UNHCR's responses to bidders' requests for clarification

Ref #	Question	Status	Response
1	Can you please clarify whether the RFP response is to provide pricing for Services components as Firm Fixed Price or Time & Materials?	Complete	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.
2	Can our company submit 2 offers (In the end we could offer two main solution sotosay tow independent solution with different partners. Is this possible)?	Complete	Yes, provided the proposals meet the Requirements.
3	Concerning the timing: Would you consider delaying the launch of the UNHCR's Global Trends statistical report to maximize media pickup?	Complete	No. There are no linkages between this publication and UNHCR's Global Trends annual publication.
4	Can you please clarify the following 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 requested in Annex B (Financial Offer Form)	Complete	Please see revised Annex B (Financial Offer Form) and explanatory notes in this section
5	If our company is already registered in the UNHCR database or via www.ungm.org, do we have to complete Annex C, the UNHCR VENDOR REGISTRATION FORM?	Complete	Yes, please complete Annex C and submit one copy of your company's business registration certificate, as well as latest financial statements (audit reports if applicable, or financial statements/loss-profits report). This will ensure that we have the latest up-to-date data, on which grounds we will evaluate your company's capacity.
6	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 who are in receipt of this tender from your office so that I may make contact and arrange a partnership?	Complete	It is not possible provide a list of suitable firms who are in receipt of this tender.
7	Is this RFP an open RFP or and closed RFP (Could only those companies participate which UNHCR has invited)?	Complete	This is an open RFP, the tender is published on the web. There are no restrictions as to which companies can bid.
8	Is it possible to submit two or more different/separate quotations from the same company (for instance when the same company wants to work with different partners together and could offer two different quotations)	Complete	As stated in Q 2, your company should submit a proposal/price offer which corresponds to the Requirements. Thereafter, the company can then submit alternative proposals based on the Requirements. If you are bidding as part of a consortium, clearly indicate which one of the bidders is the lead company including the governing structures.
9	If we want to bid with partners/subcontractors, is it allowed to use the references of our partners as well?	Complete	Yes, but please indicate this clearly in your submission. When working with partners/subcontractors, clearly state the governance structures.
10	Project Management (PM) / Prince2: If it is sufficient to work acc. general PM guidelines as per IPMA or just long time experience, or whether Prince 2 is a hard go/no-go requirement	Complete	UNCHR will accept either PMI or Prince 2. All key personnel involved in the project must be certified in either PMI or Prince 2 standards.
11	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 the relevant confirmation from the supplier would be sufficient?	Complete	The System must be designed in accordance with the principles of ISO 27001 - however, certification to ISO 27001 is not a mandatory requirement
12	Does UNHCR have a fixed exchange rate from Euro in US-Dollar for this RFP? If yes, Could you mention it, please?	Complete	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.
13	Cover Letter, Section 2.4 Your Offer, pg. 2.: Does UNHCR have any specific font type requirements for the proposal? Is there a specified page limit for any of the sections in the Technical Offer?	Complete	No there is no page limit or specification on font type, etc. As outlined in the RFP, be aware of the fact that the attachment size limit of emails that UNHCR can receive is 5 Mb. Thus, it may be necessary to send more than one email for the whole submission.
14	Cover Letter, Section 2.4.1 Content of the Technical Offer; pg. 3: Can UNHCR explain what information they would like to receive regarding "Requested Policies & Procedures" (bullet under Description of Company)?	Complete	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 would 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 independant standard) that they feel demonstrates their compliance with "industry best practice" they may submit this policy in support of their bid.
15	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?	Complete	Please see response to Q 16
16	Annex A 2.2.2: Is there a specific timeline for the 7 areas of phase 2? If so, please provide.	Complete	The detailed timeline will be agreed with the preferred bidder. Indicative timelines will be provided to the shortlisted bidders
17	Annex A 2.3.6: Will the tender be awarded to only one bidder? If more than one, how many awards are anticipated?	Complete	The tender will be only awarded to one bidder, unless this bidder consists of a consortium.
18	Annex A 2.3.6: Can the contract be split between companies and / or agreement periods?	Complete	No, UNHCR does not intend to do so.
19	Are there regular hardware / software updates required over the whole lifetime of the contract?	Complete	Yes. 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
20	Are leasing or pay-per-transaction models also being taken into consideration?	Complete	Leasing would not be considered. Pay per transaction models may be considered for software licences for example but not for System Hardware. Please see further instructions in Annex B (Financial Offer Form)
21	Annex A, pg. 57: Does the prime contractor need to own the past performance / references, or can those also be from the partner / supplier? If so, how would that affect the evaluation score?	Complete	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.
22	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?	Complete	In line with UNHCR's procurement rules and procedures we do not publish this information.
23	Is it possible to send a test mail to hgsmsbid@unhcr.org before the submission date, in order to avoid last minute communication problems?	Complete	This is possible. Usually, you will get a standard reply back to confirm the successful reception of the email.
24	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	Complete	Communications will be issued by UNHCR Procurement each time further information is available
25	Can a breakdown of the technical scoring by listed criteria be shared? The documents provided only give an overall score of 70%.	Complete	Please see response to Q 22
26	Can we submit the vendor registration form before the submission of technical proposal?	Complete	It is possible but this is not recommended - ideally all documents should be submitted at the same time
27	Do we get any acknowledgement of the receipt of the bid submission mail? If not, kindly provide an acknowledgement for each of the emails sent as part of bid submission?	Complete	Bidders will receive an automated response acknowledging that the proposal has been received. If you do not receive an automated response, please contact Antonia Haegner (haegner@unhcr.org) - PLEASE NOTE THAT NO BID DOCUMENTATION SHOULD BE SENT TO THIS EMAIL ADDRESS

28	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.	Complete	This is correct. Please refer to Annex G for further information on the process
29	UNHCR will draw up a short list of offers from the submissions received and expects to conduct interviews / presentations in Geneva. How many service providers will be on that short list?	Complete	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
30	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?	Complete	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
31	What is the minimum "part of your bid" that UNHCR may purchase? Can the vendor assume that the base case" would be procured in whole? (Cover letter, Section 2.8, pg. 6)	Complete	Please see Annex G, paragraph 2 & 3
32	Will UNHCR support the use of video conference for Steering Committee meetings? (Annex A 2.3.2)	Complete	For routine update meetings this may be appropriate. However, UNHCR will expect personal attendance of certain key individuals at critical meetings
33	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 3.2.1.5, pg. 20)	Complete	Please see Annex G for additional information regarding forecasts / commitments and also the revised Annex B (Financial Offer Form)
34	Will UNHCR need printout of the registration?	Complete	Please submit an electronic copy of your business registration certificate as part of your technical response to this RFP.
35	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/conditions to which this may be subject to and/or any limitations to resorting to them? (Cover Letter 2.4.1)	Complete	References cannot be provided by sister companies that are direct affiliates and majority owned by the holding company which has a significant shareholding in your company.
36	Are there any restrictions to what firms can respond 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 or an RFP response? Can this question be clarified as soon as possible? Is this an open or closed RFP?	Complete	This is an open tender, there is no limitation on the number of companies invited.
37	Annex A, part 1, paragraph 2.3.6: Pg. 5 – Is the option for additional extensions over and above the first 3 year agreement period?	Complete	Yes
38	Is it allowed to propose options, described in the technical proposal and quoted, independently from Base Case and Additional Items, in the Financial Offer?	Complete	Yes
39	Annex B, pg. 1: Is the table at the bottom of the instructions sheet of the financial offer complete? Are the figures of column "weighting" missing? Are questions 8, 9, 10 part of the Financial Offer?	Complete	Please see revised Annex B (Financial Offer Form) and also respose to Q 22
40	Is there a draft contract specific to this project that is available for review and discussion (rather than a standard General Conditions of Contract)?	Complete	Please refer to Annex G, Paragraph 2 & 3 and response to Q 28
41	The tenderer plan to subcontract to its affiliates is this still subject to prior written consent or can we just declare it in the tender submission? (Cover Letter 1; Annex D 5)	Complete	Yes please declare it.
42	Could you please provide more information on the governance structure information that you would require for consortium or partnership? Cover Letter 2.6	Complete	UNHCR expects to have a clear structure between the parties in the consortium including the lead company in the grouping. The relationship between the parties should be clearly defined. UNHCR is unable to prescribe a standard format for any governance structure in a consortium.
43	"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 a clause limiting Contractor's liability to the price of the contract and excluding from Contractor's liability any liability for indirect and intangible damages?	Complete	Please refer to Annex G, Paragraph 2 & 3 and response to Q 28
44	Shall Annex D be signed by the contact person, scanned and included in the proposal?	Complete	Yes
45	We'd like to request some clarification on UNHCR's Terms of Contract which we specify below and which have numeric reference to Appendix 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 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 Please advise 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 Contract. e. 9.5 Please advise if UNHCR will consider removing this clause (waiver of subrogation rights and the request to add UNHCR as additional insured, etc) - f. 9.7 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.	Complete	Please refer to Annex G, Paragraph 2 & 3 and response to Q 28
46	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)	Complete	Please refer to Annex G, Paragraph 2 & 3 and response to Q 28
47	Are any of the articles in the T&Cs negotiable? If so to what extent? Annex D	Complete	Please refer to Annex G, Paragraph 2 & 3 and response to Q 28
48	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 limitation 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; 9)	Complete	Please refer to Annex G, Paragraph 2 & 3 and response to Q 28
49	We assume that the applicable law for the contract will be Swiss Law. Please confirm.	Complete	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.
50	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?	Complete	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
51	Can you provide the information on UNHCR field sites (refugee camp) which require Biometric System including the list of all field sites (total # camps) with number of PoCs , location, etc?	Complete	Please see Annex G, paragraph 6
52	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 Bill of Materials (BOM) for all field sites.	Complete	Please see Annex G, paragraph 4
53	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?	Complete	Please see Annex G, paragraph 4
54	Can our biometric solution (graphic user interface) support English only for Operator?	Complete	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 not be hard coded into applications. The minimum languages that UNHCR requires are Russian, Spanish, French, Arabic and English with the expectation that other languages are configurable
55	Can we assume that there are 1) Data Center (Central Site) and 2) Recovery Center 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 prefered HA/DR configuration.
56	Annex A 3.3.1.8 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?	Complete	At the time of issuing the RFP, the assumption is that the first deployment will be at 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
57	Questions regarding "Official Visit to UNHCR Field Site (refugee camp)": a. Can we visit one of UNHCR field sites (refugee camp) such as Thailand inquiring on the current ICT system and general administrative process for PoCs? b. If yes, can we request an official permit letter (or email) from you for authorizing us to go such visit?	Complete	No. Clarifications to the requirements or process will be clarified through bidders questions or RFP amendments.

58	Based on Annex A 3.1.1. "The supplier should assume that the total initial target population for enrollment 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 PoCs? b. If not, should the proposal contemplate the initial 3 million PoCs? c. If yes, should the proposal contemplate extensions in batches? If yes, please inform the size of these extension batches, e.g. batches of 1 or 2 million records.	Complete	Please see Annex G, paragraph 6
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 Photo cameras and for Iris how many Iris scanners, if the quantities between these types differs.	Complete	Please see Annex G, paragraph 4
60	We understood that the biometric records should be stored at the global central database and also at the national database locally, please confirm.	Complete	Please see Annex G, paragraph 8
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 Enrollment) 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 local "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 ?	Complete	Please see Annex G
62	Based on Annex A 3.1.3 and 3.1.4, please confirm our 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 we should consider in the proposal?	Complete	Please see Annex G, paragraph 7
63	Based on Annex A 3.2.5, "UNHCR have over 1 million fingerprints captured in templates through its current System BioRegistrator." 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 as templates (coded fingerprints) or are they available as image? 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?	Complete	Please see Annex G
64	Based on Annex A 3.1.1.9: "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 (vis satellite or vis network) or in some locations it is possible to store data (for instance on external hard drive, taking care about the security and cryptography) and synchronize later. b. If the above Q answer is "yes", it could be synchronized later, so, no direct connection to Biometric Records Data Base - What is the min time 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 synchronization is on every Friday afternoon? So, in the real life in some hard to reach locations, the answer comes only on Fridays (or two times a week)	Complete	Please see Annex G
65	Has the current system already passed Penetration Test or vulnerability scan?	Complete	The current system is still being developed. However, all appropriate security tests will be performed before go -live and periodically during steady-state operations
66	As per requirement 3.3.1.8, the Supplier shall upon request provide setup assistance for the first deployment of the System on location: can UNHCR kindly mention where the first deployment of System will take place?	Complete	Please refer to Q 56
67	Please let us know the details of existing systems that need to be integrated with the Biometric Identity management system.	Complete	Please see additional information contained in Annex E (Architecture Description of Progres v3 and v4). The bidder should provide an outline of how they would perform the integration. Further information will be provided to shortlisted bidders. When providing the cost for integration in Annex B (Pricing Model), please provide details of any assumptions made when calculating this cost
68	Will UNHCR take care of installation of the supplied biometric hardware and software with PC/laptops during the deployment? Please clarify.	Complete	It is expected that the selected bidder will support the first deployment and provide UNHCR training. Thereafter, subsequent installations and deployments will be performed by UNHCR
69	Please provide the list of countries in which the system is going to be used to understand the working environments.	Complete	Please see Annex G, paragraph 11
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)?	Complete	Please see Annex E
71	What types of UNHCR rules or procedures updates might impact this system? How are vendors notified of new rules? Is a grace period given to accommodate making potential modifications? (Annex A Part 2, 2, pg. 8)	Complete	The preferred bidder will be notified of the relevant UNHCR policies and procedures and be permitted to make the System compliant in a reasonable timeframe
72	We found the following indications for the DB size for the AFIS.: - initial it should be for 3 Million enrolment - further possible extrapolation to 10 Million enrolment (200k locally & 10Mio globally) - and should be scalable to be able in general to be extended in the future **Assumption: Extendable / Scalable AFIS for 10 Million persons** We also found that there are the following locations to be provided: - 150 VSAT locations - 130 internet locations - 43 MPLS locations **Assumption: 323 locations in total** **What we are missing and would like to seek clarification about:** 3.1. Number of stations per location which should be equipped with enrolment workstations? Or is the software to be provided as source code and then being implemented in the following phase, hence no indication of the station number is relevant? 3.2. Should all enrolment workstations cater for Face, Finger & Iris enrolments or should the stations / solution just be capable of being extended for these biometric modalities (which is our understanding)? 3.3. It is furthermore understood that the capability of a multi-modal identification system is to be included in the answer – here we understand that the system shall also be scaled for 3-10 Million persons, however we are missing the number of enrolment stations where the modalities shall be captured 3.4. Kindly advise the type of the stations – mobile (suitcases) or fixed (desktops) or if the licenses will be provided and UNHCR will then roll it out in the next phase as found adequate. The term biometric capture device is used and in some context used as peripherals for desktops and in some where it sounds more	Complete	Please see Annex G
73	Question regarding the network: a) From time to time network status shall not be available, if so where would you like to save the biometrics data? b) What is the role and function of local server on your RFP?	Complete	Where network availability does not meet SLAs, the System should be configurable to operate with a local server, which should in-turn, synchronize back with the central server when the network is available.
74	Within your security is allowed, could we get the system/network configuration diagram?	Complete	UNCHR system and networks will be configured to support the proposed System to the extent possible. The bidder must provide a target configuration compatible with the overall network and system characteristics described in the ICT sections of the RFP.

75	Based on RFP, we assume that the integration work with existing 'proGres' is part of our responsibilities. In this regards, could you provide more technical documentation on proGres' such as user manual, operation manual or general system architecture?	Complete	Please see response to Q 84
76	Do we need to make any programming change on existing 'proGres' under our own responsibility for the integration work with our biometric system?	Complete	Given the information provided in the Annex A, Section 3.2.1 and 3.2.2 as well additional information provided in Annex E, please provide a description of your technical approach to the development, configuration management and maintenance of the interface between the Systems. Shortlisted bidders will be invited to attend more detailed technical workshops to review their proposal. A decision on whether the integration work is led by UNHCR or the bidder will be determined at a later stage.
77	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	Complete	The proGres system will have a Central Instance remotely accessed from all locations where network availability meets minimum SLAs. All other locations with intermittent connectivity will require a local proGres instance that will periodically synchronize with the central instance.
78	Could you provide us a description of the interface to the proGres database, please (This is necessary to see the effort to adapt the system to proGres)?	Complete	Please see response to Q 84
79	Can UNHCR kindly communicate the conceptual data model of ProGres database so that suppliers can identify optimal way of interfacing the new system with the existing database?	Complete	Please see response to Q 84
80	Can UNHCR mention the subset of the ProGres data model that must be inherited by the Emergency database?	Complete	See Annex A, Requirement 3.1.3.2
81	Will the central ProGres database be distributed in the different countries where UNHCR is present or will each country directly address the central ProGres database?	Complete	Existing version of proGres (V1-V3) databases are both distributed at the country and even office level as well. The future version (v4) will be consolidated into a centralised database, while still featuring a number of local nodes that will allow users to work offline and replicate the data between local and central databases.
82	Who developed proGres application? Is it possible to work with the proGres developed vendors? Without knowing the architecture of proGres, it is difficult to make bid proposals with costs.	Complete	Current version of proGres (V1-V3) was developed by a company called Elca, based in Switzerland. The future version (V4) is being developed by Hewlett-Packard out of Zurich office and is based on MS CRM Dynamics platform. The vendors are welcome to make inquiries with the SI's directly. Additional information on proGres is included in Annex E
83	We would like to know if we can leverage the existing licenses of proGres i.e. Microsoft Dynamics CRM 2011 Enterprise Server, BizTalk Server	Complete	Yes. UNHCR will provide Microsoft licenses. The vendor should define quantities required.
84	Annex A 3.3.5, pg. 32: Does the proGres system already contain audit and reporting features? If so, can these features be used by the requested solution?	Complete	The proGres system has audit and reporting features. However, the Biometric Database must have audit and reporting features of its own
85	Which data is being used to perform verification against the proGres database (e.g. name, date of birth, etc.)?	Complete	UNHCR currently uses a unique alpha-numeric proGres identifier to locate a person in proGres. A person can also be located using other details such as name, date of birth etc.
86	What does a response from the existing proGres database look like in terms of format and content?	Complete	This information is not deemed relevant
87	How is the interface to the existing proGres possible? Are technical specifications of the interface available?	Complete	Please refer to Annex E
88	When integrating new system with an existing one, a company uses web services and API for communicating between two applications. UNHCR currently uses proGres and the offered system needs to be working with it. Does UNHCR expect us to work on and change/update the proGres system, too? If yes, does the system come with API and documentations? Or two systems stay separate and work separately communicating with each other when required through web services? Please clarify.	Complete	Please see response to Q 84
89	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?	Complete	Both - see Annex E for additional data
90	Will comprehensive information on proGres be available?	Complete	Additional information has been provided in Annex E. No information beyond this will be provided at this stage
91	In particular is there a detailed description of the interface to proGres?	Complete	Please refer to Annex E
92	Should the system be a seperate application that interfaces to proGres or will it be a module that will be integrated into the proGres application?	Complete	The System should be capable of interchanging and utilising data from the proGres System and vice versa. Data will need to replicated throughout the System components. Please also see response to Q 84 as this will be determined in more detail at a later stage.
93	Will it be possible to see and use a working system for a day?	Complete	UNHCR will demonstrate the existing system to shortlisted bidders only
94	Will proGres also be used when there are emergency enrolments?	Complete	Please see response to Q 285
95	Annex A, 3.2.3: 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 demonstrated in the selected locations?	Complete	Additional information has been provided in Annex E. No information beyond this will be provided at this stage
96	Annex A 4, pg. 36: We understand that there is a Registration Database for alphanumeric data (proGres) and a separate Biometric Database for biometric data. Please confirm.	Complete	This is correct
97	Annex A 3.1.3.9, 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?	Complete	The Emergency Database should create unique identifiers that will then be associated to the proGres unique identifier. The bidder should propose how their System will create a unique identifier when operating offline through e.g. creation of a temporary identifier until such time as connectivity is restored
98	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 item?	Complete	Please refer to Annex A, Requirement 3.1.3.2
99	Question regarding the interconnection with AP: a) Except proGres, is there any other existing application system which need interface with biometrics system? b) Do you want some other business application system development for this project in order to interface between biometrics and proGres?	Complete	a) No, only integration with proGres v3 and v4 is required at this stage. If other interfaces are required in the future, these will be managed as and when they occur by change request or other such mechanism. (b) No
100	Does UNHCR have any preferred mechanism for integrating with its Microsoft Dynamics-based proGres system that can be shared? (Requirements 25; 3.1.1.1; 3.1.1.21; 3.1.1.29; 3.1.2.3; 3.1.2.4; 3.1.2.9; 3.1.2.11)	Complete	No, this should be proposed by the bidder
101	What is the mechanism that proGres will use to inform our solution that: -an operator has searched proGres -proGres has notified the operator correctly (Requirement 3.1.2.4)	Complete	At present, when a person has been located in proGres, the BioRegistrator system notifies the operator through a field on the proGres screen that a biometric record is associated with that PoC. The bidder is expected to define how this functionality will work in their System (for both v3 and v4 of proGres)
102	Where can we obtain further details about the "proGress" system, e.g. interface specifications, data formats?	Complete	Additional information has been provided in Annex E. No information beyond this will be provided at this stage

#	Question	Status	Response
103	Section 2.2.2 - Integration of the COTS software with existing UNHCR Systems, notably integration with UNHCR's front end registration and verification System 'proGres'. Questions: a. Please explain the required methods of integration with ProGres eg is it web services, data export via file system, etc b. What data is to be transferred to/from ProGres and any other UNHCR systems? c. What are the minimum hardware, memory and operating system specifications of front end registration UNHCR workstations that our COTS software is to run on?	Complete	A. in V3 the integration is through an Add-In feature which allows the administrator of the system to embed the application inside the proGres system. V4 is MS Dynamics CRM application, support statdard interfaces such as webservices and Excel import/export. B. All Individual biodata is currently available through a system generated xml. C. Minimally the system operates on WIndows XP with 2 gb of memory. Further information has been provided in Annex E
104	Based on Annex A 3.1.1.1 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 devices? 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 A 3.1.7, pg. 10)	Complete	(a) In V3 the integration is through an Add-In feature which allows the administrator of the system to embed the application inside the proGres system. V4 is MS Dynamics CRM application, support standard interfaces such as webservices and Excel import/export. Additional information is contained in Annex E. (b) Please see Annex G (c) Currently the Individual GUID is created at creation time for the individual record in the database. In an offline environment it would be suitable for the Individual Record GUID to be created at the time of enrolment.
105	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 A 3.1.7, pg. 10)	Complete	Currently the Individual GUID is created at creation time for the individual record in the database. In an offline environment it would be suitable for the individual record GUID to be created at the time of enrolment.
106	What kind of biometric data is currently stored in the existing proGres system? Please provide a detailed list.	Complete	There is no biometric data stored in the proGres database with the exception of photographs for visual identification only (not facial recognition). Please see Annex A section 3.2.5 for additional detail on the current biometric data held
107	What other systems in addition to proGres and the existing biometric storage system would the new system be required to integrate with? (Annex A 1.2.1)	Complete	Please see response to Q 99. In addition, the System will not be required to integrate with the current biometric systems other than as stipulated in Annex A Section 3.2.5
108	Reference to proGres assumes there is a discrete deployable instance of proGres available at the Emergency location. Is this a correct assumption? Please confirm. (Req 3.1.4, pg. 17)	Complete	Please see response to Q 81
109	What is the size of a record with and without biometric data?	Complete	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
110	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.	Complete	No sample record will be provided. The only additional information in the proGres system is contained in Annex E - no further information beyond this will be provided at this stage
111	How is the proGres database connected? Where are proGres situated: local in camp on a server or only central HQ?	Complete	Please see response to Q 81
112	Do the proGres issue a unique identification number? If yes, what size and how is it build?	Complete	Please see response to Q 85
113	Please clarify the envisioned evolution of the user interface(s) currently used to view and/or update biographic and biometric data in the proGres database. Is it envisioned that current user interface(s): 1) no longer be used and replaced with a new user interface that has access to proGres data 2) work in parallel with a new user interface ("alt-tab" workflow) 3) be amended or updated with new biometric and other capability It is assumed that for either of these envisioned solutions that whatever interfaces required for integration are to be provided.	Complete	Please see response to Q 92
114	Are enquiries to be matched against the full global database of up to 10 million, or just a local country or regional subset (200,000)?	Complete	Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8
115	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?	Complete	a) Please see Annex G b) Please see Annex A, Section 3.2.6
116	How many remote site enrol/verify stations and Biometric Capture Devices are envisaged (a) immediately, (b) in 3 years' time?	Complete	Please see Annex G, paragraph 4
117	Has every remote enrol/verify site access to mains electricity in the Business as Usual scenarios? What about Emergency operations? (The RFP states that UNHCR will provide power etc, but it is not clear whether this is at every site.)	Complete	Electricity is available at all UNHCR sites. In the absence of mains electricity, generators are deployed by UNHCR. Proposals for a handheld Biometric Capture Device should consider that electricity is occasionally not available and that the solution should be capable of linking to an external power source (USB laptop port) or of using its own dedicated, rechargeable battery source. UNHCR generally uses Uninterrupted Power Supply (UPS) to cope with the fluctuations in current common to the developing countries in which it operates.
118	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.	Complete	While highly unpredictable, previous experience suggests there are usually around 4 major emergencies a year.
119	Conditions at operational locations are not ideal for biometric capture, for example subjects may have poor finger ridge structure, 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, is it possible to examine current fingerprint images and the statistics of NFIQ so that the system can be optimized for maximum accuracy?	Complete	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 optimised 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
120	Are the image records currently existing in the System BioRegistrator typical of those expected to be obtained under the new system? Is it possible to examine these?	Complete	Please see response to Q 119
121	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.	Complete	Please see response to Q 119
122	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?	Complete	Please see response to Q 55
123	Will you require demonstrations of the proposed system? If so, please can you provide an estimate of the timescale?	Complete	Shortlisted bidders will be expected to provide a limited environment demonstration of their proposed solution in Geneva. The preferred bidder will be expected to perform standard setup, testing and demonstrations.
124	Will you require an accuracy benchmark trial of the proposed system? If so, please can you provide an estimate of the timescale?	Complete	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.

125	Annex A, Section 1 on page 6 "Each Requirement has been categorized as "Must", meaning they must be complied with or "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 labeled 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?	Complete	An updated Annex B (Financial Offer Form) has been provided - where the "Could" or "Should" requirement does not relate to a cost detailed in Annex B (Financial Offer Form), this should be detailed under a separate heading "Could / Should Requirements" and submitted in the same (or as similar as possible) format to Annex B.
126	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?	Complete	This figure includes the includes the existing records. Please see Annex G for further information on volume of PoCs for Enrolment and Verification
127	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, DRS be part of Pilot?	Complete	a) Please see response to Q 56 b) These details will be discussed with the preferred bidder but bidders should expect that the pilot will include all System functionality
128	Section 2.2.2 - Training and Deployment Assistance Question – what is the scope and duration of this assistance? Will this training assistance be centralized and at HQ only?	Complete	Please see section 3.3.3. It is expected that the training will involve circa 5-10 UNHCR personnel being trained in a group environment and is not expected to involve more than 5 days effort in during Year 1
129	Section 2.2.3 – Project Management scope includes understanding of other UNHCR existing systems and architecture. Question – Can you provide additional information about these additional existing systems?	Complete	Please see response to Q 99. In addition, the System will not be required to integrate with the current biometric systems other than as stipulated in Annex A Section 3.2.5
130	Section 2.2.3 Provide training to a group of UNHCR IT and business specialists who will take on the task of global deployment, maintenance and Help Desk support going forward. Question – How many resources do we need to train? Can we assume it will be performed in Geneva and will be conducted in English?	Complete	See response to Q 128
131	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. Question – please provide statistics on expected volumes per day, per year for PoC capture to enable sizing of the biometric engines per site and global.	Complete	Please see Annex G
132	Section 3.1.1 - The Supplier should assume that the total initial target population for Enrolment will be circa three million with an estimated ten million total PoCs over time. Questions – a. The scope of this contract is Pilot only. Is the system to be sized and priced for enrolment of fingerprints for 3 million PoCs, or 10 million PoCs? b. For Face and Iris, Is the system to be sized and priced for enrolment of 3 million PoCs, or 10 million PoCs ? c. How many PoC 1-1 verifications are expected each year?	Complete	Please see Annex G
133	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 5-14 years · Ages 14-59 years · Ages 60+ years Question - please advise how many PoCs in each age range will be captured each year	Complete	This breakdown of data is not available
134	Section 3.1.2 Therefore, the System must allow an Operator to: locate a PoC through their proGres Record and then subsequently perform a 1:1 Verification against the associated Biometric Record, or through a 1:N Verification of the Biometric Record, locate a PoC and then subsequently view the associated proGres Record. Question – How many 1:1 verifications and 1:N verifications are done to be sized for on a daily basis for both national and global?	Complete	Please see Annex G, Paragraph 6
135	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. Questions - a. Does this capability already exist in ProGres ? b. How can the Supplier ensure this given that modifying proGres code is out of scope for the Supplier?	Complete	a. Whether this currently exist or not is irrelevant. The new application should have this capability and the bidder should provide detail on how they will meet this requirement. b. It is not necessary to change the coding of proGres itself just to obtain and manipulate data from its database.
136	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. Question - What is the "criticality' value for this requirement as its missing from the table?	Complete	This requirement is a "Must" criticality
137	Section 3.1.3 – Emergency enrolments Question - Please provide daily statistics on emergency enrolments worldwide for system sizing perspective	Complete	Please see Annex G, Paragraph 7
138	Section 3.1.3.4 An Emergency Database will typically be required to contain Emergency Records for 80,000 PoCs Questions: a. how many such emergency databases should be planned or sized for each year ? b. Can we assume each emergency location will have a maximum database size of 80,000 records?	Complete	Please see response to Q 118 and Annex G, Paragraph 7
139	Section 3.1.4 – Emergency verifications Question – Please provide daily and annual statistics of 1:1 and 1:N for emergency verifications.	Complete	Please see Annex G, Paragraph 7
140	Section 3.1.5.1 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 value of N ? eg is it 80,000:3Million or what ? b. Specifically what System Performance Characteristics are to be explained?	Complete	a. The value of N cannot be defined other than that it will be equal to the size of the Database or sub-section thereof b. Bidders should detail the mechanics by which the databases are merged. Duplication should be avoided in accordance with the Requirements in Annex A

141	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?	Complete	UNCHR will provide the PKI infrastructure as per specifications to be provided by the bidder. The bidder can establish limited self-defined X.509 based environment for demonstration
142	Section 3.2.5 UNHCR have over 1 million fingerprints captured in templates through its current System BioRegistrator and over 500,000 of 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 250,000 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 iris vendor software solution was used? e. What data items are stored in each PoC record in BioRegistrator? f. What type/version of database is BioRegistrator?	Complete	Please see Annex G
143	Section 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 3.3.2.2 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?	Complete	The Biometric Capture Device and any other associated System Hardware must be delived in the Storage Case
144	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?	Complete	Storage time is not expected to be longer than 12 months maximum. If the bidder believes that this will cause technical problems with the System Hardware proposed, they should notify UNHCR in their response
145	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 user application screens are in English only?	Complete	Please see response to Q 54
146	Section 3.3.3.5 The Supplier shall provide refresher 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?	Complete	a) Please complete the day-rate card in Annex F b) No, this will be extrapolated from the day-rate card c) Yes but this may also be in Budapest or other locations if required
147	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?	Complete	Any such options should be detailed in a separate section entitled "Alternative Options to Reduce Costs" with clear guidance as to how these relate to the prices or requirements detailed elsewhere in the response
148	Section 3.3.9.1 The Supplier shall ensure that the PoC Biometric Data is capable of being stored on a smartcard and that the System offers UNHCR the ability to issue smartcards with no material alterations to the System. Section 3.3.9.2 Where any of the Requirements detailed in this document would materially inhibit UNHCR's ability to issue smartcards 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 smartcards are included in their response. Question about 3.3.9.1. and 3.3.9.2: There are a lot of complexities and costs associated with issuing smartcards 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 smartcard (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 smartcard are out of scope for 3.3.9.1 and 3.3.9.2?	Complete	All costs directly associated with manufacturing, encoding and issuing a smartcard are out of scope
149	Annex A - 2.3.6 Contract. The chosen supplier will be invited to enter into a three (3) 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 – 2.2.2 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 'proGres'. · Testing (including User Acceptance Testing) · Pilot phase · Training and Deployment Assistance Phase 3, the operational roll-out of the System, will be conducted by UNCHR. 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 ?	Complete	Please see response to Q 16
150	Question regarding Annex A - The Supplier shall be responsible for delivering the System Hardware DDP to the UNHCR Warehouse in Geneva, Switzerland. All pricing provided by the Supplier should be based on DDP delivery of relevant items to this location. Annex D, Article 7.10 of the UNHCR GCC 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.	Complete	PLEASE NOTE THAT REQUIREMENT 3.3.2.1 IN ANNEX A SHOULD NOW BE AMENDED TO REFLECT DAP DELIVERY (AS DEFINED BY INCOTERMS) 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	Please see response to Q 1 and revised Annex B (Financial Offer Form)
152	Based on Annex A 3.2.5, we assume, "1-N matching time" means the matching time required to perform one 1:N 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 "1-1" 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	This is correct
153	Based on Annex A 3.1.1.20: Is it allowed that during the capturing two irises simultaneously - the person can try 3 or 4 times, since the focus of the device is on the iris and often the persons moves closer or back and the readers cannot capture both irises at the same moment. So, in real life there are two readers, but the accepted quality iris data set are captured not at the same time so, capturing is made in two parts - first eye iris and second eye iris. It depends on the person.	Complete	Iris capture shall utilize the most current technology and meet the requirements
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? A few seconds? Or is a response within an hour acceptable?	Complete	Please see Annex A, Requirements 3.1.2.7 and 3.1.1.5. The desired response time will vary depending on whether the Operator requests a 1:N match against the whole Database or a specified subset thereof. For a 1:N Verification against the whole Database, please see response to Q 335
155	The overall response time depends on the speed of the communications networks as well as on the power of the AFIS. 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 sites, including satellite, and their speeds.	Complete	The System MUST be capable of performing adequately on the high-latency and high-jitter network environements specified in the RFP. All relevant information on the UNCHR wide area network is already included in the RFP.
156	Also, can we assume that the Supplier will not need to take any responsibility for installing or maintaining such networks?	Complete	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 UNHCR also intend to store Iris or facial image in smartcard for 1:1 verification?	Complete	UNCHR may choose to store multiple biometric data on the Smart Cards.
158	Does UNHCR envisage issuing smartcards in a centralized mode or should the System provide the capacity to issue smartcards with PoC Biometric Data at any location selected by UNHCR?	Complete	The System should be capable of issuing smartcards with Biometric Data at any location selected by UNHCR - however, issuance of Smart Cards is a Future Requirement (Annex A, Section 3.3.9).
159	Will the envisaged smartcard be considered as a travel document with the same security mechanism as a passport?	Complete	It is possible that the smartcard may be used as a travel document in the future
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?	Complete	Please see revised Annex B (Financial Offer Form)
161	Does the contractor deliver to one central site (in Switzerland or elsewhere) or should delivery to any of the 110 UNHCR sites be included in the price quotation?	Complete	Please see Annex A, Requirement 3.3.2.1
162	The RFP mentions 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 handveinreader combined with a fingerprint reader. Our question therefore is if our multimodal device would be of interest.	Complete	Vein technology is not a requirement so a Biometric Capture Device that contains vein technology would not be of interest. Multimodal devices that include finger and/or face and/or iris would be of interest
163	Is it possible to receive more information about your plans how to enroll (guided- or selfenrollment) and if there is more details available about the "harsh" environment plus the requests for mobility.	Complete	Please see Annex G
164	Is there any further information about your communication architecture for sending and retrieving biometric data between local servers and UNHCR servers	Complete	The Vendor should highlight compatibilities and incompatibilities with the network and other ICT information already provided in the RFP.
165	Please share if there are examples of iris and face quality standards that need to be met. NFIQ for fingerprint is common but face and iris are not a 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?	Complete	ISO/IEC 29794-6 Biometric Sample Quality Standard Part 6: Iris Image is desirable. The desired standard for facial recognition would be ISO 19794-5 (Storing, Recording and Transmitting of Facial Images) and also ISO / IEC 10918 and ISO / IEC 15444 for image specification
166	Based on Annex A 3.1.1.18, please let us know what is the process for anomalies where no fingerprint can be recorded?	Complete	There are fields in the ANSI/NIST Type 14 standard that has data elements for missing fingers, but the implementation should be proposed by the Vendor.
167	Based on Annex A 3.1.3., Please clarify if you envisage the emergency database being a central data store accessed by all emergency workstations or is it a localized data store accessed only by local emergency workstations?	Complete	Please see Annex G, Paragraph 7
168	Please elaborate on the architecture for the Emergency Enrolment system and its eventual integration with the main system.	Complete	Please see Annex G, Paragraph 7
169	We would like to know the format in which the Iris and existing fingerprint templates are stored. (Annex A 3.2.5.)	Complete	Please see Annex G, Paragraph 10
170	Based on Annex A 3.2.1.3: a. We would like to know if UNHCR will provide the laptops for inclusion in each base case and if so, how many bases cases are required. b. Also, will UNHCR provide all the servers at the central and DRS sites for the identity services and biometric matching?	Complete	Please see Annex A Requirement 3.2.1.3
171	Based on Annex A 3.2.1.9, 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 UNHCR HQ as this is not explicitly specified in the RFP?	Complete	Please see response to Q 55
172	In Annex A, section 2.3.3 it's mentioned that the Project Manager will be appointed by UNHCR. But section 2.3.4 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?	Complete	It is expected that the supplier will also provide a Project Manager who will work together with the UNHCR Project Manager to deliver the System. Once a 'steady state' has been achieved, this role may transition or be replaced by a Contract Manager or Relationship Manager
173	Based on Annex A 2.2.2 we would like some clarity on the deployment. Will UNHCR be fully responsible for it or will we also be involved in some activities?	Complete	Please see response to Q 68
174	Referring to Annex A 2.2.2. we would like a confirmation that development, staging and production environment would be provided by UNHCR?	Complete	Yes, UNHCR will provide hardware and infrastrcuture as per requirements provided by the selected bidder
175	Based on Annex A, we request UNHCR to kindly elaborate on the scope of "conversion of Legacy data".	Complete	Please see Annex A, Section 3.2.5
176	We would like to know what will be the approximate volume of data(in MB) that will be handled for each interface	Complete	This data is not relevant at this stage
177	Please let us know if there are any constraints on the nature of the interface between Proposed system and any of UNHCR's existing applications, such as the format of data passed between these systems, and any particular protocol used?	Complete	Please see Annex E
178	Based on Annex B – Financial Instructions please provide answers to the following questions: • Please confirm if our financial offer should be for a maximum 100 units of bases cases? a. 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?	Complete	a) 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 Costs" section and entitled "Storage Cases". Please see Annex G for further information. b) UNHCR 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. c) The bidder will be expected to procure all elements of the System (with the exception of the Provided Items), including the Biometric Capture Devices and Storage Cases.

179	Annex A, part 1, paragraph 1.1: "verification of Persons of Concern" – Could you please clarify what are the procedures in detail for verifying a person at time of enrollment. Are other items checked (if available), such as Identity documents? Will they be scanned and stored at time of enrollment?	Complete	All of these activities are performed in proGres and are not relevant for the scope of this RFP.
180	Annex A, part 1, paragraph 2.1: Pg 2, 6th bullet - Could you please provide a list of the UNHCR systems to be interoperable and align with?	Complete	Please see response to Q 99. In addition, the System will not be required to integrate with the current biometric systems other than as stipulated in Annex A Section 3.2.5
181	Annex A, part 1, paragraph 2.1: Pg 2, 6th bullet - Could you please provide a description of the UNHCR systems (other than proGres) to be interoperable and align with: if this is a biometric solution: to which state of the art biometrics industry standard does this comply? What interfaces does it provide? What are the (template) formats? (Related to 3.2.5 Data migration requirements). Is the legacy system supposed to be operated in parallel?	Complete	Please see Requirements, Annex E and Annex G
182	Annex A, part 1, paragraph 2.1: Pg 2, 6th bullet - Could you please provide the existing business processes that have embedded biometrics?	Complete	Please see Annex A Part 3
183	Annex A, part 1, paragraph 2.1: Pg 2, 6th bullet - Could you please provide the business processes that will use embedded biometrics: Is it Registration only? Will it be used by other processes (RSD, Assistance (food / non-food item distribution, medical assistance, etc.), Resettlement, etc.)? Are there plans to exchange biometric data with their partners (NGO, Governments, etc.)? If yes, have the legal implications of sharing biometric data among foreign countries/governments been considered?	Complete	Biometrics will be used at UNHCR's discretion. Whether or not UNHCR exchanges data with partners is not relevant
184	Annex A, part 1, paragraph 2.1: Pg 2, 6th bullet - Could you please provide a detailed list of interfaces, together with the technical specifications of each interface?	Complete	Please see Annex E
185	Annex A, part 1, paragraph 2.1 background, page 2: how is the statement '"future proof for minimum of ten years" defined?	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
186	Annex A, part 1, paragraph 2.1 Pg2, 8th bullet – Could you please provide the detailed policies and list of international standards for security and data protection for conformance?	Complete	UNHCR keep the ISO 27001-5, FIPS 201 with X.509 Certificates for encryption, authentication and digital signature etc.
187	Annex A, part 1, paragraph 2.1, page 2: Could you please define the sizes for high-volume locations and smaller sites?	Complete	Please see Annex G
188	Annex A, part 1, paragraph 2.1, page 2: Could you please define a typical phased deployment schedule by country (intended for years 1-3?)?	Complete	Please see Annex G
189	Annex A, part 1, paragraph 2.1, page 2: Could you please define a schedule for future development/larger scale use (intended for years 4, 5?)?	Complete	This schedule is not yet defined
190	Annex A, part 1, paragraph 2.1 Pg2, 10th Bullet – Could you please define the use of the word "camp"?	Complete	Given the highly mobile nature of UNHCR services, the locations where UNHCR operatives 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 operatives provide services.
191	Annex A, part 1, Pg 2, 11th bullet – Could you please define "Have functionality around management information?	Complete	This is a high level requirement that reflects the more detailed requirements for the System to provide detailed management information (see Annex A, Section 3.3.5 ("Management Information and Audit"))
192	Annex A, part 1, paragraph 2.3.3: Pg. 4 – Could you please provide specifications of UAT conditions, if other than normal office environments.	Complete	Bidders should expect the UAT environment to be performed in Geneva. However, it may also be performed in a camp location
193	Annex 8, part 1, paragraph 2 Design principles: Pg 8 – last bullet – Could you please provide copy of UNHCR rules and procedures that could be updated?	Complete	Please see response to Q 14 & Q 71
194	Req # 3.1.1.2: In some cases, fingerprints will not be able to be collected. Req # 3.1.1.9 & Req # 3.1.1.18: The system will not be able to ensure that all records contain a fingerprint if a fingerprint capture is unsuccessful (person without hands or with hands that are damaged to the point of not being able to collect. Would the UN consider using an alternate biometric capture (iris or facial) if that is the case? If not what additional requirements would be implemented to ensure the correct identity has been documented? What are the exception processes or procedures under such circumstances?	Complete	The logic contained in the proposed system shall have a method to handle biometric exceptions. This shall be accomplished within the existing Requirements.
195	Req# 3.1.1.3: This is a MUST requirement on how this could work. However we assume, that Supplier does not need to cost any peripherals needed in order to perform biometric capture for iris or face in the proposed system. Is the assumption correct?	Complete	No - peripherals and Biometric Capture Device for the capture of iris and facial biometric data should be detailed in Section 4 & 5 (and where applicable Section 6) of the revisedAnnex B (Financial Offer Form)
196	Req# 3.1.1.3: what are the differences in definition of parallel, hierarchical and serial integration?	Complete	They refer to different ways of combining the unimodal data to achieve greater overall matching accuracy. Please use your own definitions in your response to explain how your system achieves this.
197	Req# 3.1.1.7: Suggestion: some additional information may be needed, such as the location where the fingerprint was captured which could be different from where the person has been registered. It may be needed, when fingerprinting is done at a later stage?	Complete	Requirement 3.1.1.7 refers only to the information captured in the Biometric System and not the information captured in the proGres System. Therefore, no situation would exist where the information detailed in 3.1.1.7 would be captured without Biometric Data also being captured
198	Req # 3.1.1.13: Could you please provide the limit for 'a defined number of attempts'?	Complete	The Biometric Capture Device, and associated System user interface, shall be configurable to allow for retries to capture the best quality biometrics. The operator interaction shall decide when tries are exceeded after a minimum number of attempts.
199	Req# 3.1.4: What are the specifications of an emergency condition?	Complete	Please see Annex G, Paragraph 7
200	Req # 3.1.5.3 De-duplication: Could you please provide a process description of "a major annual exercise."?	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.
201	Req # 3.1.5.4: Shall the supplier assume that the duplicate biometric records are for the exact same person with the same name/identity or should they consider that the duplication is because the record could be for the same person who has registered twice using 2 different names. Both situations might occur: how should the process handle this?	Complete	The System logic shall have the ability to reconcile duplicate biometric records that represent an individual.
202	Req # 3.2: What Enterprise Software licenses are already owned by the UNHCR and can the Supplier leverage these licenses as needed for the System?	Complete	UNCHR will provide Microsoft, Oracle and other standard desktop software license. The bidder must specify quantities and characteristics of such licenses required.
203	Req # 3.2.1.3: Assumption – UNHCR will provide all network and connectivity at remote locations. Could you please specify which bandwidths connections will be provided for a location and which data volumes would be required for these locations? Are there related response requirements for the locations?	Complete	See response to Q 155 and 156.
204	Req # 3.2.1. Can UNHCR provide the specifications, models and quantities of the "Provided Items" for Desktop Computers, Laptop and Tablet Computers, x64 Servers (Physical and Virtual with MS Hyper-V)?	Complete	UNCHR expects the vendor to provide the specifications and quantifies required for the System proposed.
205	Req # 3.2.1. Assumption – The Supplier is required to use the desktops, laptops or tablets listed as "Provided Items" as part of the System proposed. Is that a correct assumption?	Complete	Yes. See response to Q 204
206	Req # 3.2.1.5:Ref: "Where the item that the Supplier proposes is on the Provided Items list the Supplier should detail the number of those items required so that UNHCR can fully price the cost of the System". 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?	Complete	Correct. The Supplier will be expected to provide any items that are required that are not on the "Provided Items" list.

207	Req # 3.2.1.9: What is the definition of required high availability and disaster recovery situations? The specifications in requirements section 3.3.8 do not specify UNHCR explicit requirem,ts?	Complete	The bidder should specify OLA for infrastructure and other components that impact the SLA of the System proposed. UNCHR will then determine an appropriate target SLA on a cost/benefit basis.
208	Req # 3.2.1.9: What are the expected SLAs and DR requirements for the high availability and disaster recovery situations?	Complete	Yes. See response to Q 208
209	Req # 3.2.1.9: What are the network bandwidths provided for the high availability and disaster recovery situations?	Complete	See response to Q 155 and 156.
210	Req # 3.2.3.2, 3.2.3.3, and 3.2.3.4: What sustained communications data rate can the Supplier be assured of for connections between workstations in the field and the central system for each of the scenarios depicted in 3.2.3.2, 3.2.3.3, and 3.2.3.4? Please specify which bandwidths connections will be provided for a location and which data volumes would be required for these locations. Are there related response requirements for the locations?	Complete	See response to Q 155 and 156.
211	Req # 3.2.5: Which specific migrations (which standard template formats) should be costed?	Complete	Please see Annex G, Paragraph 10
212	Req # 3.2.6.4: Which specific UNHCR and security policies exist for patch management? Frequencies, roles and responsibilities?	Complete	The bidder should indicate the recommended patch management policy for the System proposed.
213	Req # 3.2.6.5: How many privileged levels would be needed and what is the structure?	Complete	Please see Annex A Requirement 3.2.6.6
214	Req # 3.3.1.8: Does this mean the supplier must go on site to the location to provide the assistance or can this mean assistance over the phone?	Complete	It is expected that the preferred bidder will provide setup assistance for the first deployment on location. The location of the first deployment is not yet known
215	Req # 3.3.1.8: Is this just the very 1st deployment only? If not, kind of support would be needed during deployment/roll-out? Which is the foreseen schedule of deployments of the system on the locations during the relevant period (3 years) and subsequent 2 years for the system?	Complete	Please see response to Q 214. The locations and schedule of subsequent deployments is not yet known
216	Req #3.3.3.1: What is the size of training groups and which specific audiences, languages (English or French) should be addressed?	Complete	Please see response to Q 128. The training languages are detailed in Annex A, Requirement 3.3.3.1
217	Req # 3.3.5.1: What are the specifications of the full range of audit functions available in the system?	Complete	UNHCR expects to be able to conduct a range of audit functions including but not limited to when & where Biometric Records were created, which Operator created the Biometric Record, subsequent amendments to the Biometric Record and other such functions commensurate with similar systems
218	Annex A, Part 1 Section 2.2.1 Project Methodology; pg. 2: Since PRINCE2 and PMI PMBOK are equivalent methodologies; would UNHCR consider personnel with PMP certification (given by PMI) in lieu of PRINCE2 certification?	Complete	Please see response to Q 10
219	Annex A, Part 1 Section 2.1 Background Information and Scope; pg. 2: What are high volume locations? What are the volumes at those locations?	Complete	Please see Annex G, Paragraph 6
220	Annex A, Part 1 Section 2.2.2 Phases of the Project; pg. 3: When is the pilot phase of the project expected to commence? Does UNHCR know where the pilot(s) will take place, as well as the location of the initial operations?	Complete	Please see response to Q 16
221	Annex A, Part 1 Section 2.3.7 Format of Response; pg. 5: UNHCR has asked that "the supplier should ensure that their response contains a compliance matrix that details for each Requirement (see Appendix 2), where in their response they have addressed that Requirement and any Requirements that have not been complied with." Does UNHCR want a Requirements matrix based on Section 3. Requirements of the document "Annex A, Part 2"?	Complete	All requirements detailed in Annex A Section 3 should be responded to in the Compliance Matrix format as provided in Annex A, Appendix 2 "Compliance Matrix". Other requirements contained in the RFP that do not specify a template or other prescribed format for the response should also be included in the Compliance Matrix format. Where another specific format of response is required (for example the Financial Offer Form or Quality Requirements), this format should be used as stated.
222	Annex A, Part 2 Section 2. Design Principles; pg. 7 and Sections 3.2.5.2 and 3.2.5.3; pg. 27: UNHCR indicates data migration is required assuming proper quality exists in the existing records. Can UNHCR provide details of the iris and facial recognition hardware and software that it is currently using, or that was used to collect said data for migration?	Complete	Please see Annex G, Paragraph 10
223	Annex A, Part 2 Section 3.1.1.5, pg. 10: What is the desired response time requirements to search of the entire database of 10M records? Are we to assume this will be a biometrics search of both fingerprint and iris modalities in a fused decision score?	Complete	Please see response to Q 154. The sequence of Verification against fingerprint, iris or facial Biometric Data should be determined by the bidder
224	Annex A, Part 2 Section 3.1.1.16, pg. 12: We would assume the requirement to store fingerprints, face and iris for each enrollee is to be within a standards-based NIST EBTS file, and if templates are desired, to include within the Type-9 record?	Complete	The standards required for the templates and images are included in Annex A Section 3.3.7. Please also see response to Q 165
225	Annex A, Part 2 Section 3.1.2.5; pg. 14: This requirement is missing criticality (MSCW).	Complete	Please see response to Q 136
226	Annex A, Part 2 Section 3.1.3.1, pg. 16: Is the matching system to be ruggedized for portability and easily deployable via protective case?	Complete	Please see Annex G
227	Annex A, Part 2 Section 3.2.1; pg. 19: In this section, UNHCR explains that it will "provide ICT infrastructure and application support for all the products and technologies described in Section 3.2 Technical Requirements." Is UNHCR providing infrastructure (hardware) only or is it providing infrastructure, operating system (Windows), database (Microsoft SQL server) and application software? Can specifications for the UNCHR equipment be provided?	Complete	UNCHR will provide ICT infrastructure AND application support for all the products and technologies described in Section 3.2 Technical Requirements. This includes both HW and SW components. See also answer 204 above.
228	Annex A, Part 2 Sections 3.2.1.4, 3.2.1.5, 3.2.1.6; pg. 20 and Section 3.2.6.4; pg. 28: Does UNHCR have an existing IT environment and set of software tools that it already uses (experienced with) that can be applied to (or supplied with) the new identity solution to deliver global patch updates, monitor operating systems and servers, prevent malware and viruses, execute firewalls, monitor web applications, etc.?	Complete	UNCHR uses LanDesk, Microsoft and Cisco infrastructure and service management tools.
229	Annex A, Part 2 Section 3.2.1.9, pg. 20: Do you have a preferred DR site location? Will proGres be available at the DR site? In case proGres is not available at those DR sites, how will data replication take place?	Complete	Please see response to Q 55 and Annex E
230	Annex A, Part 2 Sections 3.2.3.2, 3.2.3.3, 3.2.3.4; pg. 23-25: a. What are the different sites/locations under Geo-stationary satellite, internet infrastructure and global MPLS respectively? b. Where is the "Central Site" located? c. May the Supplier assume that there are (150+130+43) = 323 Field Sites? d. How many Users (that require Client PCs) must be supported at each Field Site? e. How many biometric capture devices to capture fingerprints are required at each Field Site?	Complete	a) Please see Annex G b) Please see response to Q 55 c) This is correct d) This varies from site to site. Please see Annex G for additional information on volumes e) This varies from site to site. Please see Annex G for additional information on volumes
231	Annex A, Part 2 Section 3.3.1.5; pg. 29: Will the supplier be able to login to individual systems remotely using a supplier provided tool? What is the tool currently being used?	Complete	If the System can be remotely accessed, this functionality may be used by UNHCR but would not be used by the Supplier for security reasons
232	Annex A, Part 2 Section 3.3.3.5; pg. 31: Does this training need to be provided at UNHCR HQ? What is estimated frequency of these trainings?	Complete	Please see Annex A, Requirement 3.3.3.1. Bidders should expect training to be performed annually but additional training may be requested if required
233	Annex A, Part 2 Section 3.3.5.2; pg. 32: Regarding support of business intelligence / data warehouse interface, can UNHCR provide a specific system name and version number that must be supported?	Complete	Microsoft BI and Dynamics CRM reporting and analytics tools. Versions will change across time
234	Annex A 3.1.1 /3.1.2, pg. 9/13: What languages are required within the GUI parts of the enrolment and verification solution?	Complete	Please see reqponse to Q 54
235	Appendix A Paragraph 2 "Design Principles", pg. 10: Must the capability to capture iris and face pictures be available for all enrolments, or will they only be used occasionally for required cases as a "standby"?	Complete	Please see Annex G, Paragraph 9
236	Appendix A Paragraph 3.1.3 and Table Item 3.1.3.2, pg. 16: Who is intended to be able to configure the additional 2 specified input fields of "locally customized data" for an emergency enrolment? Must this capability be available at the time the emergency enrolment is started, or "on the fly", so to speak?	Complete	It is expected that System Administrator be able to configure these fields
237	Annex A 3.2.3.2, pg. 23: It appears that all "Field Site" users are connected via LAN in the provided picture; is this the case?	Complete	No

238	Annex A 3.2, pg. 19: Regarding the update of progress, the "new version of this system … currently developed": When will this version be available? Can the solution requested in this tender also be integrated into this new system more closely?	Complete	The new version (v4) is based on MS Dynamics CRM and is currently under development by HP. It is envisaged that V4 should be available in first half of 2014. B the solution shold be integratable with the new version (v4) as well as current version (v1-3).
239	Annex A 3.2.4.10, pg. 26: Do you plan to use biometric devices from more than one vendor? Do you plan to change the vendor during the lifetime of the solution?	Complete	Please see Annex G, Paragraph 9. Biometric Capture Devices from multiple vendors may be used if they are compatible - however, it is expected that these would be sourced from the preferred bidder and purchased under the Framework Agreement as described in Annex G, Paragraph 3
240	Annex A 3.2.5.4, pg. 27: Is the supplier allowed to store the biometric data in a template format in addition to the raw images?	Complete	The System must store the Biometric Data in the form of an image. UNHCR would also like the Supplier to provide a price for storing the Biometric Data as template. Please note that the Supplier should not be storing any Biometric Data themselves, this will be stored by UNHCR
241	Annex A 3.2.6.4, pg. 28: What are the UNHCR IT security policies?	Complete	UNHCR IT Security Policies will be discussed with the preferred bidder
242	Annex A 3.3.9.3, pg. 35: Is it planned to encrypt the biometric data on the smartcard with EAC? What authority issues the certificates and keys necessary for the EAC encoded data?	Complete	Please see Annex A, Section 3.3.9
243	Appendix A Paragraph 3.2.5, Table Item 3.2.5.5 "Data Migration": For the effort assessment, some background information about the stored biometric templates is required. Can UNHCR please provide information regarding these biometric templates?	Complete	Please see Annex G, Paragraph 10
244	In reference to Requirement No. 3.1.1.15 and 3.1.1.16, we understand that we can offer either biometric devices separately or a multi-modal biometric device that has it all. Do UNHCR want to have multi-modal login/authentication system implemented with the solution?	Complete	Biometric login for Operators is not a requirement. However, if the bidder believes that this should be provided as part of a "best practice" approach, they may do so
245	In reference to Requirement No. 3.1.3.6, do the system administrators need to remove all the records at once, or the one-by-one selective deletion should be available, too?	Complete	Both options should be available
246	In reference to Requirement No. 3.3.5.2, to what extent the MIS reports have to be "manipulated" by the designated operator? Please explain the term "manipulation" in this context.	Complete	Manipulated in this context means the ability to search and locate various combinations of information and produced customised as well as standard reports, as is common with most databases
247	Annex A 3.1.1.1, pg. 10: In Req. 3.1.1.23 the 'Database' can be a national or a global. Are both National as well as global Databases used for Enrolments (1:N Verfication)?	Complete	Please see Annex G, Paragraph 8
248	Annex A 3.1.1.10, pg. 11: Can you specify what type of fingerprint scanner (e.g. multiple, single) is required for verification (1:1) purposes? Please, state the technical requirements.	Complete	The fingerprint scanner used for Verification will meet the Requirements. As multiple models of Biometric Capture Device may be utilised, it is not possible to state the technical requirements but the requirements detailed in Annex A should form the basis of a minimum specification
249	Annex A 3.1.1.18, pg. 12: Is this also required in those (rare) cases a PoC has no fingers? (See Req. 3.1.1.19 and 3.1.1.22.)	Complete	It is not possible to capture fingerprint Biometric Data for a PoC with no fingers. Therefore, if a PoC has no fingers it will not be possible to meet Annex A, Requirement 3.1.1.18 and so an exception would be made
250	Annex A 3.1.1.19, pg. 12: Is it aimed to capture a maximum of 10 fingerprints per PoC during enrolment?	Complete	10 fingerprints would be the maximum but may not be necessary to meet the Quality Requirements
251	Annex A 3.1.1.25, pg. 13: Is it correct that the Supplier does not have to make a financial proposal to implement and service communication infrastructures (like satellite) itself as part of this proposal?	Complete	This is correct
252	Annex A 3.1.1.25, 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 Enrolment cannot be finished successfully because the 1:N verification cannot be done. Is that correct?	Complete	a) Performance requirements should be the same regardless of location of Database b) This is correct for a standard Enrolment. However, an Emergency Enrolment into the Emergency Database could be completed by performing a 1:N Verification against a local database
253	Annex A 3.1.2.3, pg. 14: a. Does the 1:N verification process works with a single or multiple fingerprint scanner? Please explain. b. Should a 1:N Verification be done against a National or against the Global Database or both? Please, clarify. c. What is the expected number of Biometric Records in the Database where a 1:N Verification is performed?	Complete	a) The Biometric Capture Device used to perform the 1:N Verification may vary provided the Requirements are met b) The 1:N Verification should be performed against the Database or a specified subset thereof (as stated in Annex A, Requirement 3.1.2.13) c) The expected number of Biometric Records in the Database is detailed in Annex G, Paragraph 6
254	Annex A 3.1.2.5, 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.	Complete	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
255	Annex A 3.1.2.7, pg. 14: Does the 1:1 verification process works with a single or multiple fingerprint scanner? Please explain.	Complete	Please see response to Q 253 (a)
256	Annex A 3.1.2.13, pg. 15: As the list (sex, age cohort, location) is not exhaustive (as indicated by the word 'etc') can UNHCR state which other criteria are required?	Complete	These sub-sets will be agreed with the shortlisted bidders
257	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 database with biometric records other than emergency data? If so, please explain.	Complete	Please see Annex A, Section 4 (Definitions) for the difference between "Database" and "Emergency Database" and Annex G, Paragraph 7
258	Annex A 3.1.5.1, pg. 18: Please add the Criticality in the last column.	Complete	Please see response to Q 136
259	Annex A 3.2.1, pg. 19: Can you confirm that UNCHR will also supply at its own costs the needed System Software including (Oracle, MS SQL) databases and Microsoft licenses?	Complete	Please see response to Q 202
260	Annex A 3.2.5.3, pg. 27: The existing iris biometric records are those including images and/or templates? If they are images, what is the compression ratio of the iris images? If templates, what kind of template is used?	Complete	Please see Annex G, Paragraph 10
261	Annex A 3.2.6.4, pg. 28: Can we get the latest updated version of the IT security policies to verify if we can comply to this requirement?	Complete	Please see Response to Q 241
262	Annex A 3.3.2 and 3.3.2.5, pg. 30:a. What components are covered under System Hardware (to be delivered in a Storage Case) mentioned in this chapter? Does it exclude the "Provided items" mentioned in 3.2.1.3? b. Must these Storage Cases be priced in Annex B? If so, where should it be stated?	Complete	As stated in the Definitions, System Hardware as a defined term does not include the Provided Items. The Storage Cases should be provided in the Financial Offer in the "Other Costs" section and labelled as "Storage Cases"
263	Annex B, pg. 2: Item number 6 is missing between number 4 (Biometric Software Integration) and number 5 (Conversion of existing legacy data). Please clarify if something is missing.	Complete	Please see revised Annex B (Financial Offer Form)
264	Annex B, pg. 1: "…cost of all the Biometric capture devices should be based on an order volume of 100 units." Question: Is the order volume of 100 units also the number of units that has to be completed in line 1 of the Base Case Summary Sheet on page 2?	Complete	Please see revised Annex B (Financial Offer Form)
265	Annex B, page 1 explains that the scoring is based on Question 1 to 10. The summary sheet on page 2 of annex B only shows 9 items. Please explain the difference.	Complete	Please see revised Annex B (Financial Offer Form)
266	Annex B, pg. 3: Biometric capture units a. Shall each line contain the same number of units or shall quantity ranges be given per device type? b. Should a price be given of different applicable scanners, each one on one line, as stated in 3.1.1.10? If not, please explain.	Complete	Please see resived version of Annex B.

267	Annex B, pg. 3: 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 PoC's stored, workstations, 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)?	Complete	Please see revised version of Annex B and explanation in Annex G, Paragraph 4 & 5
268	Annex B, pgs. 5-6: Biometric Software & Integration – Iris and Face. Question: This item requests a quotation for software and license costs. It is unclear what costs should be proposed here for iris and face. Shall we use the same parameters as used for fingerprints in item 1 (page 3 and 4)? For example the base case scenario?	Complete	Please see revised version of Annex B and explanation in Annex G, Paragraph 4 & 5
269	Is there a known ratio of population by age that is served under this program?	Complete	This data is not known
270	Do the services available for various age ranges differ? This is to determine how much impact of accuracy or other factors due to age should be considered and if there are any other workflows to be considered if there are policies. For example a child will only be served if accompanied by a designated elder.	Complete	The System must be capable of Enrolling and Verifying the age ranges detailed in Annex A, Requirement 3.1.1.8
271	Can UNHCR specify the hardware to be made available to this project such that the bidder can supply accurate data on expected performance of the biometric system?	Complete	The bidder should provide the required specifications for the Provided Items that will enable them to meet the Requirements
272	Annex A 2.2.2: Is it confirmed that the bidder is to quote for no other hardware other than the biometric capture systems?	Complete	Please see requirements 3.2.1.3 and 3.2.1.4
273	Annex A 3.1.1.10: Are the scenarios expected to have the same functionality or can they be designed to meet the basic requirements based on the infrastructure and resources available?	Complete	Please see Annex G, Paragraph 9
274	Annex A 3.1.1.15: Can the device be a handheld device and as long it can capture good or better biometrics than conventional devices?	Complete	Please see requirement 3.1.1.10 - the Biometric Capture Device must meet the Quality Requirements and other Requirements stipulated in the RFP. If a bidder believes the Requirements can be met using a handheld device, they may offer this
275	Annex A 3.1.1.16: Is it expected to store lossless 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?	Complete	Please refer to Annex A, Requirement 3.3.7.1
276	Annex A 3.1.1.18 How to handle FTC and FTE? Is it expected to force the capture of images even of FTC or FTE?	Complete	Please refer to Annex A, Requirement 3.3.7.1
277	Annex A 3.1.1.19 In case of portable scenarios are two finger captures allowed?	Complete	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
278	Annex A 3.1.1.23 Is it expected to perform 1:N on regional databases or on the global database too?	Complete	Please see Annex A, Requirement 3.1.2.13 and Annex G, Paragraph 8
279	Annex A 3.1.1.24 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?	Complete	Please refer to answer to Q 271
280	Annex A 3.1.1.25 Are offline data logistics tools allowed to be used for instance in situation of no connectivity.	Complete	Yes, provided they meet the Requirements
281	Annex A 3.1.1.28 Will there be a separate operator database and official onboarding process? Will the operators have a Progress ID or ID of any other kind?	Complete	Operator records of information shall be stored in a directory or database separate from the biometric database
282	Annex A 3.1.2.2 For verification can we assume the record to be available locally in case of low connectivity? Will the PoC carry an ID or some form of record identifier which can be used by the system to locate the record?	Complete	Please see Annex A, Requirement 3.1.2.8 and Annex A, Part 3 Use Cases and Process Maps
283	Annex A 3.1.2.3 Any statistics available on how many times the 1:N have to be performed?	Complete	Please see Annex G, Paragraph 6
284	Annex A 3.1.2.14 Are there any expected FPIR and FNIR rates?	Complete	Please refer to Annex A, Appendix 1 (Quality Requirements)
285	Annex A 3.1.3.1 Is there already an existing system to deploy the Progress data in case of emergency?	Complete	Due to various operational constraints, proGres is not usually deployed in an Emergency. Where it is used, it is used either locally or with periodic connectivity
286	Annex A 3.1.3.10 Will the merging be done locally or centrally?	Complete	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
287	Annex A 3.2.5 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?	Complete	Please see Annex G, Paragraph 10
288	Section 3.2.5.2 and 3.2.5.3 regarding migration and use of current biometric data: What interface and infrastructure will be provided for the new system to make use of current data?	Complete	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
289	What will be the required process if a PoC's biometric data is matched against existing biometric data? Is it still required to enroll that PoC in the system?	Complete	Each PoC shall have one System Enrolment and Biometric Data should be updated if quality is better with subsequent encounters. Please see Annex A, Requirement 3.1.1.28
290	Section 3.2.5 Data Migration: a. What brand/model of fingerprint capture device was used to capture the fingerprints? b. What brand/model of iris capture device was used to capture the irises? c. How many fingerprints were typically acquired per person? d. How many irises were typically acquired per person?	Complete	Please see Annex G, Paragraph 10
291	Section 3.1.1 Enrolment: a. What is the maximum number of enrolments expected in the system per hour (for 1:N searches) b. What is the typical number of enrolments expected in the system per hour (for 1:N searches) c. What is the maximum number of verifications expected in the system per hour (for 1:1 searches) d. What is the typical number of verifications expected in the system per hour (for 1:1 searches)	Complete	Please see Annex G, Paragraph 6
292	Could you please provide us with the daily throughput for the following searches: · 1:N Fingerprint/Fingerprint · 1:N Iris/Iris · 1:N Face/face · 1:N Multimodal · 1:1 Fingerprint/Fingerprint · 1:1 Iris/Iris · 1:1 Face/Face · 1:1 Multimodal	Complete	Please see Annex G, Paragraph 6

293	Annex A 3.2.5, pg. 27: a. Could you please confirm that data that might be migrated are in 500 ppi? b. What is the format of the 1 million fingerprints and 500 000 iris that might be migrated?	Complete	Please see Annex G, Paragraph 10
294	Annex A 3.2.1.5, pg. 20: Which configuration should be considered to list the required HW & SW: 3 million records or 10 million records?	Complete	Please see Annex G, Paragraph 6
295	Annex A 3.3.5.2, pg. 32: What data formats are expected by this business intelligence or data warehouse interface?	Complete	This will be discussed and agreed with the shortlisted bidders
296	How the itemised costs described in 3.3.4.1 have to be presented in the Annex B, Financial Offer Form?	Complete	These costs should be detailed in the column labelled "Markup" in Annex B (Financial Offer Form)
297	Annex A 3.2.1.5, pg. 20: In order to describe the relevant lists of Provided Items, could you please indicate what are the number of local sites and the database size foreseen for each type of local sites?	Complete	Please see Annex G, Paragraph 6
298	Annex A 3.1.1.23, pg. 12: Should the National Database be synchronized with the Global Database? If yes, how frequently?	Complete	Please see Annex G, Paragraph 8
299	What is the estimated maximum hourly enrollment and verification workload we should plan for? (Requirement 3.1.1.5; 3.1.2.7)	Complete	Please see Annex G, Paragraph 6
300	Does UNHCR have a preferred architecture and specification for firewalls that can be shared? (Annex A 3.2.6.2)	Complete	UNHCR is deploying Cisco ISR devices throughout its Wide Area Network infrastructure.
301	What is the requirement to support multiple databases for the initial proposal? The requirements refer to local databases, national databases and global databases. What is the flow between each level, and should the system search all the way up to the main global database, or search at the national level but register at all levels up to global? We need to understand the relationship between database levels and what is in scope of the initial proposal. (Requirement 3.1.1.23; 3.1.3.4; 3.1.5.2)	Complete	Please see Annex G, Paragraph 8
302	We understand the requirement to be that the identification process is fully automated (i.e. there is no manual verification step) – is this the correct assumption? (Requirement 3.1.2.12)	Complete	This is correct. Please see also Annex A Appendix 1 for the relevant Quality Requirements
303	Which database in this context is this requirement referring to, the emergency database, or is it saying that if a connection is available it should search the main database? (Requirement 3.1.3.10)	Complete	The reference is to the Emergency Database. If connectivity is available, the Operator should have the option to Verify against the main Database
304	What is the requirement for providing disaster recovery capability and at what level of complexity? Does UNHCR require an active DR site (as implied by this requirement)? (Requirement 3.2.1.9; 3.3.8)	Complete	Please see response to Q 55
305	What format is the existing fingerprint data held by UNHCR? Are finger images available for this data held by UNHCR? (Requirement 3.2.5.2)	Complete	Please see Annex G, Paragraph 10
306	What format is the existing iris data held by UNHCR? Are iris images available for this data held by UNHCR? (Requirement 3.2.5.3)	Complete	Please see Annex G, Paragraph 10
307	Biometric capture devices: is there any commitment or estimate of total order quantities per quarter, per year and for the duration of the framework agreement? If yes, can such details be shared to allow us to price competitively?	Complete	Please see Annex G, Paragraph 3
308	Biometric capture devices: can we assume that there will be a contractual obligation to purchase in minimum order quantities of 100 (as defined in the pricing schedule)?	Complete	Please see Annex G, Paragraph 3
309	Biometric capture device: can we assume that the main pricing model should be for fingerprint only, with separate options for iris and face (not only software but also hardware and services) (Annex A 3.1.1.1; 3.1.1.3; 3.1.1.5 and Annex B 1.; 4.; 5)	Complete	The main pricing model or "Base Price" is for fingerprint-only Biometric Capture Devices with separate options for Iris Scanning and Facial Recognition. This is detailed in Annex B (Financial Offer Form) and the explanatory notes to Annex B
310	Based on Requirement 3.2.1 and Requirement 3.2.1.3: Can we assume that all hardware other than the biometric capture devices will be provided the customer – including: -Servers -PCs (desktop/laptop) for enrollment stations -Storage	Complete	Yes. Please also see response to Q 204 and 206
311	Should we assume that UNHCR requires ruggedized products to be proposed for items that will be deployed regionally? If yes, can UNHCR share information on whether this should apply only to the emergency stations and specify quantity? Also can environmental specifications be provided (e.g. IP xx?) (Requirement 3.3.1.1; 3.3.1.2)	Complete	Please see Annex G, Paragraph 9
312	Can we assume that the packaging requirements for goods apply only to those items for deployment in locations outside Geneva? (Annex A 3.3.2)	Complete	No, all Biometric Capture Devices should be provided in a Storage Case
313	Please confirm that all services are to be supplied in Geneva. If this is not the case, can UNHCR provide information on which services are to be supplied in which other locations?	Complete	Training will be performed in Geneva. On site support for the initial deployment will be required when the location of this is determined. Subsequent local support may be required but it is anticipated that usually UNHCR will provide local support
314	Can we assume that training will be conducted in one sitting on a train-the-trainer basis in Geneva? If not can UNHCR provide an assumption on number of courses and location? (Annex A 3.3.3)	Complete	Please see response to Q 128. It is expected that all training will performed in Geneva
315	Based on the information provided in RFP Introduction to UNHCR, pg. 1, para. 2, please clarify the following questions: a. Would the biometric system be deployed in all 110 countries? b. Would the biometric system proposed be scalable to 34 Million people's Database?	Complete	Please see Annex G
316	Annex A 2.1, pg. 2: Is the database going to be maintained at 3 levels: Global, National, and Regional level? If so, how data is stored and transmitted at each level from the enrolment centre till the Central Global data base? Please provide expected data flow for online and offline transfer of data?	Complete	Please see Annex G, Paragraph 8
317	As the biometric identifications systems are license based depending on the population size, the prices of the biometric systems would change depending on the size of the database. Please provide the total scalability for which the system is to be designed (Annex A 2.1, pg. 2)	Complete	Please see Annex G, Paragraph 5 and Annex B (Financial Offer Form)
318	Please provide detailed specifications of Enrolment devices: fingerprint scanners, iris scanners and Face Capture cameras and also for the fingerprint verification devices that is to be integrated into the system. (Annex A 2.2.2, pg. 3)	Complete	As stated in Requirement 3.1.1, the Biometric Capture Device is to be provided by the bidder. As such, requirements are detailed in the RFP for what functionality is required in the Biometric Capture Device but the detailed specifications of the Biometric Capture Device utilised will be as offered by the bidder.
319	Provide the location of pilot deployment. Does the supplier need to deploy engineers onsite for the Pilot? Which location does the supplier needs to provide training (Annex A 2.3.3, pg. 4)	Complete	Please see response to Q 68 and 314
320	Should the supplier support the system even after the expiry of contract? (Annex A 2.3.6, pg. 4)	Complete	This has not been decided yet. If desired, UNHCR will undertake negotiations with the preferred bidder
321	Based on Annex A 2, pg. 7 "The Supplier should ensure that any System proposed is designed to allow the activities of Enrolment and Registration to be conducted in a manner that is fast, accurate, effective, non-invasive **and builds on working practices already in operation within** UNHCR and as described in these Requirements." - Can you please share the working practices already in operation within UNHCR?	Complete	Details of current working practices are provided in Annex A, Part 3. Further information will be provided to short listed bidders
322	Based on Annex A 2, pg. 8: "The System is intended to be in operation for a period in excess of ten years. Therefore, the System proposed by the Supplier should have this in mind and should be supported (without material adaptations) for the duration of this ten year period and beyond." Questions: a. Please mention the support mechanism required from the supplier after expiry of contract as this has cost implication. b. The support duration is mentioned as 10 year period and beyond. What is the durations to be considered beyond 10 years in case required?	Complete	a) Please see response to Q 320 b) Support duration is not 10 years - support will be required for the duration of the Agreement and if required thereafter, this shall be agreed with the preferred bidder
323	Does "Existing Biometric Data" represents the biometric data going to be captured using the proposed system or the biometric data already captured using the systems already in place? (Annex A 3.1.1, pg. 9)	Complete	"Existing Biometirc Data" refers to biometric records captured by UNHCR using a variety of current and historical biometric tools more particularly desribed in Annex G, Paragraph 10. This does not include Biometric Data to be captured by the new System.

#	Question	Status	Response
324	Based on Annex A 3.1.1, pg. 10, "The Supplier should assume 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 us expected to be in use by UNHCR for in excess of 10 years, it is critical that the system is scalable, by country operation and as increases in the enrollments 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 the targeted number of enrollments to be considered for pricing, this is important as pricing is based on the database size	Complete	Please see Annex G, Paragraph 6
325	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 proGres 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 biometric record to proGres record and not the Biometric Capture Device? b. Please provide the specifications of facial image to be captured?	Complete	a) This is correct b) The specification for the facial images to be captured are contained in ICAO 9303, ISO/IEC 19794-5, and ANSI/NIST 2011 Type 10 Record
326	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 Verification. The database will typically include biometric records for 200,000 PoCs nationally and Biometric Records for up to 10,000,000 PoCs globally." Question: 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?	Complete	Please refer to Annex G, Paragraph 8
327	Based on 3.1.1.24 The Supplier shall provide details of the time taken to complete a 1:1 and 1:N search and Verification against the Biometric Records held in the Database in Appendix 1 (Quality Requirements) a. Please clarify if the time take is to be provided for searches at server side or client side? b. Please clarify the server specifications for which the time taken to search is to be provided? c. Please clarify the details of connectivity at the client station to do these searches?	Complete	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 optimised to introduce minimum communications latency between clients, servers, or distributed devices.
328	Based on Annex A 3.1.2, pg. 14: a. Is both 1:1 verification and 1:N verification going to be used while providing the access to services or only 1:1? b. We understand that 1:N verification is only going to be used during registration to check for uniqueness:? c. Is the registration and 1:N verification client system going to be different from 1:1 verification client systems? d. Is the point of service (PoS) handheld devices envisaged during 1:1 verification services for providing access to services?	Complete	a) Solution should allow for 1:N verification if 1:1 verification fails. b) Yes, but solution should also allow for 1:N verification if 1:1 verification fails. c) No d) Question not understood - please see Annex G for additional information
329	Based on Annex A 3.1.2.12, 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 rejects of the system?	Complete	1:N verification searches should be configurable to include a gray area threshold to allow for specifying those Records needing manual adjudication. Threshold is expected to be configurable by a System Administrator to include no manual adjudication and time will be allowed during the Pilot Phase to perform this configuration
330	Based on 3.1.2.13 "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?	Complete	Server side
331	Based on 3.1.3.4 "Supplier shall ensure that the Emergency System comprises a discrete Emergency Database where Emergency records can be stored. Distinct databases should be able to be created 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? e. 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 systems?	Complete	a) 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 b) Please see Annex G, Paragraph 7 and Annex B (Financial Offer Form) for 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 e) Please see Annex G, Paragraph 7 for further details
332	Based on 3.1.5.1 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.	Complete	a) This is a "must" requirement b) N:N de-duplication could be against the Database as a whole or against a subset thereof. Please see Annex G, Paragraph 6 for further details c) The infrastructure should be part of the main ICT infrastructure
333	Annex A 3.2.1, pg. 19-20: The list of "Provided items" does not include the Storage (SAN) for storing the biometric data and Database software (Oracle, MS SQL Server etc). Does the supplier need to include these items in its offer pricing? Please confirm.	Complete	No. SAN storage will be provided by UNCHR.
334	Annex A 3.2.5, pg. 27: a. What is the format of the fingerprint data? Are these in the form of images or proprietary templates or ANSI / MINUX compliant templates? b. What is the format of the Iris data? Are these in the form of images or proprietary templates? c. In case of proprietary templates, please provide us the details of the algorithm used to generate the templates.	Complete	Please see Annex G, Paragraph 10
335	Annex A 3.2.6, pg. 30: Does the supplier need to provide the firewall and anti-malware software for all the Workstations & Servers? If yes, how many workstations are expected to be deployed?	Complete	No. Please see response to Q 204, 205 & 206
336	We understand that the only system hardware to be provided along with the system is Fingerprint 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? (Annex A 3.3.2.2., pg.30)	Complete	Please see requirement 3.2.1.3 for details of the Provided Items.
337	Please clarify if you mean the FPIR and FNIR parameters are for the 1: N Identification after enrolment. (Annex A 5, pg. 38)	Complete	Please refer to Annex A, Appendix 1 (Quality Requirements)

#	Question	Status	Response
338	Please specify for how many years the system supplied is to be maintained and supported? (Annex A 5, pg. 38)	Complete	UNHCR will maintain and support the System for a period that may be in excess of ten years. At present, no decision has been taken as to whether this support will be conducted by UNHCR directly or by a third party which may or may not be the bidder.
339	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 see response to Q 271
340	Please specify the number of biometric capture units – Fingerprint capture to be provided.	Complete	Please see Annex G, Paragraph 4
341	Does the "Biometric Capture Device" include a fingerprint scanner, an iris camera and face capture camera? Or does it only refer to fingerprint scanner?	Complete	Please see Annex G, Paragraph 9
342	Please confirm that the preference is a fingerprint scanner that can capture at least 4 fingers simultaneously.	Complete	Please see requirement 3.1.1.19.
343	When enrolling 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
344	If manual intervention was allowed, what could such a manual intervention be? We do not understand this, please clarify. (Annex A 3.1.2.12)	Complete	Manual intervention in this instance refers to for example, a decision on a match / no match by a person. As UNHCR Operators may or may not be trained in interpreting results of biometric matching, no manual intervention is permitted
345	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	No, this requirement refers to the Database and not the Emergency Database. UNHCR is seeking the ability to be able to Enrol PoCs in the Emergency Database, 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
346	Within ProGres 2.8million records are active. How many of them include a complete Biometric record? "Complete" meaning fingerprint and iris? Please confirm. (Annex A 3.2)	Complete	Please see Annex G, Paragraph 5
347	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: . Microsoft Windows Desktop Computers . Microsoft Windows Laptop and Tablet Computers . Local Area Networking based on Ethernet standard protocols. . Wide Area Networking . Microsoft Windows x64 Servers (Physical and Virtual with Microsoft Hyper-V) . Power, Cooling and other environmental facilities to operate ICT equipment	Complete	Confirmed. Please see response to Q 204, 205 & 206
348	Is UNHCR targeting 323 (150 + 130 + 43) locations in total? What kind of network connection (e.g. speed) is available at the central site in Geneva? (Annex A 3.2.3.2/3/4)	Complete	a) This is correct b) Please see response to Q 155 and 156
349	Please specify the standard or proprietary format, used to capture existing biometric data held by UNHCR. (Annex A 3.2.5.2/3)	Complete	Please see Annex G, Paragraph 10
350	Can we assume that the supplier will have access to the System remotely, when connectivity allows? (Annex A 3.3.1.5)	Complete	It is unlikely that the Supplier would be allowed to access the System remotely
351	Is there a preliminary list of countries where the equipment is likely to be transported? If so, please provide it to us. (Annex A 3.3.2.11)	Complete	Please see Annex G, Paragraph 11 for a list of countries where UNCHR currently operates. However, this list should not be considered exhaustive
352	Could you please clarify the requirement with regards to "…or that the System requires the Operator to input where for example a false non-match on a 1:N search has been returned"? (Annex A 3.3.5.6)	Complete	Requirement to be amended to say "The Supplier should ensure that the System can provide details of the System performance (including performance against the Quality Requirements and other industry standard metrics such as Failure to Acquire) and also provide details of where the System has for example, required an Operator to override a false non-match"
353	In the associated costs, shall the supplier consider the cost of smart card reader/writer devices as well as the cost of the smartcards? If only one of them, which one? (Annex A 3.3.9.2)	Complete	No, these costs are not required
354	Please quantify in percentage what performance decrease is acceptable to UNHCR when proposing a less accurate and/or slower, but lower cost solution?	Complete	The solution shall be optimised to provide the best possible performance at a cost effective price.
355	Please confirm that the only difference between the "As Is" and the "To Be" Enrolment Process regards the possibility for the Operator to commence with the progress Registration as indicated by e NOTE (Page 5)? (Annex A, Part 3)	Complete	This is correct.
356	What is UNHCR's anticipated time line for receiving the Base Case? What is the time line for deploying the Base Case? Are there other specific time line requirements? (Annex A 2.3.5, pg. 4)	Complete	Please see response to Q 15 & 16
357	Can UNHCR provide direction on working practices that provide a means for women to remove head coverings such that the full face and ears are shown?	Complete	Women are photographed in private with female operators.
358	Would UNHCR elaborate on what is meant by the existing logistical infrastructure? (Annex A 2, pg. 8)	Complete	Logistical infrastructure means the current means of transporting equipment which is through airfreight and road.
359	HW is typically refreshed on a specified cycle. UNHCR is requesting equipment that can be stored for 2 years and then is supported by a subsequent 2 year warranty. What is UNHCR's typical HW refresh cycle? (Annex A 2, pg. 8)	Complete	The HW refresh cycle varies between 3 and 5 years depending on the nature of equipment and manufacturer's recommendations
360	Is the defined number of attempts consistent globally? Or does this need to be configurable by location? (Req 3.1.1.13, pg. 12)	Complete	The number of attempts should be configured centrally. The solution should allow for configuration of number of attempts by appropriate users (e.g. system administrators, not Operators).
361	Does UNHCR envision a regular refresh time frame for biometrics? (Req 3.2.1, pg. 14)	Complete	Please see response to Q 359
362	Is the re-capture defined period of time to be applied globally or configurable by location? (Req 3.1.2.11, pg. 15)	Complete	The re-capture period is not defined and will depend on when the UNHCR interacts with the PoC
363	There is a requirement for locally customized data in the Emergency Record. Would the biometric record have a requirement to absorb this data? (Req 3.1.3.2, pg. 16)	Complete	Question not understood.
364	What is the total number of enrollment records for which the Emergency Enrolment and Verification System should be licensed? (Req 3.1.3, pg. 16)	Complete	Please refer to Annex G
365	How many Emergency Enrollment and Verification Systems should be included in the cost of the solution? (Req 3.1.3, pg. 16)	Complete	Please refer to Annex G
366	Duplicate services refer to those services being provided at the Emergency event? Does not apply globally? (Req 3.1.4, pg. 17)	Complete	Question not understood.
367	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	The reference is to the Emergency Database. If connectivity is available, the Operator should have the option to Verify against the main Database. If there is no connectivity, Verification could be performed against a local Database. Please refer to Annex G for further information
368	Does the UNHCR envision downloading a copy of the (permanent, central) Database or a subset thereof to the Emergency System prior to the beginning of Emergency Enrolment? (Req 3.1.3.10, pg. 17)	Complete	The System shall be optimised to support connectivity to the Database whenever possible. However, there are circumstances where it may be desirable to download a subset of the Database for use in an Emergency
369	Will the Emergency System have the option of connecting to the (permanent, central) Database? (Req 3.1.3.10, pg. 17)	Complete	Please refer to Annex G, Paragraph 7
370	Will UNHCR please provide versions of Windows software? (Req 3.2.1.3, pg. 20)	Complete	Yes, if required
371	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. 23)	Complete	Please see Annex G for additional information
372	Would UNHCR provide the age, make and models of current biometric equipment that the vendor may be able to suggest can be reused? (Req 3.2.4.10, pg. 26)	Complete	Please refer to Annex G, Paragraph 10
373	Which algorithm vendors and specific algorithm versions are currently in use for fingerprint and iris matching? (Req 3.2.5, pg. 27)	Complete	Please refer to Annex G, Paragraph 10
374	Would the selected Vendor have access to the use of the existing algorithms? (Req 3.2.5, pg. 27)	Complete	The bidder would have to agree this with the algorithm provider as detailed in Annex G, Paragraph 10

375	Does the UNHCR have licenses for the algorithms to support the migration? (Req 3.2.5, pg. 27)	Complete	This information will be provided to the shortlisted bidders
376	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, 27)	Complete	Question not understood
377	Is this defined globally or does UNHCR require this be configurable at the site level? (Req 3.2.6.5, pg. 28)	Complete	UNHCR will determine this
378	Are there any specific privileges the Local Admin should have that the Operator should not have? (Req 3.2.6.6, pg. 28)	Complete	UNHCR will determine this
379	What is the DDP? (Req 3.3.2.1, pg. 30)	Complete	Please see response to Q 150
380	Does UNHCR have a list of countries they are interested in or all countries? (Req 3.3.2.11, pg. 30)	Complete	Please refer to Annex G, Paragraph 11
381	What is the total number of enrollment records for which the system should be licensed?	Complete	Please refer to Annex G, Paragraph 5
382	Should the same number of enrollment records be used for determining the licensing cost for iris and facial recognition?	Complete	Please refer to Annex G, Paragraph 5
383	What is the total number of fingerprint capture devices (in multiples of 100) upon which the price should be based?	Complete	Please refer to Annex G, Paragraph 4
384	Is there a requirement for the kit to issue a special Identification no.?	Complete	Question not understood
385	The existing biometric files that UNHCR has already are stored as what kind of image (File type)	Complete	Please refer to Annex G, Paragraph 10
386	In Req 3.2.5.5 we are requested to change data from a proprietary template. Please inform which proprietary company has mad the template.	Complete	Please refer to Annex G, Paragraph 10
387	Which Anti-Malware is already used by UNHCR?	Complete	McAfee
388	Will UNHCR require printout of lists of de-duplicated records?	Complete	A Print out is not necessary however a permanent log/record should be kept for all records that were "de-duplicated" and a facility to review this log/record
389	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 Iris verification to be used.	Complete	The system shall be optimized to allow for the best capture possible, regardless of age of PoC.
390	During "normal" 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?	Complete	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.
391	In Req 3.1.3.6 (Deleting the database) – If data is replicated should deletion be on all databases or registration it only? Is there a requirement to delete databases form the central storage in HQ?	Complete	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.
392	Req 3.1.3 (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.	Complete	There is no requirement to export data to proGres except as detailed in Annex A, Requirement 3.1.1.21
393	Req 3.2.6.5 – Please clarify which privileges and roles / duties you want to segregate?	Complete	This shall be determined by UNHCR
394	Req 3.1.2.3 – Which database should be used for verification? Is it kit level database, local level database or central database?	Complete	Please refer to Annex G
395	Req 3.1.3.6 – Delete means what? Delete from kit level database, local level database or central server?	Complete	Please see response to Q 391
396	For Audit reports, please give information on which reports you require the system to make and examples of which parts you want the system admin to customize.	Complete	Please see response to Q 217

Financial Offer Form (Revised Annex B): Instructions and Guidance sheet

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

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 Cost" 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 seperately
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
Bidders should note that the costs for System Hardware and System Software in this Annex B will be expected to be held or reduced during the term of the Agreement - the rate and mechanism for this will be agreed during negotiations with shortlisted bidders. The day-rate costs supplied may be increased in line with an agreed index during the course of the Agreement, such index to be agreed during negotiation.
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
In the section entitled "Other one-off costs", bidders should detail other non-recurring costs that apply to their offer
In the section entitled "2b. Non-recurring costs", the "Other recurring costs" should be detailed in the same volume bands as for Software Licencing
In the section entitled "2b. Non-recurring costs", the cost per enrollment should be for one PoC to be Enrolled in the System according to the relevant volume band of PoCs
In the section entitled "6. Biometric Capture Units - Multi-Modal", bidders may duplicate this section if more than one combination of multi-modal device is offered e.g. fingerprint & iris, fingerprint & facial recognition
In the section entitled "8. Emergency System", all costs should be non-recurring
In section 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

Financial Offer - Breakdown of costs

Name of the Bidder:
Currency of the Offer:

1. Biometric Capture Units - Fingerprint Capture

Description	Total	Unit Price	Units	Markup (%)	Notes
Fingerprint capture			Up to 50		
Fingerprint capture			Up to 100		
Fingerprint capture			Up to 150		
Fingerprint capture			Up to 200		
Fingerprint capture			Up to 250		
Fingerprint capture			More than 250		
Fingerprint capture (handheld device)			Up to 50		
Fingerprint capture (handheld device)			Up to 100		
Fingerprint capture (handheld device)			Up to 150		
Fingerprint capture (handheld device)			Up to 200		
Fingerprint capture (handheld device)			Up to 250		
Fingerprint capture (handheld device)			More than 250		

2a. Software and Integration for Fingerprint Capture (Non-recurring)

Description	Total	Unit Price	Units	Markup (%)	Notes
Software Integration (One-off cost)			1		
Software Deployment (One-off cost)			1		
Other one-off costs			1		

2b. Software for Fingerprint capture (Recurring Costs)

Description	Total	Unit Price	Volume	Markup (%)	Notes
Software Licensing up to 100,000 PoC's Enrolled			1		
Software Licensing up to 250,000 PoC's Enrolled			1		
Software Licensing up to 500,000 PoC's Enrolled			1		
Software Licensing up to 750,000 PoC's Enrolled			1		
Software Licensing up to 1,000,000 PoC's Enrolled			1		
Software Licensing up to 2,000,000 PoC's Enrolled			1		
Software Licensing up to 3,000,000 PoC's Enrolled			1		
Software Licensing up to 4,000,000 PoC's Enrolled			1		
Software Licensing up to 5,000,000 PoC's Enrolled			1		
Software Licensing up to 6,000,000 PoC's Enrolled			1		
Software Licensing up to 7,000,000 PoC's Enrolled			1		
Software Licensing over 7,000,000 PoC's Enrolled			1		
All available support options			1		
Other recurring costs			1		

3. Other costs for Fingerprint Capture

Currency of the Offer:

Description	Total	Unit Price	Units	Markup (%)	Notes

Currency of the Offer:

4. Iris Capture Only

Description	Total	Unit Price	Units	Markup (%)	Notes
Iris capture Hardware			Up to 50		
Iris capture Hardware			Up to 100		
Iris capture Hardware			Up to 150		
Iris capture Hardware			Up to 200		
Iris capture Hardware			Up to 250		
Iris capture Hardware			More than 250		
Iris capture software costs					
Other costs					

5. Facial Biometric Capture Only

Description	Total	Unit Price	Units	Markup (%)	Notes
Facial recognition Hardware			Up to 50		
Facial recognition Hardware			Up to 100		
Facial recognition Hardware			Up to 150		
Facial recognition Hardware			Up to 200		
Facial recognition Hardware			Up to 250		
Facial recognition Hardware			More than 250		
Facial recognition software					
Other costs					

6. Biometric Capture Units - Multi-Modal

Description	Total	Unit Price	Units	Markup (%)	Notes
Multi-modal device			Up to 50		
Multi-modal device			Up to 100		
Multi-modal device			Up to 150		
Multi-modal device			Up to 200		
Multi-modal device			Up to 250		
Multi-modal device			More than 250		
Other costs					

Currency of the Offer:

7. Data migration

Description	Total	Unit Price	Units	Markup (%)	Notes
	0				
	0				
	0				

Total

8. Emergency System

Description	Total	Unit Price	Units	Markup (%)	Notes
Cost per Emergency System					
Other non-recurring costs					

Total

Appendix E – proGres v3 and v4 Architecture

Diagram 1.

proGres v3 Node Configuration

proGres Database Server
Windows 2003 (4GB RAM, 4x146GB Disks)
.NET 3.5
SQL Server 2005 for Workgroup

Diagram 2.

MOBILEPASS
Enrollment Portal

CRM Web Client

CRM Outlook Client

HTTPS

HTTPS

VPN

proGres v4 Fixed Node

SAM (SafeNetAuthentication Manager) Failover Cluster
- Token Management Server + ADAM
- OTP Authentication Web Services
- TPO Management
- Desktop Agent
- SAM Web API (Admin, Self service)

NPS and Radius
- Radius Server - IAS (NPS) with OTP plugin

MS Forefront TMG / UAG Failover Cluster
- RADIUS Client

NLB

Deployed by UNHCR

Domain Controller w. internal DNS
Second Domain Controller

MS Active Directory Domain Services

MS Exchange Server 2010

Back End Server Role Group

Front End and Deployment Administration Server Role Groups

1 x
- Asynchronous Processing Service
- Sandbox Processing Service

3 x
- Web Application Server
- Organization Web Service
- Discovery Web Service
- Deployment Tools
- Deployment Web Service

1 x
- Help Server

Note
The sizing in this diagram is an example. The actual sizing of a Fixed Node depends on the specific requirements of the respective node.

MS Dynamics CRM 2011 Server Enterprise

SQL Server and SRS Data Connector Server Roles

CRM

SSIS

SAN

Loadbalanced SQL Server Clusters

3 x
- SQL Server role
2x
- SQL Server Integration Services Role
1 x
- SQL Server Reporting Services on one node of cluster with SRS Data Connector role
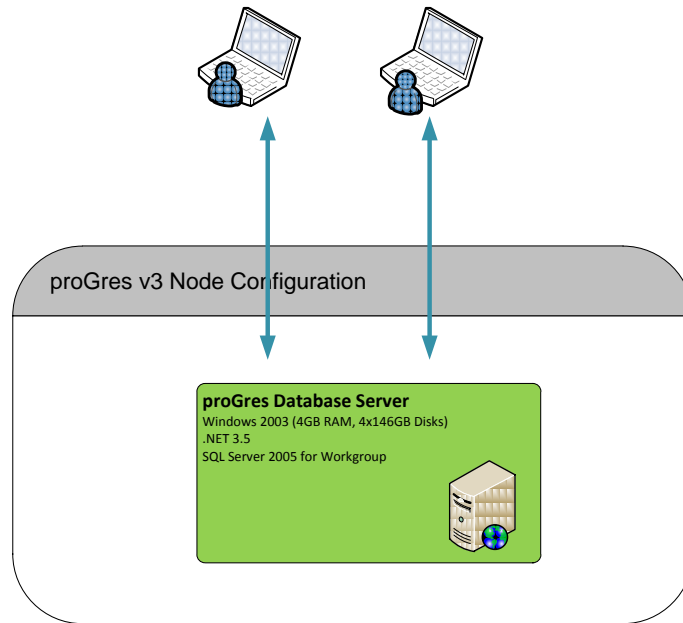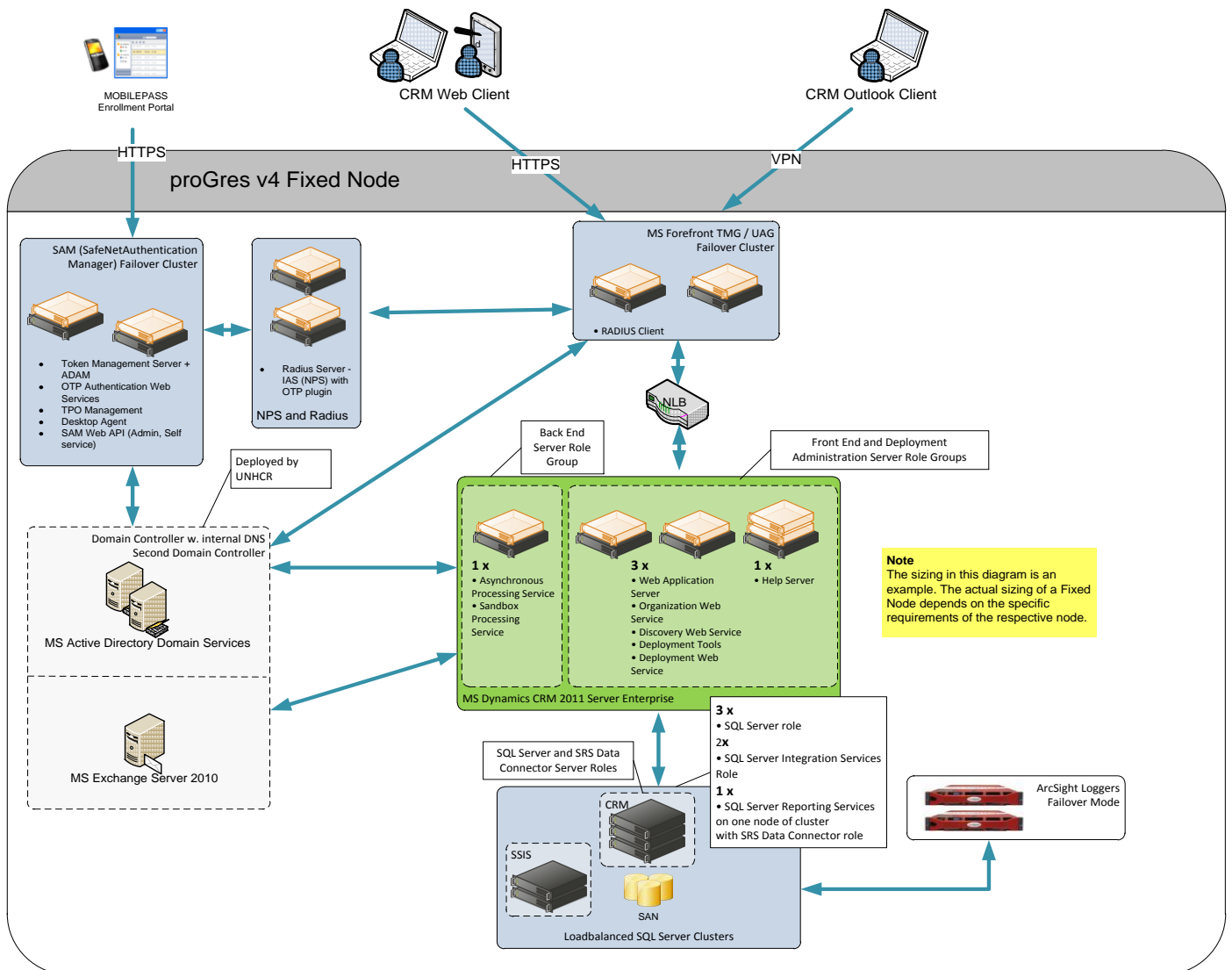
ArcSight Loggers Failover Mode

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:

Role	Daily Rate
Project Manager	
Business Analyst	
Architect	
Senior Developer	
Tester	
Trainer	

The daily rate should include <u>not</u> 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 <u>not</u> 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 identify 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:

- Fingerprint only
- Fingerprint only (handheld device)
- Iris only
- Facial recognition only
- Multi-modal (fingerprint, iris and facial recognition)
- Multi-modal (fingerprint & iris)
- Multi-modal (fingerprint & facial recognition)

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 finger print capture, the system UNHCR currently uses is BioRegistrator 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 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