

- Detail Check list सहितको सम्पूर्ण - Criteria र Indexes को आधारमा - Technical Specification मा उल्लेख गरिएका सम्पूर्ण -item हरुको परिक्षण प्राविधिक उपसमितिबाट गरियो।

यसरी प्राविधिक उपसमितिबाट Package 1 को वोलपत्र प्रस्तावका सम्पूर्ण - technical Specification का Criteria हरु परिक्षण गर्दा वोलपत्रदाता Muehlbauer प्राविधिक योग्यताहरुमा निम्न अनुसारका प्रश्नहरु उठाईयो । अर्थात यी Criteria माग अनुसार पुरा नभएको देखियो । प्राविधिक उपसमितिले यसरी कैफियत उठाएका - Technical Specification का बुँदाहरु :

Clause No.		
1.2	<b>Project Life:</b> The project shall begin from the date of signing the contract. The contract shall be valid till the period of <b>five years</b> from the date of commercial production of the eMRTDs, and may be extended for additional <b>three years</b> by mutual consent, during which the supplier shall provide warranty, support and maintenance, as provided in the technical specifications.	Project Life को सम्बन्धमा Technical Specification मा उल्लेख भए बमोजिम ५ वर्ष वारेण्टी दिन नदिने स्पष्ट नभएको भनि - Clarification माग गर्नु पर्ने भनी उल्लेख गरियो ।
1.4	<b>Licenses, Hardware and Software:</b> The bidder shall provide all necessary licenses, hardware and software issued in the name of DoP. Such licenses for the offered hardware and software shall be valid throughout the contract period.	१.४ मा Hardware र Software को Licenses मा स्पष्ट नभएकोले प्रष्टिकरण माग गर्नुपर्ने उल्लेख गरियो । विशेष गरी वोलपत्रदाताले प्रस्तुत गरेको - License को म्याद ३ वर्ष मात्र भएकोले Scope of Work संग नमिल्ने देखिएकोले Clarification माग गर्ने कुरा उल्लेख गरियो ।
1.10	<b>Data Management System Services:</b> The Bidder shall supply and install adequate number of servers including the chassis/racks and storage at the Data Centre (DC), Disaster Recovery (DR) Sites and Archive Site. The supplier shall update security patches and any other necessary upgradation as may be necessary to ensure the performance provided in the bidding document.	



	The bidder shall store the biographic and biometric data of all the applicants in encrypted format.	
1.22	<p><b>Support and Maintenance:</b> The Bidder shall provide the support and maintenance during the contract period to ensure uninterrupted functioning of the system. The bidder shall propose and provide support and maintenance, including warranty of supplied hardware equipment and software, Annual Maintenance Service (AMS), in compliance with following SLA. The proposal shall contain details of support and maintenance to meet the requirement.</p> <p>The bidder shall cooperate the staffs deployed by the purchaser in order to help them gain knowledge and technology transfer of the system.</p> <p>All the support staffs for 1<sup>st</sup> and 2<sup>nd</sup> level support shall be Nepali citizens to be deployed in consultation with the purchaser. However, if required skilled Nepali citizen is not available, the bidder shall take pre-approval of the purchaser with justification for employing such persons.</p>	१.२२ मा Support and Maintenance उपलब्ध गराउदा सुनिश्चिता नभएको देखियो ।
1.24	<p><b>Project Management:</b> The Bidder shall provide the details of curriculum vitae, area of expertise, qualifications, responsibility etc. of the employees involved in project management. The Purchaser shall provide the contact details of focal point that is entrusted with the task of single point of contact during the implementation of contract.</p> <p>The purchaser reserves the right to accept or reject the personnel to be deployed in the DoP premises for Support and Maintenance with or without giving any reason.</p>	१.२४ मा Project Management का लागि आवश्यक जनशक्तिका सम्बन्धमा नै स्पष्ट नभएको उल्लेख गरियो ।
1.25	<p><b>Operation and Maintenance Management:</b> The Bidder shall provide the details of curriculum vitae, area of expertise, qualifications, responsibility etc. of the employees involved in project operation and maintenance work. The Bidder shall provide the contact details of contact point that is entrusted with the task of liaison with the Purchaser for operation and maintenance.</p> <p>If any or some of the activities of the personnel deployed in the DoP for Support and Maintenance is found suspicious, DoP reserves the right to</p>	बुँदा नं १.२५ मा Operation and Management Comply नभएको देखियो ।



	prohibit such person from such work without giving further explanation.	
	<b>Data inconsistency/insufficiency:</b> The bidder shall investigate and correct any inconsistency/insufficiency of data reported/rejected by personalization solution (Package II).	बुंदा नं १.२६ मा उल्लेख भएको Data का सम्बन्धमा Data inconsistency/insufficiency भएको उल्लेख गरियो ।
9	<p>The bidder shall provide a detailed description of the capacity of offered system including but not limited to following technical specifications on the bid document:</p> <p><b>1. Scalability:</b></p> <ul style="list-style-type: none"> <li>• Shall support vertical scalability with options to upgrade hardware components (e.g., RAM, CPU, storage).</li> <li>• Shall support horizontal scalability by adding additional servers to a cluster.</li> </ul> <p><b>2. Hardware Specifications:</b></p> <ul style="list-style-type: none"> <li>• Servers shall have adequate processor, memory and storage required to realize the solution.</li> <li>• Power supplies and network interfaces must be redundant.</li> </ul> <p><b>3. Software Capabilities:</b></p> <ul style="list-style-type: none"> <li>• Support for a minimum of 300 concurrent user login for each internal system/subsystem.</li> <li>• Support for a minimum of 3000 concurrent user access for external subsystems like pre-enrollment portal, eMRTDs status check portal/App, etc.</li> <li>• Shall handle a database size for at least 20 million applicant profiles.</li> <li>• Shall store up to minimum 100,000 of backlog data in data management system without performance degradation.</li> <li>• The pre-enrolled and pre-registered applicants' data shall be stored up to 90 days in database. The system</li> </ul>	<p>बुंदा नं ३.१.९ मा उल्लेख गरिएका चारवटा बुंदाहरु :</p> <ol style="list-style-type: none"> <li>1) Scalability</li> <li>2) Hardware Specification</li> <li>3) Software Quality</li> <li>4) Throughput</li> </ol> <p>जस्ता बुंदाहरुमा The Bidder did not mentioned about detail of software capabilities भनी उल्लेख गरियो ।</p>



	<p>shall store minimum of 300,000 such applicants' data without performance degradation.</p> <p><b>4. Throughput:</b></p> <ul style="list-style-type: none"> <li>The system shall be capable to process at least 1000 enrolled data per hour from various enrollment stations to validation, investigation, adjudication and send for personalization respectively.</li> </ul>	
3.1.11	<p>The proposed application shall adhere to Government Enterprise Architecture and Nepal e-Government Interoperability Framework (GEA/NeGIF). The bidder shall provide interface required for other enterprise e-Government systems viz. national ID, Revenue Management Information System (RMIS), Department of Passport, Department of Foreign Employment, Department of Consular Services, Department of Immigration, Nagarik App and Interpol. The System shall have the provision to provide interfaces as required to other external agencies in the future without incurring any additional cost to the purchaser. The bidder shall provide detail Interface Control Document for eservices as per DoP's requirement after award of the contract.</p>	
3.1.12	<p>The bidder shall provide all the necessary licenses, hardware and software issued in the name of DoP. Such licenses for the offered hardware and software shall be valid throughout the contract period of the eMRTDs solution.</p>	<p>कुनै पनि Criteria हरु पुरा नभएको उल्लेख गरियो ।</p>
3.1.13	<p>If some or any of the item (hardware, software, licenses, etc.), that is necessary for the realization of required functionalities as per the technical requirement provided in the bid document, is found missing in the BOQ / Schedule of Supply, the bidder shall propose and include the item, wherever may apply, and supply the same. The bidder shall be fully responsible to supply all items, whether it is mentioned in the document or not, to meet the technical requirement mentioned in the bid document with the assumption that the price of all the necessary items is included in the quoted price and hence the supplier will bear no additional cost.</p>	
3.1.14	<p>The proposed hardware and software for Data Center, Disaster Recovery Center and Archive Site</p>	



	<p>shall be of well-known brand and latest generation. The bidder shall be responsible to run and operate that hardware throughout the contract period. If any of the hardware is required to be replaced during the contract period, the bidder shall replace/upgrade with the latest generation/version during the contract period without incurring any additional cost to the purchaser. In view of rapid technological developments, the Bidder shall offer updated versions of the field proven hardware and software.</p> <p>The language of entire solution shall be English.</p>	
3.1.15	If new upgraded software version for the offered system is released prior to the expiry of the contract period, then it shall be upgraded to the newer version software without any additional cost.	
3.1.27	The system shall have the capability to generate dumps of all applicants' profiles data. Database dumps shall be available in CSV, TXT, and XML formats, with readable values accompanied by field descriptions.	
3.1.29	The bidder shall provide dumps of all data from various databases including applicant profiles, blacklists, watchlists, reports, logs, operator roles and rights, key management system data, etc., to the Department of Passport (DoP) in standard formats as and when required.	
3.1.23	The blade servers shall be implemented within a blade server chassis conforming to the EIA- 310 standard for Cabinets, Racks, Panels, and Associated Equipment. This chassis will accommodate the blade servers in a compact and standardized form factor, optimizing space utilization and facilitating efficient cooling and cable management.	बुंदा नं: 3.1.23 - Technical specification का Blade Server र Rack Server का सम्बन्धमा कुनै पनि डकुमेण्ट पेश नभएको प्रमाण नै नभएको उल्लेख गरियो ।
3.1.27	The system shall have the capability to generate dumps of all applicants' profiles data. Database dumps shall be available in CSV, TXT, and XML formats, with readable values accompanied by field descriptions.	बुंदा नं 3.1.27, 3.1.29 , 3.1.43 मा प्रष्टिकरण माग गरियो भने 3.1.44 मा प्रमाण नै गायब भएको (Evidence Missing) भएको व्यहोरा उल्लेख गरियो र Note मा The Bidder did
3.1.29	The bidder shall provide dumps of all data from various databases including applicant profiles, blacklists, watchlists, reports, logs, operator roles and rights, key management system data, etc., to	



	the Department of Passport (DoP) in standard formats as and when required.	not mention about the requirement भनि उल्लेख गरियो ।
3.1.43	The bidder shall customize the application system to accommodate changes and evolutions in workflow as required by the Department of Passport (DoP) during the contract period, without incurring any additional cost to the purchaser.	
3.1.44	The system shall be capable of handling multiple concurrent logins, both internal and external (Pre-enrollment) to accommodate simultaneous access from different terminals and citizens. The concurrent access of Pre-enrollment portal shall be at least 3000.	
3.2.4	The web-based pre-registration portal must be accessible through modern web browsers (Chrome, Firefox, Safari, Edge, etc.) without requiring additional plugins or software installations. The system shall include a secure login system for pre-registration stations, using certificate-based authentication.	3.2.4, 3.2.5, 3.2.6, 3.2.7, 3.2.8, 3.2.9, 3.2.10, 3.2.11मा (Evidence Missing) अर्थात प्रमाण नै गायब भएको व्यहोरा उल्लेख गरियो ।  बुँदा नं 3.2.3, 3.2.4, 3.2.5, 3.2.6, 3.2.7, 3.2.8, 3.2.9, 3.2.10, 3.2.11 मा सम्पूर्ण Criteria हरु Evidence Missing भनि उल्लेख गरी, the Bidder has not mentioned about the register system in the project भनि उल्लेख गरियो ।
3.2.5	The data (biographic, biometrics and uploaded documents) collected from such pre-registration stations shall be submitted to local vetting, and to enrollment as shown in Table No. TS - 2.	
3.2.6	The system shall implement mechanisms to ensure the captured biometric data meets the required quality standards (e.g., image resolution, fingerprint quality) as per ICAO doc 9303 8 <sup>th</sup> edition.	
3.2.7	All data (demographic and biometric) shall be encrypted using industry-standard encryption protocols during transmission.	
3.2.8	The portal shall be responsive and accessible on various devices, including desktops, tablets, and smartphones.	
3.2.9	The portal shall be compatible with a wide range of biometric devices, conducting thorough testing across at least three different types of brands and models that meet the industry-standard for biometrics acquisition.	
3.2.10	The system shall have provision to submit pre-registered data to its associated enrolment station.	
3.2.11	The pre-enrolled and pre-registered data shall be fetched to vetting system for approval. All the biographic, biometric, appointment details, uploaded documents shall be visible for	



	inspection. The system shall have the provision to edit demographic incase the applicant requests for correction. There shall also be a provision to write and pass comments to enrollment operators. The vetting system shall be web based.	
3.3.1	<p>The enrollment software shall be in client-server-based architecture. If a local system has low connectivity or the system is disconnected from the central system, then the system works as local (offline) system. Therefore, all enrolled data of local office is stored in a local database. When connectivity is restored all the locally stored data is synchronized with the central system automatically and the application is switched back to central system. For this process the bidder shall guarantee the security of the local database. There shall also be a facility to synchronize the local database with the central database using offline means e.g. external hard drives, etc. Any Loss of connectivity shall not result in any loss of data integrity or loss of data.</p> <p>The system shall be designed to have a provision to resubmit the enrolled data from the local database, in case of any kind of rejection. The local client database shall store at least 5000 applicants' data without degrading the performance of enrollment application.</p>	<p>बुंदा नं 3.3.1 मा Criteria पुरा नभएकाले प्रष्टिकरण माग गरियो । यस बुंदामा प्रष्टिकरण माग्ने निर्णय गरियो ।</p>
3.3.11	During enrollment, the system shall automatically retrieve the applicant's biographical information including uploaded documents that has been submitted from both pre-enrollment and pre-registration web applications. It shall also retrieve the applicant's biographic data from the stored data of existing database.	3.3.11 मा Evidence नै नभएको व्यहोरा उल्लेख गरियो ।
3.3.30	The bidder shall supply QC system to ensure the quality of fingerprint compliant with ICAO 9303, ISO/IEC 39794-4, ANSI/NIST standard.	3.2.11 मा प्रमाण नै गायब भएका Evidence Missing व्यहोरा उल्लेख गरियो ।
3.3.13	The requirements for encoding captured face images shall be as specified in ISO/IEC 39794-5, Annex D.1 as mentioned in ICAO doc 9303 8th edition.	बुंदा नं 3.3.13, 3.3.14, 3.3.17, 3.3.21, 3.3.22, 3.3.28, 3.3.30 मा Evidence Missing भनि प्रमाण नै नभएको व्यहोरा उल्लेख गरियो ।
3.3.14	The requirements for encoding captured finger images shall be as specified in ISO/IEC 39794- 4, as mentioned in ICAO doc 9303 8th edition.	



3.3.17	The system shall capture biometric data as per the ICAO and ISO/IEC 39794-4, ISO/IEC 39794- 5. The image captured shall comply with the ICAO 9303/ISO/NIST standard.	
3.3.21	The enrollment system shall provide automatic enhancement as well as adjust features like reframing to the right width/height, scaling, shifting/moving, etc. during pre and post capturing process of the facial image and shall meet ISO/IEC 39794-5 and ICAO 9303 quality control standard.	
3.3.22	The Quality Assurance module shall be used for the software-based automatic check of the conformance of the picture to [ISO/IEC-39794-5] after the digitization. The system shall analyze and rate the geometric properties and digital parameters of the image to conform ICAO/ISO/NIST standard.	
3.3.28	The image captured by enrollment system has to meet the criteria of fingerprints as described in [ISO/IEC 39797-4].	
3.3.30	The bidder shall supply QC system to ensure the quality of fingerprint compliant with ICAO 9303, ISO/IEC 39794-4, ANSI/NIST standard.	
3.4.12	The sub system shall have applications for pre-enrollment, pre-registration, vetting, validation, investigation with central database, blacklist/watchlist, adjudication and delivery.	3.4.12 मा clarification अनिवार्य भनि माग गरियो ।
3.4.14	<b>Alarm Management</b>	बुँदा नं 3.4.14 मा Evidence Missing भनि उल्लेख गरियो र the bid response document does not include pre-registration and system भनि उल्लेख गरियो ।
3.4.15.5	The offered system shall have the capability to activate automatic logging out of terminals after a lapse of pre-defined inactive time period and user ID and password mismatch. These parameters shall be configurable.	बुँदा नं 3.4.15.5, 3.4.15.6, 3.4.16.2, 3.4.16.3, 3.4.16.4 , 3.4.17.3 मा Criteria पुरा नभएकाले Clarification माग गर्ने निर्णय गरियो ।
3.4.15.6	The offered system shall lock the user credential in-case of multiple failed logins. There shall be a provision for automatic periodic password reset recommendation in the system.	
3.4.16.2	The following Command logging feature shall be provided and all the actions and relevant information shall also be stored in the history file.	



	<ol style="list-style-type: none"> <li>1. User ID and Terminal ID.</li> <li>2. Command Name executed with the associated parameters.</li> <li>3. Date/Time of command execution.</li> </ol> <p>Results of the command execution with the previous data prior to the modification.</p>	
3.4.16.3	Each operation performed shall be logged in a secure file accessible to designated users. Enough primary storage facility shall be provided to store such history files. There shall be provision of extracting the history files to external media.	
3.4.16.4	The logs need to be stored persistently in a non-volatile storage.	
3.4.17.3	The reports shall be formatted and displayed on the screen of the designated workstation on request from the workstation. The report shall be easily readable. The reports shall also be displayed in graphical format. And, it shall also export the data to the standard data format like csv, xls, text, etc.	
3.4.20.4	The sub system shall be capable of accepting biometric data in raw and standard formats. The sub system shall be compatible with ISO 39794 1, 2, 3, 4, 5, WSQ formats and JPEG/JPEG 2000 formats. The Bidder shall specify all the international standard formats in which it can accept fingerprints and facial images and templates.	बुँदा नं 3.4.20.4 मा Evidence Missing
3.4.20.11	The biometric data shall be stored in the interchangeable form among systems globally based on ISO/IEC 39794-1.	बुँदा नं 3.4.20.11
3.4.20.24	The sub system shall be able to store fingerprints in raw image format, WSQ format, ISO 39794- 2, ISO 39794-4.	बुँदा नं 3.4.20.24 मा Evidence Missing तोकिएको अनुसारको ISO Standard हरु पुरा नभएको व्यहोरा उल्लेख गरियो ।
3.4.20.26	<b>The ABIS shall comply to the below international standard. a) to k)</b>	बुँदा नं 3.4.20.26 मा Evidence Missing भनेर the ABIS shall comply to the below international standard तय भनि ABIS a) देखि k) सम्म १० वटा बुँदाहरुमा Evidence missing हरु नै गायब देखियो ।
3.5.4	The system shall have provision to display the passport number, applicant demographic details,	



	passport details and physical location of each eMRTD inside the envelope that is assigned during packing. The data of location shall be received through interface from Packing System (Package II).	बुँदा नं 3.5.4, 3.5.5, 3.5.6,
3.5.5	The system shall be able to update the status of each passport after receiving the envelope/box in near real time despite the number of documents present in envelop/box.	3.5.7 मा प्रष्टिकरण Clarification सोध्ने निर्णय गरियो ।
3.5.6	The system shall have provision to remake the box/envelope in case of box damage/lost in the transit. The system shall directly send the personalization job/order once boxes remake is done. The provision shall be role based.	
3.5.7	The system shall have provision to remake the passport in case of passport damage/lost in the transit. The system shall directly send the personalization job/order once boxes remake is done. The provision shall be role based.	
3.7.6	The Data Management and Delivery System shall receive real-time status updates from the Personalization, Quality Control and Packing system (Package II) after each step in the personalization, quality control, packing and dispatch process. The bidder shall propose the technical details and provide Interface Control Document on how the system receives and processes these updates in the technical proposal.	बुँदा नं 3.7.6, 3.7.8 मा Clarification
3.7.8	The method of data sharing between the Data Management System (Package I) and the Personalization System (Package II) shall be clearly mentioned in the technical proposal. The bidders shall be capable of sharing data securely through different protocols like Rest APIs, SOAP APIs or any other suitable method that shall be as decided by the purchaser.	
3.7.9	All data transmitted between the proposed system and Personalization, Quality Control and Packing system shall be encrypted using TLS/HTTPS.	बुँदा नं 3.7.9 Evidence Missing
3.7.11	The bidder shall provide interface and integrate with other enterprises e-Government systems viz. National ID System, Revenue Management Information System (RMIS), Department of Passport, Department of Foreign Employment (DoFE), Department of Consular Services,	बुँदा नं 3.7.11, 3.7.14, 3.7.15,



	Department of Immigration, Nagarik App, Interpol, etc.  The response time for e-services shall be less than 5 secs.	3.7.16 मा यी सवै बुँदाहरुमा प्रष्टिकरण Clarification माग गरियो ।
3.7.14	The system shall be able to update the status of each passport after receiving the envelope/box in near real time despite the number of documents present in envelop/box.	
3.7.15	The system shall directly send the personalization job/order to Package II through data management system if box or passport remake is done.	
3.7.16	if any of the roles and responsibilities of integration has not been mentioned in this document or such any other roles and responsibilities occur during the implementation of the offered solution, such roles shall be agreed among purchaser and supplier of Package I and Package II. If such agreement could not be made, DoP will make final decision and the supplier shall comply it without incurring additional cost to the purchaser.	

यी कुनै Criteria हरु पुरा नभएको कारणले ६२ वटा Clauses हरुमा Criteria मा स्पष्ट भए पछि मात्र Muehlbauer को प्राविधिक प्रस्तावको अन्तिम प्रतिवेदन दिने निर्णय बोलपत्र मूल्याङ्कन समितिको पाँचौ बैठक वसि बोलपत्रदाता Muehlbauer सँग आवश्यक जानकारी प्रष्टिकरण Clarification जानकारी प्राप्त भै सकेपछि ७ दिन भित्र प्रतिवेदन पेश गर्ने गरी मिति २०८१/०१/०३ मा प्राविधिक समितिलाई निर्देशन दिइयो ।

प्राविधिक उपसमितिलाई निर्देशन दिंदा खरिद विज्ञ सहित २१ जनालाई बैठक वसि प्राविधिक उपसमितिलाई परिक्षण गर्ने आधार खुलाई जाँच परिक्षण गरी ७ दिनमा प्रतिवेदन दिने निर्देशन दिइयो । प्राविधिक उपसमितिले निर्देशन बमोजिम Muehlbauer को ६६ वटा विषयहरुमा प्रश्नहरु उठाई प्राविधिक समितिको निर्देशन निर्णय समेत उपयुक्त नभएकोले फरक राय उल्लेख गरेको देखिन्छ ।