



**CAYMAN ISLANDS
GOVERNMENT**

**Request for Proposals
For
National eID Implementation**

Request for Proposals No.: **PPC-2021-CPI-001-RFP**

Issued: 8 January 2021

Submission Deadline: 24 February 2021 - Noon local time

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PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Proponents

This Request for Proposals (the “RFP”) is an invitation by the Cayman Islands Government (“CIG”) to prospective proponents to submit proposals for a comprehensive **National eID Implementation**, as further described in Section A of the RFP Particulars (Appendix D) (the “Deliverables”).

The E-Government unit in the Ministry of Commerce, Planning & Infrastructure seeks to procure a full end-to-end, turn-key solution to deliver the ability for the Cayman Islands government (CIG) to issue a National eID to Caymanians, permanent residents and any other person who is legally and ordinarily resident in the Cayman Islands (otherwise than as a visitor).

The National eID will be a physical photo identification card with a chip and 2 digital certificates for the purposes of secure authentication of the individual's identity and a qualified electronic signature. The physical card will have printed on the front of the card personal identification data, such as the individual's full name, date of birth, National ID number, photo, signature and expiry date of the card. The individual's personal identification data that is printed on the card, as well as additional data fields should also be stored digitally on the card's chip, which can be read by contact through inserting the card's chip in a reader and contactless by tapping the card on a reader. The personal data printed on the card will be sourced from the CIG existing database of persons referred to as the population register, with the exception of the signature and photo. The back of the card will have printed on it a QR code and possibly a bar code.

The National eID card will be available for use broadly within the Cayman Islands with its functions of identification and electronic signature available to be used by businesses in the private sector, government entities and the individual. The National eID must be accessible to all residents without specific technology requirements, including residents without smartphones. The National eID is intended to become the primary form of government issued photo ID for everyday use locally within the Cayman Islands.

The National eID may possibly replace the Cayman Islands voter identification card, and if it does the voter identification data will also need to be printed on the card and stored on the card's chip. The National eID will not be an international travel document and will not replace the Cayman Islands driver's license.

The intended approach has been inspired by the [Estonian model for National eID](#) and the Estonian use cases for digital signature and digital identity to achieve the benefits realized.

1.2 RFP Contact

For the purposes of this procurement process, the “RFP Contact” will be:

Suzanne Collins

CIGeGovRFP@gov.ky

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of CIG, other than the RFP Contact,

concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent's proposal.

1.3 Type of Contract for Deliverables

The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement with CIG for the provision of the Deliverables. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between CIG and the selected proponent. It is CIG's preference to enter into an agreement with only one (1) legal entity per deliverable set in Appendix D. The term of the agreement is to be for a period of 5 years, with an option in favour of CIG to extend the agreement on the same terms and conditions for an additional term of up to 5 years.

1.4 RFP Timetable

Issue Date of RFP	8 January 2021
Deadline for Questions	26 January 2021
Deadline for Issuing Addenda	2 February 2021
Submission Deadline	24 February 2021 at noon
Rectification Period	3 business days
Anticipated Presentation – Overview of Solution and Demo of Cards and Software	8-12 March 2021
Anticipated Final Ranking	12 April 2021
Contract Negotiation Period	30 calendar days
Anticipated Execution of Agreement	6 July 2021

The RFP timetable is tentative only, and may be changed by CIG at any time. For greater clarity, business days means all days that CIG is open for business.

All times in this RFP are Cayman Islands time. The Cayman Islands does not observe daylight savings time.

1.5 Submission of Proposals

1.5.1 Proposals to be Submitted at Prescribed Location

Proposals must be submitted at:

<https://cayman.bonfirehub.com/opportunities>

1.5.2 Proposals to be Submitted on Time

Proposals must be submitted at the location set out above on or before the Submission Deadline. Proposals submitted after the Submission Deadline will be rejected.

1.5.3 Proposals to be Submitted in Prescribed Format

Proponents should only submit electronic copies at the Prescribed Location listed in 1.5.1 above.

The proposal shall convey the proponent's solution and/or methodology in a clear and concise manner and address all of the topics covered in Appendix D.

Pricing information must appear in accordance with Appendix C – Pricing Form only and must not be indicated in any other section of the proposal. Failure to comply may result in the proposal being declared non-compliant and rejected from further consideration. All the information required in Appendix C – Pricing Form must appear in a separate document and should be identified as such. Pricing forms will only be opened after the technical evaluation of the proposal is completed.

1.5.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline by uploading a new file/s as only 1 file can be uploaded for each Requested Document above. If you upload more than one file into the same slot, the previous file will be overwritten.

1.5.5 Withdrawal of Proposals

At any time throughout the RFP process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be sent to the RFP Contact and must be signed by an authorized representative of the proponent. CIG is under no obligation to return withdrawn proposals.

[End of Part 1]

PART 2 – EVALUATION, NEGOTIATION AND AWARD

2.1 Stages of Evaluation and Negotiation

CIG will conduct the evaluation of proposals and negotiations in the following stages:

2.2 Stage I – Mandatory Submission Requirements

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, CIG will issue the proponent a rectification notice identifying the deficiencies and providing the proponent an opportunity to rectify the deficiencies. If the proponent fails to satisfy the mandatory submission requirements within the Rectification Period, its proposal will be excluded from further consideration. The Rectification Period will begin to run from the date and time that CIG issues a rectification notice to the proponent. The mandatory submission requirements are set out in Section C of the RFP Particulars (Appendix D).

2.3 Stage II – Evaluation

Stage II will consist of the following two sub-stages:

2.3.1 Mandatory Technical Requirements

CIG will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the RFP Particulars (Appendix D) have been met. Questions or queries on the part of CIG as to whether a proposal has met the mandatory technical requirements will be subject to the verification and clarification process set out in Part 3.2.4.

2.3.2 Presentation & Demonstration of Solution

CIG will require all proponents that have satisfied Stage I and Stage II 2.3.1 to present and demonstrate their proposed solution. Items from the Mandatory Technical Requirements section may be asked to be displayed and may result in elimination if they cannot be demonstrated.

2.3.3 Rated Criteria

CIG will evaluate each qualified proposal on the basis of the non-price rated criteria as set out under Initial Evaluation Criteria in Section F of the RFP Particulars (Appendix D).

2.4 Stage III – Pricing

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in the Pricing Form (Appendix C). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

2.5 Stage IV – Ranking and Contract Negotiations

2.5.1 Ranking of Proponents

After the completion of Stage III, all scores from Stage II through Stage III will be added together and the proponents will be ranked based on their total scores. The top-ranked proponent will receive a written invitation to enter into direct contract negotiations to finalize the agreement with CIG. In the event of a tie, the successful proponent will be determined by a simple random method chosen in CIG's sole discretion. The tied proponents will be notified in advance of the date and time for the tie breaker and the method of selection. This tie breaker will be conducted in front of witnesses and a representative of each of the tied proponents will be invited to attend.

2.6 Stage V – Contract Negotiations

2.6.1 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the RFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of CIG or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between CIG and the selected proponent. Negotiations may include requests by CIG for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by CIG for improved pricing or performance terms from the proponent.

2.6.2 Time Period for Negotiations

CIG intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date CIG invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to satisfy the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D), provide requested information in a timely fashion and conduct its negotiations expeditiously.

2.6.3 Failure to Enter into Agreement

If the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, CIG may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until CIG elects to cancel the RFP process.

2.6.4 Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent.

[End of Part 2]

PART 3 – TERMS AND CONDITIONS OF THE RFP PROCESS

3.1 General Information and Instructions

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 References and Past Performance

In the evaluation process, CIG may include information provided by the proponent's references and may also consider the proponent's past performance or conduct on previous contracts with CIG or other institutions.

3.1.5 Information in RFP Only an Estimate

CIG and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7 Proposal to be Retained by CIG

CIG will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

CIG makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. CIG may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 Communication after Issuance of RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all of the documents comprising this RFP, and may direct questions or seek additional information in writing by email to the RFP Contact on or before the Deadline for Questions. No such communications are to be directed to anyone other than the RFP Contact. CIG is under no obligation to provide additional information, and CIG is not responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of the proponent to seek clarification from the RFP Contact on any matter it considers to be unclear. CIG is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If CIG, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by CIG. In the Submission Form (Appendix B), proponents should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If CIG determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, CIG may extend the Submission Deadline for a reasonable period of time.

3.2.4 Verify, Clarify and Supplement

When evaluating proposals, CIG may request further information from the proponent or third parties in order to verify, clarify or supplement the information provided in the proponent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in Section D of the RFP Particulars (Appendix D). CIG may revisit and re-evaluate the proponent's response or ranking on the basis of any such information. Further information may be requested in the form of an online web demonstration in Stage II.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once an agreement is executed by CIG and a proponent, the other proponents will be notified directly in writing of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within sixty (60) days of such notification. The intent of the debriefing information session is to aid the proponent in presenting a better proposal in subsequent procurement opportunities. Any

debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process or its outcome.

3.3.3 Procurement Protest Procedure

If a proponent wishes to challenge the RFP process, it should provide written notice to the RFP Contact in accordance with CIG's procurement protest procedures. The notice must provide a detailed explanation of the proponent's concerns with the procurement process or its outcome.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

CIG may disqualify a proponent for any conduct, situation or circumstances, determined by CIG, in its sole and absolute discretion, to constitute a Conflict of Interest, as defined in the Submission Form (Appendix B).

3.4.2 Disqualification for Prohibited Conduct

CIG may disqualify a proponent, rescind an invitation to negotiate or terminate a contract subsequently entered into if CIG determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.3 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

3.4.4 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.4.5 No Lobbying

Proponents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

3.4.6 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of CIG; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.7 Past Performance or Past Conduct

CIG may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the supplier to honour its submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by CIG, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

3.5 Confidential Information

3.5.1 Confidential Information of CIG

All information provided by or obtained from CIG in any form in connection with this RFP either before or after the issuance of this RFP

- (a) is the sole property of CIG and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables, except as required by law or by order of a court;
- (c) must not be disclosed without prior written authorization from CIG; and
- (d) must be returned by the proponent to CIG immediately upon the request of CIG.

3.5.2 Confidential Information of Proponent

All proposals and other information submitted to CIG in relation to this RFP become property of CIG and, subject to the provisions of the Freedom of Information Law (2015 Revision), will be held in confidence.

A proponent should identify any specific information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is expected to be maintained by CIG. The confidentiality of such information will be maintained where it is legally protected, or by order of a court.

Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by CIG to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of any information, including personal information, pursuant to this RFP, questions should be submitted to the RFP Contact.

3.6 Procurement Process Non-binding

3.6.1 No Process Contract and No Claims

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) this RFP will not give rise to any contract-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
- (b) neither the proponent nor CIG will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract or failure to honour a proposal submitted in response to this RFP.

3.6.2 No Contract until Execution of Written Agreement

This RFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and CIG by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Non-binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of CIG to enter into an agreement for the Deliverables.

3.6.4 Cancellation

CIG may cancel or amend the RFP process without liability at any time.

3.7 Governing Law and Interpretation

These Terms and Conditions of the RFP Process (Part 3):

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws the Cayman Islands.

[End of Part 3]

APPENDIX A – FORM OF AGREEMENT

The proponent must be in a position to adhere to the Data Protection Law, 2017 (Cayman Islands). Any proposal which would require the transfer of personal data outside of the Cayman Islands must be able to demonstrate that it would be in compliance with the Eighth Principle of data protection, that is that the foreign jurisdiction provides an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data (as determined by the Data Protection Law).

The proponent will be required to enter into a contract with the Cayman Islands Government on terms substantially similar to the draft contract included as Appendix A to this RFP. Each proposal must include the proposed amendments to the terms of the provided contract.

APPENDIX B – SUBMISSION FORM

1. Proponent Information

<p>Please fill out the following form, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.</p>	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Fax:	
Proponent Contact Email:	

2. Acknowledgment of Non-binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a process contract), and that no legal relationship or obligation regarding the procurement of any good or service will be created between CIG and the proponent unless and until CIG and the proponent execute a written agreement for the Deliverables.

3. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP for the rates set out in the completed Pricing Form (Appendix C).

4. Non-binding Pricing

The proponent has submitted its pricing in accordance with the instructions in the RFP and in the Pricing Form (Appendix C). The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. Addenda

The proponent is deemed to have read and taken into account all addenda issued by CIG prior to the Deadline for Issuing Addenda. The proponent is requested to confirm that it has received all addenda by listing the addenda numbers, or if no addenda were issued by writing the word "None", on the following line: _____ . If this section is not completed, the proponent will be deemed to have received all posted addenda.

6. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP.

7. Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of CIG in the preparation of its proposal that is not available to other proponents, (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or
- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

For the purposes of section (a)(i) above, proponents should disclose the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who (a) participated in the preparation of the proposal; **AND** (b) were employees of CIG within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

8. Disclosure of Information

The proponent hereby acknowledges that any information provided in this proposal, even if it is identified as being supplied in confidence, is subject to the provisions of the Freedom of Information Law (2015 Revision), and may be disclosed where required by law or by order of a court. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by CIG to the advisers retained by CIG to advise or assist with the RFP process, including with respect to the evaluation this proposal.

Signature of Witness

Signature of Proponent Representative

Name of Witness

Name of Proponent Representative

Title of Proponent Representative

Date

I have the authority to bind the proponent.

APPENDIX C – PRICING FORM

1. Instructions on How to Complete Pricing Form

- (a) Rates must be provided in United States Dollars (USD), inclusive of all applicable taxes.
- (b) Rates quoted by the proponent must be all-inclusive and must include all bonding costs, all labour and material costs, all work permits, all accommodation, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.
- (c) The quoted rates should include the consideration that where work requires interaction with CIG it is expected this can be anytime during the Cayman work day.
- (d) All quoted prices should be Duty Free (Cayman Islands Government Customs).
- (e) National eID Issuance Solution:

Provide details on the components of the National eID Issuance solution that is a fixed one-time or ongoing cost, costs that can be capitalised and ongoing license, maintenance or support operating expenses. Provide details where any volume discounts or thresholds apply.

Unit costs should be provided for variable items to allow for the solution to be scalable to meet CIG requirements.

- (f) Office Readers and Resident Readers:

Provide the cost per reader and whether there are any volume discounts or thresholds that apply. The forecast for readers is as follows:

Non-cumulative forecast - Readers	Trial	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Office readers	0	50	50	25	15	15	155
Resident readers	0	5,000	2,500	0	0	0	7,500

- (g) Middleware:

Provide details on the components of the middleware clearly indicating whether costs are one-time or recurring and whether there are any volume discounts or thresholds that apply. Provide details on whether software licensing is perpetual or fixed duration, and provide any applicable per user or per use cost. Below can be considered the non-cumulative forecast of minimum, expected and maximum number of middleware users.

Non-cumulative forecast - Middleware	Trial	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Minimum number of new Middleware users	0	5,000	2,500	2,500	2,500	2,500	15,000
Expected number of new Middleware users	0	5,476	15,919	14,564	13,548	12,786	62,293
Maximum number of new Middleware users	0	58,652	69,152	79,652	90,152	100,652	100,652

(h) Digital Certificates:

Provide details on the components of the Digital Certificates that is a fixed one-time or recurring cost and whether there are any volume discounts or thresholds that apply. Provide details on whether the digital certificate licensing will be perpetual or fixed duration, and provide any applicable per user, per use or per certificate costs.

The National eID is not mandatory, so precise quantities of digital certificates is unknown. There will need to be 2 digital certificates issued per card, 1 for digital identity and 1 for digital signature. Below can be considered the non-cumulative forecast of minimum, expected and maximum quantities of digital certificates that will need to be issued each year.

Non-cumulative forecast - Digital Certificates	Trial	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Minimum number of new Digital Certificates issued	400	10,000	5,000	5,000	5,000	5,000	30,400
Expected number of new Digital Certificates issued	400	10,952	31,838	29,129	27,096	25,572	124,587
Maximum number of new Digital Certificates issued	400	117,304	138,304	159,304	180,304	201,304	201,304

(i) Cards:

The National eID is not mandatory, so precise take-up of the card is unknown. Below can be considered the non-cumulative forecast of minimum, expected and maximum quantities of cards that will need to be issued each year.

Provide details on the components of the card that is a fixed one-time or ongoing cost, whether it is a cost per card and whether there are any volume discounts or thresholds that apply.

Non-cumulative forecast - Cards	Trial	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Minimum number of new National eID cards issued	200	5,000	2,500	2,500	2,500	2,500	15,200
Expected number of new National eID cards issued	200	5,476	15,919	14,564	13,548	12,786	62,293
Maximum number of new National eID cards issued	200	58,652	69,152	79,652	90,152	100,652	100,652

2. Evaluation of Pricing

Pricing is worth 35 points of the total score.

All bidders will submit 3 pricing structures:

- Pricing at minimum number in forecasts
- Pricing at expected number in forecasts
- Pricing at maximum number in forecasts

Pricing at expected number in forecasts, will be used to evaluate this component

The following formula will be used to determine the bidder's score:

$$\frac{\text{Lowest Price (Expected number in forecasts)}}{\text{Bidder's Price (Expected number in forecasts)}} \times 35 = \text{Bidder's Pricing Points}$$

3. Pricing Form

Complete the pricing form as included in Appendix C.

Please provide a detailed overview of the proposed pricing model for the solution in Appendix C – Pricing form. Where there are one-time fixed costs that can be capitalised, ongoing licenses, support and maintenance or other ongoing costs which will form operating expenses, please suggest the categorization of the type of expense whether capital or operating expense, frequency and duration of each. Provide any costs per user and unit costs that are applicable to allow for forecasting and scalability of the solution. Information on volume discounts or price breakpoints for the solution are to be provided and explained.

APPENDIX D – RFP PARTICULARS

A. THE DELIVERABLES

This RFP seeks to procure a full end-to-end, turn-key solution for the Cayman Islands government (CIG) issued National eID. The deliverables are broken in to two (2) sets. A vendor must be able to provide all deliverables in an individual set but vendors do not have to be able to provide both sets to be eligible for award.

Deliverable Set #1 – National eID Infrastructure

1. National eID Issuance Solution – Office Solution

The full end-to-end, turn-key solution should allow for initial issuance of National eID to the residents of the Cayman Islands that apply to receive a National eID and ongoing issuance and reissuance for existing and new residents applying for a National eID. The solution should propose all elements that the proponent using their own prior experience is aware of that the CIG will need for the enrolment, issuance, authentication, lifecycle management and technical/non-technical operations management of the National eID inclusive of standards that should be complied with. The proposal should include delivery of the solution to the Cayman Islands and installation where necessary. This should be inclusive of, but not limited to the following:

- (a) Solution for enrolment, issuance, authentication, stock management, document management, quality control and lifecycle management of National eID in the office environment
 - i. The enrolment solution should provide SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG, to be able to provide an option for web-based enrolment on the CIG website.
 - ii. It is anticipated an office will be setup in Grand Cayman with staff that perform enrolment, identity proofing and verification, and issuance of the National eID. This office will issue the majority of National eIDs provided in the forecast in Appendix C.
 - iii. Cayman Brac will not have a dedicated office for National eID but will require a fixed solution with a minimal physical footprint that can be deployed into existing CIG office space in Cayman Brac. The Cayman Brac solution will require the ability to perform enrolment, identity proofing and verification, and issuance of the National eID of a small number of National eIDs for residents of Cayman Brac and Little Cayman. The entire resident population of Little Cayman and Cayman Brac can be considered to be a total of 2500 individuals.
 - iv. It can be assumed that CIG will provide the staff, office space and connectivity.
- (b) The National eID will be a physical photo identification card with a chip and 2 digital certificates for the purposes of secure authentication of the individual's identity and a qualified electronic signature.
- (c) The physical card will have printed on the front of the card personal identification data, such as the individual's full name, date of birth, National ID number, photo, signature and expiry date of the card. The individual's personal identification data that is printed on the card, as well as additional data fields should also be stored digitally on the card's chip, which can be read by contact through inserting the card's chip in a reader and contactless by tapping the card on a reader.
- (d) The personal information on the resident that will be printed on the card should be sourced from the population register using SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG.

- (e) The QR code printed on the back of the card should contain a unique URL that is generated for each National ID number. The unique URL will need to be sourced from CIG using SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG. The proponent will need to generate the QR code to be printed on the card.
- (f) A generated barcode may be printed on the back of the card which is generated based on the National ID number. The proponent will need to generate the bar code to be printed on the card.
- (g) The solution needs to include the ability to capture and store the individual's photo and signature during enrolment and/or issuance.
 - i. The photo and signature will not be available from or stored in the population register.
 - ii. The photo and signature must be stored in a secure database and be retrievable and accessible by other applications in CIG using SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG.
 - iii. The requirement is for a colour photo.
 - iv. ICAO compliant picture cropping is preferred.
- (h) Training of CIG staff for identity proofing and verification of the individual, enrolment, issuance, ongoing technical and non-technical management and support of National eID and the end-to-end solution.
- (i) Documented processes for identity proofing and verification of the individual, enrolment, issuance, ongoing technical and non-technical management and support of National eID and the end-to-end solution.
- (j) Reporting from the various systems in order to measure key performance indicators and standard technical reporting.
- (k) Implementation of instances of the proposed solution within individual environments for Development, Test and Production. Note, Test should be a scaled down version of Production. All data in Development and Test should be anonymized. Professional services, technical support and project management required for the proposed solution should be broken down into detailed explanations of what is included in and out of scope of these services and the associated one-time and ongoing costs.

2. National eID Issuance Solution - Mobile/Non-Fixed Solution

Solution for enrolment, issuance, authentication, stock management, document management, quality control and lifecycle management.

- (a) It is anticipated that enrolment and issuance drives will be conducted across the island, by going to remote districts, large employers and places that a large number of residents frequent such as supermarkets or hardware stores.
- (b) This non-fixed solution should allow for enrolment and issuance of the National eID outside of an office environment. The solution needs to be portable.
- (c) Connectivity will need to be via wifi and/or the mobile network in the Cayman Islands.
- (d) It can be assumed that CIG will provide the staff and connectivity.
- (e) The personal information on the resident that will be printed on the card should be sourced from the population register using SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG.
- (f) The requirements are the same as the office solution with regards to the ability to capture and store the individual's photo and signature during enrolment and/or issuance.

- i. The photo and signature will not be available from or stored in the population register.
- ii. The photo and signature must be stored in a secure database and be retrievable using SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG.
- iii. The requirement is for a colour photo.
- iv. ICAO compliant picture cropping is preferred.

(g) Where possible, the mobile/non-fixed solution should utilize the software and processes used in the office solution, so as to reduce duplication of efforts, systems and processes. Data security should be the same standard as the office solution.

3. National eID Readers - Offices

- (a) Readers will be used in the fixed office environment such as by front-line staff and in the non-fixed office environment with access via the mobile network in the Cayman Islands, such as law enforcement to read the card's chip and access personal data on the individual with pin consent, verify identity digitally with pin consent and allow for digital signatures with pin consent.
- (b) The proposed solution should include non-proprietary and standards based PIN-pad smartcard readers with display and without display for cards in the CIG office environment. This should support all major operating systems.
- (c) The proposed solution should include non-proprietary and standards based smartcard readers in the CIG non-fixed, in the field environment. This should support all major operating systems.

4. National eID Readers - Residents

- (a) The proposed solution should include non-proprietary and standards based smartcard readers for residents that have a National eID to use the card for digital identity verification and digital signature. This should support all major operating systems.
- (b) Readers can be connected to a resident's computer and/or smartphone (all devices and major operating systems supported).
- (c) The National eID card holder can insert their card into the reader to digitally verify their identity and digitally sign documents using the digital certificates on the card and the consent of a pin. One pin will be required for identity and another for digital signature.
- (d) The reader is used in conjunction with the National eID Middleware to provide the capabilities of digital signature of standard document formats such as .doc or .pdf, using the combination of the digital signature certificate on the card and a digital signature pin.

5. National eID - Digital Certificates

The proposed solution should include provision of digital certificates for each card for digital signature and digital identity.

- (a) The CIG prefers not to be the Certificate Authority (CA) and does not currently have the resources to support and manage a CA. If the proposed solution requires CIG resources please outline resource requirements and skillsets required.
- (b) The successful proponent must be in a position to adhere to the Data Protection Law, 2017 (Cayman Islands). Any proposal which would require the transfer of personal data outside of the Cayman Islands must be able to demonstrate that it would be in compliance with the Eighth Principle of data protection, that is that the foreign jurisdiction provides an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data (as determined by the Data Protection Law).
- (c) It is preferred that the proposed solution is geographically located in the Cayman Islands. If the proposed solution is not geographically located in the Cayman Islands, please provide the geographical location along with the data protection law and the standards that the solution complies with and provide details on what personal data will be required to be stored outside the Cayman Islands, how the personal data will be secured, and who will have access to this data.
- (d) The CA should be eIDAS or other comparable framework-compliant applicable to trust services. Please provide details and proof of framework compliance.

6. National eID - Cards

The proposed solution should include provision of cards with a chip capable of contact and contactless use cases, with a minimum 5 year life span.

- (a) Recommended security features for the card most suitable for a government issued National eID providing photo security, document security, security of information printed on the card and held on the chip.
- (b) Minimum level 1 security features that can be easily checked by the public without special aids and level 2 security features that can be checked with simple aids.

7. Integration

- (a) All application systems and solutions are to be connected to the CIG Interoperability solution (existing local implementation of Estonia's X-Road solution inclusive of security servers) using SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG.
- (b) Additional integration points may include, but are not limited to, Microsoft Active Directory or Oracle OID, Oracle ECM and the CIG Payment Gateway.

8. National eID - Trial

The intent is to issue 200 National eID cards as part of a limited scope and limited participant trial within one month of contract signing. The intent of this trial is to setup a model office, which can be used to train CIG staff, test identity verification & proofing, issuance, change and cease processes and test the population register data being printed on a card. The delivery of 200 National eIDs would ideally be done in 4 iterations of varying quantities adding up to the total of 200 cards and can be done as a batch printing or through CIG printing individual cards. The

proponent should recommend the solution for the National eID trial, the recommended scope of the trial, how this trial can be accomplished and provide a project plan with recommended timings for delivery of the cards in 4 iterations following contract signing.

9. National eID - Helpdesk

End-user helpdesk support

- (a) It is anticipated that 24x7 helpdesk support will be needed for reporting of lost or stolen cards and certificate management (suspending and revoking requests).
- (b) It is anticipated that helpdesk support will be required for middleware software installation and end-user technical and non-technical support in relation to the National eID and its related uses.
- (c) Provide details on the support that will be provided for each tier of helpdesk support, how many staff, where they will be located and the hours of operation for each level of support. Please provide both an option A for CIG providing Tier 1 helpdesk support from 9am-5pm on Monday to Friday, and the proponent providing all other Tiers of helpdesk support, and another Option B for the proponent providing all levels of helpdesk support inclusive of Tier 1 support.

Deliverable Set #2 – National eID Middleware

1. National eID Middleware

- (a) The proposed solution should include middleware software for National eID card holders to support functionality of PIN and PUK changes, digital identity verification, digital signature creation and digital signature validation.
- (b) The middleware software is used in conjunction with the card reader to utilize the digital signature certificate stored on the card for digital signing.
- (c) The middleware should allow the user to email or print the digitally signed document. This emailed or printed digitally signed document, should clearly show the document has been digitally signed such that the document can then be used in day-to-day standard paper-based processes across the economy.
- (d) Provide details of the APIs or other web-based standards for service providers to build services to utilize the digital identity verification and digital signature creation/validation.

B. MATERIAL DISCLOSURES

1. CIG reserves the right to award multiple contracts as a result of this competitive process if, in the sole opinion of the CIG, best value is achieved by awarding separate contracts based on the separate but related elements listed in Appendix D RFP Particulars above.
2. The successful proponent must be in a position to adhere to the Data Protection Law, 2017 (Cayman Islands), information is available at: <https://ombudsman.ky/>. Any proposal which would require the transfer of personal data outside of the Cayman Islands must be able to demonstrate that it would be in compliance with the Eighth Principle of data protection, that is that the foreign jurisdiction provides an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data (as determined by the Data Protection Law).
3. The selected proponent must be available for the duration of the contract period to support the Cayman Islands time zone, and able to communicate with a professional level of English in both verbal and written communication.
4. Implementation should include out-of-hours work to maintain availability of the production environment to users within normal working hours.
5. The E-Government unit (E-Gov) infrastructure is currently deployed on a dedicated high-availability network infrastructure, and has its own dedicated firewall. E-Gov backend data exchange with other entities/networks, such as the core government network (e.g. access to the population register from authorized applications) will be secured, controlled and logged via SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG, utilizing the CIG Interoperability solution following the Estonian X-Road model through secure connections over the Internet or internal networks. Direct experience with interoperability with X-Road would be beneficial.

Data is to be sourced from the relevant master data source (e.g. personal data to be printed on the card should be sourced from the population register) and any data exchange between systems should be via the CIG Interoperability Solution.

Further information regarding the Estonian X-Road on which the CIG Interoperability Solution is based can be found at the following site: <https://x-road.global/>

Specifications for SOAP messages compatible with X-Road can be found at the following site: https://www.x-tee.ee/docs/live/xroad/pr-mess_x-road_message_protocol.html

6. CIG through the Computer Services Department will provide day to day operational support for the solution.
7. Internal system users authentication is via Microsoft Active Directory or Oracle OID.
8. CIG would prefer that any software installed for CIG should be capable of operating on a Linux based OS.

9. Where the proposed solution requires software installed on a specific OS, the proponent should provide a suitable hardening guide for the specific OS.
10. The successful proponent will access the systems using a client based VPN followed by a privileged access management solution which will log and require pre-approval by CIG.
11. The CIG has a payment processing solution that processes credit card payments. If the solution accepts the ability to pay using credit card, this can be considered an additional integration point that is not on the CIG Interoperability Solution.
12. The proposed solution should be compatible with the ForgeRock IAM product suite for user authentication.
13. Near obsolete or outdated technology based products should not be quoted or offered as a part of the solution. The proponent should specify the provenance of all software. Each item offered shall have a minimum support life of five years.
14. The following project timelines are provided to assist in resource planning:
 - Anticipated Execution of Agreement - July 2021
 - Anticipated Implementation & Testing Completed - September 2021
 - Project Completed - December 2021

The dates above are tentative only, and may be changed by CIG at any time

15. Where there is a license period for software the proponent is expected to include such license as to provide the number of years specified from the defined go live date.
16. All software and any required software licenses to complete the project must be included in the proposal. This should include any licenses required for operating systems, databases, load balancers, web service applications and any other software/software licenses.
17. Preference is for capturing and managing data as opposed to documents. Where documents are necessary, the records management must be integrated. If a document management system is required for storing documents, CIG would prefer integration with its existing Oracle ECM platform, this can be considered an additional integration point that is not on the CIG Interoperability Solution.
18. CIG's preference is that no non-standard or proprietary hardware or software is required for the user (internal and external), if there is, this must be declared and included in the solution.
19. CIG intends to include provisions for liquidated damages in any eventual contract including to address non-compliance with agreed delivery schedules.
20. The CIG has adopted the National Institute of Standards and Technology (NIST) security framework.
10. A copy of CIG's Web Application Security Policy is attached as Appendix G.
21. The CIG prefers to have the solution provider's account management team continue to engage with CIG over the duration of the contract, providing updates on product releases and roadmaps.

22. CIG requires maintenance and support for at least five (5) years including software support.
23. The CIG prefers to have:
 - o A single point of contact for issue reporting, with minimum business hours support in the Cayman Islands time zone with a defined escalation process.
 - o Parts replacement schedule (if applicable) for any hardware installed at CIG site/s:
 - i. 4 hours for critical components which have failed
 - ii. Next business day for non-critical hardware replacement
24. The successful bidder will be required to provide online or on-site training and train-the-trainer sessions to users and system management communities. Trainers should have English as a first language.
25. Ongoing free access to training material should be provided to CIG for functionality updates and to allow for new employees to be trained.
26. CIG reserves the right to conduct a due diligence on the selected vendor that provides assurance that a potential vendor is financially stable, ethically sound and has a strong corporate structure.
27. CIG may require proponents to provide product demonstrations of the proposed solution.
28. Proponents should provide a flexible future licensing model for population growth and increased take-up of National eID.
29. Preferably on premise or in Cayman Islands data residency and solution implementation.
30. If the respondent wishes to submit more than one proposed solution to this RFP, a maximum of two solutions can be submitted in whole in Bonfire.

C. MANDATORY SUBMISSION REQUIREMENTS

1. Submission Form (Appendix B)

Each proposal must include a Submission Form (Appendix B) completed and signed by an authorized representative of the proponent.

2. Firm Profile, Team Experience & Qualification

Information on the company, team and relevant qualifications and experience for the solution.

Each proposal must include a detailed team profile. A general description of the qualifications of the proponent and proposed team should be provided. As well as, brief documentation on significant projects of similar size and scope, together with a brief description of any other projects of relevance should be provided. Include the minimum qualifications and experience the proponent is willing to commit to providing for key roles in the implementation/execution team.

Please provide the background, experience and other relevant information of all proposed implementation team members. CVs/Resumes should be brief (1 page) and show relevant experience and responsibilities. Proponents shall provide detailed availability of project management staff and key personnel responsible for the implementation of the anticipated contract.

3. Evidence of License to Operate or Conduct Business

Evidence of license to operate or conduct business in place of business. If in the Cayman Islands this will be the appropriate Trade and Business License.

4. Reference Form (Appendix E)

Each proposal must include a completed Reference Form (Appendix E) completed according to the instructions. Proponents should provide references for comparable implementations of a National eID in terms of complexity and features that the Cayman Islands Government has listed as deliverables in the RFP. Customer references should be relevant. References should include the company or government name, contact name, telephone number, email and a description of the solution provided.

5. Proposed Amendments to Terms of Provided Contract

The terms of the contract are as outlined in Appendix A. Each proposal must include the proposed amendments to the terms of the provided contract and a sample License and Maintenance Agreement.

6. Declarations

The following declarations must be provided by the proponent:

- a. Declaration that the proponent company is not subject to any winding up proceedings or aware of any ongoing or impending litigation being brought against it that may materially impact its ability to deliver the proposed solution or commitments in this submission.
- b. Declaration that the proposed product is not scheduled (either specifically or by normal company procedures) for end of life/discontinuance within the next 5 years.

D. MANDATORY TECHNICAL REQUIREMENTS

The following technical requirements are mandatory and will be scored on a pass/fail basis:

1. All data exchanges with CIG resources, such as the person register, must take place via SOAP/XML web services that conform to the X-Road message protocol v4.0 or later version as prescribed by CIG, utilizing the CIG Interoperability solution following the Estonian X-Road model, unless otherwise specified by CIG.
2. The proposed solution includes a physical ID card with chip and embedded digital certificates for digital identity and digital signature, with contact and/or contactless capabilities.
3. If the proposed solution includes middleware – the middleware facilitates use of the card as the physical element and a PIN as the knowledge element of authentication AND digital document signing.
4. The proposed solution provides full warranty and maintenance for at least five (5) years including software support.
5. The proposed solution has capabilities with respect to confidentiality, data integrity and system availability. This includes data protection in motion and at rest, compliance with OWASP Top 10 and strong auditing capabilities.

The following technical requirements are mandatory and will be scored on a rated basis as per section F (Rated Criteria) below:

1. Proposed Solution

Each proposal must include a Proposed Solution document that covers the following aspects (not to exceed 50 pages):

a. Proposed Solution Design

Proponents should provide a description of the proposed solution design, all hardware, software, professional services, ongoing maintenance and support and other anticipated items required to issue a National eID to residents of the Cayman Islands, including:

- i. An overview of how the deliverables as outlined in Appendix D RFP Particulars are addressed.
- ii. Identification of any standards being employed relevant to the key functionalities to which the solution complies.
- iii. Description of the solutions technology and methods proposed, including processes, tools and features.
- iv. A security plan to be adhered to that complies with NIST security guidance for confidentiality, integrity and availability of Personally Identifiable Information (PII) and information systems.
- v. Proposed level of effort in hours by type of resources including CIG resources to be used on the project.

- vi. A high-level summary of the key differentiating and unique aspects of the proponent's solution. Ideally, these differentiating and unique aspects should correspond with the specific requirements as detailed in Appendix D RFP Particulars.
- vii. The hardware and supporting software requirements to operate the proposed system in the intended operating environment and specialised software tools or other applications required for implementation. Identify any proprietary software separately. The proponent should specify the provenance of all software.
- viii. Description of prerequisites for implementation/execution and where possible the available options.
- ix. The solution design should include a diagram that represents the solution.

b. Data Security

The successful proponent must be in a position to adhere to the Data Protection Law, 2017 (Cayman Islands). Any proposal which would require the transfer of personal data outside of the Cayman Islands must be able to demonstrate that it would be in compliance with the Eighth Principle of data protection, that is that the foreign jurisdiction provides an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data (as determined by the Data Protection Law).

Provide detailed information on how the proposed solution will provide data security in compliance with the Cayman Islands Data Protection Law, to include:

- i. If any data on the individual is required to be stored outside of the population register, information on where this data will be stored, how this data will be secured and who will have access to this data.
- ii. The geographical location of the Certificate Authority (CA), the standards that the CA complies with, personal data on the individual that will be stored at the CA, how this data will be secured, who will have access to this data and any resources and skillsets required by CIG for the CA.
- iii. The solution capabilities with respect to logging security, confidentiality, data integrity, and system availability. This includes data protection in motion and at rest, compliance with OWASP Top 10 and strong auditing capabilities.

c. Processes

Proponents should describe what processes are contemplated for delivery of the solution, ongoing management of the solution and ongoing issuance of National eID, including any resources or skillsets required by CIG.

d. Any special features

Please provide any other included features of the solution or associated with delivery of the project.

2. Implementation plan

Each proposal must include a detailed Implementation Plan. This section should include a detailed explanation of the professional services to be provided. Proponents should describe how they propose to manage the implementation of the proposed solution, clearly identifying who will provide the necessary resources and who will pay for them. Proponents should include the following:

- (a) Description of how all parts of the solution will be implemented.
- (b) Integration plan for the various elements of the solution.
- (c) Proposed project stages and milestones for an initial trial offering one month after contract and for subsequent deployment of the full solution with ongoing issuance. This should include the expected start date of the initial trial and the expected start date of the National eID full solution.
- (d) Resources required including skillsets, durations and the entity (CIG or Proponent) that will be required to supply these resources.
- (e) Description of the proposed process to be followed, resources to be supplied by proponent, resources and skillsets required by CIG and technology components – hardware, software, licenses etc. required to be provided by CIG to facilitate implementation of an initial trial within 1 month of contract execution and for the subsequent full solution with ongoing issuance.
- (f) Roles and responsibilities of each of the parties.
- (g) Sources and skills required of the program and/or project manager(s).
- (h) Sources and skills required of other resources and who will pay for them.
- (i) Anticipated issues and risks.
- (j) Key dependencies.
- (k) Communication and governance processes for managing the implementation plan and reporting on the project's progress.
- (l) Recommendations for briefing the project manager, and possibly the CIG working party or steering committee members.
- (m) Key milestones that can be associated with payment upon successful delivery or completion.

3. Warranty, Maintenance and Training Plan

The proponent should include details of post-delivery support and service including warranty, maintenance, training and ongoing support processes for all aspects of the proposed solution.

Proponents should specify the warranty periods for all solutions, as well as the software associated with running the proposed systems and applications.

Proponents should provide details of:

- (a) The warranty provided (coverage and duration/period).
- (b) The maintenance and support option included in the proposal, to include:
 - i. Committed response time and coverage by type of service disruption.
 - ii. Mean time to resolve by type of service disruption
 - iii. Location/s from which support is provided
 - iv. Resource accessibility relative to CIG hours of operation.

- (c) Approach to software updates and upgrades
- (d) Capabilities for remote maintenance and monitoring of the system;
- (e) Capabilities for automatically reporting fault conditions, to organizational and supplier personnel.
- (f) Training included and any prerequisite skills required by CIG resources.
- (g) Training delivery modes, types of training included, typical training class sizes and length of training session.
- (h) Support coverage included.
- (i) Access to software updates and patches.
- (j) Issue resolution and technical consultation process and SLA.
- (k) Hardware parts replacement process and SLA.

4. National eID Questionnaire (Q-68IM)

The proponent will need to complete the provided response template for the National eID questionnaire. The response template can be downloaded from the project listing on the Bonfire portal.

5. Pricing Form (Appendix C)

Each proposal must include a Pricing Form (Appendix C) completed according to the instructions contained in the form.

E. PRE-CONDITIONS OF AWARD

Prior to a contract being awarded the successful proponent must provide the following:

1. Proof of Liability Insurance (inclusive of products liability) amounting to no less than two hundred (200) percent the total value of this Agreement.
2. A signed Non-Disclosure Agreement in the manner set out by the CIG.

F. RATED CRITERIA

The following sections set out the categories, weightings and descriptions of the rated criteria of the RFP. The following scoring scale will be applied to the evaluation criteria using the weighting percentages outlined in the Evaluation Criteria below unless otherwise specified.

Rating	Definition	Score
Exceeds requirement	The Respondent is able to demonstrate a level of service beyond the Ministry's expectations, stated requirements and business objectives. The Respondent is offering major enduring benefits in terms of reduced risk and/or a quantifiable value add to the Ministry.	9 – 10
Meets requirement with Major value add	The Respondent demonstrates that they are able to meet the Ministry's requirement and business objectives. Adds some major areas of benefit to the Ministry with little or no risk and/or increased costs.	7 – 8
Meets requirement with Minor Value Add	The Respondent demonstrates that they are able to meet the Ministry's requirement and business objectives. Adds some minor areas of benefit to the Ministry with some risk and/or increased cost.	4 - 6
Meets requirement	The Respondent demonstrates that they are able to meet the Ministry's requirement and business objectives to an adequate level .	3
Limited understanding of requirement	The Respondent is unable to meet the Ministry's requirements and business objectives and would require considerable guidance.	1 – 2
No response or does not meet requirement	The Respondent does not offer an explanation or ability to meet the Ministry's requirements and business objectives.	0

1. Evaluation Criteria

The following categories, weightings and descriptions will be used in the evaluation of rated criteria, for both deliverable sets, during Stage II of the evaluation process (Evaluations), described in Part II of this RFP. These criteria apply to the proposals of all proponents.

#	Category	Weighting (%)
1	Pricing	35
2	Firm Profile, Team Experience & Qualifications	10
3	Project Approach and Understanding, Implementation Plan & Start Date of Issuance of National eID	10
4	Data Security	10
5	Proposed Solution	15
6	Warranty, Maintenance and Training	10
7	Local Industry Impact Statement	5

8 Scalability	5
Total Points	100

1. Pricing

See Appendix C – Pricing

2. Firm Profile, Team Experience & Qualifications

CIG will consider the qualifications and experience of the proponent and the specific implementation team in relation to the CIG's requirement. Experience will be evaluated based on previous relevant projects of similar size and scope.

References provided in Appendix E will be considered in assessing this criterion.

3. Project Approach and Understanding, Implementation Plan & Start Date of Issuance of National eID

CIG will consider the project approach and understanding of the proponent in relation to the solution and the deliverables outlined in Appendix D.

Consideration will be given to the implementation timeline and the resource demands on the CIG during the implementation period as well as the proposed implementation approach. The start date of the issuance of National eID will be considered in assessing this criteria.

4. Data Security

Consideration will be given to all solution capabilities with respect to confidentiality, data integrity and system availability. This includes data protection in motion and at rest, compliance with OWASP Top 10 and strong auditing capabilities.

CIG will also consider how the solution addresses partial system unavailability and data anonymity off-premise/out of jurisdiction. The CIG will also consider the following attributes in assessing this criterion:

- (a) Access policy design effectiveness
- (b) Comprehensiveness of access control capabilities with respect to:
 - i. Policies
 - ii. User attribute based controls
- (c) Sensitivity based authentication requirement escalation

Data Security will be rated based on the information provided in the Data Security submission, with consideration given to additional details included separately in the National eID Questionnaire. Consideration will be given to all solution capabilities confidentiality, data integrity and system availability. This includes:

- (a) Data protection in motion and at rest
- (b) Protection from unauthorised access
- (c) Integration capabilities with commercial solutions and/or integrated access controls
- (d) Auditing capabilities.
- (e) Protection from denial-of-service attacks;

- (f) Use of state-of-the-art security coding practices in development methodology to mitigate at least vulnerabilities included in the OWASP TOP10
- (g) OWASP Application security verification standard 4.0 compliance level.

5. Proposed Solution

The proposed solution will be considered in its entirety, with emphasis on a solution that provides the full end-to-end deliverables as outlined in Appendix D.

The proposed solution will be rated based on the information provided in the Proposed Solution document, with consideration given to additional details included separately in the National eID Questionnaire.

Proponents may be invited to provide a presentation and demo of the solution. The presentation is intended to verify that the system meets all of the requirements as well as to provide the evaluation team with some exposure to the system with respect to its simplicity, user-friendliness and functionality. The presentation may also be used to indicate any additional features provided but not requested in this RFP.

Based on the presentation, initial scoring of the proponent may be adjusted.

6. Warranty, Maintenance and Training

Support and maintenance will be rated based on the responses in the Warranty, Maintenance and Training plan submitted, with consideration given to additional details included separately in the National eID Questionnaire.

CIG will consider:

- (a) Base ongoing technical support that will be provided to the CIG upon purchase of the system.
- (b) Ongoing integration and troubleshooting support
- (c) Warranty coverage and duration
- (d) The maintenance and support option included in the proposal, to include:
 - o Committed response time and coverage by type of service disruption.
 - o Mean time to resolve by type of service disruption
 - o Location/s from which support is provided
- (e) Approach to software updates and upgrades
- (f) Capabilities for remote maintenance and monitoring of the system
- (g) Capabilities for automatically reporting fault conditions, to organizational and supplier personnel.
- (h) Ease of communication and access to technical support level and type of training.

7. Local Industry Impact Statement

Submissions should include a Local Industry Impact Statement as seen in Appendix F.

8. Scalability

Project scalability will be measured on the percentage difference between the project costs for the minimum numbers versus the project cost for the maximum numbers. Scalability points will be assigned as follows:

All bidders will submit 3 pricing structures:

- a. Pricing at minimum number in forecasts
- b. Pricing at expected number in forecasts
- c. Pricing at maximum number in forecasts

In order to determine Scalability, the pricing at minimum number in forecasts and the pricing at maximum number in forecasts from above will be compared as follows to determine a “Scalability Ratio”:

Scalability Ratio = Pricing at maximum number in forecasts/ Pricing at minimum number in forecasts

Scalability Points will be determined as:

((Lowest Scalability Ratio of All Bidders)/(Scalability Ratio of the Bidder being Evaluated))
x5=Scalability Points of Bidder Being Evaluated

APPENDIX E – REFERENCE FORM

Each proponent is required to provide three (3) references from clients who procured similar goods and services from the proponent in the last 5 years.

The CIG reserves the right to contact any or all references.

Reference #1

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #2

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

Reference #3

Company Name:	
Company Address:	
Contact Name:	
Contact Telephone Number:	
Date Work Undertaken:	
Nature of Assignment:	

APPENDIX F: LOCAL INDUSTRY IMPACT STATEMENT (TEMPLATE/GUIDE)

Introduction

The Cayman Islands Government is committed to maximising opportunities for local industry in competing for, and winning, Government procurements. As part of this commitment, suppliers are required to provide a statement of industry impact as part of their submission. This statement is aimed at enabling suppliers to outline how their proposed supply of goods/services will provide a positive impact on the local industry.

Your local industry impact statement is an essential part of your submission and will be used by the agency to evaluate your submission. **The statement will contribute a percentage to your final score as stated in solicitation document of the procurement evaluation.** Suppliers that fail to submit a statement will not receive a score in relation to this criterion.

Local industry impact statement

Please provide comment on how your submission will positively impact on the local industry/economy. You will need to ensure you can verify the information you submit and where possible should provide actual numbers of staff/values of goods and/or services in your statement.

What is the direct local impact of your business?

Examples: Are you a local supplier (how many people do you employ, where is your business located, what is the ownership)? How many people do you employ in Cayman? Would any new jobs be created by the proposed contract?

What is the direct local impact of your submission?

Examples: How much of the goods and services in your submission will be provided by/sourced from local suppliers (this includes goods/services you provide as well as goods/services procured/produced from suppliers/sub-contractors/partners)? Detail how you intend to identify and engage with sub-contractors and/or other SMEs in relation to the delivery of the contract including your supply chain i.e. use of existing supply chains, advertising of sub-contracting or supply opportunities, liaison with industry groups, etc.

What is the indirect local impact of your submission?

Examples: Will you source components of your offer from other local companies/sub-contractors? Is there new work to be undertaken locally as a result of you fulfilling the contract? Are workers travelling to the local area to undertake the work? How much?

Other, broader local impacts of your submission?

Examples: Your supply may lead to: new skills being developed locally; trainees/apprentices being appointed; cross transfer skills to a local partner/sub-contractor; your company (if you are not local) setting up an office/employing local staff; scale for you to take your products/services interstate/overseas; local community sponsorship etc.

Goods and services to be utilised in the contract

Identify the goods and/or services you expect to purchase in order to complete the contract and provide the requested information in relation to same, where known.

Identified goods or services	Total estimated value	Name of supplier anticipated to be used (if already determined through existing supply chain arrangements)	Location of supplier (where already determined through existing supply chain arrangements)	If supplier not yet determined, is there a local SME market for same? (Yes/No)

Note: Where determined appropriate by the procuring entity, the information provided may be captured in the contract and monitored as part of the contract performance.

Completed and endorsed

.....
(Name and position – print)

.....
(Signature)

...../...../.....
(Date)