



CALL FOR EOI/PREQUALIFICATION
(Case ref. 500183, Provision of security printing and cards production)

CLARIFICATIONS DURING EOI/PREQUALIFICATION SUBMISSION PERIOD

Clarifications - issued on 28 April 2017

- Q1.** We would like to participate at the prequalification exercise concerning security printing. Especially, lot 1 interests us. Is it mandatory to participate at all the references within lot 1? Would it for ex possible to apply as candidate only for: Ballot papers, Forms and paper cards?

PSU Answer:

Suppliers applying for prequalification must cover the complete lot, i.e. applying for all categories within each respective LOTs they are interested in being prequalified. Applications for partial LOTs will not be considered.

- Q2.** Accordingly to the C) Scope of Security Printing and Cards Production, Lot 2 includes “Plastic ID cards with chip (smartcards), with or without personalisation”. Please indicate types and respective quantities of “Plastic ID cards with chip (smartcards), with or without personalisation” required. In case annual quantities are not estimated at the given stage, please provide historical annual procured quantities of “Plastic ID cards with chip (smartcards), with or without personalisation”.

PSU Answer:

UNDP PSU cannot guarantee or commit to any annual quantity or volume. Procurement volumes (US\$) may vary greatly from year to year, and from project to project. Historical data is not considered in this case as a valid reference. To emphasize, future requirements are expected to involve cards’ personalization in considerable cases, and hence it is fundamental that interested vendors meet qualifications in this sense, demonstrating capability/experience also to personalize cards, including chip.

- Q3.** Accordingly to the C) Scope of Security Printing and Cards Production, Lot 2 includes Related software/applets. Please specify and term “Related software/applets”. What is the software/applets required to be delivered?

PSU Answer:

At this stage (EOI/Prequalification exercise), we are not restricting to any specific software/applets. The interested Vendors applying for prequalification are expected to prove their capacities and experience at international level on such aspects, as well as the rest of scope in each lot, either through own capacities/experience or of the disclosed Partner/s.

- Q4.** Accordingly to the C) Scope of Security Printing and Cards Production, Lot 2 includes “Plastic ID cards without chip, with or without personalisation”. Please indicate types and respective quantities of “Plastic ID cards without chip, with or without personalisation” required. In case annual quantities are not estimated at the given stage, please provide historical annual procured quantities of “Plastic ID cards without chip, with or without personalisation”.

PSU Answer:

Please refer to answer under Q2.

- Q5.** Accordingly to the C) Scope of Security Printing and Cards Production, Lot 2 includes “Other related documents, forms, card lists/voters lists, or items as card holders”. Please indicate types and respective quantities of “Other related documents, forms, card lists/voters lists, or items as card holders” required. In case annual quantities are not estimated at the given stage, please provide historical annual procured quantities of “Other related documents, forms, card lists/voters lists, or items as card holders”.

PSU Answer:

Please refer to answer under Q2.

- Q6.** As it remains unknown throughout the Prequalification document, please indicate final delivery destination or delivery destinations of items to be delivered under Lot 2.

PSU Answer:

At this stage (EOI/Prequalification exercise), we are not requesting any specific items to be delivered to specific destinations. As per the nature of UNDP’s role and activity, most of our destinations are developing countries around the World. The interested qualified parties applying for prequalification are expected to prove their profile, capacities and experience at international level as relevant to the scope of the respective Lots.

- Q7.** Accordingly to the Section 5. “Past International Experience And Orders”, For LOT 2: “Plastic cards: at least 3 purchase orders with at least 1 being for cards with personalized chip and 1 of them of minimum value of USD 2,000,000” is required. Please define the term “cards with personalized chip”:

- a. Does UNDP define “cards with personalized chip” as cards with contact/contactless chips containing pre-loaded software for further personalization upon issuance to the person?
- b. Does UNDP define “cards with personalized chip” as cards with contact/contactless finally personalized chips containing document holder information?

PSU Answer:

Cards with personalized chip are understood as cards with contact/contactless personalized chips containing software, document holder information, and also being the body of the card personalized (i.e. document holder data printed on the card).

- Q8.** We currently are in the process of obtaining the **CC ISO 15408**. Would you consider/ accept this as an equivalent to the **ISO 14298**?

PSU Answer:

ISO 15408 (Information technology -- Security techniques -- Evaluation criteria for IT security) is a different standard than ISO 14298 (Graphic technology -- Management of security printing processes), covering different aspects. In this sense, it cannot be considered as equivalent.

In any case, as stipulated in the Call for EOI/Prequalification document, the Printer applying for prequalification must demonstrate to have an active and adequate internal control systems, quality assurance system and Information Security Management system implemented, corresponding to the scope of supply of this exercise, and be certified according to Internationally recognized quality standards, such as ISO and/or equivalents. UNDP PSU will assess all documentation and evidences provided (including certificates, internal policies and procedures, and other documentation) by the company in order to determine if the applicant meets the prequalification criteria in overall or not.

- Q9.** We would like to ask if we should meet all the requirements to succeed in prequalification exercise. For example, we have experience in printing ballots papers but not international. We have printed ballots for the elections in our country. We have experience in security printing for international clients i.e. bus tickets, examination papers.

PSU Answer:

The interested Vendors applying for prequalification are expected to prove their profile, capacities and experience at international level as relevant to the scope of the respective Lots. The minimum requirements in terms of past international experience and orders are stipulated in Point 5 of Section F (Content of the application for prequalification) of the Call for EOI/Prequalification. UNDP PSU will assess documentation and evidences submitted by interested Vendors in order to determine if the applicant meets the requisite prequalification criteria for respective Lots.

Clarifications - issued on 8 May 2017

- Q10.** On point 5. PAST INTERNATIONAL EXPERIENCE and ORDERSs
The criteria requests 'copies of Purchase Orders awarded and satisfactorily served by them during the last three (3) years'

Firstly, due to that we are restricted on the information we can provide about our contracts and orders, is it possible for us to submit references for work completed in the form of Name, Organisation, Address, Description, Value and Date, instead of actual PO copies, as this will not contravene our contractual obligations to clients?

Secondly, due to the infrequency of elections is it possible to extend the qualifying period from three (3) years to five (5) years or ten (10) years? As this will apply to all bidders this will not impart any advantages to a single bidder but it will allow bidders to demonstrate their long term commitment and experience in these sectors.

PSU Answer:

On first question.

As stipulated in the Call for EOI/Prequalification document (Annex A), the requirement under point 5 is to submit information and copies of relevant pages of the purchase orders (in case submitting all the PO document is not possible due to contractual restrictions as you mention), showing:

o Country of destination and client (separately, also suppliers must include updated contact details for references).

- o The type of items supplied and main technical features (size, security features, etc.).
- o Total contract amount.
- o Delivery timelines both to FCA delivery and delivery at destination (indicate Incoterm), in cases where the Vendor did so.

In case the Supplier cannot provide full copies of the Purchase orders, the reason must be justified and as mentioned, still the relevant pages of the contract are required proving above points. In addition, in such case, a Certificate of completion of contract, or references from clients must be provided.

On second question.

The minimum requirements stipulated under point 5 cannot be changed in this sense. Experiences must prove recent capacities and expertise, and hence the period of 3 years mentioned in the Call for EOIs is hereby maintained. Note though that references and experiences may be relevant -although not strictly from an election project- if similar/equivalent in terms of scope/timelines/items, etc.

- Q11.** I would like to request for an extension to provide all the necessary elements required in this pre-qualification step.

PSU Answer:

Due to internal deadlines and time to have the new Agreement in place unfortunately we cannot extend this stage. The effort required to respond is considered in this sense, and please note that at this stage only qualification documentation is requested, as per Call for EOIs/Prequalification.

- Q12.** Is this EOI related to Europe region (and/or including CIS_Central Asia countries)?

PSU Answer:

The scope of the EOI/prequalification exercise, as well as intended ITB and eventual Long Term Agreement, all relate to supply of security printing items and cards to destinations worldwide.

- Q13.** The 2 lots are being procured out of Copenhagen, but the lots are not designated for Denmark, but rather projects in yet undisclosed geographies. Is that a correct understanding?

PSU Answer:

This is correctly understood. The eventual LTA (Long Term Agreement) and subsequent use of it will be conducted by UNDP's Procurement Services Unit (PSU) located in Copenhagen, Denmark in support of UNDP country offices/projects worldwide. Deliveries will be to different destinations globally, and therefore it is important that companies applying for prequalification have experience in supplying the referred items internationally in accordance with the requirements set forth in the EOI and prequalification document.

Clarifications - issued on 11 May 2017

- Q14.** Is there some issuance systems implementation involved?

PSU Answer:

Interested suppliers are expected to demonstrate full capability and capacities covering complete cycle for ID card production, including personalization of chip and printing, within their premises.

- Q15.** Does this personalization include the fulfilment? (Mailing)

PSU Answer:

At this stage, requirement for fulfillment understood as insertion of ID cards within envelopes with personal/individual addresses, is not a typical request in the projects we conduct. Interested suppliers are encouraged to disclose in any case if any capabilities in this sense and details on machinery. Note though, so far the most common packing required refers to sorting and packing cards in small packs (100-500 cards per pack), with corresponding labels, based on pre-defined list and/or sorting structure.

Q16. Can you give any further details about the cards materials?

PSU Answer:

Companies applying for prequalification should be able to work with any commonly used plastic card materials such as PVC, PET, PETG, PC, ABS etc. in relation to cards considered in LOT 2. And also relevant paper and cardboard materials for cards considered in LOT 1.

Q17. Typical lead time to deliver the personalized cards from reception of data?

PSU Answer:

Lead-time will depend on the project characteristics in each individual case. In any case, due to the nature of electoral projects, timelines are often compressed and as such companies should demonstrate sufficient capacity to respond to short delivery timelines.

Q18. On page 3 section 4, reference is made to who the main bidder should be. Please clarify.

PSU Answer:

As stated in the Call for EOIs:

- the Printer applying for prequalification (as a main applicant, and eventually main bidder in case of being invited to bid, after qualification) must demonstrate to possess sufficient resources and facilities on its own (its own property) to cover the totality or most product categories outlined in the corresponding lot, in large volumes/short timelines. The profile requested for the main applicant/bidder is that of a highly capable and experienced printer.
- In case that for a limited part of the scope outlined in the respective Lot the Printer intends to partner with another Printer specialized in such category, all relevant qualification/ capacity information must be included for such Partner/s in the application. In any case, the intended organizational set up must be solid. Please refer to detailed requirements stipulated regarding Possible Partner in the Call for EOI/Prequalification.

Q19. Does the supplier of the cards have to be a card printer himself? We have experience in the provision of security printing services at international level, however we are not a printer. Could you clarify this point?

PSU Answer:

Please refer to clarification under Q18 above.

Q20. Another question concerns the experience/ references that need to be provided. Do both, the main contractor and the partner need to provide 3 references **each**?

PSU Answer:

Please refer to detailed requirements stipulated regarding Possible Partner in the Call for EOI/Prequalification (including page 3, 4 and Annexes).