

Republic of Zambia



Name of the client: Smart Zambia Institute (SZI)

Clarifications No. 02: Issue Date: 26 January 2026

Bid / Reference No. ZM-SZ-505117-GO-RFP

Name of the Request for Proposal (RFP): “System Integrator for Development, Deployment, Customization, and Integration of Foundational Digital ID, CRVS Core Modules Backend Infrastructure and Enrolment Kits”

ADDENDUM NO. 02

Purpose: The purpose of this Addendum is to provide responses to requests for clarifications that have been received regarding the above referenced Request for Proposals.

Note to proposers: In providing the clarifications, please take note that in some cases certain existing provisions in the RFP have changed. Where a clarification only is provided, please note that the provisions of the RFP as was issued remain unchanged.

S/N	DESCRIPTION OF QUERY	CLARIFICATION/AMENDMENT
1.	Must upload ID data via the GWAN and other means of transfer such as Starlink in remote areas via VPN Any local remote network provider? What's the network condition?	Zambia’s major mobile network operators are MTN, Airtel, and Zamtel provide nationwide 2G, 3G, and 4G coverage, with a progressive rollout of 5G services in selected areas. In addition, Paratus and BCS Group offer reliable terrestrial fiber connectivity for enterprise and corporate environments, supporting high-availability and secure data transmission requirements.

2.	Request for extension by another 3 weeks.	<p>The submission deadline has already been extended by an additional two weeks from the original deadline to allow proposers sufficient time from the initial publication to prepare and submit their proposals. This period is more than adequate, and the requirement therefore remains unchanged.</p> <p>The requirement remains unchanged.</p>
3.	Clarification if the supplier must carry out systems changes and data corrections arising at the time of operationalization of the system at no additional cost.	<p>The requirement that the supplier carry out system changes and data corrections arises at the time of operationalization at no additional cost is essential to ensure full system readiness, stability, and value for money. Such changes are an inherent part of delivering a fully functional Digital ID system typically resulting from configuration, integration, or data migration issues and should remain the supplier's responsibility.</p> <p>The requirement remains unchanged.</p>
4.	<p>Loan or Financing Agreement amount: US\$ 100 million</p> <p>- What is total and breaking down of the budget?</p>	<p>The project details, including all components, financing arrangements, and the budget breakdown for all activities, are available at the link below.</p> <p>https://documents.worldbank.org/en/publication/documents-reports/documentdetail/099100625152522349</p>
5.	<p>The System Development Implementer (SDI) must have implemented at least one biometric-based project in the domain of Functional or Foundational Identity at a national population scale within the Africa region. The solution must currently be in a production environment and must have been used to enroll the biometric and demographic data of citizens and to issue unique identities.</p> <p>-Please define National Population Scale Project. Please confirm whether Election meets the criteria.</p>	<p>The requirement specifies that the reference project must be ongoing and operational. As election or voter registration projects are typically seasonal and time-bound, they do not qualify under this criterion.</p> <p>Long-term, continuous government identity programs such as National ID, Driving License, or Passport systems which operate at a national population scale and are in active production use, may be considered valid reference projects.</p>
6.	The SDI's Prime Contractor Should be compliant to Open-Source Identity Platforms such as a MOSIP Accredited Technical and Commercial SI-Partner.The SI's Prime Contractor must have a minimum of three (3) years of experience working in partnership with Open Source Identity Platforms at the time of submitting their response to this document.	<p>SZI is seeking a proven and experienced implementation partner to ensure the successful design, deployment, integration, and long-term operational stability of the proposed Open-Source Identity Platform. Given the national-scale, mission-critical nature of the solution, hands-on experience accumulated over multiple project cycles is essential to effectively manage system complexity, security, interoperability, and operational risks.</p>

	-Can the experience period be changed to one(1) year?	Accordingly, the requirement for a minimum of three (3) years of relevant experience working with Open-Source Identity Platforms is considered necessary to mitigate implementation risk and to ensure delivery in line with the project objectives. The requirement remains unchanged.
7.	The SDI must have successfully delivered at least one biometric deduplication project involving a minimum of 25 million biometric records. This experience should include large-scale deduplication and identity resolution for national or electoral databases. The Bidder must enclose copies of the award contract and completion certificate for each relevant project. Can the numerical requirements for biometric records be modified?	SZI is seeking a highly experienced implementation partner with proven capability in delivering large-scale biometric deduplication and identity resolution at a national or electoral scale. Given the volume, complexity, and risk associated with biometric deduplication at this magnitude, prior experience handling a minimum of 25 million biometric records is considered essential to ensure accuracy, performance, scalability, and operational reliability. Accordingly, the requirement for having successfully delivered at least one biometric deduplication project involving a minimum of 25 million biometric records, supported by the relevant award contract and completion certificates. The requirement remains unchanged.
8.	The Bidder respectfully submits that the requirement of prior experience managing identity records for at least 30 million individuals is overly restrictive and not essential to ensuring successful project delivery. Population size is a national characteristic rather than a measure of technical capability. Modern national identity systems are built on scalable, distributed architectures, where the ability to support tens of millions of records depends on system design, not on the population size of previous deployments. Retaining this requirement may unnecessarily limit competition without reducing implementation risk. The Bidder therefore respectfully requests that this specification be removed.	Please refer to Addendum No. 1, where this query has already been addressed. The response provided therein remains applicable and unchanged. The requirement remains unchanged.

9.	Can the bidder provide IP SAN switches? Because IP SAN switches support the intelligent lossless algorithm, which ensures zero packet loss for services, achieving the same performance as FC SAN switches. In addition, IP SAN switch supports evolution to 400G and other ports, supports a network scale of up to 1K, and provides open Ethernet capabilities for better TCO.	Considering that the solution will support high-volume transactional databases, large-scale biometric processing, and a significant number of virtual machines, the requirement is a Fibre Channel (FC) SAN architecture. FC SAN provides deterministic performance, consistently low latency, and highly reliable, lossless storage connectivity, which are critical for mission-critical national identity workloads. Accordingly, the proposed storage architecture shall be based on FC SAN, and the use of IP SAN switches as an alternative is not envisaged under the current requirements.
10.	The current bidding requirements for PR and DR sites specify two storage switches. For connecting servers to storage, it is generally recommended to use two storage switches at each site to ensure reliability. Therefore, it is suggested to modify the requirement to a total of four SAN switches for both PR and DR sites.	The requirement reads as total 4 SAM switches (each sites with 2 Qty.) The requirement remains unchanged.
11.	The tender documents specify Cisco cables. Can the bidder provide equivalent cable configurations? For OEMs, having their own cables to match their switches provides the same performance as other OEMs.	Bidders may provide OEM-compatible or equivalent 40Gbps DAC cables of appropriate length, provided they are fully supported by the proposed switch and meet the required performance and interoperability standards.
12.	The number of VLANs specified in the requirement as 4096 should be the total range. Please clarify: whether 4096 means a default specification or not. Actually, the maximum number of VLAN in the system is 4094, because VLAN 0 and VLAN 4095 are reserved.	The requirement of VLANs up to 4096 refers to the standard VLAN ID range. The effective usable VLANs shall be as per IEEE standards, i.e., VLAN IDs 1 to 4094, since VLAN 0 and VLAN 4095 are reserved.
13.	Regarding the functions of vPC, this is a proprietary protocol unique to Cisco; other vendors do not have this protocol. Can similar functions such as M-LAG, DRNI, VLT, or MLAG be used to achieve the same effect?	vPC is mentioned for reference. Equivalent multi-chassis link aggregation or redundancy technologies (such as MLAG, M-LAG, DRNI, VLT, or similar) are acceptable, provided they deliver comparable high-availability, redundancy, and load-balancing functionality.

14.	Regarding the functionality of StackWise, this is a proprietary protocol unique to Cisco; other vendors do not have this protocol. Can similar functions such as Virtual Chassis, IRF, or iStack be used to achieve the same effect?	StackWise is mentioned for reference. Equivalent stacking or switch virtualization technologies (such as Virtual Chassis, IRF, iStack, or similar) are acceptable, provided they offer comparable performance, resiliency, and manageability.
15.	Regarding the sandboxing functionality and corresponding license, this feature is only supported by Cisco, other vendors do not have this devices which integrate this feature. Can the bidder provide a solution using a combination of firewall and sandbox products which can achieve the same effect?	Bidders may propose an equivalent threat prevention solution using integrated or interoperable security components (firewall, sandboxing, and SSL/TLS inspection), provided the solution meets the functional requirements specified in the tender and includes all necessary licenses for a minimum of three years.
16.	The tender document clearly specifies the use of MinIO's enterprise edition software. This restricts other bidders from participating. It is recommended to modify it to: For object storage platforms, support mainstream protocols such as S3, and provide a capacity license of 184TB.	The application requirements, integration dependencies, and the anticipated need for object storage replication and future scalability is to ensure adequate object storage. The requirement remains unchanged.
17.	Currently, mainstream archival storage systems use D(Disk) to D(Disk) for archiving and incorporate WORM (Write Once, Read Many) features to prevent tampering. In addition, offline data analysis can be performed on archived data. It is recommended to replace the tape library with archival storage in this project.	In view of the long-term data retention, regulatory and audit requirements, and the need for immutable, offline archival storage, SZI has retained the tape library-based archival solution. Tape technology continues to provide high durability, air-gap security, and cost-effective long-term preservation, which are critical for safeguarding sensitive identity data against tampering and cyber threats. Accordingly, the existing requirement for a tape library remains unchanged.

18.	<p>P119-Note: As a matter of practice, the contract cannot be awarded to a Proposer whose Technical Proposal deviates (materially) from the Technical Requirements – on any Technical Requirement. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.</p> <p>P72-Minimum Qualifying Technical Score: Bidders must score a minimum of 70% to qualify for financial evaluation.</p> <p>Question: There is a conflict in the descriptions; whether the technical terms can be responded to as not met. According to the description, there may be non-compliant items in the technical section; however, a score of more than 70 points allows entry into the financial evaluation phase.</p>	<p>The Bidding Document clearly defines and bifurcates the Technical Compliance Requirements and the Technical Scoring Framework.</p> <p>As stated in the document, any material deviation from the Technical Requirements including omissions or “Not Met” responses renders the Technical Proposal non-responsive, irrespective of the overall technical score achieved.</p> <p>The 70% minimum technical score applies only to proposals that are fully compliant with all mandatory Technical Requirements and does not override compliance obligations.</p>
19.	<p>4 Compute node for Primary Site and 3 Compute node for Secondary Site: S.No 2, Ports/connectivity. a) 2 x dual Port 32FC HBAs d) 2 x Ethernet 10Gb 2-port BASE-T Adapter</p> <p>3 Compute node for ABIS Cluster for Primary Site and 2 Compute node for ABIS Cluster for secondary site: Sr.Number 2, Ports/connectivity. a) 2 x dual Port 32FC HBAs d) 2 x Ethernet 10Gb 2-port BASE-T Adapter</p> <p>Question : a)FC networks feature high costs and limited transmission distances; it is recommended to adopt IP networks as with other network planes. d)10GBASE-T network adapters feature short transmission distances, high power consumption and high transmission</p>	<p>Considering the specific application requirements, the need for deterministic performance, and strict network segregation between storage and other network planes, the existing requirements have been defined accordingly. Therefore, the requirement remains unchanged.</p>

	latency; it is recommended to replace them with 10Gb SFP+ alternatives for computer scenario.	
20.	<p>4 Compute node for Primary Site and 3 Compute node for Secondary Site: S.No 10, Security. a) TPM 2.0 (Trusted Platform Module) FIPS, CC-TCG certified</p> <p>3 Compute node for ABIS Cluster for Primary Site and 2 Compute node for ABIS Cluster for secondary site: 10. Security. a) TPM 2.0 (Trusted Platform Module) FIPS, CC-TCG certified</p> <p>Question:The requirement for FIPS and CC-TCG certifications could impair the fairness of full participation by manufacturers; it is recommended to add other equivalent certifications to facilitate suppliers' full participation in competition. Could we expand the scope beyond FIPS and CC-TCG certifications to include equivalent ones such as CE?</p> <p>Modify to: a) TPM 2.0 (Trusted Platform Module) certified to FIPS, CC-TCG, or other equivalent standards</p>	<p>Trusted Platform Module (TPM) version 2.0, certified to FIPS and Common Criteria – Trusted Computing Group (CC-TCG) standards, is required to ensure a uniform and internationally recognized security baseline for hardware trust, cryptographic assurance, and platform integrity.</p> <p>Certifications such as CE address product safety and regulatory conformity and do not provide equivalent cryptographic or platform security assurance. Accordingly, the requirement for TPM 2.0 certified to FIPS and CC-TCG is mandatory and remains unchanged.</p>
21.	<p>4 Compute node for Primary Site and 3 Compute node for Secondary Site: S.No 10, Security. b) Triple Data Encryption Standard, Tamper-free updates with Ability to rollback firmware</p> <p>3 Compute node for ABIS Cluster for Primary Site and 2 Compute node for ABIS Cluster for secondary site: 10. Security. b) Triple Data Encryption Standard, Tamper-free updates with Ability to rollback firmware</p> <p>Question:Triple Data Encryption Standard suffers from</p>	<p>Triple Data Encryption Standard (3DES) is specified as the minimum requirement, and bidders may propose stronger encryption standards, including Advanced Encryption Standard (AES) with a key length of 128 bits or higher, for use across browser access, REST APIs, CLP, and XML scripting interfaces; such alternatives are therefore acceptable.</p>

	inadequate security and has been phased out; AES (with a key length of 128 bits or higher) is recommended for adoption.	
22.	<p>Enterprise All-Flash Storage for Primary and Secondary Site: Sr.Number1.1.8, Integration - VMware.</p> <p>f. A common dashboard for providing the number of Storage subsystems, Volumes, Datastore, Virtual Machines, host and Clusters.</p> <p>g. Dashboard shall also provide IOPS, Latency and bandwidth information for Storage subsystem as well as Volumes.</p> <p>h. Dashboard shall also provide top 5 issues which are most recent and based upon the severity of the issue.</p> <p>Question: After VMware integrates with the storage plug-in, the requirements of these clauses can be viewed via vCenter, but does this mean that the requirements are satisfied?</p>	<p>The proposed solution shall provide deep integration with VMware vSphere, enabling vSphere administrators to manage, monitor, and provision storage resources directly from VMware vCenter.</p> <p>Accordingly, the requirements related to dashboard visibility of storage subsystems, volumes, datastores, virtual machines, hosts, clusters, and performance metrics (IOPS, latency, bandwidth), as well as visibility of top issues by severity, shall be considered satisfied when these capabilities are available through VMware vCenter.</p>
23.	The bidding requirements do not specify the need for virtualization platform software. What method will be used for this business deployment: physical machines or virtualization?	All compute and ABIS cluster nodes shall be deployed on VMware ESXi. The Proposer shall include a three (3) year VMware license subscription for the complete solution as part of the proposal.
24.	The tender document mentions that there is VMware software on the current network. Since this EID platform is a new platform, can the bidding vendor provide the relevant virtualization platform on their own?	The platform is a new deployment. Bidders may propose an alternative or equivalent virtualization platform, provided it delivers equivalent functionality, performance, security, and availability, including full integration with the proposed storage solution, and complies with all requirements stated in the bidding document.
25.	<p>Backup Appliance for Primary and Secondary Site: Integration with Existing Tape Backup Infrastructure.</p> <ul style="list-style-type: none"> · Compatibility with the existing backup server / media servers at customer. · Compatibility with existing tape library and tape drives · Compatibility with existing backup software 	The backup appliance is required to be integrated with the newly proposed infrastructure as part of this project. The intent of the integration requirement is to ensure end-to-end backup and archival continuity within the target-state architecture, not to enforce compatibility with legacy or End-of-Service (EOS) network equipment.

	<p>Question:The current network equipment has been in use for many years, and most of it has reached End of Service (EOS). If a new platform is built to be compatible with old devices, there will be a performance degradation. It is recommended to remove this item.</p>	<p>Given that a new platform is being implemented, bidders shall design and deploy the backup solution in alignment with the new infrastructure components, ensuring optimal performance, reliability, and scalability. Compatibility with outdated or EOS devices is not required, and no performance degradation should be introduced by legacy constraints.</p> <p>The requirement remains unchanged.</p>
26.	<p>4 Compute node for Primary Site and 3 Compute node for Secondary Site: S.No 1, Processor. a) 2 x Intel Xeon-Gold 6548Y+ 2.5GHz 32-core 250W Processor</p> <p>Question:This clause specifies the CPU model as Intel Xeon-Gold 6548Y+, which impairs manufacturers' full participation and fair competition. It is recommended to add other CPUs with equivalent specifications such as core count and clock speed. This will enable suppliers to fully engage in competition while satisfying business requirements.</p> <p>Modify to: a) 2 x Intel Xeon-Gold 6548Y+ 2.5GHz 32-core 250W Processor or equivalent CPUs</p>	<p>The specifications outlined represent the minimum technical and functional requirements for the proposed solution. Bidders may propose equivalent or higher-specification CPUs that meet or exceed the stated performance characteristics (including core count, clock speed, and power profile), provided there is no reduction in functionality, performance, compatibility, or compliance with the overall solution objectives.</p> <p>The requirement remains unchanged.</p>
27.	<p>3 Compute node for ABIS Cluster for Primary Site and 2 Compute node for ABIS Cluster for secondary site: S.No 1, Processor. a) 2 x Intel Xeon-Gold 6526Y 2.8GHz 16-core 195W Processor</p> <p>This clause specifies the CPU model as Intel Xeon-Gold 6526Y, which impairs manufacturers' full participation and fair competition. It is recommended to add other CPUs with equivalent specifications such as core count and clock speed. This will enable suppliers to fully engage in competition while satisfying business requirements.</p> <p>Modify to: a) 2 x Intel Xeon-Gold 6526Y 2.8GHz 16-core 195W Processor or equivalent CPUs</p>	<p>The processor specification stated represents the minimum technical and functional requirement for the ABIS compute nodes. Bidders may propose Intel Xeon-Gold 6526Y processors or equivalent CPUs with equal or higher specifications, including core count, clock speed, power profile, and performance characteristics, provided that there is no reduction in functionality, performance, compatibility, or compliance with the overall solution objectives.</p> <p>The requirement remains unchanged.</p>

28.	<p>3 Compute node for ABIS Cluster for Primary Site and 2 Compute node for ABIS Cluster for secondary site: S.No 6, GPU Module. 1 x NVIDIA A16 64GB PCIe</p> <p>This clause specifies the GPU model as NVIDIA A16, which impairs manufacturers' full participation and fair competition. It is recommended to add other GPUs with equivalent specifications. This will enable suppliers to fully engage in competition while satisfying business requirements.</p> <p>Modify to: 1 x NVIDIA A16 64GB PCIe or equivalent GPU module</p>	<p>The GPU specification stated represents the minimum technical and functional requirement for the ABIS compute nodes. Bidders may propose NVIDIA A16 64GB PCIe or equivalent GPU modules with equal or higher specifications, provided that such proposals meet or exceed the stated performance characteristics and do not result in any reduction of functionality, performance, compatibility, or compliance with the overall solution objectives.</p> <p>The requirement remains unchanged.</p>
29.	<p>Back-Up Server for Primary Site and Secondary Site : S.No 1, Processor. a)a) 2 x Intel Xeon-Gold 6442Y 2.6GHz 24-core 225W Processor</p> <p>This clause specifies the CPU model as Intel Xeon-Gold 6442Y, which impairs manufacturers' full participation and fair competition. It is recommended to add other CPUs with equivalent specifications such as core count and clock speed. This will enable suppliers to fully engage in competition while satisfying business requirements.</p> <p>Modify to: a) 2 x Intel Xeon-Gold 6442Y 2.6GHz 24-core 225W Processor or equivalent CPUs</p>	<p>The bidder shall propose a latest-generation processor (5th Generation or higher) that meets or exceeds the specified core count and clock speed. The stated processor specification represents the minimum requirement, and Intel Xeon-Gold 6442Y or equivalent CPUs with equal or higher specifications are acceptable, provided there is no reduction in performance, functionality, compatibility, or compliance with the solution requirements.</p> <p>The requirement remains unchanged.</p>
30.	<p>Must have Foundational trust Modules</p> <p>Kindly clarify whether the Foundational Trust Module (FTM) is required to be embedded within the face capture device itself, or if a hardware root of trust implemented at the enrollment workstation (laptop with TPM 2.0) level is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>

	<p>c) Integrated cable management</p> <p>Since the webcam will be securely stored and operated inside a rugged enrollment suitcase with internal cable routing, please clarify whether integrated cable management at the webcam device level is mandatory, or if suitcase-level cable management is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
31.	<p>RSA (2048-bit) and AES (256-bit); X509 Certificate, PFX/PKCS#12 Certificate, RSA key pair generated on-board</p> <p>Please clarify whether cryptographic operations (RSA/AES), certificate handling, and key generation are required to be implemented within the iris device hardware, or if implementation at the host system / registration software level is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>Must have Foundational trust Module</p> <p>Kindly clarify whether FTM must be embedded in the iris device or whether a centralized trust anchored at the enrollment workstation (TPM 2.0) is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>a) Live Eye anti-Spoof Detection to reliably detect a live target, Orientation Sensor</p> <p>Please clarify whether the orientation sensing requirement must be met via a dedicated hardware sensor, or if software-based orientation and alignment detection is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>

	<p>b) Intelligent distance sensing technology provides accurate auto acquisition for iris captures</p> <p>Kindly clarify whether intelligent distance sensing must be hardware-based, or if software-based estimation using image sharpness and iris size metrics is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057 .</p>
	<p>Integrated Cable Management</p> <p>As the iris camera will be housed inside a rugged suitcase with internal cable routing, please clarify whether integrated cable management at device level is mandatory.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
32.	<p>Scanner must be a camera sensor recognized by Windows as an external and foldable. Base must include visual guides to position documents. Solid build should not break easily on extensive use.</p> <p>The device works as a USB camera-based portable scanner and is not a traditional flatbed scanner with platen glass or fixed base guides. Please confirm if this is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>The proposed document scanner operates as a camera-based scanner without a platen glass. Kindly confirm whether this requirement is applicable only to flatbed scanners, and may be treated as Not Applicable for camera-based scanners.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>The device provides built-in LED supplement lights with manual intensity control; however, it does not support an autofocus lens. Please confirm if this is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>Kindly confirm whether camera- based scanners with minimal moving parts are acceptable under dusty environment requirements.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>

33.	The device supports Windows 10 (64-bit, upgradeable), Linux, and Android; however, iOS is not supported. Please confirm if this is acceptable.	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
	Please clarify whether LFD is mandatory within the fingerprint device, or if feedback through the primary enrollment laptop display is acceptable.	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
	Kindly clarify whether the Foundational Trust Module is expected within the fingerprint scanner hardware, or if host-level trust using TPM 2.0 is acceptable.	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
34.	<p>Intelligent options: The battery system should have built in ambient temperature monitoring system and LCD display for charge and power status The Power backup System Firmware should be available to be updated.</p> <p>Kindly confirm whether the ambient temperature monitoring system is mandatory, or if a solution without temperature monitoring (LCD charge and power status only) is acceptable.</p>	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
	<p>i. It shall provide for fast charging option with max 2 hours charging time;</p> <p>Kindly confirm whether a solution without fast-charging support (2- hour charging time) is acceptable.</p>	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057

<p>iii. The battery system should include MPPT (maximum power point tracking) function that allows for solar panels to operate at their optimum power output for battery charging and kit operation</p> <p>Kindly confirm whether the MPPT function is mandatory, or if a solution without MPPT support is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
<p>Battery nominal voltage 11.1 VDC charge indication via status LEDs The Kits Must have a visible display on the LCD to show all components are working conditions when the kit is powered on.</p> <p>Kindly confirm whether the requirement for battery charge indication via status LEDs and a visible LCD display showing kit working status is mandatory, or if a solution without LED/LCD indication is acceptable.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
<p>Rugged aluminium Design capable of withstanding a 1.5m drop test</p> <p>Kindly confirm if a hybrid aluminium + plastic design is acceptable in place of a fully aluminium rugged design.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
<p>Kindly confirm whether an input voltage of 20 V is acceptable in place of the specified 19 V requirement.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
<p>Kindly confirm whether the provided battery dimensions of 235 × 170 × 50 mm are acceptable against the specified requirement of 213 × 128 × 42 mm.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
<p>Please clarify the rationale for requiring 1800W surge capacity, as the total connected enrollment kit load is significantly lower and does not exceed typical operational power requirements.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>

	Kindly confirm whether a 5A input current rating is acceptable in place of the specified up to 10A requirement	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
	d) Surge protection active indicator light	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
	Kindly confirm whether a solution without temperature status indication is acceptable, while supporting battery percentage, operating voltage, and output voltages.	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
	Kindly confirm whether a solution without firmware update capability for the power backup system is acceptable.	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057
35.	Based on standard commercially available products, such a ring light meeting all the parameters simultaneously is not available off-the-shelf. Kindly clarify whether deviation in power input (e.g., higher wattage / alternate USB-C or adapter-based power) or illumination levels would be acceptable, provided the functional requirement of adequate facial illumination is met.	Refer to Addendum No. 01 , where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057

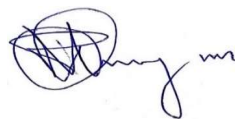
36.	<p>A6 Rolled Thermal paper printer is preferred. Should accept and support common types of thermal paper $57.5 \pm 0.5\text{mm}$</p> <p>Kindly clarify whether the requirement is for A6 paper size (105 mm width) or 58 mm thermal roll paper, as both are mentioned.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>Please confirm whether providing USB + Bluetooth connectivity is acceptable in place of RS232, as RS232 is largely obsolete and not supported on modern laptops.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
	<p>Please reconfirm whether A6 format or 58mm roll format is required for compliance.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
37.	<p>Please clarify whether cooling fans are mandatory, as the proposed rugged suitcase design provides passive thermal management and has a proven deployment track record without active cooling.</p>	<p>Refer to Addendum No. 01, where this matter has been addressed and clarified. https://www.szi.gov.zm/?p=6057</p>
38.	<p>Carry Material: 7.5e of biometric device specification state that the backpack shall have NIRA logo brand. Confirm this NIRA LOGO requirement is mandatory.</p>	<p>Kindly refer to the email dated 17 December 2025, through which the revised tender document was released incorporating the correct logo requirement.</p>
39.	<p>Is Top 10 NIST ranking evaluation mandatory? This should be relaxed to allow any manufacturer with NIST and not restrictive to Top 10.</p>	<p>Kindly refer to Clarifications No. 01 (Issue Date: 19 January 2026). The matter has been addressed therein and remains unchanged.</p>
40.	<p>Is the NIST algorithm a mandatory requirement for Iris? Usually this is only a requirement for face as per our experience. This should be relaxed to accommodate more players.</p>	<p>Kindly refer to Clarifications No. 01 (Issue Date: 19 January 2026). The matter has been addressed therein and remains unchanged.</p>

41.	ABIS for Face requirement: The Face algorithm should have been ranked in the top 10 in at least three evaluation reports since 2018. VISA or VISA-BORDER (any one) category. NIST FRVT report to be submitted as evidence of performance and ranking with algorithm name. This should be relaxed. This top 10 requirement should be removed to allow wider participation.	Kindly refer to Clarifications No. 01 (Issue Date: 19 January 2026) . The matter has been addressed therein and remains unchanged.
42.	ABIS for IRIS requirement: The iris algorithm should be evaluated by NIST under IREX X ongoing evaluation tack and must have FNIR less than 0.03 for Two-Eye Accuracy at FPIR of a specific known vendor.	Kindly refer to Clarifications No. 01 (Issue Date: 19 January 2026) . The matter has been addressed therein and remains unchanged.
43.	Is it mandatory to allocate 20% of total bid value to a local vendor in line with ZPPA Act/SI2022	The Request for Proposals already provides for Joint Ventures and subcontracting arrangements, which ensures fair and equal competition and enables the participation of local companies through appropriate partnership and subcontracting structures, without diluting the technical, financial, or implementation requirements of the assignment.
44.	Digital signature for the registration certificate (page 164 of the document, registration requirements, point 5.e) Our understanding is that the signature in this context is an image to be printed. Could you confirm this point?	Yes. In the context of this requirement, “digital type signatures before printing or downloading” refers to a digitized signature image (e.g., scanned signature) applied onto the certificate template at the time of generation, so that the printed/PDF certificate visibly carries the Registrar’s signature, along with the digital stamp and seal as graphical elements.
45.	What is the number of agents who will be using the solution? Our hypothesis is 2 000 agents. Could you confirm that this is correct?	For the National ID registration, at any given time, a maximum of 800 operators can work, as 800 enrollment kits are being procured. These figures will be discussed and shared during the Project Inception/Requirements phase
46.	What it the number of births, death, weddings and any other civil registry events? (incoming from external sources like SmartcarePro) Our hypothesis is 1+ million events (700 000 births, 15 0000 deaths, 300 000 others, including weddings, name changes, adoptions). Could you confirm these values?	The volumes for births, deaths, marriages, and other civil registry events (including those originating from external systems such as SmartCarePro) cannot be confirmed at this time. These figures will be validated and shared during the Project Inception/Requirements phase, based on available civil registry statistics

		and any integration data from external source systems, and will be used for final capacity sizing and configuration.
47.	What is the expected number of citizen identifications/authentication at launch time? Our hypothesis is as follows (per day) 5 000 authentications for agents (using biometric, as stated in the RFP) 100 000 authentication for citizens, including 10 000 biometric authentication	<p>"The expected volumes for citizen identification/authentication at launch cannot be confirmed at this time.</p> <p>Your hypothesis can be used as a working assumption for initial sizing. Final baselines will be validated and confirmed during the Project Inception/Requirements phase based on rollout scope, channel mix, and integration demand.</p> <p>The solution must be scalable and elastic, allowing it to scale up or down based on actual load (both in terms of concurrent traffic and daily transaction volumes), without requiring redesign."</p>
48.	Please confirm that the printing of documents issued by the civil registry is out of scope. Consequently, no printers and no secure paper are to be provided.	Yes. Printing of documents issued by the civil registry is out of scope for this procurement. Accordingly, no printers and no secure paper are required to be supplied.
49.	QR code The RFP states that a QR code / bar code is to be printed on the Civil Registry's documents. What information is to be included in the Code? First Name, Last Name, date of birth, digital signature of the data (using a certificate)? A bar code contains a limited information and we suggest using QR code only	For authenticity and verification use cases, QR codes are preferable to 1D barcodes because they support a larger payload and can include a secure verification token / signed hash, whereas 1D barcodes have limited capacity and are best suited only for a simple reference number.
50.	QR Code / bar code scanner RFP states that one must be allowed to scan or verify the document authenticity via an online portal using a barcode or QR code. To do this, the station/computer must have a hand scanner. Please confirm that the scanners are out of the scope for the RFP	The solution must support verification via the online portal using a barcode/QR code. Where scanners are not available, verification can also be performed using camera-based scanning (webcam/mobile) or manual entry of the document reference number, depending on the deployment setup.

51.	<p>QR Code reader</p> <p>RFP states (page 179) that the system should have a public web and or mobile module that can be used to verify any document that was printed from the registry. For a mobile application, please confirm that the MDM is out of scope (the application installation on mobile will be taken care by the client)</p>	<p>"Yes, Mobile Device Management (MDM) is out of scope. The installation, enrollment, and distribution of the mobile application on devices will be handled by the client using their preferred approach/tools.</p> <p>The solution will provide the mobile application (or mobile-friendly web module) required for public document verification, along with the necessary configuration guidance and release packages."</p>
52.	<p>Payment (for the fees from citizen) Please confirm that the payment system is external and out of scope. The system will only be integrated with the payment system</p>	<p>Yes. The payment system for citizen fees is external and out of scope for this procurement. The system shall only be integrated with the existing payment system.</p>
53.	<p>PKI</p> <p>Do you have already a PKI to be integrated with the system? If yes, what are the PKI's types and characteristics?</p>	<p>The Government is currently in the early stages of establishing a Public Sector Public Key Infrastructure (PKI).</p> <p>Once implemented, this PKI will serve as a foundational, government-wide trust infrastructure and will be used across multiple government solutions, including the Digital ID system</p>
54.	<p>Do we need to deploy the sandbox in an on-premises environment, or is a cloud deployment also an option?</p>	<p>"The Systems Integrator (SI) shall demonstrate that the sandbox implementation is hosted in an on-premises environment and shall be able to share relevant details with the Evaluation Committee for assessment purposes.</p> <p>For this evaluation, the SI may be required to provide controlled access to specific resources and portals, including but not limited to:</p> <p>Information Sharing: Secure access (e.g., via VPN) to the on-premises infrastructure, including hardware management and software management portals.</p> <ul style="list-style-type: none"> • User Access Rights: Appropriate user roles and permissions shall be granted to the Evaluation Committee to enable effective review and validation of the sandbox implementation. <p>This access will be used solely for evaluation purposes and shall comply with applicable security and confidentiality requirements."</p>

55.	<p>We previously demonstrated pre-registration and registration for the MOSIP principal when we obtained our partnership. Do we need to perform this sandbox deployment again, or would a confirmation from the MOSIP principal regarding our competency suffice?</p>	<p>The Systems Integrator (SI) must demonstrate the capability to deploy an Open-Source Identity Platform sandbox environment aligned with the administrative structure of the Smart Zambia Institute (SZI) and the Ministry of Home Affairs and Internal Security (MoHAIS).</p> <p>The demonstration shall include end-to-end configuration of enrollment workflows, covering pre-registration, registration, and enrollment processes, and must support both online and offline verification of Digital ID credentials.</p> <p>In addition, the SI must demonstrate the ability to customize and configure Digital National ID issuance, as well as identity verification and authentication services, including eKYC-based authentication workflows, in line with the project's functional and operational requirements</p>
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