAfee</td>
</tr>
<tr>
<td>388</td>
<td>Does UNHCR require printout of lists of de-duplicated records?</td>
<td>Complete</td>
<td>A Print out is not necessary however a permanent log/record should be kept for all records that were &quot;de-duplicated&quot; and a faculty to review this log/record</td>
</tr>
<tr>
<td>389</td>
<td>Fingerprint on children below the age of 15 is a problem as the fingerprints are changing too rapidly and the size of the fingerprint is too small for getting a good image for identification. On children we suggest the verification to be used.</td>
<td>Complete</td>
<td>The system shall be optimised to allow for the best capture possible, regardless of age of PoC.</td>
</tr>
<tr>
<td>390</td>
<td>During &quot;normal&quot; enrollment are all members of a family to give biometric data? The number of refugees is between 3-10 millions. Are they all to be registered with biometric data or just 3 per family? If 3 per family how many biometric registrations do you anticipate?</td>
<td>Complete</td>
<td>It is envisaged that all members of a family would be enrolled using biometric data. There is no limit to the number of Enrolments per family.</td>
</tr>
<tr>
<td>391</td>
<td>In Req 3.2.5.6 (Deleting the database) – If data is replicated should deletion be on all databases or registration it only? Is there a requirement to delete databases from the central storage in HQ?</td>
<td>Complete</td>
<td>This requirement refers to the deletion of the Emergency Database so the deletion would usually be local only. De-duplication should be possible in all Databases. The System should allow for the Biometric Records to be de-activated (so they are not searchable, but there is a record of the duplicate record for technical and managerial reports) as well as deleted.</td>
</tr>
<tr>
<td>392</td>
<td>Req 3.3.3 (Emergency registration) – The text mention that the records should be interface with proGres records. Please clarify whether data should be able to be exported to proGres system or the registration system should be able to obtain all information for the proGres system. Please clarify your requirement.</td>
<td>Complete</td>
<td>There is no requirement to export data to proGres except as detailed in Annex A, Requirement 3.1.1.21</td>
</tr>
<tr>
<td>393</td>
<td>Req 3.2.6.3 – Please clarify which privileges and roles / duties you want to segregate?</td>
<td>Complete</td>
<td>This shall be determined by UNHCR</td>
</tr>
<tr>
<td>394</td>
<td>Req 3.2.3.3 – Which database should be used for verification? Is it kit level database / local level database or central database?</td>
<td>Complete</td>
<td>Please refer to Annex G</td>
</tr>
<tr>
<td>395</td>
<td>Req 3.2.3.6 – De-duplicate means what? Delet from kit level database, local level database or central server?</td>
<td>Complete</td>
<td>Please see response to Q 941</td>
</tr>
<tr>
<td>396</td>
<td>For Audit reports, please give information on which reports you require the system to make and examples of which parts you want the system admins to customize.</td>
<td>Complete</td>
<td>Please see response to Q 217</td>
</tr>
</tbody>
</table>
Financial Offer Form (Revised Annex B): Instructions and Guidance sheet

Instructions and Guidance:

- The bidder is required to complete the "Breakdown of Costs" section of the Financial Offer Form.
- Only those areas highlighted in grey should be completed. The bidder is not required to complete areas not highlighted in grey such as the "Total" column.
- The bidder must ensure that a price is completed for each question on the "Breakdown of Costs" form, even if the price submitted is zero. If any question is omitted, the price will be assumed to equal zero for that question.
- The bidder should read the guidance notes in Annex G when completing the Financial Offer Form.
- The structure and format of the sheet should not be changed.
- Additional cost lines can be included in the "Breakdown of costs" sheet where for example, the form states "Other one-off costs", "Other recurring costs" or "Other costs". However, where possible the format should remain the same as for the rest of the costs in that section.
- The bidders day rate card should be completed in accordance with Annex F (Rate Card).
- The column entitled "Mark Up" should be used to insert the gross profit as a percentage that the bidder will apply to the relevant item. Where this is not yet known or not yet agreed with a bidder's subcontractor, please insert the percentage and state estimate in the Notes.
- If the bidder feels that their financial offer is better represented through additional spreadsheets or information, they should provide these, with explanatory notes, in addition to this completed financial offer form.
- Cost for the Storage Case should not be included in the cost of the Biometric Capture Device but should be listed separately.
- If the bidder is bidding as a consortium or in a partnership arrangement they must make clear in the financial offer form which parties will be performing each element of the contract.

**NOTE: THIS FORM SUPERSEDES THE PREVIOUS ANNEX B (FINANCIAL OFFER FORM)**

- Items 1, 2a and/or 2b and 3 and 8 will form the Base Price (as defined in the RFP) - Items 4, 5, 6 & 7 will be considered as options.
- Items 4 & 5, the Iris Capture Software and Facial Recognition Software should be stated as either non-recurring costs or recurring costs in line with the PoC enrolment volume bands as stipulated in section 2a and 2b.

For "All available support options" in Section 2b, please detail all available support options offered. If applicable, these should be linked to the volume bands for PoC Enrolments or otherwise explained.
1. Biometric Capture Units - Fingerprint Capture

<table>
<thead>
<tr>
<th>Description</th>
<th>Total</th>
<th>Unit Price</th>
<th>Units</th>
<th>Markup (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fingerprint capture</td>
<td></td>
<td>Up to 50</td>
<td></td>
<td></td>
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<tr>
<td>Fingerprint capture</td>
<td></td>
<td>Up to 100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fingerprint capture</td>
<td></td>
<td>Up to 150</td>
<td></td>
<td></td>
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<tr>
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<td></td>
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<tr>
<td>Fingerprint capture (handheld device)</td>
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<td>Fingerprint capture (handheld device)</td>
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<tr>
<td>Fingerprint capture (handheld device)</td>
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2a. Software and Integration for Fingerprint Capture (Non-recurring)

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<th>Unit Price</th>
<th>Markup (%)</th>
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</thead>
<tbody>
<tr>
<td>Software Integration (One-off cost)</td>
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<tr>
<td>Software Deployment (One-off cost)</td>
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<tr>
<td>Other one-off costs</td>
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2b. Software for Fingerprint capture (Recurring Costs)

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<tbody>
<tr>
<td>Software Licensing up to 100,000 PoC's Enrolled</td>
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<tr>
<td>Software Licensing up to 250,000 PoC's Enrolled</td>
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<tr>
<td>Software Licensing up to 500,000 PoC's Enrolled</td>
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<td>Other recurring costs</td>
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3. Other costs for Fingerprint Capture
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Currency of the Offer:
4. Iris Capture Only

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<td>Iris capture Hardware</td>
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<td>Iris capture software costs</td>
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<td></td>
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<tr>
<td>Other costs</td>
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</table>

5. Facial Biometric Capture Only

<table>
<thead>
<tr>
<th>Description</th>
<th>Total</th>
<th>Unit Price</th>
<th>Units</th>
<th>Markup (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facial recognition Hardware</td>
<td></td>
<td>Up to 50</td>
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<td></td>
</tr>
<tr>
<td>Facial recognition Hardware</td>
<td></td>
<td>Up to 100</td>
<td></td>
<td></td>
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<tr>
<td>Facial recognition Hardware</td>
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<td>Up to 150</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facial recognition Hardware</td>
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<td>Up to 200</td>
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<tr>
<td>Facial recognition Hardware</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Facial recognition Hardware</td>
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<tr>
<td>Facial recognition Software</td>
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</tr>
<tr>
<td>Other costs</td>
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6. Biometric Capture Units - Multi-Modal

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<thead>
<tr>
<th>Description</th>
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<th>Units</th>
<th>Markup (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-modal device</td>
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<tr>
<td>Multi-modal device</td>
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<td>Up to 100</td>
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<tr>
<td>Multi-modal device</td>
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<td>Multi-modal device</td>
<td></td>
<td>Up to 200</td>
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<td></td>
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<tr>
<td>Multi-modal device</td>
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<td>Up to 250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multi-modal device</td>
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<td>More than 250</td>
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<td></td>
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<tr>
<td>Other costs</td>
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## Currency of the Offer:

### 7. Data migration

<table>
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<th>Units</th>
<th>Markup (%)</th>
<th>Notes</th>
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### 8. Emergency System

<table>
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<tr>
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<th>Units</th>
<th>Markup (%)</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost per Emergency System</td>
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<tr>
<td>Other non-recurring costs</td>
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<td><strong>Total</strong></td>
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</table>
Appendix E – proGres v3 and v4 Architecture

Diagram 1.

Diagram 2.
# Annex F – Rate Card Template

## 1. Template Rate Card

In order to allow for easier comparison of bidder responses, the following template should be used when completing the rate card.

Name of the Bidder:

Currency of the Offer:

<table>
<thead>
<tr>
<th>Role</th>
<th>Daily Rate</th>
</tr>
</thead>
<tbody>
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<td>Project Manager</td>
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<tr>
<td>Business Analyst</td>
<td></td>
</tr>
<tr>
<td>Architect</td>
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</tr>
<tr>
<td>Senior Developer</td>
<td></td>
</tr>
<tr>
<td>Tester</td>
<td></td>
</tr>
<tr>
<td>Trainer</td>
<td></td>
</tr>
</tbody>
</table>

The daily rate should include *not* include travel or expenses. Travel and expenses will be agreed with preferred bidders when locations for training and deployment are understood.
Annex G – Additional Information

1. Introduction

In order to allow bidders to submit the best possible response to the RFP, UNHCR has decided to provide the following additional information on several key areas. While specific areas are addressed in this section, it is valuable to reiterate some of the key design principles here for clarity:

- UNHCR is seeking a System that is fast, intuitive, secure, durable and easy to use in a variety of harsh and challenging environments
- UNHCR is seeking a System that is scalable for use in high-volume locations as well as smaller sites and allows for phased deployment by country operation
- UNHCR is seeking a System that is interoperable and aligned with UNHCR’s proGres system

It should be noted that System scalability is a critical factor both technically and commercially – UNHCR is seeking a commercial model that allows for costs to reflect the growth of the System and not a fully front-loaded cost model. As such, additional information has been provided to allow bidders to better evaluate the requirements for the System (and expected volumes of Enrolments and Verifications) and understand that UNHCR does not want to purchase System capability for 10,000,000 PoCs immediately – rather, the System and the associated pricing should reflect the fact that in years 1-3 the number of PoCs to be Enrolled is likely to be substantially less than 10,000,000. As such, Systems that can grow in line with demand, and that reflect the fact that demand is very difficult to predict, will be highly advantageous.

Finally, it should be noted that UNHCR intends to deploy the System through a phased roll-out rather than a hard cut-over. This means that the current UNHCR biometric tools will not all be replaced immediately and as such, there will be a period of time where UNHCR utilises the current biometric tools in some locations and the new System in other locations. It is anticipated that the existing biometric capture tools will not be used with the System and as such, the existing UNHCR biometric tools will exist in parallel until such time as they are replaced or the requirements in Annex A, Section 3.2.5 have been met.

2. Initial Agreement

Several bidder questions have been received relating to the type of Agreement to be used, the terms and conditions of this Agreement and the volumes to be purchased. Therefore, UNHCR is pleased to provide the following additional information.

The first Agreement that will be entered into with the preferred bidder will be a short-form Agreement to cover Phase 2 of the Project (including one-off Training & Deployment support for the Pilot Phase but excluding on-going Training & Deployment Assistance), hereinafter referred to as the “Initial Agreement”. This Initial Agreement will therefore provide for the Design Phase, Selection of Software and Hardware, Integration of the Software with proGres, Testing and the Pilot Phase. Upon successful completion (the definition of “completion” shall be detailed in the Initial Agreement) of the milestones detailed in the Initial Agreement, the preferred bidder will be required to enter into a Framework Agreement.
The UNHCR ‘General Conditions of Contract’ issued with the RFP are generic terms and conditions that will form the basis of the Initial Agreement but will be negotiated in detail with the preferred bidder.

3. Framework Agreement

The Framework Agreement will provide for the on-going provision of the System Hardware and System Software by the preferred bidder as detailed in the Requirements.

The Framework Agreement will also provide for on-going provision of training and support and maintenance if required by UNHCR (as detailed in Annex A, Section 3.3.3 in respect of Training). However, until such time as the System complexity can be understood during the Initial Agreement, it is not possible to commit to how much training and support and maintenance will be required.

UNHCR would like bidders to propose pricing for Level 3 support and maintenance of the System Software (NOT System Hardware), pricing to be provided in Annex B (Financial Offer Form), Section 2b. Quotes should take into account the fact that the System will undergo a phased roll-out and that the System will be scalable during the term of the Agreement. Therefore, a support and maintenance model that aligns to the volume bands in Annex B (Financial Offer Form), Section 2b would be highly advantageous.

4. Volume Commitments for System Hardware

Due to the nature of UNHCR’s business, it is not possible for UNHCR to provide commitments to purchase any minimum volumes of System Hardware. For this reason, bidders have been requested to provide pricing for increasing volumes of System Hardware as detailed in Annex B (Financial Offer Form), Sections 1, 4, 5 & 6 (as applicable). While

As the System is deployed in UNHCR locations, UNHCR will continue to order units of the System Hardware as and when required and as funding permits. However, the timing and volumes of these orders cannot be forecast. The preferred bidder will however be expected to guarantee that the System Hardware will be available to UNHCR within a defined lead time for the duration of the Framework Agreement, unless UNHCR requests otherwise.

Furthermore, the preferred bidder will be expected to guarantee that the volume requirements of UNHCR for System Hardware will be met during the Framework Agreement period – these volume requirements will be agreed with the preferred bidder. It may be agreed during the negotiation of the Framework Agreement that the preferred bidder will be granted a longer lead time for volumes of System Hardware above a certain amount but this shall be determined at a later stage.

All bidders must submit the pricing for the System Hardware using the template as detailed in Annex B (Financial Offer Form). However, in the event a bidder believes the Requirements can be met using an alternative model that offers better value for money or reflects accepted commercial best practice, such alternative models will also be considered and should be submitted with clear explanatory notes.
5. Volume Commitments for System Software

Several questions have been raised about the number of PoCs that are expected to be Enrolled and Verified for the purposes of pricing the System Software (please note this section does not address the volume of PoCs expected for the purposes of System performance – this is addressed in Section 5 of this Annex G). As such, UNCHR is pleased to provide the following clarifications.

The figure of 3 million PoCs stated in Annex A, Section 3.1.1 refers to the approximate current number of active PoCs that UNHCR has registered in proGres, of which roughly 1.5 million of these are registered in existing biometric systems. In the event that the Requirements detailed in Annex A, Section 3.2.5 can be met and this existing biometric data can be migrated to the new System, UNHCR will require sufficient System capability for these 1.5 million PoCs once migrated, as well as additional System capability for new Enrolments as they take place.

In the event that the existing biometric data cannot be migrated to the new System, UNHCR will require sufficient System capability for only newly Enrolled PoCs. Information on the rate of Enrolment of PoCs is detailed in Section 5 of this Annex G.

For the reasons detailed above, UNHCR is therefore also unable to commit to a minimum number of licences or instances of the System Software. To address this issue and to allow for better comparison of bidder responses, UNHCR has revised Annex B (Financial Offer Form) to allow bidders to submit pricing in line with volume bands of PoCs Enrolled.

All bidders must submit the pricing for the System Software using the template as detailed in Annex B (Financial Offer Form). However, in the event a bidder believes the Requirements can be met using an alternative model (such as a one-off cost for System Software) that offers better value for money or reflects accepted commercial best practice, such alternative models will also be considered and should be submitted with clear explanatory notes.

6. Volume of PoCs for Enrolment and Verification

Several bidders have raised questions relating to the number of PoCs that are Enrolled or go through Verification on a daily / weekly / monthly or annual basis. As such, UNHCR is pleased to provide the following additional information.

As the work of UNHCR is by nature reactive, it is not possible to predict the number of PoCs that will be Enrolled or go through Verification in a given time period. Therefore, no further information can be provided on future volumes.

However, based on historical data it has been observed that where a major UNHCR presence is existing or an Emergency arises that requires UNHCR to Enrol PoCs, as many as 20,000 PoCs have arrived at single UNHCR locations in a day requesting Enrolment. While the capability of any system to Enrol PoCs must be considered, the reality is that there is rarely sufficient other resources available to Enrol this volume of PoCs. Therefore, the following figures can be considered as indicative guidelines:
- For Enrolments in a non-Emergency (‘business as usual’), global Enrolments are expected to be circa 1,000 – 2,000 PoCs per day.
- For Verifications in a non-Emergency (‘business as usual’), global Verifications are expected to be circa 100,000 – 200,000 PoCs per day (it should be noted however that these Verifications may be against specific sub-sets as required rather than a Verification against the entire global Database).
- For Enrolments in an Emergency situation, Enrolments could be up to 20,000 PoCs per Emergency per day in a single Emergency.
- For Verifications in an Emergency situation, Verifications could be up to 100,000 PoCs per Emergency per day (please note that one Emergency situation could represent either one site or several geographically proximate site linked locally through for example a LAN).

It should be noted by bidders that these figures are highly indicative and represent best estimates based on UNHCR experience. As such, Systems that provide scalability and flexibility (as detailed in Annex A Requirements) will be highly advantageous.

It should be noted that these global figures are across a number of UNHCR locations – therefore, these may be single locations across multiple countries as well as multiple locations within one country.

As the number of PoCs Enrolled in the new System will continue to grow over the System life, it is not considered unreasonable that over a ten year period as many as 10,000,000 PoCs could be Enrolled. However, depending on various other factors such as frequency of major situations, budget availability or regional rate of adoption of the System, the actual figure may be higher or lower than 10,000,000 PoCs.

7. **Emergency Situations**

A number of bidders have raised questions about the nature of UNHCR Emergency Situations and the corresponding requirements for an Emergency Database. As such, UNHCR is pleased to provide the following additional information.

An Emergency situation can arise at any point throughout a year and requires rapid deployment of UNHCR resources to cope with the Emergency (see Annex A, Requirement 3.1.3.1). Such a situation could arise from a number of causes (such as armed conflict or other such humanitarian crises) and could arise in any location or group of locations (such as in a particular region or city or in a number of proximate geographic locations, such as numerous border points surrounding a country experiencing a civil war for example).

As these Emergency situations can occur in very diverse and inhospitable locations (please see Annex A, Requirement Section 3.3.1), it is often the case that no stable or permanent connectivity is available to allow for the transmission of electronic data or that given the pressing nature of the Emergency Situation, there is insufficient time to conduct the full Enrolment process. For this reason, UNHCR has experienced operational difficulties in deploying the proGres System to Enrol and Verify the identity of PoCs in Emergencies.
As such, UNHCR has requested that the biometric system have the ability to be utilised as either a standalone system or a system connected to proGres. The Requirements for the System to be utilised in an Emergency Situation are detailed primarily in Annex A, Section 3.1.3 (Emergency Enrolment) and 3.1.4 (Emergency Verification). Furthermore, it is for this reason that UNHCR requires that the Emergency Database be able to capture certain limited fields of biodata as well as Biometric Data (Annex A, Requirement 3.1.3.2).

At some point during an Emergency Situation, it may be possible or desirable to connect to the System. At this stage, UNHCR may elect to Enrol or Verify a PoC in or against the Database or merge the Emergency Database into the Database. In this instance, the Requirements detailed in Annex A, Section 3.1.5 (De-Duplication) would be particularly relevant.

To confirm the intention of the Requirements in the RFP, the Emergency Database should allow UNHCR to Enrol PoCs and subsequently Verify their identity against a local Emergency Database—this Emergency Database could be stored on a local server or portable hard drive and have the capacity to store up to 80,000 PoC Biometric Records, although this should be scalable in the event that it is necessary to store more than 80,000 PoC Biometric Records. Solutions that offer the capability to maintain permanent connectivity to the Database (through for example satellite communications provided by UNHCR) would be of interest.

The figures for daily Enrolments and Verifications in an Emergency are provided in paragraph 6 of this Annex G.

**NOTE:** It should also be noted that there may be occasions when the biometric System and proGres are being used not in an Emergency Situation, but there is also limited or no connectivity. In this instance, the Requirements in Annex A, Section 3.1.1.25 and 3.1.2.8 are particularly relevant.

### 8. Database Locations

A number of bidders have raised questions about the database location. As such, UNHCR is pleased to provide the following additional information.

It is desirable that the Database be located in a single location (such single location not to include disaster recovery locations); the proposed location is likely to be Geneva, Switzerland. When Enrolments or Verifications are performed, these would be from wherever the UNHCR Operator is located. As such, the expected requirement would be that the System performance characteristics anticipate this scenario.

Prior to Enrolling or Verifying the identity of a PoC, a UNHCR Operator may elect to perform a 1:N search against the Database as a whole (for example to determine whether that PoC has been Enrolled anywhere else in the world) or they may elect to request results of a 1:N search against a specified subset of the Database (for example to determine whether that PoC has been Enrolled in a specific country or group of countries). These Requirements are detailed in Annex A, Section 3.1.2 (Verification).
For the purpose of completing the tables “Performance: 1-N matching time” and “Performance: 1:1 matching time” contained in Annex A, Appendix 1 (Quality Requirements) these times should assume that the Database is located in Geneva. Bidders should also complete the same tables detailing the “Performance: 1-N matching time” and “Performance: 1:1 matching time” for a local Emergency Database in instances where there is limited or no connectivity.

By way of an indicative target, the matching logic (engine) incorporated into the System should return 1:N Verification results in 10 seconds or less. The timings shall begin when a match request is received, and timings shall end when a match response is sent by the matching logic. Matching logic may exist either in a client device, server device, or distributed device depending on the proposed System. For 1:1 Verification, the Requirement is listed in Annex A (Requirement 3.1.2.7).

9. Biometric Capture Device

A number of bidders have raised questions relating to the Biometric Capture Device and the Biometric Data it should capture. As such, UNHCR is pleased to provide the following additional information.

The only Biometric Data that UNHCR is seeking to capture is fingerprints, and then later irises and faces (for the purpose of performing facial recognition) (Annex A, Requirement 3.1.1.2 & Requirement 3.1.1.3). This could be provided for through three separate Biometric Capture Devices (Annex A, Requirement 3.1.1.14) or through an integrated multi-modal device that captures this Biometric Data using one Biometric Capture Device (Annex A, Requirement 3.1.1.15). Where possible, it will assist UNHCR in making comparisons if bidders are able to quote for three separate Biometric Capture Devices (one for fingerprints, one for irises and one for facial recognition) as well as an integrated multiple Biometric Capture Device if available.

It should be noted that UNHCR may choose to not deploy Biometric Capture Devices for iris recognition and facial recognition immediately but roll these options out at a later stage. Therefore, it would be advantageous if a bidder is able to reflect this (Annex A, Requirement 3.1.1.3).

Where the Biometric Capture Device captures fingerprint Biometric Data, the Biometric Capture Device must be able to capture four fingers simultaneously. However, where bidders believe that the Quality Requirements can be met by capturing less than four fingers simultaneously, this is acceptable providing the bidder is able to provide supporting evidence (Annex A, Requirement 3.1.1.19).

UNHCR is aware that some ruggedized Biometric Capture Devices Bidders are available that would be suitable for use in the harsh operating environments experienced by UNHCR but that typically these devices capture two fingers simultaneously as opposed to four fingers. As such, provided the requirements of Annex A, Requirement 3.1.1.19 are met, bidders may submit pricing for a ruggedized or handheld Biometric Capture Device as well as one that is more suited to static locations or desktop usage.

For the avoidance of doubt, bidders may submit prices for the following Biometric Capture Devices:
Biometric Capture Devices that capture other Biometric Data (such as palm vein) will not be accepted.

Annex B (Financial Offer Form) has been updated to reflect the desire of UNHCR to understand pricing options for a range of volumes.

Bidders must ensure that where they propose multiple Biometric Capture Devices, all Biometric Capture Devices must be compatible with the System Software and each other. It will not be acceptable to propose more than one System Software package with the exception that UNHCR acknowledges that different algorithms may apply to different biometrics (e.g. finger, iris and face).

Furthermore, in keeping with the principle of a Framework Agreement, it may be that if a bidder proposes several variants of Biometric Capture Device (such as a fingerprint only device, a fingerprint only handheld device and a multimodal device), UNHCR may wish to include these variants in the Framework Agreement and then order the most applicable Biometric Capture Device as dictated by the operational need.

10. Current UNHCR Biometrics

A number of bidders have raised questions relating to the current UNHCR biometric devices. As such, UNHCR is pleased to provide the following additional information.

The latest data collected indicates that UNHCR has circa 300 biometric capture devices deployed in approximately 125 sites across the world. The breakdown of how many of these are fingerprint capture and iris capture is not available.

For the fingerprint capture, the system UNHCR currently uses is BioRegistrar from HSB Cards and Card Systems BV, based in the Netherlands. The device used to capture existing fingerprint data is the CrossMatch Verifier 300 by HSB. It is a single finger print capture device with a resolution of 500 ppi. Further data on the specification is available at http://www.crossmatch.com/verifier-300-lc-2.php.

The NEC algorithm is the one used by HSB to generate the templates for the captured finger prints. Currently, UNHCR operations are capturing only 2 (Index) finger prints and as a policy decision only the templates are kept. However, there are some operations that are keeping the images as well in WSQ format.
For the iris capture, the device that UNHCR is using is the IG-AD100 Iris Camera by IrisGuard Incorporated. Resolution specifications are not provided but it takes high quality iris images that are ISO/IEC 19794-6 compliant.

The iris software is also from IrisGuard Incorporated and uses a proprietary algorithm to create the templates. These templates are stored in an MS Access database while the images are stored as an encrypted file on the local server. These are then encrypted with a proprietary algorithm.

UNHCR also uses a number of smaller biometric tools – however, migration of this data will be examined at a later stage.

At present, UNHCR does not utilise facial recognition technology.

11. Countries of Operation

UNHCR conducts its work primarily in the following countries. Registration requirements are highly variable in each of these locations. While it remains likely that the majority of these countries would require biometrics to accompany registration activities, the following should not be considered to be an exhaustive list of UNHCR's specific operations across the globe.

CENTRAL AFRICA AND THE GREAT LAKES - Burundi, Cameroon, Central African Republic, Congo, Democratic Republic of the Congo, Gabon, Rwanda, Tanzania

EAST AND HORN OF AFRICA - Chad, Djibouti, Eritrea, Ethiopia, Ethiopia, Kenya, Somalia, Sudan, South Sudan, Uganda

WEST AFRICA - Côte d'Ivoire, Ghana, Guinea, Liberia, Senegal

SOUTHERN AFRICA - Angola, Botswana, Malawi, Mozambique, Namibia, South Africa, Zambia, Zimbabwe

NORTH AFRICA - Algeria, Egypt, Libya, Mauritania, Morocco, Tunisia

MIDDLE EAST - Iraq, Israel, Jordan, Lebanon, Saudi Arabia, Syrian Arab Republic, Yemen

SOUTH-WEST ASIA - Afghanistan, Islamic Republic of Iran, Pakistan

CENTRAL ASIA - Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan

SOUTH ASIA - India, Nepal, Sri Lanka

SOUTH-EAST ASIA - Bangladesh, Cambodia, Indonesia, Malaysia, Myanmar, Philippines, Thailand, Timor-Leste

EAST ASIA AND THE PACIFIC - Japan

LATIN AMERICA - Argentina, Brazil, Colombia, Costa Rica, Ecuador, Mexico, Panama, Venezuela
NORTH AMERICA AND THE CARRIBEAN - Canada

EASTERN EUROPE - Armenia, Azerbaijan, Georgia, Russian Federation, Turkey, Ukraine

SOUTH-EASTERN EUROPE - Bosnia and Herzegovina, Croatia, Kosovo, Montenegro, Serbia, The former Yugoslav Republic of Macedonia