

**QUESTIONS & ANSWERS – BRIEFING SESSION GPAA 12/2023**

<b>Question</b>	<b>Answer</b>
The tender document speaks about two-way system one Bespoke and COTS, I recon you don't do Bespoke at all.	In as far as Bespoke is concern it will be at the later stage where we might ask you to integrate into our data system so that we can get data but most definitely we are starting off with a system that already works.
First test for HANIS is only for the finger since there no facial on HANIS yet?	The HANIS has no facial recognition facility yet, the proposed solution should cater for facial recognition and be integrated as soon as it become available on HANIS or equivalent.
As part of the system omni-channel support implementation requirements do you need a mobile app or a responsive web solution on a mobile device or different device?	What we want is that your system would preferably be cloud based for business continuity issues (the system must comply with cloud directives published by the DPSA). An app would be a bonus, bidders may propose. The solution must be able to identify both GPAA employees and clients within 17 GPAA offices.
Is there no enrollment required, as the solution will be is linked to the HANIS?  Is there no enrollment needed for GPAA employees as well?	Identified a client from HANIS does not mean that they members because in some circumstances 3 <sup>rd</sup> party perform transaction on behalf of member.  We have our own enrolment database, while the service provider is not expected to enroll GPAA employees the service provider will need to verify if they are enrolled.
On SBD 3.1, do we have to include the maintenance and support as part of the leasing amount as there is no line item for them?	There is a provision that is made for other costs in the SBD 3.1 template which the bidder may deem necessary to complete the project.