



**National Tender Department**  
**Ministry of Finance and Public Enterprises**  
Republic of Maldives

# **CLARIFICATION - 1**

*Procurement of the:*  
**Education Management Information Systems -  
Design, Develop, Implement and Training the  
Users**  
**TES/2026/NC-005**



**Ministry of Finance and Public Enterprise**

Ameenee Magu, 20379

Male', Republic of Maldives

+960 3349225 | [tender@finance.gov.mv](mailto:tender@finance.gov.mv)

## CLARIFICATION NO. 01

Procurement Name: **Education Management Information Systems - Design, Develop, Implement and Training the Users**  
Procurement Number: **TES/2026/NC-005**

RFP No.: MV-MOE-AEDP-495680-GO-RFP

Project: Maldives Atolls Education Development Project (AEDP)

Date: 25<sup>th</sup> June 2026

This Clarification forms an integral part of the Request for Proposal (RFP) and shall be read in conjunction with all previously issued Request for Proposals (RFP).

Following changes has been brought to the Tender Data Sheet:

#	Query	Response
1	<b>Version &amp; End-of-Life</b>	
2	Q1. MySQL 5.7 and MongoDB 5.0 are both past end-of-life. Will the vendor be required to deliver on currently supported versions - MySQL 8.4 LTS and MongoDB 8.0?	Yes. Vendors are required to propose and implement currently supported Long-Term Support (LTS) or stable versions of all software components at the time of deployment.  The versions mentioned in the RFP are indicative reference points, not mandatory fixed versions.
3	Q2. Spring Boot 3.0.x reached OSS end-of-life in November 2023. Is the intent to specify Spring Boot 3.3.x or 3.4.x as the minimum acceptable version?	The vendor shall use a currently supported stable/LTS version of the framework at the time of implementation.  The version specified in the RFP is not restrictive, and vendors are encouraged to adopt newer supported versions.
4	Q3. Why are specific patch versions specified (PostgreSQL 14.2, MongoDB 5.0.5) rather than minimum major versions? Is MoE prepared to maintain these exact versions long-term?.	Specified versions in the RFP are indicative for compatibility reference only.  Vendors are expected to:  Propose supported and secure versions Follow industry best practices for versioning and lifecycle management  MoE does not intend to enforce exact patch versions long-term.



5	Q4. If a specified component reaches end-of-life during the contract period, what is the vendor's upgrade obligation and who bears the cost?	<p>Ensure that all components remain supported, secure, and compliant throughout the contract period Perform necessary upgrades, patches, and updates</p> <p>Cost of such upgrades shall be included within the vendor's proposal, unless the upgrade constitutes a major scope change or new feature outside the agreed system baseline, in which case it will be handled through a change management process.</p>
6	Q5. Java 21 is the current LTS with virtual threads important for AI and high-concurrency workloads. Should JDK 21 be the minimum rather than JDK 17?	<p>The vendor shall use a currently supported LTS version of Java.</p> <p>JDK 17 is the minimum baseline, however vendors are encouraged to adopt newer LTS versions, provided compatibility and stability are ensured.</p>
7	Q6. Python "3.0 or higher" technically permits Python 3.6 which is EOL. No current AI/ML framework supports below Python 3.10. Should this be corrected to Python 3.11 minimum?	<p>Vendors shall use Python 3.10 or higher, with preference for currently supported stable versions (e.g., 3.11 or above) to ensure compatibility with modern AI/ML frameworks.</p>
8	<b>Artificial Intelligence &amp; Intelligent Features</b>	
9	Q7. Which AI/ML frameworks are acceptable? Is the vendor required to use PyTorch, TensorFlow, Hugging Face Transformers, or are alternatives permitted?	<p>Vendors may use industry-standard AI/ML frameworks (e.g., PyTorch, TensorFlow, Hugging Face, or equivalent).</p> <p>The RFP does not mandate a specific framework, however:</p> <p>The solution must be well-supported, maintainable, and widely adopted The vendor must ensure knowledge transfer and maintainability by MoE</p>
10	Q8. Will the system call external LLM APIs (OpenAI, Anthropic, Google Gemini) or is fully self-hosted AI inference required on GoM infrastructure?	<p>The solution shall be designed with a hybrid capability:</p> <p>Primary preference: AI processing within Government of Maldives (GoM) infrastructure External APIs (e.g., OpenAI, Anthropic, Google Gemini) may be used only if:</p> <ul style="list-style-type: none"> <li>- No sensitive student data is exposed outside GoM-controlled environments</li> <li>- Appropriate data protection and compliance measures are implemented</li> <li>- MoE explicitly approves such usage</li> </ul> <p>Vendors must clearly specify their proposed approach.</p>



11	Q9. What is the data residency policy for student records used as context in AI inference calls, including during model fine-tuning and training pipelines?	<p>All student and institutional data shall remain within GoM-approved data residency boundaries.</p> <p>Vendors must ensure:</p> <p>Any AI-related processing (training, fine-tuning, inference) complies with data protection and privacy requirements Clear documentation of data flow, storage, and processing locations</p>
12	Q10. Who owns the trained AI model weights and fine-tuned parameters - MoE or the vendor? Is this covered by the existing IP clause for source code?	<p>All deliverables under this project, including:</p> <p>Trained model weights Fine-tuned parameters Training datasets (where applicable) Source code and pipelines</p> <p>shall be the property of the Ministry of Education (MoE), in line with the RFP's Intellectual Property provisions.</p> <p>Vendors shall not retain exclusive rights over solution-specific models developed under this contract</p>
13	Q11. What Dhivehi language accuracy benchmarks must the AI tutor achieve before UAT passes? Who evaluates - IT staff or MoE language specialists?	<p>Vendors shall propose measurable accuracy benchmarks for Dhivehi language performance, including:</p> <p>Comprehension accuracy Response relevance Linguistic correctness</p> <p>Evaluation will be conducted jointly by:</p> <p>MoE domain experts (including language specialists) Technical evaluation team</p> <p>Final acceptance criteria will be agreed during the design phase and validated during UAT.</p>
14	Q12. What guardrails are required to prevent AI hallucination in student-facing features, particularly the AI tutor answering factual subject-matter questions?	<p>The solution must implement robust safeguards, including but not limited to:</p> <p>Retrieval-based grounding mechanisms (e.g., referencing approved curriculum content) Confidence scoring and response validation Restricting responses to verified knowledge sources Logging and monitoring of AI outputs Human override and escalation mechanisms</p> <p>The vendor shall clearly document their approach to AI safety, explainability, and risk mitigation.</p>



15	Q13. Is a vector database (pgvector, Weaviate, or Qdrant) required for retrieval-augmented generation? Without specifying it, vendors will implement keyword search which cannot support the AI features described.	<p>The RFP does not mandate a specific technology (e.g., pgvector, Weaviate, Qdrant).</p> <p>However, vendors are expected to design an architecture that:</p> <p>Supports efficient semantic search and contextual retrieval Enables advanced AI capabilities such as retrieval-augmented generation (RAG)</p> <p>Vendors must justify their proposed approach and demonstrate that it meets the functional requirements of the system.</p>
16	<b>Architecture &amp; Infrastructure</b>	
17	Q14. Is Kubernetes required for container orchestration, or is Docker Compose acceptable for production deployment of a national system?	For a national-scale system, the solution must use enterprise-grade container orchestration suitable for high availability, scalability, and resilience.
18	Q15. What is the expected peak concurrent user count? This number is required for every architecture and infrastructure sizing decision and is not currently specified anywhere in the RFP.	<p>Vendors shall design the system to support nationwide usage, including:</p> <p>All schools across the Maldives Administrative users at school, atoll, and central levels Concurrent access during peak periods (e.g., results entry, enrollment periods)</p> <p>As a guideline, vendors should assume:</p> <p>80,000 – 100,000 concurrent users (scalable beyond this)</p> <p>Vendors must clearly state:</p> <p>Assumptions used for sizing Scalability approach (horizontal/vertical)</p>
19	Q16. Is the deployment model multi-tenant (one shared instance for all schools) or multi-instance (one deployment per school or atoll)?	<p>The preferred deployment model is multi-tenant architecture (single shared platform) with:</p> <p>Logical data isolation per school/institution Centralized management and governance</p> <p>However, the architecture should allow future flexibility if segmentation is required for policy or operational reasons.</p>



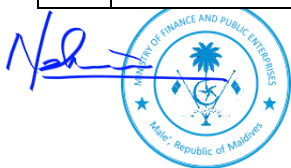
20	Q17. Is an API gateway required as part of the solution? If so, which technology is preferred - Kong, Nginx, Traefik, or a cloud-native equivalent?	<p>Yes, the solution shall include an API management layer (API Gateway) to support:</p> <p>Secure external and internal integrations Authentication, rate limiting, and monitoring</p> <p>The RFP does not mandate a specific product (e.g., Kong, Nginx, Traefik), but the selected solution must be:</p> <p>Scalable Secure Widely supported</p>
21	Q18. Is event streaming (Kafka or RabbitMQ) required for asynchronous workflows - particularly for outer atoll school data synchronisation when connectivity resumes after outages?	<p>The architecture should support asynchronous processing and event-driven communication, particularly for:</p> <p>Data synchronization across geographically dispersed schools Handling intermittent connectivity scenarios</p> <p>Use of technologies such as Kafka, RabbitMQ, or equivalent is recommended but not mandatory, provided the proposed solution meets reliability and performance requirements.</p>
22	Q19. Is offline-first architecture a hard technical requirement for outer atoll schools, or is "low-bandwidth mode" sufficient? What is the minimum acceptable offline functionality scope?	<p>Given the geographical context of the Maldives, the system must support resilient operation under limited or intermittent connectivity.</p> <p>This includes:</p> <p>Offline-capable features for critical functions (e.g., attendance, basic student data entry) Local data caching with synchronization upon reconnection</p> <p>“Low-bandwidth mode” alone is not sufficient. Vendors must clearly define:</p> <p>Scope of offline functionality Synchronization mechanisms Conflict resolution approach</p>
23	<b>Security &amp; Compliance</b>	
24	Q20. Is OWASP Top 10 compliance a mandatory acceptance criterion? If so, who conducts the assessment - an independent third party or the vendor self-certifying?	<p>Yes, the solution must comply with the OWASP Top 10 security risks mitigation standards as a mandatory requirement.</p> <p>Assessment approach:</p> <p>Vendors must ensure compliance through secure development practices Final validation will be conducted through a combination of</p>



		vendor self-assessment and independent verification during security testing phases
25	Q21. Is an independent third-party penetration test required before go-live? Who selects and funds the penetration testing firm?	<p>Yes, an independent third-party penetration test is required prior to go-live as part of the overall system readiness and security validation process.</p> <p>The penetration testing shall be conducted by a qualified independent security firm The selection of the firm shall be mutually agreed between MoE and the Supplier, or appointed by MoE depending on procurement procedures The cost of penetration testing shall be borne by the Supplier unless otherwise specified in the contract</p> <p>All identified vulnerabilities must be remediated and verified before Operational Acceptance and go-live approval.</p>
26	Q22. What encryption standard applies to data at rest and in transit? Is AES-256 at rest and TLS 1.3 minimum in transit a requirement?	<p>All data processed, stored, or transmitted under the system shall be protected using industry-standard, strong encryption mechanisms as part of the required cyber security controls outlined in the RFP.</p> <p>Minimum requirements are as follows:</p> <p>Data at rest: AES-256 encryption or equivalent strong encryption standard Data in transit: TLS 1.2 or higher, with TLS 1.3 strongly preferred where supported by system components</p> <p>Vendors may propose stronger encryption standards; however, they shall not implement weaker or deprecated cryptographic protocols under any circumstances.</p> <p>All encryption implementations must align with the overall security obligations defined in <b>Clause 44</b>, including protection against unauthorized access, disclosure, and data compromise.</p>
27	Q23. Is ISO 27001 or SOC 2 Type II certification required of the vendor or any subcontractors who handle student data?	<p>ISO 27001 and/or SOC 2 Type II certifications are strongly preferred for the vendor handling student data, but they are not mandatory for bid submission.</p> <p>If you do not have these specific certifications, you must demonstrate equivalent security controls, policies, and audit mechanisms that align with internationally recognized standards like ISO 27001 or SOC 2 principles.</p>



28	Q24. How must secrets, API keys, and credentials be managed - is a secrets manager such as HashiCorp Vault or AWS Secrets Manager required?	<p>Secrets, API keys, and credentials must be securely managed using industry-standard secure secrets management practices, including encryption at rest, strict access control, and audit logging.</p> <p>Use of a dedicated secrets management solution (e.g., HashiCorp Vault, AWS Secrets Manager, or equivalent) is required or an equivalent secure mechanism must be proposed and justified by the vendor.</p> <p>Hardcoded credentials or insecure storage of secrets are strictly not permitted.</p>
29	Q25. What is the maximum acceptable time to patch a critical CVE after public disclosure - 24 hours, 72 hours, or 7 days?	<p>Vendors shall follow a risk-based vulnerability management approach:</p> <p>Critical vulnerabilities: remediation within 72 hours of verified disclosure (or immediate compensating controls if patching is not feasible)</p> <p>High vulnerabilities: remediation within 7 days</p> <p>Medium/Low vulnerabilities: addressed in regular patch cycles</p> <p>All remediation must be properly documented and verified.</p>
30	Q26. Is a Software Bill of Materials (SBOM) required at delivery, documenting all open-source dependencies to enable rapid CVE exposure assessment?	<p>Yes, a Software Bill of Materials (SBOM) is required at system delivery.</p> <p>It must document all open-source and third-party dependencies and be provided in a machine-readable format where possible, to support vulnerability tracking and CVE impact assessment throughout the system lifecycle.</p>
31	<b>Data, Privacy &amp; Governance</b>	
32	Q27. What data protection legislation governs this system? Is a Maldives Personal Data Protection Act in force and does it apply to this procurement?	<p>The system shall comply with all applicable laws of the Maldives in force at the time of implementation</p> <p>The vendor must also adhere to international best practices for data protection and privacy</p> <p>Any additional documents related to data protection will be shared during the project implementation phase.</p> <p>All solutions must therefore be designed to remain legally compliant, privacy-aware, and adaptable to evolving national and international data protection legislation.</p>
33	Q28. Is granular per-student, per-purpose consent management required - or is consent assumed through the school enrolment agreement?	<p>Consent is primarily based on school enrolment and lawful educational data processing.</p> <p>However, the system must support granular consent tracking where required for specific services or integrations.</p>



34	Q29. What are the data retention and deletion policies for student records after graduation, transfer, or permanent departure from the Maldives?	<p>As a general requirement, the system must support:</p> <ul style="list-style-type: none"> <li>Retention of student records for legitimate administrative and historical purposes</li> <li>Status-based handling (e.g., graduation, transfer, or permanent departure)</li> <li>Secure archival and controlled deletion mechanisms where required by policy or law</li> <li>Full auditability of all retention and deletion actions</li> </ul> <p>The vendor must ensure the system is configurable to implement retention rules once formally issued by MoE.</p>
35	<b>Operational &amp; SLA</b>	
36	Q30. What is the uptime SLA requirement - 99.9% (8.7 hours downtime per year) or 99.99% (52 minutes per year)? This single number drives the entire infrastructure design and cost.	<p>The minimum required uptime SLA is 99.9% (“three nines”) system availability, measured on an annual basis.</p> <p>Vendors are encouraged to propose higher availability (e.g., 99.99%) where feasible, provided it is justified in the architecture and cost proposal.</p> <p>The system design must ensure resilience, redundancy, and failover capabilities to consistently meet the 99.9% uptime requirement.</p>
37	Q31. What are the RTO (recovery time objective) and RPO (recovery point objective) for disaster recovery? How much data loss is acceptable in a worst-case scenario?	<p>The EMIS solution is expected to incorporate appropriate business continuity and disaster recovery mechanisms in line with the technical requirements specified in the RFP. As a baseline, bidders should consider a target Recovery Time Objective (RTO) of <math>\leq 1</math> hour and Recovery Point Objective (RPO) of <math>\leq 15</math> minutes, with appropriate backup, recovery, and resilience measures to support these requirements.</p> <p>Bidders are expected to propose suitable backup, disaster recovery, and business continuity approaches, including periodic backup testing, encryption of backups, and recovery procedures necessary to meet the required service continuity objectives.</p>
38	Q32. What observability stack is required - Prometheus/Grafana for metrics, ELK/OpenSearch for logs, and OpenTelemetry for distributed tracing?	Bidders are expected to propose an appropriate monitoring, logging, and observability approach that meets the functional, security, and performance requirements specified in the RFP.



39	Q33. Who is responsible for infrastructure management after go-live - MoE IT staff or the vendor under a managed service arrangement? The current RFP is ambiguous on this boundary.	Post go-live, the responsibility for infrastructure and system operations will be handled within the Ministry of Education (MoE).
40	Q34. What backup frequency and retention period is required for student records, examination data, and financial records?	<p>The proposed solution is expected to include appropriate backup, recovery, archival, and retention capabilities necessary to ensure business continuity, data integrity, security, and compliance with applicable legal, regulatory, and operational requirements.</p> <p>Bidders are expected to propose a suitable backup and retention strategy, including backup frequency, recovery arrangements, retention periods, and secure archival mechanisms, considering the criticality and sensitivity of education-related data such as student, examination, and financial records.</p> <p>Detailed retention periods, backup schedules, archival requirements, and recovery expectations will be finalized during the design and implementation phase in accordance with applicable policies, legal requirements, and operational needs.</p>
41	<p>Eligibility, JV and Experience</p> <p>Please confirm whether participation is allowed as: (a) single entity, (b) joint venture/consortium, or (c) with subcontractors, and whether there is any cap on the number of JV members beyond what is stated in Section I and Section III (Evaluation and Qualification Criteria).</p> <p>For better participation and competitive price discovery, it is requested to allow Consortium Bidding</p>	As per the section II (Proposal Data Sheet) ITP reference 4.1, the maximum number of members in a Joint Venture (JV) is specified as [0]. Therefore, Joint Ventures or consortium arrangements are not permitted under this Request for Proposals.



42	<p>Eligibility, JV and Experience Section III lists specific experience and organizational requirements over past years and minimum values per similar contract. Kindly clarify whether (i) ongoing (not yet fully completed) projects with substantial completion can be counted, and (ii) similar contracts in closely related domains (e.g., non-education but similar enterprise information systems) will be accepted as “similar”.</p>	<p>As per the Section III – Evaluation and Qualification Criteria 1.4.2, project has to be successfully and substantially completed and that are similar to the proposed Information System.</p> <p>The successfully completed similar contracts shall be documented by a copy of an Operational acceptance certificate (or equivalent documentation satisfactory to the Purchaser) issued by the purchaser(s).</p>
43	<p>Eligibility, JV and Experience Please clarify if experience and turnover can be aggregated across JV members and subcontractors as indicated in “All members combined / Each member / At least one member” tables in Section III, and how exactly this aggregation will be evaluated.</p>	<p>As per the section II (Proposal Data Sheet) ITP reference 4.1, the maximum number of members in a Joint Venture (JV) is specified as [0]. Therefore, Joint Ventures or consortium arrangements are not permitted under this Request for Proposals.</p>
44	<p>Eligibility, JV and Experience With respect to “conflict of interest” and “state-owned entity” provisions in Section I and Section III, please confirm that entities owned partly by public sector undertakings but operating under commercial law are eligible, and specify what documentary evidence is required to demonstrate compliance.</p>	<p>Form ELI 1.1.1- Proposer Information Form, specifies the documentary evidence requirement</p>



45	<p>Financial Criteria and Turnover</p> <p>Section III requires a minimum average annual turnover over the last three years and demonstration of access to financial resources equal to a percentage of the proposed contract value. Please clarify whether equivalent amounts in INR will be evaluated at a specific reference exchange rate and what that reference date/rate will be, and confirm whether audited financials in local GAAP are acceptable, or if IFRS is specifically required.</p>	<p>As per ITP 36.2, all currency conversions for evaluation and comparison purposes shall be carried out in USD using the exchange rates published by the Maldives Monetary Authority (MMA).</p> <p>Accordingly, any amounts expressed in INR or other currencies will be converted to USD based on the applicable MMA exchange rate in line with the stated provisions.</p>
46	<p>Financial Criteria and Turnover</p> <p>For “Historical Financial Performance” and “Pending Litigation / Litigation History,” please clarify the exact look-back period and whether closed litigations that were settled amicably but initially filed against the bidder will be treated as “adverse history”.</p>	<p>As per Section III – Evaluation and Qualification Criteria:</p> <p>For Historical Contract Non-Performance (1.2.1) and Litigation History (1.2.4), the applicable look-back period is the past three (3) years from 1st January 2023 to 31 December 2025.</p> <p>For Pending Litigation (1.2.3), all ongoing litigation shall be disclosed and will be evaluated assuming that such litigation will be resolved against the Proposer.</p>
47	<p>Scope of Work and Technical Requirements</p> <p>The tender describes an Information System with enterprise-level applications, workflow automations, and education-related platforms. Please provide a high-level functional scope or business process overview (modules, user types, data volumes, interfaces, reporting needs), and confirm whether any legacy systems exist that must be integrated or migrated.</p>	<p>The system is a nationwide integrated platform covering end-to-end education management processes across MoE and all schools in Maldives. Yes, integration and migration are required. The RFP mandates consolidation and integration of existing MoE departmental systems and data sources, but it does not provide a detailed list of legacy systems. These will be identified during the system design phase through stakeholder consultation and surveys.</p>



48	<p>Scope of Work and Technical Requirements Please clarify the technology-stack expectations: are specific frameworks and tools mandatory, or indicative only, and will equivalent technologies be accepted if they fully meet functional and non-functional requirements.</p>	<p>The listed technology stack is preferred and recommended, not strictly mandatory. Bidders may propose equivalent technologies provided they fully meet all functional, performance, scalability, security, and integration requirements, and ensure compatibility and maintainability within the overall EMIS ecosystem.</p>
49	<p>Scope of Work and Technical Requirements The tender mentions integration with external systems and database/data security requirements. Please specify the key external systems and protocols (APIs, data formats, security standards) and confirm the expected data residency requirements and applicable data protection regulations.</p>	<p>Key external systems will include existing MoE platforms, HR systems, finance systems, examination systems, and other government/education-related systems as identified during the design phase.</p> <p>Protocols &amp; standards:</p> <p>Integration via secure APIs (REST/JSON preferred); support for other standard protocols if required. Compliance with industry-standard security practices (e.g., HTTPS, OAuth2, role-based access control, encryption in transit and at rest). Use of standard data formats (JSON, XML, CSV where applicable).</p> <p>Data residency &amp; protection:</p> <p>All core EMIS data is expected to be hosted within infrastructure designated/approved by MoE (Maldives). The solution must comply with applicable national data protection policies and government regulations, and follow international best practices for data security and privacy.</p>
50	<p>Scope of Work and Technical Requirements Please confirm whether detailed Technical Requirements (performance SLAs, uptime, response times, concurrency, security standards) will be provided, or if bidders are expected to propose these as part of the preliminary project plan.</p>	<p>Detailed technical requirements (e.g., performance SLAs, uptime, response times, concurrency, and security standards) will be refined and finalized during the System Design Phase in consultation with the selected bidder.</p> <p>Bidders are expected to propose indicative benchmarks and standards as part of their technical proposal, aligned with industry best practices and the scale of a national EMIS.</p>



51	<p>Deliverables, Project Plan and Implementation</p> <p>The RFP requires a Preliminary Project Plan and states that the Proposer is responsible for successful integration and interoperability of all components. Please clarify the expected level of detail at the proposal stage (e.g., WBS depth, resource loading, environment plan, cutover plan) and whether any standard project management methodology (Agile, Waterfall, Hybrid) is preferred.</p>	<p>At the proposal stage, the Preliminary Project Plan should be high-level but structured.No single methodology is mandated; bidders may propose Agile, Waterfall, or Hybrid approaches, with justification for suitability to a national-scale EMIS implementation.</p>
52	<p>Deliverables, Project Plan and Implementation</p> <p>Kindly clarify the roles and responsibilities of the Purchaser and other stakeholders during implementation (data cleansing, infrastructure provision, UAT users, change management, training logistics) so that these can be properly reflected in the project plan.</p>	<p>Purchaser (MoE) and stakeholders will:</p> <ul style="list-style-type: none"> <li>Provide infrastructure/hosting environment (or approve hosting setup) and necessary access.</li> <li>Facilitate data availability and validation, including supporting data cleansing and migration.</li> <li>Nominate focal points and UAT users from relevant departments and schools.</li> <li>Participate in requirements validation, design approvals, and UAT sign-off.</li> <li>Support change management activities, including communication with stakeholders.</li> <li>Coordinate training logistics (venues, participant mobilization, scheduling).</li> </ul> <p>Supplier will:</p> <ul style="list-style-type: none"> <li>Lead data migration strategy and tools, system configuration, and integration.</li> <li>Support data cleansing processes (guidelines, templates, validation).</li> <li>Conduct training delivery, materials development, and ToT.</li> <li>Manage implementation, testing, deployment, and technical support.</li> </ul> <p>Detailed roles and responsibilities will be finalized during the System Design Phase.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>



53	<p>Deliverables, Project Plan and Implementation</p> <p>Please confirm the expected implementation timeline and whether there are any fixed milestone dates driven by academic sessions, financial year deadlines, or donor timelines, particularly in view of the “Proposed timeline and budget” factor in Section III.</p>	<p>The overall implementation timeline is to be proposed by the bidder as part of the Preliminary Project Plan, aligned with the scope and phased approach outlined in the RFP.</p> <p>There are no fixed milestone dates prescribed at this stage; however, bidders should consider alignment with academic calendars, government planning cycles, and donor reporting timelines where relevant.</p> <p>Final timelines and milestone schedules will be agreed during the System Design Phase in consultation with MoE.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
54	<p>Evaluation Method, Technical Scoring and Price</p> <p>Section III includes a formula combining evaluated cost and technical score. Please share the detailed technical evaluation matrix with weights and sub-criteria for each technical component and clarify whether there is any minimum technical score (cut-off) below which proposals will not be considered for financial evaluation.</p>	<p>Refer to RFP Section II, PDS ITP32.1.</p> <p>The RFP does not specify a numerical point-based cut-off points for the scored technical evaluation.</p>
55	<p>Evaluation Method, Technical Scoring and Price</p> <p>For the cost–technical weighting parameter (X) defined in the PDS, please confirm the actual value of X and whether any local preference or margin of preference for domestic suppliers is applied in cost comparison.</p>	<p>The actual value of the cost weighting parameter (X) defined in the Proposal Data Sheet (PDS) is 40%. This means the financial/cost proposal carries a 40% weight in the final combined evaluation score, while the remaining 60% is assigned to the technical score.</p> <p>When evaluating and comparing the costs, the RFP explicitly states that no margin of domestic preference shall apply</p>
56	<p>Evaluation Method, Technical Scoring and Price</p> <p>Please clarify how price adjustments will be handled for (a) changes in scope during implementation, (b) variations in statutory taxes and duties, and (c) any price indexation/escalation</p>	<p>Refer to the GCC, SCC, and Section III – Evaluation Method, Technical Scoring and Price of the RFP.</p> <p>The RFP does not provide detailed provisions for price indexation/escalation. Unless otherwise stated in the SCC or Contract Data, the contract price shall remain fixed during the contract period.</p> <p>Any changes in scope during implementation and matters relating</p>



	provisions over the contract period.	to taxes and duties shall be handled in accordance with the applicable provisions of the GCC and SCC.
57	Commercial Terms, Taxes and Payments Please specify the payment terms and milestone-based payment schedule for design, development, testing, deployment, training, and post-go-live support, if not already defined, and confirm whether any modification or rebalancing of milestone percentages is permitted during contract negotiations.	As per SCC (GCC 12), payment terms and milestone schedule are defined in the Contract; the RFP does not provide for modification or rebalancing of milestone percentages, which shall be as specified upon contract award. Please refer to Addendum 3.
58	Commercial Terms, Taxes and Payments Kindly clarify the applicable taxes (including GST and other local taxes), who will bear each component, and how prices should be quoted in the financial proposal (inclusive or exclusive of taxes, with required breakdowns).	Prices must be quoted in the Price Schedules with taxes clearly indicated separately. The responsibility for bearing these taxes and quoting them is governed by the Instructions to Proposers (ITP) 17 and General Conditions of Contract (GCC) 14.
59	Commercial Terms, Taxes and Payments Please confirm the form and amount of Proposal Security (or Proposal Securing Declaration) required, the validity period of the bid and security, and whether bid security can be issued by Indian banks only or also by international banks.	As per ITP Clause 17 and the PDS, bidders shall submit a Proposal Security in the amount specified in the PDS; proposals shall remain valid as per PDS, and the Proposal Security shall be valid for 28 days beyond the proposal validity. The security may be issued by a reputable financial institution from any eligible country and is not limited to Indian banks. Refer to Addendum 03, The Proposal Validity shall be valid until 02 November 2026. The Proposal Security shall remain valid until 30 November 2026, being 28 days beyond the Proposal Validity period. If a bank guarantee is issued by a bank located outside the Purchaser's Country, the issuing bank shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable. Proposal security declaration is Not Applicable for this RFP.



60	<p>Commercial Terms, Taxes and Payments</p> <p>Please confirm the required performance security percentage, acceptable forms (e.g., bank guarantee/online instrument), and validity period, including any additional period after completion and operational acceptance.</p>	<p>Required Amount (Percentage): Please refer to Addendum No. 3 for the amendments to the Performance Security and Environmental and Social (ES) Security requirements.</p> <p>Acceptable Forms: The security must be provided as a Bank Guarantee using the exact Performance Security Form included in Section X of the RFP, or another form acceptable to the Purchaser.</p> <p>Validity Period and Post-Operational Acceptance: The security must remain valid until all of the vendor's obligations under the Contract have been fulfilled, which includes the mandatory 12-month post-deployment Warranty Period. However, immediately upon the Operational Acceptance of the entire system, the performance security requirement will be reduced to 1% of the Contract Price for the remainder of that warranty period.</p>
61	<p>Service Levels, Warranty and Support</p> <p>Please clarify the required warranty period and post-warranty support/AMC duration for the Information System, including expectations on incident response and resolution SLAs.</p>	<p>As per the SCC (GCC 27 &amp; related provisions), the warranty period is defined in the Contract</p>
62	<p>Service Levels, Warranty and Support</p> <p>Kindly indicate whether there are predefined penalties or liquidated damages for delays in milestones, non-compliance with service levels, or system downtime, and how these will be calculated, including any caps.</p>	<p>Please refer to Addendum No. 03. GCC Clause 28.2 has been amended as follows: "Liquidated Damages shall be applied at the rate of 0.5% of the Contract Price per week of delay, subject to a maximum limit of 10% of the Contract Price."</p>
63	<p>Service Levels, Warranty and Support</p> <p>Please confirm whether on-site presence is mandatory for specific stages (requirement gathering, UAT, go-live, hypercare) and, if so, in which locations and for approximately how many person-days.</p>	<p>As per Section VII (Purchaser's Requirements), on-site activities may be required for key stages; however, the RFP does not explicitly define mandatory locations or specific person-day requirements, and bidders shall propose accordingly.</p>



64	<p>Proposal Submission, Forms and Clarifications The Instructions to Proposers require specific forms (ELI, EXP, FIN, CON, Technical Responsiveness Checklist, etc.). Please confirm that bidders may attach their own annexures and formats (for CVs, project references, implementation methodologies) as long as all required information is included, and clarify whether electronic submission is allowed, with any limits on file size, formats, and digital signature requirements.</p>	<p>As per ITP 12, prescribed forms shall be used without alteration; supporting annexures may be attached. As per the PDS/ITP 22–23, proposals shall be submitted in hard copy along with authentic one soft copy, and electronic submission is not permitted.</p>
65	<p>Proposal Submission, Forms and Clarifications In case of any discrepancy between the Instructions to Proposers, PDS, Technical Requirements, and Contract Conditions, please clarify the order of precedence that will be applied during evaluation and contract execution.</p>	<p>The order of precedence is defined in the Contract Documents, with specific provisions in the PDS/SCC governing over general provisions during evaluation and execution.</p>
66	<p>Section VII Request detailed module-wise FRD for accurate estimation , Provide detailed functional specification document</p>	<p>A detailed module-wise FRD (Functional Requirements Document) is not pre-provided at this stage. The RFP intentionally defines requirements at a functional and scope level, and the selected supplier will be responsible for developing the detailed FRD/SRS during the System Design Phase</p>
67	<p>Section VII Clarify if legacy systems exist and need integration/migration , Provide data formats, volume, and quality details</p>	<p>Legacy systems may exist and will require integration and/or migration, but the RFP does not provide detailed inventory or technical specifications at this stage.</p>
68	<p>Section VII Confirm modules to be included (student, teacher, analytics etc.) , Provide confirmed module list</p>	<p>The RFP defines the functional scope of modules at a high level. the selected supplier will be responsible for developing the detailed FRD/SRS during the System Design Phase</p>



69	Section VII Clarify if mobile apps are in scope , Specify platforms (Android/iOS)	Yes, mobile applications are in scope as part of the EMIS/SMIS solution.The solution should support both Android and iOS devices.
70	Section VII Provide expected user base and concurrency , Share estimated usage metrics	The RFP does not provide fixed figures for user base, concurrency, or system load at this stage. However, bidders should design for a national-scale deployment covering the entire education system in Maldives.
71	Section VII Any preferred technology stack? , Allow proposer-driven architecture	The RFP defines a preferred technology stack, including Java/Spring Boot, Vue.js, TypeScript, Uni-App, PostgreSQL, MongoDB, MySQL, Valkey, and Activities.
72	Section VII Clarify cloud/on-prem/hybrid model , Provide hosting responsibility details	The RFP indicates that the EMIS will be hosted on infrastructure provided or approved by the MoE
73	Section VII Provide milestone-based timeline , Share detailed project schedule	The RFP does not prescribe a fixed detailed project schedule at this stage.  Bidders are required to submit a milestone-based implementation timeline as part of their proposal. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule
74	Section VII Who handles data cleansing and validation? , Clarify roles and responsibilities	Final responsibilities and detailed workflows will be defined and agreed during the System Design Phase.
75	Section VIII Clarify ownership of source code and customizations , Define IP ownership clearly	The RFP requires that full ownership of the developed system, including source code and customizations, will rest with the Ministry of Education (MoE) upon project completion and final acceptance.
76	Section VII Clarify scope and scale of training , Provide number of users and locations	The RFP defines training scope broadly and does not provide fixed numbers of users or locations at this stage.
77	Section VIII Clarify SLA metrics and support duration , Provide uptime and response requirements	The RFP specifies a 12-month post-deployment warranty/support period covering both software and hardware defect resolution.Final SLA terms will be reviewed and agreed during contract finalization and system design alignment with MoE.



78	Section II Provide milestone-based payment structure , Link payments to deliverables	Bidders are required to submit a milestone-based implementation timeline as part of their proposal. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule
79	Section III Provide detailed scoring methodology , Share technical & financial weightage	Refer to RFP Section II, PDS ITP32.1.
80	Section I Clarify limits on JV and subcontractors , Confirm flexibility in partnerships	As per the section II (Proposal Data Sheet) ITP reference 4.1, the maximum number of members in a Joint Venture (JV) is specified as [0]. Therefore, Joint Ventures or consortium arrangements are not permitted under this Request for Proposals.
81	Section I Clarify electronic vs physical submission , Allow digital submission if possible	As per ITP 23.1, electronic submission is not permitted; proposals shall be submitted in physical form only.
82	Section VIII Clarify LD caps and liability limits , Define maximum liability cap	Clarification to GCC 33.1(b): Since the SCC does not specify a different limit of liability, the aggregate liability of the Supplier under GCC 33.1(b) shall be 100% of the total Contract Price. Please refer to Addendum No. 03. GCC Clause 28.2 has been amended as follows: “Liquidated Damages shall be applied at the rate of 0.5% of the Contract Price per week of delay, subject to a maximum limit of 10% of the Contract Price.”
83	Section I Confirm if BAFO is applicable , Clarify process and timelines	As per ITP 39.2, BAFO does not apply under this RFP.
84	Section VII – Clause 4; Scope of Work The clause provides high-level scope. Kindly provide detailed Functional Requirement Specification (FRS) including workflows, validations, and screen-level details.	A detailed Functional Requirement Specification (FRS) including workflow-level logic, validations, and screen-level design is not provided in the RFP at this stage
85	Section VII – Clause 5.7 (Analytics & Reporting) Kindly provide a detailed list of reports, dashboards, KPIs, and analytics requirements expected under the system.	RFP defines analytics and reporting at a functional level only and does not provide a fixed or exhaustive list of reports, dashboards, or KPIs at this stage.



86	Section VII Please provide detailed user roles, hierarchy, and access control matrix for the system.	The RFP defines role-based access control (RBAC) as a requirement, but does not provide a finalized detailed role hierarchy or full access control matrix at this stage. Bidders are expected to propose a preliminary RBAC model and sample access matrix in their technical submission.
87	Section VII – Clause 4; Scope of Work Kindly clarify whether development of mobile applications (Android/iOS) in the scope of this RFP?	Yes, mobile application development is within scope of this RFP.
88	Section VII – Clause 2.3, System Integration (to other existing systems) Kindly provide details of existing systems that are required to be integrated under this project.	The exact integration list will be confirmed during the System Design Phase after system discovery and stakeholder consultations.
89	Section VII – Clause 2.3, System Integration (to other existing systems) Please share API availability, documentation, and integration standards/protocols for the identified systems.	Final integration specifications will be validated and finalized during the System Design Phase.
90	Section VII – Clause 2.3, System Integration (to other existing systems) Kindly clarify whether technical and functional support for integration will be provided by MoE, and identify the responsible stakeholders.	Yes. MoE will provide functional and coordination support for integrations, but the technical integration implementation remains the Supplier's responsibility. Specific system owners and technical contacts from MoE and related agencies will be identified and assigned during the System Design Phase and project initiation.
91	Section VII – Clause 2.5, Data Conversion and Migration Kindly confirm whether access to legacy systems will be provided for data migration and specify data sources, formats, and quality expectations.	Access to legacy systems will be provided by MoE where such systems exist and are relevant for migration. Detailed data profiling, mapping, and quality assessment will be conducted during the System Design Phase.
92	Section VII – Clause 4; Hosting by MoE Kindly clarify the hosting model (Cloud or On-Premise) and current infrastructure readiness.	The RFP indicates that the EMIS will be hosted on infrastructure provided or approved by MoE, but it does not mandate a single fixed model at this stage.



93	Section VII – Clause 1.3.1.2.1., Compute Requirements Please clarify whether servers, software licenses, and security tools will be provided by MoE or are to be arranged by the bidder.	Vendor is required to provide
94	Section VII – Clause 7, TECHNICAL REQUIREMENTS Kindly clarify responsibility for Disaster Recovery (DR) setup, backup management, and related infrastructure.	The vendor is responsible for designing and implementing the DR strategy, including architecture, failover mechanisms, and recovery procedures. Final DR configuration will be aligned with MoE infrastructure during the System Design Phase.
95	Section VII – Clause 7, TECHNICAL REQUIREMENTS Kindly clarify whether third-party security audit (e.g., VAPT) is required and specify responsibility for conducting and funding the same.	The RFP requires the system to undergo security testing as part of Quality Assurance, but it does not explicitly mandate a named third-party VAPT provider. Cost: The Supplier bears the cost of security testing and audits as part of the project deliverables.
96	Section VII – Clause A ; IMPLEMENTATION SCHEDULE TABLE Kindly define roles and responsibilities of MoE team and other stakeholders during the implementation phase.	Detailed responsibility matrices will be finalized in the System Design Phase and project kickoff planning. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule
97	Section II - Proposal Data Sheet (PDS) Kindly clarify whether delays arising from dependencies on MoE (e.g., approvals, data availability, and integrations) will be considered for timeline extension without penalties.	Delays attributable to the Purchaser shall be considered in accordance with the applicable provisions of the GCC/SCC relating to delays, obligations of the Purchaser, and extension of time.
98	Section VII – Clause 2.7 Training and Training Materials Kindly specify the number of users to be trained under this project.	The RFP does not define a fixed number of users to be trained at this stage.  Training is expected to cover all EMIS and SMIS user categories nationwide.



99	Section VII – Clause 2.7 Training and Training Materials Please provide expected locations/regions where training sessions are to be conducted.	Final training venues and regional coverage will be defined during the System Design Phase and implementation planning, with MoE coordinating logistics and participant allocation.
100	Section VII – Clause 2.7 Training and Training Materials Kindly specify language requirements for training delivery and system interface.	Final localization requirements (depth of Dhivehi translation and bilingual coverage per module) will be validated during the System Design Phase based on user needs and MoE direction.
101	Section VII – Clause 2.7 Training and Training Materials Kindly clarify whether e- learning/online training modes are acceptable in addition to physical sessions.	Yes. E-learning and online training modes are acceptable and encouraged in addition to physical training sessions.
102	Section VIII – Clause 29.5 Kindly clarify the duration and scope of post-go-live support and whether AMC is required beyond the warranty period.	Post-go-live support (warranty period): Mandatory 12 months after deployment, covering defect fixes, technical support, updates, and stabilization of the system. Final AMC terms, duration, and commercial structure will be subject to agreement between MoE and the selected supplier after the warranty period design is finalized.
103	Section VIII – General Conditions of Contract Kindly clarify the pricing mechanism for change requests and additional scope beyond the agreed contract.	Any change requests or additional scope beyond the agreed contract scope shall be handled in accordance with the applicable provisions relating to contract amendments and variations under the GCC/SCC.
104	RFP Reference (Page / Section / Clause) Clause from RFP Clarification Sought	
105	Section II - Proposal Data Sheet (PDS), ITP 4.1 Maximum number of members in the JV shall be: [0] Please clarify, is Joint venture (JV) or consortium is allowed?	As per ITP 4.1, the maximum number of members in a Joint Venture (JV) is specified as [0]. Therefore, Joint Ventures or consortium arrangements are not permitted under this Request for Proposals.



106	Section I – ITP Clause 4; Eligible Proposers Allows participation as JV or single entity Can bidders participate through subcontracting/Consortium?	As per ITP 4.1, the maximum number of members in a Joint Venture (JV) is specified as [0]. Therefore, Joint Ventures or consortium arrangements are not permitted under this Request for Proposals.
107	Section VII – Clause 4; Scope of Work High-level modules described The clause provides high- level scope. Kindly provide detailed Functional Requirement Specification (FRS) including workflows, validations, and screen-level details.	Bidders are expected to submit a high-level understanding of requirements and proposed solution approach, while the formal FRS is a post-award deliverable to be jointly elaborated and approved.
108	Section VII – Clause 5.7 (Analytics & Reporting) Mentions dashboards and analytics Kindly provide a detailed list of reports, dashboards, KPIs, and analytics requirements expected under the system.	Bidders are expected to propose a comprehensive analytics framework with sample dashboards and reporting catalogue in their technical submission.
109	Section VII General system usage described Please provide detailed user roles, hierarchy, and access control matrix for the system.	The RFP defines Role-Based Access Control (RBAC) as a core requirement, but it does not provide a finalized detailed role hierarchy or full access control matrix. Bidders must submit a proposed RBAC model and sample access matrix in their technical proposal
110	Section VII – Clause 4; Scope of Work No explicit mention of mobile applications Kindly clarify whether development of mobile applications (Android/iOS) in the scope of this RFP?	Yes — mobile application development is within scope of the RFP.
111	Section VII – Clause 2.3, System Integration (to other existing systems) Integration with existing systems required Kindly provide details of existing systems that are	The exact integration list will be confirmed during the System Design Phase after system discovery and stakeholder workshops.



	required to be integrated under this project.	
112	Section VII – Clause 2.3, System Integration (to other existing systems) Integration requirement mentioned without technical specifics Please share API availability, documentation, and integration standards/protocols for the identified systems.	All integration specifications will be finalized during the System Design Phase based on actual system assessment and available interfaces.
113	Section VII – Clause 2.3, System Integration (to other existing systems) Roles not defined Kindly clarify whether technical and functional support for integration will be provided by MoE, and identify the responsible stakeholders.	All integration specifications will be finalized during the System Design Phase based on actual system assessment and available interfaces.
114	Section VII – Clause 2.5, Data Conversion and Migration Data migration volume mentioned Kindly confirm whether access to legacy systems will be provided for data migration and specify data sources, formats, and quality expectations.	Yes — access to legacy systems will be provided by MoE where such systems exist and are relevant for migration.
115	Section VII – Clause 4; Hosting by MoE System to be hosted by MoE Kindly clarify the hosting model (Cloud or On-Premise) and current infrastructure readiness.	The RFP specifies that the system will be hosted on infrastructure provided or approved by MoE, but does not lock a single hosting model at this stage.
116	Section VII – Clause 1.3.1.2.1., Compute Requirements Infra responsibilities not clearly defined Please clarify whether servers, software licenses, and security tools will be	Vendor is required to provide



	provided by MoE or are to be arranged by the bidder.	
117	Section VII – Clause 7, TECHNICAL REQUIREMENTS DR/Backup not detailed Kindly clarify responsibility for Disaster Recovery (DR) setup, backup management, and related infrastructure.	Disaster Recovery (DR): The Supplier is responsible for designing and implementing the DR solution, including architecture, failover strategy, replication, and recovery procedures
118	Section VII – Clause 7, TECHNICAL REQUIREMENTS Mentions ISO/NIST/OWASP standards Kindly clarify whether third-party security audit (e.g., VAPT) is required and specify responsibility for conducting and funding the same.	VAPT is mandatory, Supplier-funded, and must be completed before production deployment approval.
119	Section VII – Clause A ; IMPLEMENTATION SCHEDULE TABLE Stakeholder consultation mentioned Kindly define roles and responsibilities of MoE team and other stakeholders during the implementation phase.	As per Section VII (Purchaser’s Requirements), stakeholder consultation is required; however, the RFP does not explicitly define detailed roles and responsibilities of MoE or other stakeholders, and these shall be coordinated during implementation. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule
120	Section II - Proposal Data Sheet (PDS) Implementation timeline defined Kindly clarify whether delays arising from dependencies on MoE (e.g., approvals, data availability, and integrations) will be considered for timeline extension without penalties.	Delays attributable to the Purchaser shall be considered in accordance with the applicable provisions of the GCC/SCC relating to delays, obligations of the Purchaser, and extension of time.  Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule
121	Section VII – Clause 2.7 Training and Training Materials Training requirement broadly mentioned Kindly specify the number	Final training numbers will be confirmed during the System Design and Implementation planning phase.  Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule



	of users to be trained under this project.	
122	Section VII – Clause 2.7 Training and Training Materials Locations not specified Please provide expected locations/regions where training sessions are to be conducted.	Exact venues and regional scheduling will be finalized during the System Design and Implementation planning phase
123	Section VII – Clause 2.7 Training and Training Materials Language not specified Kindly specify language requirements for training delivery and system interface.	Final localization depth and bilingual implementation details will be confirmed during the System Design Phase based on user needs and MoE direction.
124	Section VII – Clause 2.7 Training and Training Materials Mode not clearly defined Kindly clarify whether e-learning/online training modes are acceptable in addition to physical sessions.	Yes — e-learning and online training modes are acceptable and encouraged in addition to physical sessions.
125	Section VIII – Clause 29.5 Warranty/support period mentioned Kindly clarify the duration and scope of post-go-live support and whether AMC is required beyond the warranty period.	12-month warranty is mandatory; AMC beyond that is optional and to be agreed separately between MoE and the Supplier.
126	Training to be given to MOE stake holders taking train the trainer approach or is it that all schools would have a clustered or individual training program	MoE-level users - ToT-focused centralized training Schools - phased, cluster-based training with possible individual school sessions where required. The exact structure (number of clusters, training waves, and sequencing) will be finalized during the System Design and Implementation planning phase with MoE.
127	Kindly clarify the training scope, number of users, and expected training locations?	The training requirements, scope, and implementation expectations are outlined under the Purchaser’s Requirements and Terms of Reference in Section VII of the RFP. The Supplier is expected to provide comprehensive training for relevant Ministry and stakeholder users as part of the EMIS implementation. Specific training schedules, participant numbers, and locations shall be finalized in consultation with the Purchaser during implementation.



128	Given the number of questions being asked here and those that will be asked by email, the response time required to answer these questions and the suggestion that there may be a review and revision to the RFP/TOR, would the Ministry considered an extension to the submission deadline for proposals?	Please refer to Addendum No. 02. The proposal submission deadline has been extended accordingly. Bidders are requested to submit their proposals within the revised submission deadline specified in the Addendum which is 05th July 2026.
129	Number of users teachers, students, admins, schools, etc.	Bidders are expected to assume a national-scale system with high concurrency and design for scalability accordingly.
130	How much flexible are they to move to our existing tech stack	If your “existing tech stack” is outside technical stack stated in the RFP then there is high risk of rejection or major non-compliance clarification
131	Will you be comfortable with already build product our product already successfully run India CBSE on Microsoft Technology platform with more functionality	That would not be acceptable
132	What do they prefer for an on prem or an on-cloud deployment	The RFP shows a clear preference for MoE-controlled hosting,
133	Any estimated number of concurrent users	<p>Vendors shall design the system to support nationwide usage, including:</p> <p>All schools across the Maldives  Administrative users at school, atoll, and central levels  Concurrent access during peak periods (e.g., results entry, enrollment periods)</p> <p>As a guideline, vendors should assume:</p> <p>80,000 – 100,000 concurrent users (scalable beyond this)</p> <p>Vendors must clearly state:</p> <p>Assumptions used for sizing  Scalability approach (horizontal/vertical)</p>



134	<p>Scope &amp; Functional Requirements</p> <p>Please provide the detailed functional module list of the EMIS system, including:</p> <ul style="list-style-type: none"> <li>o Student lifecycle management</li> <li>o Teacher and HR management</li> <li>o School administration</li> <li>o Assessment &amp; examination</li> <li>o Finance / budgeting</li> <li>o Reporting and analytics</li> <li>o Integration with national systems</li> </ul>	<p>This EMIS is clearly defined as:</p> <p>A modular, API-driven national education platform with SMIS as the operational layer and EMIS as the central data intelligence layer.</p> <p>It is not a standalone school software, but a multi-system national integration ecosystem.</p>
135	<p>Scope &amp; Functional Requirements</p> <p>Kindly confirm whether the scope includes:</p> <ul style="list-style-type: none"> <li>o Design from scratch or</li> <li>o Customization of an existing platform</li> </ul>	<p>The scope is for a complete end-to-end EMIS/SMIS solution delivery, including design, development, configuration, and implementation.</p>
136	<p>Scope &amp; Functional Requirements</p> <p>Please clarify whether:</p> <ul style="list-style-type: none"> <li>o Existing legacy systems will be replaced, integrated, or migrated</li> </ul>	<p>final mapping is not predefined and will be finalized during design phase workshops.</p>
137	<p>Scope &amp; Functional Requirements</p> <p>Kindly share:</p> <ul style="list-style-type: none"> <li>o Number of schools</li> <li>o Number of users (students, teachers, administrators)</li> <li>o Expected concurrent users</li> </ul>	<p>All scale-related figures (schools, users, concurrency) are to be confirmed post-award during system design and data validation workshops, not fixed in the RFP.</p>
138	<p>Scope &amp; Functional Requirements</p> <p>Please confirm whether:</p> <ul style="list-style-type: none"> <li>o Mobile application development is required</li> <li>o Offline functionality is required for remote islands</li> </ul>	<p>Yes — mobile application development is required and is in scope. Final offline design expectations will be validated during the System Design Phase based on MoE operational realities in remote islands.</p>



139	<p>Scope &amp; Functional Requirements</p> <p>Kindly clarify:</p> <ul style="list-style-type: none"> <li>o Multilingual support requirements</li> <li>o Reporting and dashboard expectations</li> </ul>	<p>The depth of Dhivehi localization (full vs partial module coverage) will be finalized during the System Design Phase based on user needs and MoE direction.</p>
140	<p>Data Migration &amp; Integration</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>o List of existing systems from which data migration is required</li> <li>o Data formats and volumes</li> <li>o Data quality status</li> </ul>	<p>The Supplier is responsible for designing and executing the end-to-end migration strategy (ETL, cleansing, mapping, and loading).</p>
141	<p>Data Migration &amp; Integration</p> <p>Kindly confirm:</p> <ul style="list-style-type: none"> <li>o Responsibility for data cleansing</li> <li>o Responsibility for data validation</li> </ul>	<p>Supplier handles technical data quality assurance (cleansing + system-level validation)</p> <p>MoE handles business validation and final acceptance of migrated data. Final validation workflows and responsibilities will be refined during the System Design Phase as part of the migration strategy.</p>
142	<p>Data Migration &amp; Integration</p> <p>Please provide details of required integrations with:</p> <ul style="list-style-type: none"> <li>o National ID systems</li> <li>o Finance / Treasury systems</li> <li>o Examination boards</li> <li>o HR / Payroll systems</li> <li>o Learning Management Systems (LMS)</li> </ul>	<p>Final integration scope: confirmed during design phase based on MoE ecosystem mapping</p>
143	<p>Data Migration &amp; Integration</p> <p>Kindly confirm:</p> <ul style="list-style-type: none"> <li>o Availability of APIs</li> <li>o Responsibility for third-party coordination</li> </ul>	<p>Availability of APIs will depend on each legacy/external system identified during the System Design Phase.</p>
144	<p>Infrastructure &amp; Hosting</p> <p>Please confirm whether the system will be deployed:</p> <ul style="list-style-type: none"> <li>o On Government data center</li> <li>o On cloud infrastructure</li> <li>o Hybrid model</li> </ul>	<p>The RFP does not lock a single fixed hosting model, but it clearly indicates MoE-controlled infrastructure as the baseline expectation.</p>



145	Infrastructure & Hosting Kindly specify: o Hosting environment o Operating system requirements o Database platform requirements	The RFP does not lock a single fixed hosting model, but it clearly indicates MoE-controlled infrastructure as the baseline expectation.
146	Infrastructure & Hosting Please clarify: o Whether hardware procurement is part of scope (The RFP mentions configuration of development test servers)	Testing server hardware: INCLUDED in vendor scope
147	Infrastructure & Hosting Kindly provide: o Network bandwidth availability across islands o Disaster recovery requirements	The supplier is expected to design the system to operate in low-bandwidth and variable connectivity environments, including mobile-friendly and low-bandwidth modes as stated in the functional requirements.
148	Infrastructure & Hosting Please confirm: o Responsibility for infrastructure provisioning o Responsibility for backup and recovery	MoE will provide the hosting environment (including designated data center infrastructure). The supplier is responsible for deploying, configuring, and ensuring system compatibility, including Docker-based setup and required environment configuration. The supplier is responsible for implementing backup mechanisms within the system design (e.g., database configuration, application-level backups, and recovery procedures) and ensuring they are properly configured in the MoE-provided hosting environment. Ongoing backup operations and infrastructure-level recovery support are expected to be defined in the system design and support phase.
149	Implementation Do we need to implement the system in all schools? How many schools are there? How many students are there? Whether phased rollout by region / school is required	Yes - system to be implement in all schools. definite number of schools and number of schools will not be shared at this stage. vendors are to propose the system boundaries considering the nation wide implementation inclusive all schools.
150	Implementation Please clarify: o Expected Go-Live timeline	to be proposed by the vendor within the deliverables duration stated in the RFP, Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule
151	Implementation Kindly confirm: o Acceptance criteria for each phase	The RFP specifies that each phase (System Design, Piloting, Implementation, and Deployment) requires MoE review and approval. Refer to Addendum 3 amended Implementation Schedule.



152	Implementation Please clarify: o Maximum allowed implementation duration	The RFP specifies a total timeline of 365 calendar days from contract award, which includes development, testing, training, and go-live trial (after the initial 30-day deployment and demonstration phase). Refer to Addendum 3 amended Implementation Schedule.
153	Training & Change Management Please provide: o Number of users to be trained o Training locations	The supplier is required to train all EMIS/SMIS user categories, including MoE staff, school administrators, principals, teachers, and system administrators across all schools. Training is to be conducted in the Maldives across MoE premises and schools nationwide
154	Training & Change Management Kindly confirm: o Training mode o Classroom o Online o Train-the-trainer	The RFP requires a combined training approach
155	Training & Change Management Please clarify: o Responsibility for training infrastructure	Training venues and physical infrastructure (classrooms, devices, connectivity at MoE/schools) are expected to be provided by MoE
156	Training & Change Management Kindly confirm: o Whether user manuals and training materials are required	Yes, required. The RFP explicitly states the supplier must develop and deliver training materials, SOPs, user manuals, and technical documentation, including EMIS operational guides and installation/documentation support materials.
157	Support, Maintenance & SLA Please clarify: o Warranty period duration o Post-warranty support period	The RFP specifies a 12-month post-deployment support period, which functions as the warranty/defect liability period. Any extended maintenance or support is expected to be proposed separately by the supplier as part of ongoing support arrangements.
158	Support, Maintenance & SLA Kindly confirm: o Expected SLA response times o System availability requirement	Detailed SLA tiers are typically finalised during implementation phase between MoE and vendor. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule

159	Support, Maintenance & SLA Please clarify: o Support hours o Business hours o 24x7	Detailed support arrangements, service windows, business hours, escalation mechanisms, incident classifications, response/resolution expectations, and any requirements for extended or 24x7 support will be finalized in accordance with the RFP, agreed service levels, and operational requirements during implementation planning.  Bidders are expected to propose an appropriate support and maintenance model sufficient to ensure the availability, stability, security, and effective operation of the EMIS solution, including arrangements for handling critical incidents and priority issues where necessary.
160	Support, Maintenance & SLA Kindly confirm: o Responsibility for application support vs infrastructure support	Application support: Supplier is responsible for application-level support, including bug fixes, updates, configuration issues, workflow/form issues, integrations, and functional troubleshooting during the 12-month support period. MoE is responsible for providing and maintaining the hosting environment
161	Support, Maintenance & SLA Please provide: o Penalty structure for SLA breaches	Refer to GCC/SCC 12.6
162	Intellectual Property & Licensing Kindly confirm: o Licensing model for COTS solution Example: o Perpetual o Subscription	COTS solution is not preferred
163	Acceptance & Testing Please provide: o System acceptance criteria	Final acceptance is subject to MoE sign-off after validation that all agreed requirements and test criteria are met
164	Acceptance & Testing Kindly confirm: o Responsibility for UAT	The supplier is responsible for preparing the UAT environment, test cases, support, and issue resolution, while MoE (end users and stakeholders) are responsible for executing acceptance testing and providing final approval/sign-off during each implementation phase
165	Acceptance & Testing Please clarify: o Acceptance timeline	Specific turnaround times for acceptance review are not stated and are to be agreed during project planning and execution.
166	Acceptance & Testing Kindly confirm: o Whether pilot implementation is required	Yes, required. The RFP explicitly includes a Piloting Phase, where priority functionalities are configured, tested in a development environment, users are trained, and feedback is collected before full implementation. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule



167	Risk & Contractual Clarifications Please clarify: o Maximum liability cap	Clarification to GCC 33.1(b): Since the SCC does not specify a different limit of liability, the aggregate liability of the Supplier under GCC 33.1(b) shall be 100% of the total Contract Price.
168	Risk & Contractual Clarifications Kindly confirm: o Liquidated damages percentage	Please refer to Addendum No. 03. GCC Clause 28.2 has been amended as follows: "Liquidated Damages shall be applied at the rate of 0.5% of the Contract Price per week of delay, subject to a maximum limit of 10% of the Contract Price."
169	Risk & Contractual Clarifications Please clarify: o Termination conditions	As per GCC Clause 41, termination conditions (including termination for default, convenience, and related procedures) are defined in the Contract.
170	Risk & Contractual Clarifications Kindly confirm: o Force majeure coverage	As per GCC Clause 38, force majeure provisions are defined in the Contract.
171	Qualification Criteria What is the meaning of similar information systems. We assume it is software applications development/Cots solutions implemented	As per Section III (Experience Requirements), "similar information systems" refer to projects comparable in scope, functionality, and complexity to the required system; the RFP does not restrict this specifically to software development or COTS, but includes relevant implementations of comparable systems.
172	we noted that under the Proposal Data Sheet (ITP 4.1), the maximum number of members in a Joint Venture is indicated as "0", which appears to exclude Joint Ventures from eligibility. In light of this, we would appreciate your clarification on the following point:  Would a proposal submitted by two firms in the form of a consortium (i.e., a contractual association without forming a Joint Venture/legal entity) be considered eligible, provided that one firm acts as the lead entity of the consortium?	As per ITP 4.1, the maximum number of members in a Joint Venture (JV) is specified as [0]. Therefore, Joint Ventures or consortium arrangements are not permitted under this Request for Proposals.



173	<p>Deployment Model (On-Premise vs Cloud)</p> <p>The RFP indicates an on-premise deployment approach. Kindly confirm whether a cloud-based deployment (public/private cloud) is acceptable. If permitted, please specify:</p> <p>Any restrictions or compliance requirements Preferred cloud providers (if any) Data residency or data sovereignty requirements</p>	<p>Implied requirement is that all data must remain under MoE control within Maldives-based infrastructure.as the system is hosted on MoE-designated data centers with centralized national data management</p>
174	<p>Infrastructure Scalability &amp; Sizing</p> <p>Kindly clarify expectations regarding infrastructure scalability. Should the bidder design a scalable architecture (horizontal/vertical scaling)? Are there any guidelines or expectations for future expansion?</p>	<p>Yes, the bidder is expected to design a scalable and future-ready architecture, as explicitly required in the RFP under “Future-Ready System Design” and technical requirements</p>
175	<p>System Load &amp; Usage Profile</p> <p>To support accurate system sizing, kindly provide:</p> <p>Total number of users and expected concurrent users Peak load scenarios (e.g., admission, examination, result periods) Average usage patterns (daily/weekly trends) Expected transaction volumes Data growth projections In case such data is not available, please confirm whether bidders may propose reasonable assumptions with scalable architecture.</p>	<p>Yes. Bidders are expected to propose reasonable assumptions for sizing and concurrency and design a scalable architecture capable of handling nationwide expansion and peak-load conditions, as per the RFP’s scalability and future-ready system requirements.</p>



176	<p>Deployment Locations / Site Details</p> <p>Kindly provide the complete list of all locations where the system will be deployed, including:</p> <p>Schools and administrative offices Number of sites and geographical distribution (island-wise, if applicable)</p>	<p>Exact site count and island-wise breakdown are not provided in the RFP and should be confirmed during project initiation phase.</p>
177	<p>On-Site Implementation &amp; Support Requirements</p> <p>Please clarify:</p> <p>Whether on-site presence is required during implementation and rollout Number of locations requiring on-site support Expected duration of deployment at each site Whether logistical support (travel, accommodation, etc.) will be provided by the Purchaser</p>	<p>Yes, required. The RFP includes training, piloting, implementation, and user support across schools and MoE offices, which implies on-site deployment activities, especially for training, pilot rollout, and go-live support</p>
178	<p>Functional Scope – Supplier/Vendor Management</p> <p>Please confirm whether the system should include a supplier/vendor portal within the inventory module, including:</p> <p>Vendor onboarding Procurement management Payment processing</p>	<p>As per Section VII (Purchaser’s Requirements), the functional scope shall be as explicitly defined therein; the RFP does not specifically mandate a supplier/vendor portal with onboarding, procurement, and payment processing, unless included in the stated requirements.</p>

179	<p>Functional Scope – HRMS &amp; Payroll</p> <p>Kindly clarify whether the system should include:</p> <p>Full HRMS with payroll processing and salary disbursement integration or Only salary preparation and reporting functionalities</p>	<p>The system is expected to deliver a comprehensive HRMS (non-payroll operational focus). Any full payroll engine or integration with government salary disbursement systems is not clearly in scope and would require explicit MoE confirmation or extension of requirements</p>
180	<p>Integration Requirements</p> <p>Please confirm whether integration is required with:</p> <p>Government systems (e.g., taxation, compliance portals) Any existing systems currently in use by the Purchaser If yes, kindly provide details of APIs, standards, or integration mechanisms.</p>	<p>Integration with existing MoE systems is mandatory; integration with other government systems is optional/conditional and depends on confirmation during design. Technical integration standards are not fixed and must be proposed by the supplier</p>
181	<p>Data Migration</p> <p>Please confirm whether migration of existing data is required. If yes, kindly provide:</p> <p>Source systems Data formats Approximate data volume</p>	<p>Data migration is required, but source systems, formats, and volumes are not defined and will be finalized during the analysis and design phase.</p>
182	<p>Security &amp; Compliance Requirements</p> <p>Kindly specify any mandatory requirements related to:</p> <p>Data security standards Hosting compliance</p>	<p>The system must implement strong enterprise-grade security including role-based access control, centralized identity management (SSO with optional 2FA), encryption, audit trails, and secure API integrations. Hosting must be within MoE-controlled infrastructure in Maldives, ensuring data sovereignty.</p>

183	<p>Reporting &amp; Analytics</p> <p>Please clarify expectations regarding:</p> <p>Standard reports and dashboards</p> <p>Custom report requirements</p> <p>Any BI or analytics integration</p>	The platform must support built-in dashboards, configurable reporting, and integration-ready analytics for advanced use cases.
184	<p>Training Requirements</p> <p>Kindly provide details on:</p> <p>Number of users to be trained</p> <p>Training format (on-site/online)</p> <p>Training locations</p>	Training will be conducted at MoE offices and schools across Maldives, including island-based schools, as part of national rollout and ToT implementation.
185	<p>Service Level Agreements (SLA)</p> <p>Please confirm expected SLA requirements, including:</p> <p>System uptime</p> <p>Response and resolution time</p> <p>Support coverage (business hours/24x7)</p>	these are to be proposed by the supplier and finalized with MoE.
186	<p>Section VII – Infrastructure Requirements of The Information System - 4. Scope of Work, Page no- 143</p> <p>OS &amp; database</p> <p>Are there any mandated OS and DB platforms?</p>	Databases are partially mandated with specific versions required, while OS is flexible but must be Linux-compatible and container-ready.
187	<p>Section VII – Environments</p> <p>4.4. Quality Assurance, Page no - 145</p> <p>Environment setup</p> <p>Whether DR will be 100% of DC?</p>	As per Section VII (Quality Assurance), the RFP does not explicitly specify that the Disaster Recovery (DR) environment must be 100% identical to the Data Center (DC); bidders shall propose an appropriate DR setup in line with the requirements.

188	Section VII – Monitoring 1.4. Systems Administration and Management Functions Required to be met by the Information System, Page No - 168 System monitoring Is centralized monitoring part of scope?	Yes, it is within scope.
189	Section VII – Data Migration 2.5. Data Conversion and Migration, Page no 176 Legacy systems How many legacy systems will provide data?	The document confirms that data migration and consolidation from existing MoE systems is required, but it does not identify the number or details of legacy systems. These will be determined during the System Design Phase through stakeholder consultations, surveys, and workshops.
190	Section VII – Data Migration 2.5. Data Conversion and Migration, Page no 176 Migration inputs Will sample datasets and data dictionaries be provided to support migration planning?	Provision of sample datasets and data dictionaries is not formally confirmed in the RFP, but is expected to be facilitated by MoE during the system design phase
191	Section VII – Data Migration 2.5. Data Conversion and Migration, Page no 176 Data quality Is correction of inconsistent or incomplete legacy data part of bidder scope?	Basic data cleansing and transformation during migration is implied, but the extent of responsibility for correcting legacy data quality issues is not explicitly defined and should be confirmed with MoE during the design phase.
192	Section VII – Data Migration 2.5. Data Conversion and Migration, Page no 176 Unstructured data Are scanned documents or unstructured data included in migration scope?	If such data exists in legacy systems, their migration is subject to confirmation during the System Design Phase and should be treated as optional / to-be-confirmed scope with MoE.
193	Section VII – Data Migration 2.5. Data Conversion and Migration, Page no 176 Data volume Please specify approximate data volume (GB/TB) expected to be migrated.	bidders are expected to assess and assume migration volume based on nationwide K–12 EMIS scope and propose scalable architecture accordingly.



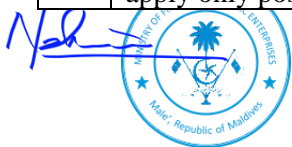
194	<p>Section VII – Data Migration 2.5. Data Conversion and Migration, Page no 176 Data reconciliation Is reconciliation mandatory for all data or only critical records?</p>	<p>Data reconciliation is expected to apply broadly across migrated and operational data, with emphasis on ensuring accuracy of all critical operational datasets. The exact scope (full vs selective reconciliation) is not specified and should be finalized during the system design phase with MoE.</p>
195	<p>Section VII, Technical Requirements Section VII, Clause 4 Scope of Work and Clause 7.2 Testing Infrastructure Requirements. Page no -152. Hosting model Please confirm what infrastructure will be provided by MoE and what infrastructure must be supplied by the bidder, including production server, testing server, storage, backup, firewall, SSL, and DR setup.</p>	<p>MoE provides the production hosting environment, while the bidder is responsible for system deployment, testing infrastructure provisioning, configuration, security setup, and designing backup/DR mechanisms within the provided infrastructure.</p>
196	<p>Section VII, Service Specifications Clause 2.3 System Integration, Page no -175 Integration Please provide the list of all existing systems to be integrated with EMIS/SMIS, along with owner department, interface type, API availability, data format, and expected transaction volumes.</p>	<p>All integration details (systems, APIs, formats, and volumes) are not defined in the RFP and will be identified and finalized during the System Design Phase through stakeholder consultations and technical workshops with MoE and relevant agencies.</p>
197	<p>Section VII, Service Specifications Clause 2.5 Data Conversion and Migration, Page no -175 Data Migration Please confirm the expected record count by module and whether historical attachments, documents, and images are also part of migration scope.</p>	<p>Migration of attachments and unstructured historical data is not explicitly mandated but is expected to be assessed and confirmed during design phase.</p>

198	<p>Section VII, Technical Requirements          Clause 1 Background, Clause 2 Objectives, and SMIS scope under Clause 4 Rollout / Deployment          Please confirm total number of schools, users, and islands/locations in scope, and whether rollout is planned in one go or by batch / phase.</p>	<p>Exact scale (schools/users/islands) is not defined, but deployment is nationwide and executed in phases with an initial pilot before full rollout.</p>
199	<p>Section VII, Scope of Work          Clause 4.2 Piloting Phase.          Page no - 144.          Pilot / Rollout          Please confirm pilot scope including number of pilot schools, pilot departments, pilot duration, and exact exit criteria to move from pilot to full implementation.</p>	<p>must be agreed with MoE during project initiation and pilot planning phase          Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
200	<p>Section VII, Purchaser's Requirements          Clause 5 Module Requirements and Implementation Schedule Table, Page no 145.          Scope / Schedule          RFP defines 8 modules, but implementation schedule numbering and sequencing are not fully aligned and Finance module schedule is not clearly shown.</p> <p>Please confirm the final module list and implementation timeline for each module.</p>	<p>As per ITP 17.6, Proposal Security may be issued by a bank from any eligible country and is not limited to local banks and is accepted from a reputable financial institution from an eligible country acceptable to the Purchaser. Refer to Addendum 03. The Proposal Validity shall be valid until 02 November 2026. The Proposal Security shall remain valid until 30 November 2026, being 28 days beyond the Proposal Validity period. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>

201	<p>Section VII, Purchaser's Requirements Functional Requirements Clauses 3 Expected Results, 5.4, 5.6, 5.7, and 5.8. Page no -140 Scope Clarification RFP mentions AI-driven timetabling, predictive insights, machine learning, handwritten signatures, and public-facing dashboards.</p> <p>Please confirm which of these features are mandatory for go-live and which can be planned for a later phase.</p>	<p>Mandatory now: workflows, signatures, dashboards, standard analytics Future phase: AI-driven, predictive, and advanced intelligence features (design-ready, not necessarily delivered at go-live)</p>
202	<p>Section VII, Purchaser's Requirements Section VII – Purchaser's Requirements. 6. Functional Requirements. Page no 148 Commercial / Third-party Tools Advanced features like AI/ML and e-signature may need separate licensed components or services.</p> <p>Please confirm whether cost of third-party tools, AI services, OCR, digital signature services, SMS gateway, and email gateway should be included by bidder, or will be provided by MoE.</p>	<p>Where integration with existing government-provided services is possible, the bidder may propose such options, subject to MoE approval.</p>
203	<p>Section VII, Purchaser's Requirements Proposal Data Sheet. Evaluation of Technical Part of Proposals, Page no- 53 Key Professional Staff Requirements Please confirm whether replacement of proposed key personnel after bid submission but before contract signing is permitted, subject to equivalent or higher</p>	<p>As per ITP 11.1 and 11.2, the Proposal must include all required documents at the time of submission; and under ITP 30 (Determination of Responsiveness), incomplete proposals may be deemed non-responsive.</p>



	qualifications and experience.	
204	Section VII , Purcha ser's Requirements Clause 4 (Scope of Work). Page no - 143–144 Scope of Work Please clarify whether EMIS and SMIS are to be implemented as a single integrated system or as separate systems with defined interfaces and data exchange mechanisms.	Vendors may propose modular architectures, but the overall solution must operate as a fully integrated system rather than separate standalone systems.
205	Section VII , Purcha ser's Requirements Clause 1.3–1.6. Page no 161–174 Technical & Cyber Security Requirements Are the prescribed technologies and standards mandatory, or may the SI propose equivalent or superior technologies that meet functional and security requirements?	The technologies and standards specified in the RFP are indicative reference standards to guide solution design and ensure minimum quality, security, and interoperability.
206	Section VII, Purcha ser's Requirements Clause Warranty Defect Repair4.1. Technical Support 4.2. Requirements of the Supplier's Technical Team 4.3. Page no. 178–179 Warranty Defect Repair & Technical Support Kindly confirm the number of on-site support resources and profiles are mandatory during the warranty and support period.	The final team composition, staffing levels, and on-site presence will be subject to MoE review and approval, based on service level requirements, system stability needs, and transition to the internal EMIS unit.
207	Section VII , Purcha ser's Requirements Clause 1.5. Page no. 169–171 Performance Requirements / SLAs Do the performance SLAs apply only post-Go-Live, or	Performance SLAs are mandatory acceptance criteria at operational (live) stage, while during pilot they are indicative targets for validation and calibration, not contractual breach thresholds.



	also during pilot and implementation phases?	
208	<p>Section IX – Special Conditions of Contract Terms of Payment. Clause 12. Page no 226–227</p> <p>Terms of Payment</p> <p>Please clarify whether milestone payments are subject to partial acceptance of deliverables or require full phase completion.</p>	<p>Payment milestones, deliverable acceptance, and related payment conditions shall be governed by the applicable provisions of the GCC, SCC, agreed project plan, and associated contractual documentation.</p> <p>Milestone payments will be subject to satisfactory completion, submission, review, and acceptance of the relevant deliverables and contractual obligations associated with the applicable milestone, in accordance with the agreed implementation and acceptance arrangements.</p> <p>Detailed sequencing, dependencies, and acceptance requirements for deliverables will be finalized in accordance with the approved project plan and contractual provisions.</p> <p>Refer to Addendum 3 amended Implementation Schedule.</p>
209	<p>Section II</p> <p>ITP 49, Proposal Data Sheet 55</p> <p>Award of contract</p> <p>What is role of adjudicator?</p>	<p>The Adjudicator, if appointed under the Contract, shall act as an independent party for resolution of disputes arising during contract implementation, in accordance with the dispute resolution provisions specified in the GCC/SCC.</p>
210	<p>Section III – Evaluation and Qualification Criteria</p> <p>Technical evaluation -2.1/1, Page no -63</p> <p>At least one member must hold:</p> <p>Does the bidder need to meet all 3 criteria?</p>	<p>Yes, the bidder is expected to meet all three criteria, but they do not need to be held by a single individual.</p>
211	<p>Section III – Evaluation and Qualification Criteria</p> <p>Technical evaluation -2.1/1, Page no -63</p> <p>At least one member must hold:</p> <p>We request to consider equivalent certification for 1a and 1b</p>	<p>As per Section III, Clause 2.1, bidders shall comply with the specified certification requirements as stated; the RFP does not provide for acceptance of equivalent certifications unless explicitly mentioned.</p>

212	<p>Section III – Evaluation and Qualification Criteria          Technical evaluation -2.1/2,          Page no - 65          The development team of the consultant firm should have the following core competencies with personnel for the specified roles conforming to the specified criteria          We assume that these skills need to be articulated in CV only. Is any documentary evidence required?</p>	<p>Yes, Submit relevant documents along with the CV as evidence.</p>
213	<p>Section III – Evaluation and Qualification Criteria          Technical evaluation -2.1/2,          Page no - 65          General          Are the specific skill sets mentioned for the profiles are to be mandatorily used in the assignment?</p>	<p>As per Section III, Clause 2.1, the specified skill sets form part of the evaluation criteria; therefore, they are expected to be met in the proposed team for the assignment.</p>
214	<p>Section III – Evaluation and Qualification Criteria          2.2 Technical Evaluation (ITP 32.1)          Technical proposal scoring methodology          Will there be any interview of the candidates proposed against the CV requirements?</p>	<p>As per Section III (ITP 32.1), evaluation is based on the submitted technical proposal and CVs; the RFP does not provide for interviews of proposed candidates.</p>
215	<p>Section III – Evaluation and Qualification Criteria          2.2 Technical Evaluation (ITP 32.1)          Technical proposal scoring methodology          Many of the evaluation process seems subjective.          Can a more objective evaluation criteria be provided?</p>	<p>As per Section III (ITP 32.1), evaluation shall be conducted based on the criteria and methodology defined in the RFP</p>

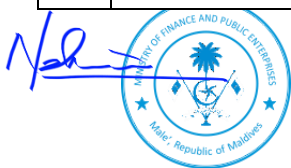
216	<p>Section III – Evaluation and Qualification Criteria 2.2 &amp; 4 Technical Evaluation (ITP 32.1) <b>FINANCIAL EVALUATION.</b> What will be the basis for acceptance of the operational acceptance time proposed by the bidder?</p>	<p>According to the Evaluation and Qualification Criteria in the RFP, the evaluation of the Time Schedule is marked as "Not Applicable" for financial adjustment purposes. The strict basis for accepting the proposed operational acceptance time is that it must be no more than 1 year, which is consistent with the project's overall Implementation Schedule. Furthermore, if a bidder proposes achieving Operational Acceptance earlier than this 1-year maximum requirement, they shall not be given any additional credit for proposal evaluation purposes. Therefore, as long as the proposed timeline does not exceed 1 year, it is acceptable, but faster delivery will not give them a competitive advantage in the financial scoring. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
217	<p>Section III – Evaluation and Qualification Criteria 1.5 QUALITY OF PREVIOUS WORK QUALITY OF PREVIOUS WORK In case of implementation projects executed successfully in time and material model of engagement timeline for milestones may not be mentioned. Is a client certificate on satisfactory progress / monthly progress report signed by client server the purpose?</p>	<p>As per Section III, Clause 1.5, bidders shall provide evidence demonstrating quality of previous work as specified; while client certificates or progress reports may support this, compliance shall be assessed against all stated requirements, including demonstrations where required.</p>
218	<p>Please advise whether the Proposal Security, which needs to be issued in line with the specified Bank Guarantee format in RFP, must be provided by a local bank in the Maldives, or if it can be issued by an overseas bank instead, meeting the required amount i.e. 75,000USD.</p>	<p>As per ITP 17.6, Proposal Security may be issued by a bank from any eligible country and is not limited to local banks and is acceptable from reputable financial institution from an eligible country acceptable to the Purchaser. Refer to Addendum 03, The Proposal Validity shall be valid until 02 November 2026. The Proposal Security shall remain valid until 30 November 2026, being 28 days beyond the Proposal Validity period. If a bank guarantee is issued by a bank located outside the Purchaser's Country, the issuing bank shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable. Please refer to Addendum No. 3 for the amendments to the Performance Security and Environmental and Social (ES) Security requirements.</p>



219	<p>Please provide a complete list of business processes that EMIS must support (or a list of processes already live in the existing EMIS), and indicate the following for each:</p> <ul style="list-style-type: none"> <li>– Initiator / Approval chain / SLA / Compliance and audit level</li> <li>– Process owner (MoE Headquarters / Atoll / School)</li> <li>– Whether BPMN engine orchestration is required (list those core processes with clearly defined approval chains and high compliance and audit requirements)</li> <li>– Expected frequency of change</li> </ul>	<p>The Request for Proposals (RFP) defines the Education Management Information System (EMIS) at a high, module-based level, meaning a detailed Functional Requirement Specification (FRS)—including specific workflow-level logic, exact approval chains, compliance levels, and Service Level Agreements (SLAs) for each process—is not provided at this bidding stage</p> <p>. These exact workflows, access control matrices, and approval hierarchies will be jointly elaborated, mapped, and finalized with stakeholders during the System Design Phase</p>
220	<p>Please provide a complete list of business processes that EMIS must support (or a list of processes already live in the existing EMIS), and indicate the following for each:</p> <ul style="list-style-type: none"> <li>– Initiator / Approval chain / SLA / Compliance and audit level</li> <li>– Process owner (MoE Headquarters / Atoll / School)</li> <li>– Whether BPMN engine orchestration is required (list those core processes with clearly defined approval chains and high compliance and audit requirements)</li> <li>– Expected frequency of change</li> </ul> <p>Please select 5–10 of the most frequently used processes from the above catalog, and provide the corresponding process flow diagrams, form fields, involved roles and permissions, and sample</p>	<p>The detailed business processes, workflows, approval chains, ownership structures, service expectations, and compliance requirements will be validated and finalized during the requirements gathering and design phase in consultation with the selected vendor and relevant stakeholders.</p>



	data. These will be used for demo or MVP development.	
221	<p>Please provide a list of most frequently used reports. For each report, please include:</p> <ul style="list-style-type: none"> <li>– Sample (PDF / Excel / Web page)</li> <li>– Underlying data sources (databases, tables, fields)</li> <li>– Calculation logic / formulas</li> <li>– User roles with access and distribution frequency (daily / weekly / monthly / term / yearly)</li> </ul>	<p>A comprehensive catalogue of reports, dashboards, calculation methodologies, and reporting requirements will be validated and finalized during the requirements gathering and design phase in consultation with the selected vendor and relevant stakeholders. Bidders are expected to propose a flexible and configurable reporting and analytics framework capable of supporting evolving reporting needs, configurable formulas, multiple data sources, scheduled distribution, and user-defined reporting requirements in a nationwide EMIS context.</p>
222	<p>Could you please provide detailed information covering below eight major modules:</p> <ul style="list-style-type: none"> <li>– Complete feature list with priorities</li> <li>– Involved user roles (including approval hierarchy)</li> <li>– Key data objects and fields (or an ER diagram)</li> <li>– Integration points with other modules</li> <li>– Functionality already available in the existing MEMIS vs. new requirements</li> </ul>	<p>Detailed feature lists, priorities, user roles, approval hierarchies, data objects, fields, ER diagrams, integration points, and mapping of existing MEMIS functionality versus new requirements will be validated and finalized during the requirements gathering and design phase with the selected vendor and relevant stakeholders.</p> <p>The RFP provides the functional and technical requirements at the level required for proposal preparation. Bidders are expected to review the stated requirements across the major modules and propose an appropriate solution architecture, implementation approach, data model, integration strategy, and phased delivery methodology accordingly.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
223	<p>Please advise what assistance can be provided for Dhivehi translations.</p>	<p>The Purchaser will provide reasonable support and guidance for Dhivehi language requirements, including review and validation of translations where necessary. However, bidders are expected to account for all localization and multilingual requirements, including Dhivehi language support, within their proposed solution and implementation approach.</p>
224	<p>Please provide eFaas integration documentation, developer portal access details, sample code, and sandbox accounts.</p>	<p>Integration with eFaas is a mandatory requirement of the EMIS solution, as outlined in the RFP. The system is expected to support secure identity authentication and related integration requirements in accordance with applicable Government of Maldives standards and legal requirements.</p> <p>Detailed technical documentation, integration specifications, developer access, APIs, sandbox environments, and related technical artifacts, where available and relevant, will be shared with the selected vendor during implementation or through the formal clarification process, as appropriate. Bidders are expected</p>



		to account for the integration requirements in their proposed solution and implementation approach.
225	In addition to eFaas, please provide a list of other existing systems that need to be integrated (e.g., Finance, Examination Board, Civil Registry) and the corresponding interface documentation for each.	The EMIS is designed as a central integration layer, but the exact systems are intentionally not pre-specified in the TOR and are to be identified during design phase consultations with MoE stakeholders.
226	What is the network topology of the production environment? Is full on-premises deployment required, or can some components be deployed in the cloud?	No fixed network topology diagram is mandated, but a multi-tier microservices architecture is required Full on-premises deployment is NOT mandatory The system must support: - On-prem deployment - Cloud deployment - Hybrid deployment (explicitly allowed) Final hosting model is to be decided by MoE during implementation based on infrastructure readiness and policy preference
227	Regarding the migration of 200k records, does these records include transactional data like attendance and grades, or are limited to basic student & staff profiles?	Migration is NOT limited to static profiles only
228	PDS ITP 22.1 page 52, what does “Authentic Hard Copy” really mean? Could you please clarify.	As per ITP 22.1 (PDS), “Authentic Hard Copy” refers to the original signed physical proposal document, duly authorized and submitted in hard copy form.
229	Reference Letter of Proposal – Technical Part at page 82, clause “f” asks for Proposal Validity of 3 months from the date of the submission. Kindly clarify if it is 3 months (i.e. 90 days) or 120 days (i.e 4 months) as per PDS.	Refer to Addendum No. 03. The Proposal Validity shall be valid until 02 November 2026. The Proposal Security shall remain valid until 30 November 2026, being 28 days beyond the Proposal Validity period.



230	Kindly clarify that the Form of Proposal-Securing Declaration given at page 121 is Not Applicable for this RFP. Instead Form of Proposal Security (Bank Guarantee) as at page 119 shall be applicable.	Please refer to Addendum No. 03. ITP 20.3(d) has been amended to clarify that Proposal Security may be issued by a recognized financial institution, including a bank, insurance company, bonding company, or surety company. The Proposal-Securing Declaration Form is not applicable for this RFP. If a bank guarantee is issued by a bank located outside the Purchaser's Country, the issuing bank shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable. The Proposal Validity shall be valid until 02 November 2026. The Proposal Security shall remain valid until 30 November 2026, being 28 days beyond the Proposal Validity period. Proposal Securing Declaration is Not Applicable for this RFP.
231	Reference Section-IV Proposal Forms, and Form 3.1 Grand Summary Cost Table at page 126, kindly clarify what does at s. no. 1 "Procurement of Goods for EMIS information system" mean and refer to?	The reference to "Procurement of Goods for EMIS information system" refers to the procurement and supply of tangible products, equipment, hardware, devices, and related physical components required for the implementation and operation of the EMIS.
232	Reference Section-IV Proposal Forms, and Form 3.2 Supply and Installation Cost Summary Table page 127 and Form 3.4 Supply and Installation Cost Sub-Table page 129 which roll up to the Form 3.1 Grand Summary Cost Table, are to be filled in with the same list of Components as referred to in Form 3.1 Grand Summary Cost Table.	As per Section IV (Forms 3.1, 3.2, and 3.4), the component breakdown in Forms 3.2 and 3.4 shall be consistent with and roll up to Form 3.1
233	Reference Section-IV Proposal Forms, kindly clarify if the Form 3.3 Recurrent Cost Summary Table page 128 and Form 3.5 Recurrent Cost Sub-Table page 130-131 and the Components defined in there are not applicable for this RFP, as referred to in PDS ITP 17.2 which states "The Proposer must not propose Recurrent Cost Items." at page 51.	As per PDS (ITP 17.2), recurrent costs shall not be proposed; therefore, Forms 3.3 and 3.5 are not applicable for this RFP.



234	<p>Reference Section VII Purchaser's Requirements and as referred at Page 139, the School Management Information System (SMIS) will have tailored instances for each of the schools in Maldives. Kindly identify</p> <p>i. how many Schools are there which will be covered under this project?</p> <p>ii. Could there be any requirement of installation of SMIS on on-premises basis within the School's IT Infrastructure? If so, will the VPN tunnelling be provided between the school(s) and MoE IT setups?</p>	<p>School Management Information System (SMIS) will function at individual school level across Maldives each school will have a tailored instance of SMIS. The actual count of schools is to be confirmed by MoE during implementation planning / system design phase, not fixed in the TOR.</p>
235	<p>Do we need to supply Only the Testing Infrastructure/ Hardware as referred on Page 152; Or the complete Infrastructure/ Hardware for the proposed solution is expected to be provided as part of the proposal, as referred on Page 164.</p>	<p>You are only required to supply the Testing Infrastructure/Hardware. The responsibility for servers is split between the bidder and the Ministry of Education (MoE) depending on the environment:</p> <p>Testing/Staging Environment: As the bidder, you must procure, supply, and install a dedicated testing server system to be used during the pre-deployment and staging phases</p> <ul style="list-style-type: none"> <li>. You are responsible for ensuring this system (minimum specifications: 128GB ECC RAM, 4TB SSD, dual-port 10GbE network interface) is fully operational at MoE-designated premises</li> <li>. This includes providing all necessary cabling, racking, network connectivity, one-time configuration support, and a 1-year warranty with on-site support</li> <li>.</li> </ul> <p>Production Environment: You are not required to supply the complete production infrastructure or hardware. The MoE will provide the production hosting environment</p>
236	<p>Reference Section-VII Purchaser's Requirements Clause 7.2 at page 152, one of the point states "It includes all cabling, racking, and network connectivity", kindly clarify the magnitude of work associated with Passive Networking and will this be needed for Testing Infrastructure only? Also, can't the Testing Infrastructure Requirements be met with Cloud setup?</p>	<p>The TOR currently ties these requirements specifically to the testing infrastructure environment.</p>



237	Reference Section-VII Purchaser’s Requirements Clause 8.1 at page 153, it requires “local deployment and demonstration of the digital portal, high-productivity tools, data analysis models and digital intelligence base in Maldives within 30 calendar days”. Kindly clarify if these top-level interfaces and tools are expected to be pre-built and be readily available with the Proposer, and need not to be developed specifically for this project?	The 30-day deployment and demonstration requirement appears intended for early establishment and validation of the proposed platform environment and core capabilities. such interfaces are expected to be specifically developed for this project
238	Reference Section-VII Purchaser’s Requirements Part-E Service Specifications – Recurrent Cost Items at page 178, kindly clarify if the Part-E is applicable for this RFP as referred to in PDS ITP 17.2 which states “The Proposer must not propose Recurrent Cost Items.” at page 51?	As explicitly stated in the Proposal Data Sheet (PDS) for ITP 17.2, proposers must not propose Recurrent Cost Items. Therefore, any forms related to recurrent costs, specifically Form 3.3 (Recurrent Cost Summary Table) and Form 3.5 (Recurrent Cost Sub-Table), should be treated as "Not Applicable" (N/A) and do not need to be completed. Please note that while separate recurrent costs cannot be proposed, the costs for the mandatory 12-month post-deployment warranty and technical support must be factored directly into your overall Supply and Installation Contract Price.
239	If Part-E Service Specifications – Recurrent Cost Items is applicable for this RFP, then kindly clarify the Clause 4.3 which asks for Supplier’s Technical Team and says that the minimum expected quantities of inputs by the Supplier’s technical support team are specified in the relevant System Inventory Tables for Recurrent Cost Items. Whereas, the System Inventory Tables at page 191-193 says “Not Applicable”. Moreover, the System Inventory Tables at page 193 does mention Team requirements. Kindly clarify.	As explicitly stated in the Proposal Data Sheet (PDS) for ITP 17.2, proposers must not propose Recurrent Cost Items. Therefore, any forms related to recurrent costs, specifically Form 3.3 (Recurrent Cost Summary Table) and Form 3.5 (Recurrent Cost Sub-Table), should be treated as "Not Applicable" (N/A) and do not need to be completed. Please note that while separate recurrent costs cannot be proposed, the costs for the mandatory 12-month post-deployment warranty and technical support must be factored directly into your overall Supply and Installation Contract Price.



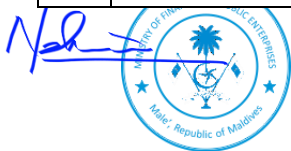
240	<p>Reference Section-IX Special Conditions of Contract Part B Subject Matter of Contract page 288, it states “Technical support for a 12-month post support period”. Kindly clarify if post support means post-deployment in here.</p>	<p>Yes, "post support" in this context does indeed mean post-deployment support.</p> <p>According to the Service Specifications and the Special Conditions of Contract (SCC) in the Request for Proposals (RFP), this requirement is defined as providing ongoing technical support for a period of 12 months following the system's deployment and implementation at the Ministry of Education (MoE).</p> <p>During this mandatory 12-month post-deployment warranty and support period, the supplier is expected to:</p> <ul style="list-style-type: none"> <li>* Resolve issues and fix any software or hardware defects.</li> <li>* Deliver timely system updates and minor enhancements.</li> <li>* Provide ongoing technical support to ensure the system stabilizes successfully.</li> </ul> <p>Therefore, the 12-month clock for this support period begins immediately after the deployment and operational acceptance of the system.</p>
241	<p>Reference Section-IX Special Conditions of Contract Part C Payment GCC 12.1, it states that 5% of the Contract price will be released after Support and Maintenance period (i.e. 12 months) and in GCC 13.3.1 page 294 the Performance Security amounting USD75,000 and ES Performance Security USD5,000 have been asked, which will be reduced to 1% of Contract price during Warranty Period (i.e. 12 months) as per GCC 13.3.4. Kindly clarify does this mean that a total of 6% (5% + 1%) will be released after completion go Support and Maintenance period (i.e. 12 months).</p>	<p>Please refer to Addendum No. 03. The 5% (GCC 12.1) is a retention/payment milestone, released after completion of the Support &amp; Maintenance period.</p> <p>The Performance Security (GCC 13.3.1 &amp; 13.3.4) is a separate security instrument, reduced to 1% during the warranty period and returned after fulfillment of contractual obligations. Please refer to Addendum No. 3 for the amendments to the Performance Security and Environmental and Social (ES) Security requirements.</p>



242	<p>Reference Section-IX Special Conditions of Contract Part F Guarantee and Liabilities GCC 28.2 at page 299, it appears that formula given for liquidated damages ‘d’ = <math>CP \times 0.005 \times LD</math> (CP – Contracted Price and LD – Late Duration) is missing “%” sign as per the description given above. Kindly clarify.</p>	<p>Please refer to Addendum No. 03. GCC Clause 28.2 has been amended as follows: “Liquidated Damages shall be applied at the rate of 0.5% of the Contract Price per week of delay, subject to a maximum limit of 10% of the Contract Price.”</p>
243	<p>We would appreciate your guidance on the server quantity, as we could not identify a clear quantity in the RFP.</p>	<p>Only the testing environment server, main production architecture will be arranged by MoE</p>
244	<p>C. SERVICE SPECIFICATIONS – SUPPLY &amp; INSTALL ITEMS</p> <p>2.5. Data Conversion and Migration Conversion of legacy data models to the target system schema, including:</p> <ul style="list-style-type: none"> <li>o Code mapping (e.g., school codes, grade levels, subject codes)</li> <li>o Data normalization and standardization</li> <li>o De-duplication of records</li> <li>o Handling of missing or invalid values</li> </ul> <p>Is there any existing EMIS or legacy system currently in operation? If yes, please clarify the scope of data migration, system enhancement, and whether reverse engineering or re engineering of existing data structures will be required.</p>	<p>The TOR indicates fragmented legacy databases exist across MoE, requiring full data consolidation and transformation into a new EMIS schema, but not reverse engineering or enhancement of a pre-existing unified EMIS system.</p>

245	<p>3.1 Grand Summary Cost Table System Architecture, Infrastructure and Hosting</p> <p>Kindly confirm whether infrastructure (hosting environment, servers, storage, DR site) will be provided by the Client, or whether bidders are required to include full infrastructure provisioning in their proposal.</p>	<p>The supplier is explicitly responsible for providing the required testing/staging infrastructure defined in the RFP. Bidders may propose infrastructure/hosting options consistent with the TOR architecture and availability requirements.</p>
246	<p>2.3 System Integration (to other existing systems)</p> <p>Kindly clarify the mandatory integration requirements with external systems (e.g., national ID, other government platforms), and whether a centralized API Gateway or Government Service Bus (GSB) is available for integration</p>	<p>eFaas is the only fixed external dependency All other integrations are discovered and finalized during system design</p>
247	<p>8. DELIVERABLES 8.1. Delivery Schedule Requirements</p> <p>Kindly clarify the Project duration including development timeline &amp; Support &amp; Maintenance Timeline.</p>	<p>The delivery schedule requirements, including implementation timelines, support, and maintenance obligations, are specified under Section VII – Purchaser’s Requirements and Section VIII – Deliverables of the RFP. Detailed implementation scheduling shall be finalized in consultation with the Purchaser during contract execution.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>

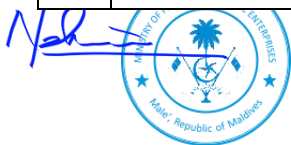
248	<p>2.4 Training and Training Materials</p> <p>The Supplier MUST provide the following training services and materials</p> <p>Who will provide the logistic supports for training (venue, internet, transport etc.)</p> <ul style="list-style-type: none"> <li>• Who will provide, Refreshment, Training Kits (Bag, Pen, Pad)?</li> <li>• Who will provide training venue?</li> <li>• Kindly clarify whether Training to be given to MOE stake holders taking train the trainer approach or is it that all schools would have a clustered or individual training program.</li> </ul>	<p>The Supplier is responsible for developing and delivering training services, training materials, SOPs, and user documentation. Both ToT and end-user training are explicitly required under the TOR. The TOR does not prescribe whether school training will follow clustered, centralized, or individual school-based delivery models; these implementation arrangements are expected to be finalized during project planning with MoE.</p>
249	<p>What is the estimated number of users, including teachers, students, administrative staff, and participating institutions?</p>	<p>Even without exact numbers, bidders must design for:</p> <p>National-scale deployment (all schools)  High concurrency (<math>\geq 5,000</math> simultaneous users)  Large dataset handling (100M+ records capability implied)  Multi-role access (students <math>\rightarrow</math> MoE analysts)</p>
250	<p>Kindly clarify regarding the Client's preference for deployment, whether on-premise, on-cloud, or a hybrid approach</p>	<p>The TOR does not mandate a single fixed deployment model, but it clearly defines acceptable hosting options and constraints.. Final deployment decision will be made by MoE during implementation based on infrastructure, security, and policy considerations</p>
251	<p>What is the expected number of concurrent users for system performance and capacity planning?</p>	<p>Vendors shall design the system to support nationwide usage, including:</p> <p>All schools across the Maldives  Administrative users at school, atoll, and central levels  Concurrent access during peak periods (e.g., results entry, enrollment periods)</p> <p>As a guideline, vendors should assume:</p> <p>80,000 – 100,000 concurrent users (scalable beyond this)</p> <p>Vendors must clearly state:</p> <p>Assumptions used for sizing  Scalability approach (horizontal/vertical)</p>



252	<p>Section I-20. Proposal Security P.24-26</p> <p>Refer to the RFP,in the Section 1 ITP 20.1, the Proposal Security must be submitted as an original copy. Please clarify: when preparing the Technical Proposal, shall we bind the original hard copy directly into the original proposal, or insert a scanned copy of the original and print it for binding?</p>	<p>As per ITP 20.1, the Proposal Security shall be submitted in original form; therefore, the original hard copy shall be included in the original proposal, not a scanned or printed copy. Refer to Addendum No. 03. The Proposal Validity shall be valid until 02 November 2026. The Proposal Security shall remain valid until 30 November 2026, being 28 days beyond the Proposal Validity period.</p> <p>Proposal Securing Declaration is Not Applicable for this RFP.</p>
253	<p>Section III-1. Qualification-1.5 Quality of Previous Work P.77,78</p> <p>Refer to the RFP,in the Section 3, 1.5 Quality of Previous Work, it requires an on-site or recorded demonstration, plus reference cases and client recommendation letters. Please clarify: if we provide signed contracts and client recommendation letters for our past performance, will this fully satisfy the qualification requirement?</p>	<p>As per Section III, Clause 1.5, bidders shall meet all specified requirements, including demonstration (on-site or recorded) where required</p>
254	<p>Section IV-1.4.1 Form EXP 1.4.1 General Experience P.92</p> <p>Refer to the RFP,in the Section 4, 1.4.1 General Experience, It requires: “List calendar year for years with contracts with at least nine (9) months activity per year starting with the earliest year.” The table includes a separate column “Year” in addition to start/end dates. Please provide an example of how to fill this column, and clarify the scope and rules for reporting.</p>	<p>As per Section IV, Form EXP 1.4.1, the “Year” means each calendar year with at least 9 months of activity under the contract, based on start/end dates.</p>



255	<p>Section III-2. Technical Evaluation-2.1 P.63</p> <p>Refer to the RFP,in the Section 3, 2.1 “Technical Evaluation”, It provides a table of minimum mandatory technical requirements. Please confirm: is it sufficient to mark “Present” in the column “Feature Present/Absent”?</p>	<p>As per Section III, Clause 2.1, bidders shall provide substantiated evidence of compliance; marking only “Present” is not sufficient without supporting details/documentation.</p>
256	<p>Section IV-Format of the Technical Proposal P.116-118</p> <p>The RFP requires a line-by-line response to the Purchaser’s technical requirements and completion of the Technical Responsiveness Checklist. Please clarify: which technical requirements need to be responded to line by line? Does it refer to the system requirements described on Pages 138–179 in Section 7?</p>	<p>As per Section IV (Format of Technical Proposal), the line-by-line response applies to the Purchaser’s Requirements in Section VII; therefore, bidders shall respond to the technical/system requirements described therein and complete the Technical Responsiveness Checklist accordingly.</p>
257	<p>Section IV-3.1 Grand Summary Cost Table P.126</p> <p>Line 1 of Form 3.1 “Grand Summary Cost Table” (Section 4) states “Procurement of Goods for EMIS information system.” Please explain its meaning. May we add items beyond the listed 12 items?</p>	<p>1. Meaning of "Procurement of Goods for EMIS information system" This line item is intended to capture the costs associated with supplying any physical hardware, equipment, or tangible goods required for the project. Because the Ministry of Education (MoE) will provide the production hosting environment, this cost will primarily relate to the Testing Infrastructure/Hardware. As the bidder, you must procure, supply, and install a dedicated testing server system (including cabling, racking, and network connectivity) at the MoE premises. Any costs for supplying this physical hardware should be consolidated under this line item.</p> <p>2. Adding items beyond the listed 12 items You should not add new line items directly to the Grand Summary Cost Table (Form 3.1). The 12 items listed in this form are high-level, consolidated categories designed to allow the Purchaser to evaluate and compare all financial proposals on an equal, standardized basis.</p> <p>If you have additional specific items, goods, or services necessary to fulfill the requirements of the Information System, they must be priced separately and detailed in the Supply and</p>



		Installation Cost Sub-Tables (Form 3.4). Once you have detailed these additional items in the sub-tables, you should roll up their costs and map them into whichever of the existing 12 categories in the Grand Summary Cost Table best fits the nature of the item.
258	<p>Section-IX-F. Guarantees and Liabilities-GCC 28.2 P.299</p> <p>Clause GCC 28.2 specifies liquidated damages of 0.005% of the contract price per day for the overall project. The formula <math>d = CP \times 0.005 \times LD</math> appears to be missing the “%” symbol. Please confirm.</p>	Please refer to Addendum No. 03. GCC Clause 28.2 has been amended as follows: “Liquidated Damages shall be applied at the rate of 0.5% of the Contract Price per week of delay, subject to a maximum limit of 10% of the Contract Price.”
259	<p>Section IV-Intellectual Property Forms-List of Custom Materials</p> <p>Please clarify what constitutes “Custom Materials” in the Intellectual Property Forms (Section 4). Please provide examples, and indicate which deliverables in this project can be classified as Custom Materials.</p>	As per Section IV read with GCC definitions, “Custom Materials” are materials specifically developed for this project and not standard/off-the-shelf.

260	<p>Section VII-E. Service Requirements P.178 &amp; Section II-ITP 17.2 P.51 P.51 &amp; P.178 Clause ITP 17.2 (PDS, Chapter 2) appears twice with inconsistent wording: (1) “The Proposer must not propose Recurrent Cost Items.” (2) “The Proposer must not propose for contracts for Recurrent Cost Items not included in the main Contract..” Meanwhile, the Financial Evaluation section (Section 4) marks recurrent costs as Not Applicable. Please confirm which clause shall prevail, and whether Form 3.3 “Recurrent Cost Summary Table” and Form 3.5 “Recurrent Cost Sub-Table” (Section 4) still need to be completed.</p>	<p>As explicitly stated in the Proposal Data Sheet (PDS) for ITP 17.2, proposers must not propose Recurrent Cost Items. Therefore, any forms related to recurrent costs, specifically Form 3.3 (Recurrent Cost Summary Table) and Form 3.5 (Recurrent Cost Sub-Table), should be treated as "Not Applicable" (N/A) and do not need to be completed. Please note that while separate recurrent costs cannot be proposed, the costs for the mandatory 12-month post-deployment warranty and technical support must be factored directly into your overall Supply and Installation Contract Price.</p>
261	<p>Section III-1.2.2 Suspension P.71 Section 1.2.2 “Suspension” in the “Historical Contract Non-Performance”(Section 3) refers to ITP 20.10, but this clause cannot be found in the RFP. Does it refer to ITP 20.1? If not, please specify its location or provide the full text.</p>	<p>Please refer to Addendum No. 03. The reference to “ITP 20.10” under Section III, Sub-Factor 1.2.2 has been corrected to “ITP 20.9”. The original reference was a typographical error.</p>

262	<p>Section VII-5.1 Student Information Module &amp; Section VII-5.8 Communication Portal Module P.145 &amp; P.147,148</p> <p>Refer to the RFP, in the Section 7, 2.1 Student Information Module and 2.8 Communication Portal Module, it requires support for low-bandwidth access and low-bandwidth mode. Could you please clarify the typical network bandwidth speed available for most schools, islands, and households in Maldives? And is it sufficient if our proposal meets the low-bandwidth access requirement as specified in the modules?</p>	<p>Such operational environment details will be shared only with the selected bidder during the implementation / inception phase, where necessary for final system tuning and optimisation.</p> <p>However, bidders are required to design the solution to fully comply with the low-bandwidth access and intermittent connectivity requirements stated in the RFP, as this is a mandatory design constraint for all user groups nationwide.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
263	<p>Section VII-5.8 Communication Portal Module P.147,148</p> <p>Refer to the RFP, in the Section 7, 2.8 Communication Portal Module, it states “built-in deliverability controls and multilingual access ensure inclusive outreach”. Could you confirm that the Communication Portal Module only needs to support two languages: English and Dhivehi?</p>	<p>No additional mandatory languages are currently specified in the RFP. However, the platform should be designed with sufficient flexibility to support future multilingual expansion if required by MoE.</p>

264	<p>Section VII-3 Expected Results P.140 Refer to the RFP, in the Section 7, 3 Expected Outcomes, it requires functions accessible for persons with disabilities and tools to support inclusive education. Could you confirm that the Communication Portal Module should support users with various disabilities beyond visual impairment (blind users)?</p>	<p>Inclusive accessibility is expected across the platform ecosystem, including the Communication Portal</p>
265	<p>Section VII-8.1 Delivery Schedule Requirements P.153 Refer to the RFP, in the Section 7, 5.1 Delivery Schedule, it requires The successful proposer must complete the local deployment and demonstration of the digital portal, high-productivity tools, data analysis models and digital intelligence base in the Maldives within 30 calendar days of contract award. Is it acceptable if we deploy the required platform into the runtime environment specified in Section 7-1.3.1.2.1 Computing Requirements, and successfully demonstrate basic functions within 30 calendar days?</p>	<p>A deployment approach where the proposer installs and configures the required platform environment and demonstrates foundational/core system capabilities within 30 calendar days would be consistent with the TOR, provided the deployment satisfies the required acceptance criteria of the MoE technical and business stakeholders.</p>

266	<p>Section VII-9. Qualification Requirements-B. Functional, Architectural and Performance Requirements-1.3.1.1.7 Databases P.162</p> <p>Refer to the RFP, in the Section 7, 9. Qualification Requirements-B.1.3.1.1.7 Database, it requires support for analytical databases and data warehouses such as Google BigQuery, Amazon Redshift, and Snowflake for querying and data processing. Is it sufficient if our system can connect to these commercial data platforms and integrate data into them for analysis?</p>	<p>The RFP explicitly states that the application must support the real-time online mounting and querying of external data warehouses (such as Google BigQuery, Amazon Redshift, and Snowflake).</p> <p>Specifically, to be compliant with the architectural requirements, your proposed system must allow for:</p> <p>API Interaction: The system's APIs must be able to interact directly with these mounted analytical databases.</p> <p>Direct Querying: The platform must allow users to run online SQL scripts to query table structures and data directly based on the mounted databases.</p> <p>Virtual Tables: The system should allow for processing data based on these existing database tables to create virtual tables. Therefore, while connecting and integrating data is a necessary first step, your system must fundamentally support real-time database mounting, querying, and API interaction with these commercial data platforms to fully satisfy the RFP's database connectivity requirements.</p>
267	<p>Section VII-9. Qualification Requirements-B. Functional, Architectural and Performance Requirements-1.3.1.1.11 Development and Deployment Tools P.163</p> <p>Refer to the RFP, in the Section 7, 9. Qualification Requirements-B.1.3.1.1.11 Development &amp; Deployment Tools, it requires a CI/CD pipeline using Jenkins, GitHub Actions, or similar tools. Is it acceptable if we use internationally recognized tools such as GitLab CI/CD to build and provide the CI/CD pipeline?</p>	<p>Use of internationally recognized CI/CD platforms such as GitLab CI/CD is acceptable, provided the proposed solution fully satisfies the automation, deployment, testing, security, and maintainability objectives defined in the TOR.</p>

268	<p>Section VII-9. Qualification Requirements-C. Service Specifications-Supply&amp;Install Items-2.5 Data Conversion and Migration P.175</p> <p>Refer to the RFP, in the Section 7, 9. Qualification Requirements-C.2.5 Data Conversion &amp; Migration, the supplier must provide services and tools for data conversion and migration including:</p> <ul style="list-style-type: none"> <li>200,000 records</li> <li>- Student core records</li> <li>- Teacher and staff records</li> <li>- School and infrastructure records</li> <li>- Academic and attendance history</li> </ul> <p>Could you confirm that we only need to extract, transform, and load (ETL) the above four categories of records into the new system?</p>	<p>Any additional migration requirements identified beyond the explicitly listed categories would be subject to further clarification and agreement during project initiation and detailed requirements analysis.</p>
269	<p>Can Proposers propose a fully SaaS/cloud-hosted solution (e.g., on AWS, Azure, or GCP) as the primary deployment model, and will this be evaluated on equal footing with on-premise GoM server deployment?</p>	<p>A cloud-based, SaaS, on-premise, or hybrid deployment approach may be proposed, provided the proposed solution fully complies with the functional, security, integration, operational, data governance, and hosting requirements specified in the TOR/RFP, including any applicable data residency requirements.</p>
270	<p>If a cloud-based deployment is proposed, which specific cloud regions or data residency requirements apply? Must data be stored exclusively within the Maldives or within a defined geographic boundary?</p>	<p>Data residency strictly within Maldives</p>



271	The RFP requires Docker setup included in the repository. If a Proposer's architecture uses an equivalent containerization or orchestration approach (e.g., Kubernetes-native deployment with Helm charts), will this satisfy the Docker requirement?	A Kubernetes-native architecture using Helm charts is acceptable provided the solution also includes the mandatory Docker-based containerization setup and documentation explicitly required by the TOR.
272	Are there other existing MoE/GoM systems (e.g., payroll, finance, population registry) that the EMIS must mandatorily integrate with at go-live?	Yes- detailed identification of such systems to be finalised during the design phase
273	What is the expected data volume per school and total number of schools to be connected? This is critical for sizing the integration architecture.	The TOR does not provide definitive school-by-school or total institutional data volume figures. Proposers should base infrastructure and integration sizing on the stated scalability, concurrency, and performance requirements, with final sizing refinements to be confirmed during detailed requirements analysis and project initiation.
274	Will the MoE consider proposals where the core platform is an existing, configurable/customizable product (rather than a fully bespoke build), provided it meets all functional requirements, the customized source code is provided to purchaser?	<p>Bidders proposing existing products or configurable platforms should clearly describe the extent of configuration, customization, localization, integration, and any proposed adaptations necessary to meet the requirements of the Maldives education context. Any dependencies, licensing arrangements, third-party components, or proprietary elements should be clearly identified within the proposal.</p> <p>Ownership, licensing, intellectual property rights, source code delivery, and related obligations shall be governed by the applicable provisions of the GCC, SCC, and contract documentation. The Purchaser reserves the right to assess the suitability, sustainability, maintainability, and long-term viability of the proposed approach in accordance with the RFP requirements and evaluation criteria.</p>
275	Given the 365-calendar-day timeline for full go-live, does MoE have a phased rollout plan by module or by school/district? Or is simultaneous national rollout expected for all modules at once?	The TOR supports a phased implementation and pilot-driven rollout approach within the overall 365-calendar-day delivery timeline. However, the detailed rollout sequencing by module, school, atoll, or deployment wave is not predefined in the RFP and is expected to be proposed and refined during project initiation and implementation planning in consultation with MoE. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.



276	<p>Given that this is a World Bank-funded procurement, will sub-contracting of specific technical components (e.g., infrastructure hosting, cybersecurity testing, Dhivehi localization) to local Maldivian firms be permitted and/or advantageous in evaluation? Is there a minimum local content or local subcontracting requirement?</p>	<p>JV/Consortium: Not permitted as per PDS (ITP 4.1 – number of JV members = 0)  Subcontracting: Not permitted as Section III Qualification Criteria 1.4 - Subcontractors/vendors/manufacturers (Not Applicable)</p>
277	<p>IF MOE can provide the expected number of users and the categories of the same for example, total number of expected students, number of teachers, number of schools, MOE user personas and theirs expected count.</p>	<p>detailed population and persona counts are expected to be provided or validated by MoE during the System Design Phase, while the vendor is required to design a scalable system capable of accommodating nationwide usage without fixed dependency on initial numbers.</p>
278	<p>Is it mandatory to develop the system from Maldives or remote development or co development is required?</p>	<p>The TOR does not impose a geographic restriction on where development must occur. Therefore, remote development or hybrid/co-development models are acceptable, provided all required in-country activities (deployment, training, workshops, piloting, and support) are fully delivered as specified in the TOR.</p>



279	<p>Uni-App and NutUI are proprietary frameworks developed by specific technology companies: Uni-App by DCloud Technology (Beijing) and NutUI by JD.com. In accordance with World Bank Procurement Regulations for IPF Borrowers, Section V, Paragraph 5.26, technical specifications shall promote the broadest possible competition and shall state that methodologies meeting other standards that are substantially equivalent will also be accepted. Can MoF confirm whether Uni-App and NutUI are mandatory performance requirements, or whether equivalent internationally-adopted cross-platform mobile frameworks such as Flutter, React Native, or Ionic and equivalent mobile UI component libraries, would be evaluated on equal terms? If these specific frameworks are mandatory, can MoF provide the technical justification for their selection over internationally adopted alternatives?</p>	<p>Uni-App and NutUI are not strictly mandatory performance requirements. In alignment with the World Bank Procurement Regulations, which mandate that technical specifications promote the broadest possible competition and that methodologies meeting substantially equivalent standards must be accepted, the prescribed technology stack in the RFP (including Uni-App) represents indicative reference standards and a preferred architecture rather than a strict requirement. Therefore, the Purchaser confirms that equivalent, globally proven cross-platform mobile frameworks—such as Flutter, React Native, or Ionic—and equivalent mobile UI component libraries will be accepted and evaluated on equal terms. If you choose to propose an alternative framework, you must simply ensure that it fully meets all functional, performance, scalability, security, and integration requirements outlined in the RFP, and that it guarantees compatibility and maintainability within the overall EMIS ecosystem. Because these specific frameworks are not strictly mandatory, a technical justification for their exclusive selection over internationally adopted alternatives is not applicable.</p>
-----	---	--

280	<p>Can MoF confirm whether the technology stack specified in Section VII represents a mandatory requirement or a reference architecture? If it is a reference architecture, would proposals demonstrating equivalent or superior capability using alternative open-source technologies that comply with World Bank open-source preference policies and meet the same functional, security, and interoperability requirements be evaluated on equal terms with proposals following the specified stack?</p>	<p>The technology stack specified in Section VII represents an indicative reference architecture and a preferred baseline, rather than a strictly mandatory requirement. Proposals that utilize alternative, globally proven open-source technologies will be accepted and evaluated on equal terms with those following the specified stack. To ensure your alternative stack is evaluated equally, the proposed technologies must:</p> <ul style="list-style-type: none"> <li>Fully meet all functional, performance, scalability, and security requirements specified in the RFP.</li> <li>Ensure full interoperability, compatibility, and maintainability within the overall EMIS ecosystem.</li> <li>Provide equivalent or superior standards of quality compared to the referenced technologies.</li> </ul> <p>Please note that while alternative open-source technologies are welcome, deviating from the preferred stack requires a strong technical justification in your proposal to clearly demonstrate this equivalence.</p>
281	<p>Section VII specifies technologies at exact patch version level including PostgreSQL 14.2, MongoDB 5.0.5, and Valkey 7.2.5. Several of these versions are already past end-of-life at the time of this RFP. Is MoF open to proposals that specify minimum major or minor versions rather than exact patch numbers, allowing vendors to deliver on currently supported releases and apply security patches within the same minor release cycle throughout the contract period?</p>	<p>The TOR currently defines the stated technology versions as the reference baseline. Proposers may propose supported equivalent or higher compatible versions where necessary for security, stability, or vendor supportability, provided full compatibility with all functional, architectural, integration, and cybersecurity requirements is maintained.</p>



282	<p>The functional requirements describe AI-driven timetabling, AI forecasting, and a system scalable to incorporate AI-driven analytics, but Section VII specifies no AI/ML framework, no orchestration layer, and no vector database. Would MoF consider proposals that supplement the specified stack with modern AI-native components: including Python 3.11 or higher, PyTorch or equivalent ML frameworks, a vector database for semantic search, and container orchestration via Kubernetes, where these are necessary to deliver the intelligent features described in the functional requirements?</p>	<p>The TOR establishes the minimum/core technology and architectural requirements. Proposers may supplement the solution with compatible AI/ML frameworks, orchestration technologies, or supporting analytical components necessary to deliver the required intelligent and predictive functionalities, subject to compliance with all mandatory TOR requirements and MoE technical evaluation.</p>
283	<p>Kindly provide the detailed functional module list of the EMIS system, including:</p> <ul style="list-style-type: none"> <li>o Student lifecycle management</li> <li>o Teacher and HR management</li> <li>o School administration</li> <li>o Assessment &amp; examination</li> <li>o Finance / budgeting</li> <li>o Reporting and analytics</li> <li>o Integration with national systems</li> </ul>	<p>The module list in the TOR is explicitly described as: “including, but not limited to”</p> <p>Therefore, additional submodules, workflows, reports, integrations, and refinements may be identified and finalized during:</p> <p>stakeholder consultations, System Design Phase, SRS/SDS preparation, and pilot implementation activities.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
284	<p>Please share:</p> <ul style="list-style-type: none"> <li>o Number of schools</li> <li>o Number of users (students, teachers, administrators)</li> <li>o Expected concurrent users</li> </ul>	<p>Detailed institutional and user population figures are expected to be validated during the System Design and stakeholder consultation phases.</p>

285	Please confirm whether: o Mobile application development is required o Offline functionality is required for remote islands	Mobile application development is explicitly required by the TOR. Proposers may include appropriate offline/resilient synchronization capabilities where necessary to support reliable operation in remote island environments.
286	Kindly clarify: o Multilingual support requirements o Reporting and dashboard expectations	English and Dhivehi support are required. Multilingual capability must extend across core platform interfaces. Role-based dashboards are mandatory. Real-time analytics and KPI visualization are required. Interactive and configurable reporting capabilities are required. Reporting spans all major EMIS/SMIS functional modules. Mobile-accessible dashboards and exports are expected under the TOR requirements.
287	Please provide: o List of existing systems for data migration o Data formats and volumes o Data quality status	Detailed system inventories, source structures, and data quality validation are expected to be finalized during the System Design, survey, and stakeholder consultation phases.
288	Kindly confirm: o Responsibility for data cleansing and validation	The Supplier is responsible for technical data cleansing, transformation, normalization, de-duplication, and migration preparation activities required for successful system implementation.
289	Please provide details of integrations with: o National ID systems o Finance / Treasury systems o Examination boards o HR / Payroll systems o LMS	Detailed interface specifications, endpoints, and integration mechanisms are expected to be identified and refined during stakeholder consultations.
290	Kindly confirm: o Availability of APIs o Responsibility for third-party coordination	Availability/readiness of APIs from external systems will need to be validated during the System Design and integration analysis phases. oE is expected to facilitate coordination with relevant government agencies and external stakeholders where institutional access or approvals are required.
291	Please confirm deployment model: o Government data center / Cloud / On-premise	Government data centre  provided the proposed solution fully satisfies the specified security, scalability, interoperability, availability, and compliance requirements.
292	Kindly specify: o Hosting environment	Government data centre  provided the proposed solution fully satisfies the specified security, scalability, interoperability, availability, and compliance requirements.
293	Please clarify: o Whether hardware procurement is part of scope	Procurement and installation of the specified testing/staging infrastructure is explicitly within the Supplier's scope.



294	Kindly provide: o Network bandwidth availability across islands o Disaster recovery requirements	The platform must support low-bandwidth and geographically distributed operational environments. Refer to Section VII
295	Please confirm: o Responsibility for infrastructure provisioning, backup, and recovery	The TOR establishes that the Supplier is responsible for implementing and configuring backup and recovery capabilities, while production hosting infrastructure ownership/provisioning depends on the final deployment model agreed with MoE.
296	Please clarify: o Total number of schools and students o Whether implementation is required across all schools physically or can be done remotely by our team with handholding of your Implementation team at the school. We can train the trainers for Implementation.	The TOR does not specify the exact number of schools or students but defines the EMIS/SMIS as a nationwide platform covering all schools under MoE. physical on-site implementation at every school, and a hybrid approach combining remote deployment, centralized support, and Train-the-Trainer (ToT) methodology is acceptable, provided the Supplier ensures successful implementation, user readiness, training, and operational acceptance across all participating institutions.
297	Kindly confirm: o Phased rollout requirement	refer to Section VII – Scope of Work
298	Please provide: o Expected Go-Live timeline o Acceptance criteria o Maximum implementation duration	As per Section VII – Delivery Schedule Requirements (Page 153), the successful proposer must complete the initial local deployment and demonstration within 30 calendar days of contract award, while full development, testing, training, and go-live trial must be completed within a maximum duration of 365 calendar days. Acceptance criteria are defined under Section D – Testing and Quality Assurance Requirements (Sections 3.1 and 3.2), including successful functional and integration testing, achievement of uptime/performance targets, completion of critical workflows without errors, resolution of critical defects, user acceptance, and formal MoE sign-off. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.
299	Kindly provide: o Number of users to be trained o Training locations	As per the TOR, the exact number of users to be trained and the final training locations are not explicitly specified. However, Section VII – Training and Training Materials requires training for MoE departmental staff, school administrators, principals, teachers, technical staff, and other end-users across the nationwide EMIS/SMIS implementation. The TOR also includes Training of Trainers (ToT) and pilot-phase training requirements. Detailed participant counts and training locations are expected to be finalized during the System Design and implementation planning phases in consultation with MoE.
300	Please confirm: o Training mode (classroom / online / train-the-trainer)	The training requirements for the Maldives EMIS project utilize a comprehensive approach that includes Train-the-Trainer (ToT), classroom-based sessions, and technical instruction



301	<p>Please clarify:</p> <ul style="list-style-type: none"> <li>o Responsibility for training infrastructure</li> <li>o Requirement for manuals and documentation</li> </ul>	<p>As per Section VII – Training and Training Materials, the Supplier is responsible for developing and delivering training services, training materials, SOPs, user documentation, and technical documentation. Training infrastructure will be provided by MoE.</p>
302	<p>The RFP specifies a server configuration. Kindly clarify:</p> <ul style="list-style-type: none"> <li>• Purpose and intended usage</li> <li>• Deployment location</li> <li>• End users of the system</li> </ul>	<p>As per Section VII – Testing Infrastructure Requirements, the specified server configuration is intended for the pre-deployment and staging/testing phases of the EMIS/SMIS implementation. The TOR states that this infrastructure will be used as a controlled environment for functional, performance, and security testing prior to national rollout.</p> <p>The TOR further states that the testing infrastructure must be installed and fully operational at MoE-designated premises, including required cabling, racking, and network connectivity.</p> <p>The EMIS/SMIS platform itself is intended for nationwide use across the Maldives education sector, with end users including students, parents, teachers, school administrators, principals, MoE departmental staff, analysts, planners, technical administrators, and other authorized stakeholders as defined across the functional modules in Section VII.</p>
303	<p>please clarify how “extra features scoring” will be evaluated in a custom development context. Further, clarification is requested regarding:</p> <ul style="list-style-type: none"> <li>• Recurrent cost applicability vs mention of “Not Applicable”</li> <li>• Resource details</li> <li>• Piloting phase environment (development vs production)</li> </ul>	<p>Extra Features Scoring: As per Section III (Technical Evaluation), evaluation shall be based on the defined criteria; the RFP does not explicitly detail a separate methodology for scoring “extra features” beyond stated requirements.</p> <p>Recurrent Costs: As per PDS (ITP 17.2), recurrent costs are not applicable and shall not be proposed.</p> <p>Resource Details: Shall be provided as per Section III and Section IV (Technical Proposal Forms); no additional requirements are specified beyond those sections.</p> <p>Piloting Phase Environment: The RFP does not explicitly define whether pilot shall be in development or production; bidders shall propose in line with requirements.</p>

<p>304</p>	<p>The RFP specifies a restrictive technology stack and workflow tools. We request that:</p> <ul style="list-style-type: none"> <li>• Technology stack be kept open to include widely used frameworks (e.g., .NET, Java, modern frontend frameworks)</li> <li>• Evaluation focus be on solution capability rather than specific tools</li> <li>• Workflow tool restrictions be relaxed to ensure fair competition and include custom workflow development also as it will keep the cost low too.</li> </ul> <p>Some of the additions in tech-stack that we propose are:</p> <p>Programming Language C#, C++ Backend Framework ASP.NET MVC Frontend Razor, Java Script, HTML, CSS Platform Development Tools: Visual Studio, Git Databases: Oracle, MS-SQL Mobile: Flutter Workflow Engine: Custom developed</p> <p>The RFP also restrict the workflow builder tool and also asks for specific experience on that tool. This is a restrictive clause and will prevent fair competition preventing the capable companies from bidding just because they have not done work on the mentioned Workflow proprietary tool.</p>	<p>As per Section VII – Technical Stack Requirements and Architectural Requirements, the RFP defines the stated technologies, frameworks, workflow engine, and development tools as the reference baseline architecture for the EMIS/SMIS platform. These requirements were established to ensure interoperability, maintainability, scalability, security compliance, and alignment with the intended enterprise architecture of the solution.</p> <p>However, the TOR also emphasizes overall functional capability, scalability, integration readiness, security, and performance compliance throughout the system lifecycle. Proposers may submit technically equivalent or enhanced approaches, provided they fully satisfy all mandatory functional, integration, cybersecurity, interoperability, deployment, source code ownership, and performance requirements defined in the TOR. Any proposed deviation or alternative technology stack must be clearly justified and demonstrate compatibility with the overall architectural objectives of the project.</p> <p>With respect to workflow tools and workflow engine experience requirements, the TOR currently specifies Activiti 8.1 and related workflow management capabilities as part of the required reference architecture. Any alternative or custom-developed workflow solution proposed by bidders must demonstrate equivalent functionality, maintainability, auditability, scalability, workflow configurability, and compliance with the workflow/process management requirements defined under Sections 1.4.1.4 and 1.3.1.1.</p>
------------	--	--



305	<p>The RFP includes physical infrastructure components (cabling, rack, etc.) which appear unrelated to software development.</p> <p>Kindly confirm:</p> <ul style="list-style-type: none"> <li>• Whether this is within scope</li> <li>• If yes, detailed specifications required for accurate costing</li> </ul>	<p>these physical infrastructure components are within the scope of the testing infrastructure requirements. The TOR currently provides only the high-level hardware specifications for the testing server environment (processor, RAM, storage, networking, rack compatibility, virtualization support, redundancy, etc.).</p>
306	<p>Please clarify if we need to supply any hardware like servers etc. We feel that since the project covers multiple schools, the cloud infrastructure to run the application should be provided by MOE. And we can set the test environment in that cloud itself. We can use our cloud for development environment.</p>	<p>As per Section VII – Testing Infrastructure Requirements</p>
307	<p>The RFP mentions at one place in Delivery Schedule requirements that the proposer must complete the local deployment and demonstration of the digital portal, etc. within 30 days of contract award. There seems to be some mistake here. There has to be one implementation calendar. Kindly clarify:</p> <ul style="list-style-type: none"> <li>• Whether this is a typographical error</li> <li>• Overall implementation schedule</li> </ul>	<p>This 30-day timeline strictly refers to the initial local deployment and demonstration of the base digital portal, high-productivity tools, data analysis models, and digital intelligence base. It does not mean the entire customized system must be finished in a month. This initial demonstration must be completed within 30 calendar days of the contract award and must pass acceptance by both the technical and business departments of the client. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
308	<p>Please confirm:</p> <ul style="list-style-type: none"> <li>o Minimum turnover requirement</li> <li>o Minimum number of similar projects</li> </ul>	<p>Minimum Turnover: As specified in Section III – Qualification Criteria (Financial Capacity)  Minimum Similar Projects: As specified in Section III – Qualification Criteria (Experience)</p>
309	<p>Kindly clarify:</p> <ul style="list-style-type: none"> <li>o Definition of “similar projects” (we assume software development / COTS implementation)</li> </ul>	<p>As per Section III (Experience Requirements), “similar projects” are those comparable in nature, scope, and complexity to the required Information System; the RFP does not restrict this specifically to software development or COTS, but includes relevant implementations of similar systems.</p>



310	<p>Please confirm:</p> <ul style="list-style-type: none"> <li>o Whether consortium / JV participation is allowed</li> <li>o Whether subcontracting is permitted</li> </ul>	<p>JV/Consortium: Not permitted as per PDS (ITP 4.1 – number of JV members = 0)  Subcontracting: Not permitted as Section III Qualification Criteria 1.4 - Subcontractors/vendors/manufacturers (Not Applicable)</p>
311	<p>Kindly confirm:</p> <ul style="list-style-type: none"> <li>• Licensing model (Perpetual / Subscription) for COTS solution if allowed</li> <li>• If you will provide the CLOUD infrastructure for Product deployment then we assume that the third part licenses/support will be procured by you directly like that of Database, etc.</li> </ul>	<p>As per the TOR, the EMIS intellectual property (IP) rights and complete source code are required to be provided to the MoE upon project completion. COTS solution is not acceptable. Regarding infrastructure and third-party licenses, the TOR states that the EMIS may be hosted on a GoM server or a suitable cloud-based option and references hosting provided by MoE for production deployment.</p>
312	<p>Please provide:</p> <ul style="list-style-type: none"> <li>o Acceptance criteria</li> <li>o UAT responsibility</li> <li>o Acceptance timelines</li> </ul>	<p>Testing and Quality Assurance Requirements (Sections 3.1 and 3.2), acceptance criteria include successful completion of functional, integration, performance, security, and operational testing; completion of critical workflows without errors; resolution of critical defects; achievement of uptime/performance targets; successful pilot and live-environment testing; user satisfaction thresholds; and formal MoE sign-off on functionality and usability.  MoE is responsible for conducting and approving UAT/Operational Acceptance, while the Supplier is responsible for supporting testing, resolving issues, and facilitating successful acceptance.</p>
313	<p>Kindly clarify:</p> <ul style="list-style-type: none"> <li>• Whether on-site implementation is required across all schools and associated cost responsibilities</li> </ul>	<p>he TOR does not define separate standalone UAT durations, but acceptance activities are embedded within the implementation, piloting, testing, and operational acceptance phases. Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
314	<p>Please clarify:</p> <ul style="list-style-type: none"> <li>• Liability cap</li> <li>• Liquidated damages</li> <li>• Termination conditions</li> <li>• Force majeure coverage</li> </ul>	<p>Clarification to GCC 33.1(b): Since the SCC does not specify a different limit of liability, the aggregate liability of the Supplier under GCC 33.1(b) shall be 100% of the total Contract Price. Please refer to Addendum No. 03. GCC Clause 28.2 has been amended as follows: “Liquidated Damages shall be applied at the rate of 0.5% of the Contract Price per week of delay, subject to a maximum limit of 10% of the Contract Price.”  Termination Conditions: As per GCC Clause 41  Force Majeure: As per GCC Clause 38</p>



315	Kindly confirm: That Chartered Accountant certificate, certifying the delivery of services and confirmation of payment received from the client should be acceptable as satisfactory document by Purchaser for the experience provided to meet the various conditions of the Qualification and experience in the RFP	As per Section III and Section IV, bidders shall submit evidence as specified in the RFP
316	We request that: • Technology-specific criteria (Spring Boot, Vue.js, etc.) be generalized. Presently it is very restrictive and not in line with open bids like this. • Focus be on experience in enterprise application development, cloud, mobile, workflow systems and COTS solutions implementation.	the RFP defines the referenced technologies and frameworks as the intended baseline architecture. Any proposed alternative technologies or frameworks should be clearly justified and demonstrate compatibility with the project’s architectural and operational objectives. Refer to Addendum 3.
317	Could the Purchaser provide a detailed breakdown of the functional scope of the EMIS, including modules expected under School Management Information Systems?	The TOR also explicitly states that the listed modules and features are “including, but not limited to,” and further refinements may occur during the System Design and stakeholder consultation phases.
318	Is the proposed system intended to be a greenfield implementation or an enhancement/integration of existing systems?	it is intended to be a greenfield implementation
319	Could details be provided on the expected scale, including: a) Number of schools b) Estimated number of users (students, teachers, administrators) c) Expected system load and concurrency	The precise number of such areas shall be identified and finalized in collaboration with the selected vendor during the design phase. Nevertheless, bidders are expected to prepare their proposals with due consideration to the anticipated scale, complexity, and infrastructure requirements of a system of this nature and propose an appropriate approach accordingly.



320	Could the Purchaser clarify any existing systems currently in use that the EMIS is expected to integrate with?	The EMIS is expected to integrate with existing and future systems utilized by the Ministry of Education and relevant stakeholders. Current systems may include platforms related to HR, finance, examinations, learning management, identity management, and other education sector applications. Detailed integration requirements, available APIs/interfaces, and technical specifications will be shared with the selected bidder during the requirements validation and implementation phase.
321	Will the Purchaser provide system documentation, data structures, and access to existing systems for integration planning?	Yes. The Purchaser will provide available system documentation, relevant data structures, and necessary access to existing systems, subject to applicable security, privacy, and access control requirements, to support integration planning and implementation.
322	Could details be provided on the availability, volume, and quality of legacy data to be migrated?	The availability, volume, structure, and quality of legacy data may vary across existing sources and will be further assessed during the design and requirements validation phase with the selected vendor. Bidders are expected to account for the complexity typically associated with data migration, including data mapping, cleansing, validation, and transformation activities, and propose an appropriate methodology accordingly.
323	Who will be responsible for: a. Data cleansing b. Data validation c. Data ownership and sign-off?	Data cleansing – Supplier responsibility Technical data validation during migration/testing – Supplier responsibility Final data acceptance/sign-off – MoE/Purchaser through the operational acceptance and sign-off process defined in – Testing and Quality Assurance Requirements.
324	Are there existing data governance frameworks or policies that the system must comply with?	The system shall comply with all applicable existing laws, regulations, policies, and frameworks relevant to data governance, privacy, cybersecurity, and information management in the Maldives. Given the evolving legal and regulatory landscape, the system shall be designed to remain adaptable and configurable to accommodate future requirements. In the absence of fully enacted national frameworks, bidders are expected to align with internationally recognized best practices and standards for data protection, privacy, and information security. Any additional requirements, policies, or implementation-specific guidance will be shared with the selected vendor during the design and implementation phases.
325	What level of ICT capacity is expected at school and atoll levels?	the implementation approach assumes varying levels of ICT maturity and requires the Supplier to provide sufficient training, operational support, documentation, and user enablement to support adoption across all stakeholder levels.
326	Are there priority modules or geographic regions expected to be implemented first?	detailed prioritization of modules, schools, or geographic regions is expected to be finalized during project initiation, stakeholder consultations, and implementation planning with MoE.



327	Could the Purchaser clarify: a. The expected number of users to be trained b. Target groups (administrators, teachers, technical staff, etc.)	The exact number of users and training participants will be finalized during the design and implementation planning phase in consultation with the selected vendor. However, bidders are expected to consider a nationwide implementation context and propose a comprehensive, scalable training approach covering relevant stakeholder groups, including but not limited to administrators, school leadership, teachers, technical personnel, and Ministry-level users, as appropriate to the proposed solution.
328	Are training materials required in both Dhivehi and English?	TOR does not explicitly state that all training materials and documentation must mandatorily be produced in both Dhivehi and English.
329	What are the expectations regarding post-training adoption and user support?	post-training expectations include sustained user adoption, operational readiness, issue resolution support, and continued assistance to schools and MoE stakeholders during the warranty/support period to ensure successful system usage and transition into production operations.
330	Will infrastructure (hosting environment) be provided by the Purchaser, or is it expected to be included within the proposal?	Will be provided by purchaser
331	Are there preferences for: a. Cloud-based b. On-premise c. Hybrid deployment models?	The Purchaser is open to cloud-based, on-premise, or hybrid deployment models given the data resides within an infrastructure agreed by GoM. Bidders are expected to propose the most appropriate deployment approach, taking into consideration system scalability, security, reliability, performance, data governance requirements, long-term sustainability, and the operating context of the Maldives. The final deployment approach will be agreed upon with the selected vendor during the design phase.
332	Could additional detail be provided on the scoring methodology within the technical evaluation criteria (60%) ?	As per Section III (ITP 32.1), the technical evaluation is based on the criteria and scoring framework defined in the RFP; no further detailed scoring methodology is provided.
333	Are there minimum technical score thresholds required to proceed to financial evaluation?	As per Section III (ITP 32.1), only proposals meeting the minimum qualifying technical score (as specified in the RFP) shall proceed to financial evaluation.
334	How will innovation, scalability, and long-term sustainability be assessed within the technical evaluation?	As per Section III (Technical Evaluation), these aspects are assessed within the defined evaluation criteria; the RFP does not provide a separate or explicit scoring methodology for innovation, scalability, or sustainability.
335	How will delays caused by third-party dependencies (e.g., institutions, data availability) be treated contractually?	As per GCC Clauses 10 and 40, delays attributable to the Purchaser or external dependencies may be considered for extension of time without penalties, subject to contract provisions.

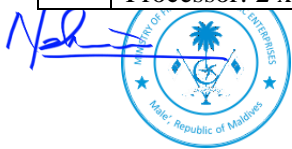


336	Is a modular or phased system architecture acceptable within a single proposal submission?	As per Section VII (Purchaser's Requirements), bidders shall meet the defined requirements; the RFP does not restrict modular or phased architecture, and proposals may adopt such approaches provided compliance is ensured.
337	Given the scale and multi-dimensional nature of the EMIS implementation, would the Purchaser consider allowing structured partnership models	As per the PDS (ITP 4.1), JV/consortium arrangements are not permitted
338	The Proposal Data Sheet indicates that the maximum number of Joint Venture (JV) members is stated as zero . Could the Purchaser kindly clarify whether Joint Ventures or consortium-based submissions are permitted under this procurement?	As per the PDS (ITP 4.1), the maximum number of JV members is specified as 0; therefore, JV/consortium submissions are not permitted for this RFP.

339	<p><b>2. TECHNICAL EVALUATION</b>  <b>3 - Project Manager/ Technical Lead</b></p> <p>a. Bachelor’s degree or above in Computer Science or related field  b. 7+ years in software development  c. Expertise in Java, Python, Spring Boot/Cloud  d. Vue.js and TypeScript expertise  e. Experience with PostgreSQL, MongoDB and MySQL  f. Proven Uni-App mobile development background  g. Activiti workflow implementation experience</p> <p>We request the Authority to kindly allow equivalent technologies and platforms, and evaluate based on relevant experience and capability, rather than restricting to specific technology stacks.</p> <ul style="list-style-type: none"> <li>• c. Expertise in Java / Python/Spring Boot/Cloud</li> <li>• d. Vue.js / React.js / Node / TypeScript expertise</li> <li>• e. Experience with PostgreSQL / MongoDB / MySQL / Oracle</li> <li>• f. Proven Uni-App / Android, iOS / native mobile development background</li> <li>• g. Activiti / Inhouse / other established Industry workflow platform implementation experience</li> </ul>	<p>Please Refer to Addendum 3, Section III – Evaluation and Qualification Criteria</p> <p>2. Technical Evaluation,  2.1, 3. Project Manager, (d) &amp; (f) is hereby amended as follows:  (d) Vue.js and TypeScript expertise or any other equivalent technologies and platforms.  (f) Proven Uni-App mobile development background or any other equivalent technologies and platforms.</p> <p>Section III – Evaluation and Qualification Criteria  Qualification requirement Table  1.4.3 Organizational Experience (c) is hereby amended as follows:</p> <p>(c) Track record with Vue.js and TypeScript implementations or any other equivalent technologies and platforms.</p>
-----	---	---



340	<p>2. TECHNICAL EVALUATION 4 - Senior Developer</p> <p>Bachelor's degree in Computer Science or related field 5+ years full-stack development Strong Java/Python proficiency Vue.js 3+ and TypeScript development Database management expertise Experience with Uni-App and NutUI Spring Boot/Cloud architecture knowledge</p> <p>We request the Authority to kindly allow equivalent technologies and platforms, and evaluate based on relevant experience and capability, rather than restricting to specific technology stacks</p> <ul style="list-style-type: none"> <li>• a. Bachelor's degree in Computer Science or related field</li> <li>• b. 5+ years full-stack development</li> <li>• c. Strong Java/Python proficiency</li> <li>• d. Vue.js / React.js / Node / TypeScript expertise</li> <li>• e. Database management expertise</li> <li>• f. Experience with Uni-App /NutUI / Android, iOS / native mobile development</li> <li>• g. Spring Boot/Cloud architecture knowledge</li> </ul>	<p>Please Refer to Addendum 3, Section III – Evaluation and Qualification Criteria 2. Technical Evaluation, 2.1.4. Senior Developer (d) &amp; (f) is hereby amended as follows: (d) Vue.js and TypeScript expertise or any other equivalent technologies and platforms. (f) Experience with Uni-App and NutUI or any other equivalent technologies and platforms.</p>
341	<p>2. TECHNICAL EVALUATION 7-The server system should include the following specifications and features... Processor: 2 x Intel Xeon</p>	<p>a. Intended purpose and usage: This server system is exclusively intended to be a dedicated testing server system used during the pre-deployment and staging phases of the platform. It is not for the production or DR environments.</p>



<p>Silver or equivalent Memory: Minimum 128GB ECC RAM Storage: Minimum 4TB SSD (RAID 5 or RAID 10 recommended)</p> <p>Kindly clarify:</p> <p>a. What is the intended purpose and usage of the server system (e.g., production environment, DR, staging, or backup)?</p> <p>b. Whether the server hardware is to be supplied, installed, and maintained by the bidder, or will be provided by the Purchaser</p> <p>c. The quantity of servers required, including whether separate environments (production, DR, testing) are expected</p> <p>d. The deployment locations (central MoE data center or distributed across sites)</p> <p>e. Whether the bidder is required to include UPS, NAS backup systems, and networking components as part of the supply scope</p> <p>f. Clarification on whether virtualization licenses (e.g., VMware) and operating system licenses are to be included in the bidder's scope</p> <p>g. Whether onsite installation, configuration, and warranty support are required at all locations</p> <p>This clarification is requested to ensure accurate scoping, infrastructure sizing, and cost estimation</p>	<p>b. Supply and installation responsibility: For this testing/staging environment, the server hardware must be procured, supplied, and installed by the bidder. Conversely, the production hosting infrastructure will be provided by the Purchaser (MoE).</p> <p>c. Quantity of servers: The requirement asks for a dedicated testing server system(i.e., one system meeting the minimum 128GB RAM / 4TB SSD specs). Separate servers for production will be provided by the MoE, and the bidder is only responsible for configuring the software and DR mechanisms within that MoE-provided environment.</p> <p>d. Deployment locations: The testing server must be deployed centrally at MoE-designated premises.</p> <p>e. UPS, NAS, and networking components: Yes, these must be included in bidder's supply scope. The RFP explicitly mandates that the bidder's testing server setup must include a basic UPS system and NAS backup setup, as well as all cabling, racking, and network connectivity(including a dual-port 10GbE network interface).</p> <p>f. Virtualization and OS licenses: The system must be compatible with Linux, Docker, VMware ESXi, and KVM. While the MoE strongly prefers open-source or royalty-free software, if you require commercial virtualization or OS licenses to operate this testing server, those licenses must be arranged by the bidder and the costs fully included** in the bidder's financial proposal.</p> <p>g. Onsite installation, configuration, and warranty: Yes, the bidder is required to provide one-time configuration support as well as warranty and on-site support for at least 1 year for this testing infrastructure at the MoE location.</p>
---	--



342	<p>1.4 Experience 1.4.1 General Experience, 1.4.2 Specific Experience, 1.4.3 Organizational Experience</p> <p>Kindly clarify whether ongoing projects are also considered under this clause</p>	<p>Completed projects can be used to satisfy the minimum qualification requirement and must be supported by an Operational Acceptance (OA) Certificate (or equivalent completion/acceptance document). Ongoing projects may be listed as additional experience but will not be considered for meeting the minimum qualification requirement because operational acceptance has not yet been achieved.</p>
343	<p>1.4 Experience 1.4.3 Organizational Experience c) Track record with Vue.js and TypeScript implementations</p> <p>The requirement specifies Vue.js and TypeScript, which may restrict participation to specific technology stacks. We request the Authority to kindly allow experience with equivalent modern frontend frameworks (such as React.Js, Node.Js, Angular, etc.) along with TypeScript/JavaScript-based implementations, provided they meet the required performance, scalability, and usability standards. This will ensure broader competition without impacting solution quality</p> <p>Request for amending the clause as below: c) Track record with modern equivalent frameworks implementations (such as Vue.js/ TypeScript/ React.Js/ Node.Js, Angular, etc.)</p>	<p>Please Refer to Addendum 3. Section III – Evaluation and Qualification Criteria Qualification requirement Table 1.4.3 Organizational Experience (c) is hereby amended as follows:</p> <p>(c) Track record with Vue.js and TypeScript implementations or any other equivalent technologies and platforms.</p>

344	<p>1.4 Experience 1.4.3 Organizational Experience d) Proven experience with specified database technologies We request the Authority to kindly allow experience with equivalent or alternative enterprise-grade database technologies, as long as they meet scalability, performance, and security requirements. This will ensure wider participation and promote fair competition without impacting solution quality</p> <p>Request for amending the clause as below: c) Proven experience with enterprise grade database technologies (such as PostgreSQL/ Oracle/ MySQL etc.)</p>	<p>The database technologies referenced in the RFP represent the Purchaser's preferred technical architecture and implementation direction for the EMIS solution. Please Refer to Addendum 3, Section III – Evaluation and Qualification Criteria Qualification requirement Table 1.4.3 Organizational Experience (c) is hereby amended as follows:</p> <p>(c) Track record with Vue.js and TypeScript implementations or any other equivalent technologies and platforms.</p>
-----	--	--

<p>345</p>	<p>1.4 Experience 1.4.3 Organizational Experience e) Successfully delivered mobile applications using Uni- framework The requirement specifies Uni-App framework, which may limit participation to vendors using a specific toolset. We request the Authority to kindly allow experience with other cross-platform or native mobile development frameworks (such as Flutter, React Native, Ionic, native Android/iOS, etc.), provided the delivered applications meet functional and performance requirements</p> <p>Request for amending the clause as below: c) Successfully delivered mobile applications using cross-platform or native mobile development frameworks such as Uni-framework/ Android/iOS/ React native etc.</p>	<p>Please Refer to Addendum 3, Section III – Evaluation and Qualification Criteria Qualification requirement Table 1.4.3 Organizational Experience (c) is hereby amended as follows:  (c) Track record with Vue.js and TypeScript implementations or any other equivalent technologies and platforms.</p>
------------	---	---

346	<p>1.4 Experience 1.4.3 Organizational Experience f) Experience managing workflow implementations with Activiti</p> <p>The requirement specifies Activiti workflow engine, which may be restrictive. We request the Authority to kindly allow experience with any suitable workflow, BPM, or process automation solutions, including in-house developed tools or established industry platforms. This will promote wider participation without impacting functional outcomes</p> <p>Request for amending the clause as below: f) Experience managing workflow implementations with any suitable workflow management, or process automation solutions, including in-house developed tools or established industry platforms</p>	<p>The technologies referenced in the RFP, including workflow and process orchestration engines, represent the Purchaser’s preferred technical architecture and implementation direction for the EMIS solution. However, bidders may propose alternative workflow, BPM, or process automation technologies where they can clearly demonstrate that the proposed approach is equivalent to or better than the stated requirements in terms of functionality, workflow capability, interoperability, scalability, maintainability, security, auditability, and long-term sustainability.</p> <p>Any proposed alternatives should be clearly justified within the proposal, including technical rationale, compatibility considerations, implementation implications, and alignment with the overall objectives and requirements of the EMIS. The Purchaser reserves the right to assess the adequacy and suitability of proposed technologies in accordance with the requirements and evaluation criteria set out in the RFP.</p> <p>Refer to Addendum 3. Section III – Evaluation and Qualification Criteria Qualification requirement Table 1.4.3 Organizational Experience (c) is hereby amended as follows:</p> <p>(c) Track record with Vue.js and TypeScript implementations or any other equivalent technologies and platforms.</p>
-----	--	--

347	<p><b>PRICE SCHEDULE FORMS</b></p> <p>3.1 Grand Summary Cost Table</p> <p>3.2 Supply and Installation Cost Summary Table</p> <p>3.3 Recurrent Cost Summary Table</p> <p>3.4 Supply and Installation Cost Sub-Table(s)</p> <p>3.5 Recurrent Cost Sub-Tables(s)</p> <p>3.6 Country of Origin Code Table</p> <p>Requesting clarification - The structure and applicability of the Reference Cost Tables are not entirely clear, particularly with respect to the tables to be filled under the “Grand Summary Cost Table.”</p> <p>Specifically, clarification is requested on the following:</p> <ul style="list-style-type: none"> <li>• Whether the Recurrent Cost Summary Table (Clause 3.3) and Recurrent Cost Sub-Table – Warranty Period (Clause 3.5) are applicable for this project.</li> <li>• As per the RFP deliverables, the project duration is 52 weeks, and there do not appear to be any recurring/operational cost components defined beyond this period.</li> </ul> <p>In view of the above, kindly clarify:</p> <ol style="list-style-type: none"> <li>1. Which cost tables are mandatory to be filled for submission of the commercial bid.</li> <li>2. Whether recurrent cost-related tables are applicable or may be treated</li> </ol>	<p>The RFP clearly states in the (PDS ITP 17.2) that Proposers must not propose Recurrent Cost Items. However, Section VII, Part E (Service Specifications – Recurrent Cost Items) are still mandatory obligations that you must fulfill.</p> <p>According to the official clarifications, you must complete only Forms 3.1, 3.2, and 3.4 (Supply &amp; Installation costs). Forms 3.3 and 3.5 (Recurrent Cost Summary and Sub-Tables) are strictly "Not Applicable" (N/A) and should not be used.</p> <p>The "System Inventory Table (Recurrent Cost Items)" in the RFP explicitly notes that for items like Warranty Defect Repair and Software/Firmware Licenses and Updates, the costs are "included in the Supply and Install Price",</p> <p>Therefore, ensure you account for the financial impact of the 12-month support team and warranty obligations within your overall fixed contract price for supply and installation.</p>
-----	--	--



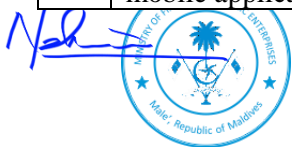
	as Not Applicable (N/A) for this project.	
--	---	--

348	<p><b>1. BACKGROUND</b> The EMIS will integrate information and data that is currently scattered under different databases under various departments and agencies of the MoE. The EMIS will also contain information on the results and outcomes of the education system, such as the findings of the Quality Assurance Reviews, the results of the National Assessments of Learning Outcomes, and information from public examinations</p> <p>Kindly clarify whether the solution is expected to incorporate the full Ministry hierarchy (MoE, Atoll, School levels) for monitoring, reporting, and approvals, along with indicative user roles and hierarchy structure</p>	<p>Yes. As per Section VII – Background, Business Function Requirements, Systems Administration and Management Functions, and module definitions, the EMIS/SMIS is intended to operate as a centralized national platform supporting education management across multiple levels</p>
349	<p><b>3. EXPECTED RESULTS</b> Intelligent Reporting and Analytics</p> <p>Kindly confirm whether bidders are required to include costs for analytics platforms, AI/ML tools, or licenses as part of the solution, or if any preferred tools/licenses will be provided by the Purchaser</p>	<p>Bidders are expected to propose an appropriate analytics, reporting, and AI/ML approach necessary to meet the functional and technical requirements of the EMIS solution, including any associated tools, platforms, components, licenses, or subscriptions required to support the proposed solution.</p> <p>Any third-party software, commercial tools, dependencies, licensing arrangements, or recurring requirements relevant to the proposed solution should be clearly identified and adequately accounted for within the proposal and pricing structure, in accordance with the RFP and contractual requirements.</p> <p>The Purchaser does not prescribe a specific analytics or AI/ML platform. Bidders are encouraged to propose solutions that are interoperable, scalable, maintainable, sustainable, and aligned with the long-term operational needs of the Ministry of Education.</p>



350	<p><b>4. SCOPE OF WORK</b> The assignment will also include the development, configuration, and implementation of SMIS modules in schools across Maldives.</p> <p>We request to kindly provide indicative figures for number of</p> <ul style="list-style-type: none"> <li>• schools,</li> <li>• students,</li> <li>• teachers,</li> <li>• administrative users,</li> <li>• expected concurrent users,</li> </ul> <p>and data volume to support appropriate infrastructure sizing and costing</p>	<p>The precise number of such areas shall be identified and finalized in collaboration with the selected vendor during the design phase. Nevertheless, bidders are expected to prepare their proposals with due consideration to the anticipated scale, complexity, and infrastructure requirements of a system of this nature and propose an appropriate approach accordingly.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
351	<p><b>4. SCOPE OF WORK</b> Training of trainers (ToT) and training for selected MoE officials.</p> <p>We request the Authority to kindly provide details on number of trainees, categories of users, training locations (individual school level / district level etc.), language requirements, and expected training delivery mode (centralized/ decentralized)</p>	<p>The exact number of users and training participants will be finalized during the design and implementation planning phase in consultation with the selected vendor. However, bidders are expected to consider a nationwide implementation context and propose a comprehensive, scalable training approach covering relevant stakeholder groups, including but not limited to administrators, school leadership, teachers, technical personnel, and Ministry-level users, as appropriate to the proposed solution.</p>
352	<p><b>4. SCOPE OF WORK</b> 4.2. Piloting Phase</p> <p>Please clarify the scope of pilot, number of pilot sites and acceptance criteria for full rollout</p>	<p>Detailed pilot scope, participating sites, rollout sequencing, and pilot success benchmarks are expected to be finalized during project initiation and implementation planning in consultation with MoE.</p>

353	<p>4. SCOPE OF WORK</p> <p>4.5. Support and Maintenance</p> <ul style="list-style-type: none"> <li>● Provide technical support for 12 months post-deployment: after the system is setup and implemented at MoE.</li> <li>● Resolve issues and deliver updates or minor additional functionalities identified during the warranty period.</li> </ul> <p>The Implementation Schedule does not mention O&amp;M period post 'Implementation - Phase 4'</p> <p>We request clarification on warranty duration, scope of support services, expected SLA parameters and scope of AMC including L1/L2/L3 support.</p>	<p>bidders are expected to propose appropriate support structures, SLA models, escalation mechanisms, and operational support approaches consistent with the TOR's availability, maintenance, and operational support requirements.</p>
354	<p>3. EXPECTED RESULTS</p> <p>Seamless Mobile Access and Workflow Automation</p> <p>Mobile-friendly interfaces and dedicated apps that allow users to access EMIS and SMIS features, approve workflows, countersign documents, and apply handwritten signatures on the go</p> <p>6.6. Mobile Platform - The platform must support mobile access, allowing users to:</p> <p>6. Functional requirements</p> <p>6.6. Mobile Platform - The platform must support mobile access, allowing users to:</p> <p>Kindly confirm whether mobile application</p>	<p>TOR indicates an expectation for dedicated mobile application capability supporting mobile platforms (Android/iOS) in addition to responsive interfaces. A purely responsive web-only solution is not explicitly identified in the TOR as a complete substitute for the required mobile application capabilities.</p>



	Android/iOS both are required or if a responsive web-based solution would be sufficient for all user groups	
355	<p>Section VII – Functional Requirements</p> <p>5.5. Assessment and Examinations Module The module issues secure digital certificates/transcripts, works in Dhivehi/English.</p> <p>Kindly clarify:</p> <p>(a) Which modules and user interfaces require both Dhivehi and English language support;</p> <p>(b) Whether Dhivehi right-to-left (RTL) or special character encoding/rendering is required across the platform;</p> <p>(c) Whether MoE will provide Dhivehi translation inputs and glossaries, or whether the bidder develops these as part of scope;</p> <p>(d) Whether school-level SMIS interfaces require full Dhivehi support or English-only is acceptable.</p>	<p>The proposed solution shall support both Dhivehi and English language requirements where applicable to ensure accessibility and usability for relevant stakeholders. Bidders are expected to account for multilingual user interfaces, data entry, reporting, communication, and document generation requirements as necessary to support the operational context of the Maldives education system.</p> <p>The proposed solution should appropriately support Dhivehi language rendering and usability requirements across relevant platforms and interfaces. Detailed localization, translation, terminology, and module-level language requirements will be validated and finalized during the design and implementation phases in consultation with the selected vendor.</p> <p>Bidders are expected to adequately account for localization and multilingual support requirements in their proposed solution and implementation approach.</p>

356	<p>7. Technical Requirements 7.2 - Testing Infrastructure Requirements</p> <p>As part of the EMIS development and implementation process, the Supplier is required to provision and install of a dedicated testing server system to be used during the pre-deployment and staging phases of the platform</p> <p>Kindly clarify:</p> <p>(a) Whether the testing server must be installed at MoE premises or may be hosted in the bidder's data centre;</p> <p>(b) Ownership and handover at project completion — whether it transfers to MoE or is decommissioned;</p> <p>(c) Whether the bidder should price the testing server within the Supply &amp; Installation cost tables.</p>	<p>(a) Installation Location The dedicated testing/staging server environment is expected to be provisioned and installed at Ministry of Education (MoE)-designated premises, as specified in the RFP.</p> <p>(b) Ownership and Handover Any hardware, equipment, or associated infrastructure procured and installed under the contract shall be subject to the applicable contract provisions relating to delivery, acceptance, ownership, warranties, and handover.</p> <p>(c) Pricing Instructions Bidders are expected to include all costs associated with the provisioning, installation, configuration, and support of the required testing/staging environment in their financial proposals, in accordance with the pricing structure and requirements specified in the RFP.</p>
357	<p>1.3 Architectural Requirements to be met by the Information System 1.3.1.1.8. Data Integration &amp; API:</p> <p>We request the Authority to kindly provide a list of systems to be integrated, availability of APIs, standards/protocols to be followed, and expected data exchange frequency</p>	<p>The EMIS is expected to integrate with relevant existing and future systems as required to support education sector operations and interoperability objectives. Indicative integration areas are outlined in the RFP and may include, but are not limited to, national identity and authentication services, relevant Ministry systems, finance and HR-related systems, assessment platforms, and other authorized government or sector systems, where applicable.</p> <p>The detailed list of systems, integration priorities, API availability, technical specifications, standards/protocols, and data exchange frequencies will be validated and finalized during the design and implementation phase in consultation with the selected vendor and relevant stakeholders.</p> <p>Bidders are expected to propose a flexible, standards-based integration approach capable of supporting secure APIs, interoperability, configurable synchronization, and both real-time and scheduled data exchange mechanisms as appropriate to business requirements.</p>



<p>358</p>	<p>1.3 Architectural Requirements to be met by the Information System  1.3.1.2 Hardware Architecture: The hardware architecture shall support a modular, containerized microservices deployment model. It must be capable of hosting and managing multiple services concurrently through containerization technologies such as Docker</p> <p>4. SCOPE OF WORK  Configuration of the EMIS application and database hosted by the MoE</p> <p>We request clarification on the preferred hosting approach (on-premise / cloud / hybrid). In case of cloud deployment, kindly confirm whether the cloud infrastructure and recurring costs shall be borne by the Purchaser or included in the bidder's scope</p>	<p>The EMIS solution is expected to be deployable on Government of Maldives (GoM) infrastructure. The proposed solution must be cloud-ready and capable of deployment in appropriate hosting environments provided by MoE.</p> <p>The final production hosting approach will be determined by the Purchaser in consultation with the selected vendor during the design and implementation phase. Bidders are expected to propose an appropriate architecture and account for all infrastructure, configuration, setup, testing, and implementation requirements necessary to support the proposed solution in accordance with the RFP.</p> <p>Requirements relating to hosting responsibilities, infrastructure provisioning, licenses, subscriptions, and any applicable cost considerations shall be governed by the relevant provisions of the RFP and contract documentation.</p> <p>Refer to Addendum 3. Section VII – Purchaser's Requirements  1.3 Architectural Requirements to be met by the Information System  1.3.1.1.5 Frontend is hereby amended as follows:  The frontend will be built using Vue.js 3.3.8, TypeScript 5.2.2, and Element-plus 2.6.0 or above, or other equivalent technologies/platforms that meet or exceed functional and technical requirements of EMIS.  The user interface will interact with the backend services via RESTful APIs, using secure authentication mechanisms like JWT tokens.</p> <p>Uni-App 4.15 and above will be used to provide mobile support, enabling cross-platform compatibility for Android and iOS, or other equivalent technologies/platforms that meet or exceed functional and technical requirements of EMIS.  Section VII – Purchaser's Requirements, Technical Requirement - ToR, 7.1 Technical Stack Requirements (3) &amp; (5) is hereby amended as follows:  Frontend Framework: Vue 3.3.8, TypeScript 5.2.2, Element-plus 2.6.0 and above, or other equivalent technologies/platforms that meet or exceed functional and technical requirements of EMIS.  Mobile: Uni-App 4.15 and above, or other equivalent technologies/platforms that meet or exceed functional and technical requirements of EMIS.</p>
------------	---	--



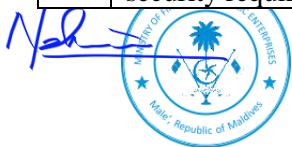
359	<p>GCC 16.1 (a) (iv) Software License Agreements (GCC Clause 16)</p> <p>The complete source code, documentation, deployment materials, and all IPR of the EMIS system shall be transferred to the MoE upon project completion.</p> <p>7. Technical Requirements Pt. 2 - The complete source code should be provided to the MoE (GitHub) upon the project's completion</p> <p>We respectfully request the Authority to clarify:</p> <p>The GCC definition (Clause 3993) distinguishes Custom Software from Standard/pre-existing software. We request that IPR transfer and source code delivery be explicitly limited to Custom Software developed specifically for this engagement — Maldives-specific customizations, configurations, integrations, and new modules only.</p> <p>Requiring full source code and blanket IPR transfer of a bidder's pre-existing product platform will severely restrict participation by established EMIS vendors.</p> <p>We request the Authority to confirm that: (a) Source code and IPR transfer covers only the custom-built layer; the bidder retains IP in the underlying product platform, with MoE receiving a perpetual, royalty-free</p>	<p>Intellectual Property Rights (IPR), software ownership, licensing arrangements, and source code delivery requirements shall be governed by the applicable provisions of the RFP, including the GCC, SCC, and Technical Requirements.</p> <p>Bidders may propose the use of proprietary, pre-existing, or third-party components where appropriate, provided that all licensing arrangements, dependencies, support requirements, and any applicable ownership or usage rights are clearly identified and disclosed in the proposal.</p> <p>The proposed solution shall ensure that the Ministry of Education receives sufficient rights, documentation, configuration materials, and source code access, as required under the contract, to support the operation, maintenance, sustainability, and future enhancement of the EMIS solution.</p>
-----	---	---



	<p>license for use within the Maldives education sector;</p> <p>(b) Consequently, GitHub repository delivery covers only Custom Software deliverables (custom modules, integrations, configuration scripts, CI/CD pipeline, Docker setup) — NOT the vendor's pre-existing platform source code;</p> <p>(c) Page no. 230 – As per GCC Clause 15.5 - escrow arrangements shall NOT be required. Therefore with GitHub repository access transfer to GoM, the source code delivery obligation only for the custom layer is also satisfied. Kindly confirm</p>	
--	--	--

360	<p>8.1. Delivery Schedule Requirements</p> <p>After the initial deployment and demonstration are accepted by the client, the proposer must complete the development, testing and go-live trial of the business system within 365 calendar days (including training).</p> <p>Request clarification on scope of ‘initial deployment’—whether it refers to pilot implementation, prototype, or partial system rollout</p> <p>Kindly confirm the acceptance criteria and approval process for initial deployment and demonstration</p>	<p>The “initial deployment and demonstration” refers to the establishment and demonstration of the foundational platform components required to initiate the EMIS implementation, as outlined in the RFP and implementation schedule. This is intended to demonstrate the readiness of the proposed technical foundation, core platform capabilities, and supporting infrastructure necessary for subsequent module development and implementation.</p> <p>Detailed scope, deliverables, acceptance criteria, demonstration requirements, and implementation sequencing for this phase will be finalized in accordance with the agreed project plan and relevant contractual requirements. Bidders are expected to account for the timely setup, demonstration, and validation of foundational platform components necessary to support the full EMIS implementation lifecycle.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
-----	--	--

361	<p>7. Technical Requirements 7.1 Technical Stack Requirements:</p> <p>Programming Languages: Java (JDK17 or higher) and Python 3.0 or higher. Backend Framework: Spring Boot 3.0, Spring Cloud 4.0 and above. Frontend Framework: Vue 3.3.8, TypeScript 5.2.2, Element-plus 2.6.0 and above. Databases: PostgreSQL 14.2, MongoDB 5.0.5, MySQL 5.7, and Valkey 7.2.5 or higher for caching. Mobile: Uni-App 4.15 and above. Workflow Engine: Activiti 8.1 and above. Platform Development Tools: IntelliJ IDEA 2024 and above.</p> <p>The current specification mandates specific technologies and versions, which may restrict participation and limit adoption of newer or equivalent technologies. We request the Authority to kindly allow equivalent or superior technologies, frameworks, and tools that meet the required functional, performance, scalability, security, and interoperability requirements.</p> <p>Request for amendment: “The solution may be developed using modern, industry-standard technologies and frameworks that meet the required functional, performance, scalability, and security requirements. The</p>	<p>The technologies referenced in the RFP represent the Purchaser’s preferred technology stack and architectural direction for the EMIS solution. However, bidders may propose alternative technologies where they can clearly demonstrate that the proposed approach is equivalent to or better than the stated requirements in terms of functionality, interoperability, scalability, maintainability, security, performance, and long-term sustainability.</p> <p>Any proposed alternatives should be clearly justified in the proposal, including rationale, technical compatibility, implementation considerations, and alignment with the overall objectives and requirements of the EMIS. The Purchaser reserves the right to assess the suitability of any proposed alternatives in accordance with the evaluation criteria and requirements of the RFP.</p>
-----	---	--



	<p>listed technologies are indicative and not mandatory.”</p>	
--	---	--

<p>362</p>	<p>8.1 Delivery Schedule Requirements The successful proposer must complete local deployment and demonstration of the digital portal, high-productivity tools, data analysis models and digital intelligence base in Maldives within 30 calendar days of contract award.</p> <p>(a) The referenced deliverables — 'digital portal, high-productivity tools, data analysis models and digital intelligence base' — do not correspond to EMIS module terminology used elsewhere in the RFP. Kindly specify what must be demonstrated within 30 days;</p> <p>(b) Does 'local deployment' require physical presence of the vendor's team and infrastructure in Maldives within 30 days, or is a remotely hosted demonstration acceptable;</p> <p>(c) What are the acceptance criteria and approval authority for this 30-day demonstration;</p> <p>(d) Does failure of the 30-day demo trigger liquidated damages or is it a condition precedent to the start of the 365-day implementation clock.</p>	<p>(a) What must be demonstrated within 30 days: The RFP defines the "Digital Intelligence Base" as the foundational capability supporting the "unified creation, deployment, permission management, authentication, integration and security of digital applications," as well as paperless workflows and dynamic form generation. In the Implementation Schedule (Phase 1), this 30-day deliverable aligns directly with the requirement to deploy the "Core EMIS Platform (Database, authentication, base UI)".</p> <p>(b) Physical presence vs. Remote hosted demonstration: The RFP strictly calls for "local deployment and demonstration... in the Maldives". Furthermore, the technical requirements mandate that the bidder must provision, install, and cable a dedicated "testing server system" at MoE-designated premises to serve as the staging environment. Because this local hardware must be configured at the MoE premises to host the pre-deployment phases, a purely remote-hosted demonstration would not satisfy the "local deployment" infrastructure requirement.</p> <p>(c) Acceptance criteria and approval authority: The RFP explicitly designates the approval authority, stating that the initial deployment and demonstration "must pass acceptance by both the technical and business departments of the client" (the Ministry of Education).</p> <p>(d) Liquidated damages vs. the 365-day clock: The 30-day demonstration acts as a condition precedent to the 365-day implementation clock. The RFP clearly states: "After the initial deployment and demonstration are accepted by the client, the proposer must complete the development, testing and go-live trial of the business system within 365 calendar days". Regarding penalties, the failure of this initial 30-day demo does not immediately trigger Liquidated Damages. According to the Special Conditions of Contract (SCC 28.2), Liquidated Damages are specifically applied if the supplier fails to achieve "Operational Acceptance" of the system or its subsystems. Operational Acceptance is the final milestone that occurs at the end of the 365-day implementation period, not at the 30-day preliminary demonstration stage</p>
------------	--	--



363	<p>Section VII – Functional Requirements 1.3.1.1 Software Architecture Dynamic Workflows &amp; Forms Configuration Management: Manage dynamic workflows, form fields, validation rules, and conditions</p> <p>Kindly clarify: (a) Is a workflow and form builder expected as a delivered product feature — i.e., can non-technical MoE staff create and modify forms and workflows post-delivery without vendor involvement; (b) Will post-go-live reconfigurations require vendor engagement and be treated as change requests under the contract; (c) Is there a possibility to confirm complexity and volume of custom workflows to be built during the project.</p>	<p>(a) Yes. The delivered platform is expected to include workflow and form builder capabilities enabling authorized MoE administrators/users to configure and manage forms, workflows, validations, and approval flows without routine vendor development involvement for standard configuration activities. The TOR supports dynamic post-go-live configuration through the delivered administration and workflow management capabilities. Detailed workflow definitions and complexity are expected to be finalized during the System Design Phase, stakeholder consultations, SRS/SDS preparation, and pilot implementation activities.</p>
364	<p>C. Service Specifications – Supply &amp; Install Items 2.5. Data Conversion and Migration</p> <p>We request clarification on the number and type of legacy systems, data formats, estimated data volume, and the extent of responsibility for data cleansing, validation, and reconciliation</p>	<p>Legacy data currently exists across multiple systems, databases, and formats managed by different departments and stakeholders. The detailed inventory of source systems, data structures, formats, availability, quality, and migration priorities will be validated and finalized during the design and implementation phase with the selected vendor.</p> <p>Bidders are expected to consider the complexity typically associated with large-scale data migration, including data extraction, cleansing, de-duplication, mapping, transformation, validation, reconciliation, and migration from multiple structured and semi-structured data sources.</p>

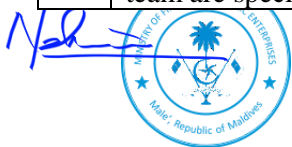


365	<p><b>E. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS</b></p> <p>4.1 Warranty Defect Repair</p> <p>4.1.1 The Supplier <b>MUST</b> provide the following services under the Contract or, as appropriate under separate contracts (as specified in the request for proposals documents).</p> <p>4.1.1.1 Warranty Defect Repair Service for Hardware: Provide hardware support for the server system for a period of 12 months from the date of deployment of server.</p> <p>The clause mentions hardware support but does not clearly specify whether hardware procurement is part of the bidder’s scope. We request clarification on whether the bidder is required to supply, install, and commission server hardware, or whether the hardware will be provided by the Purchaser.</p> <p>In case it is in bidder scope, kindly provide detailed specifications, quantities, and deployment locations</p>	<p>The scope includes the provisioning, installation, and commissioning of a dedicated testing/staging server environment by the selected vendor, in accordance with the specifications and requirements set out in the RFP. This environment is intended to support pre-deployment, testing, staging, and related implementation activities.</p> <p>The production environment for the EMIS will be hosted through infrastructure provided or approved by the Purchaser, including Government of Maldives (GoM) infrastructure or a suitable cloud-based arrangement, as applicable. The selected vendor will be responsible for configuring and deploying the solution within the agreed production environment.</p> <p>Bidders are expected to review the technical specifications provided in the RFP and adequately account for all associated requirements, including installation, configuration, warranty, support, and implementation-related infrastructure necessary to deliver the required testing environment.</p>
-----	---	--

366	<p>E. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS</p> <p>4.1.1.2 Warranty Defect Repair Service for Software: Provide technical support for 12 months post-deployment: after the system is setup and implemented at MoE, and resolve issues/deliver updates timely.</p> <p>Kindly clarify whether the bidder is expected to establish a dedicated helpdesk/support mechanism, including ticketing system, escalation matrix, and reporting, and whether such setup should be included within the scope and pricing</p>	<p>Bidders are expected to propose suitable support arrangements, tooling, escalation procedures, and operational reporting mechanisms consistent with the TOR requirements, and include associated costs within their proposal where applicable.</p>
-----	--	---

367	<p>E. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS</p> <p>4.2 Technical Support</p> <p>4.2.1.1 Post deployment support: Provide ongoing technical support for a period of 12 months following system deployment and implementation at the MoE.</p> <p>4.3 Requirements of the Supplier’s Technical Team</p> <p>4.3.1 The Supplier MUST provide a technical team to cover the Purchaser’s anticipated Post-Operational Acceptance Technical Assistance Activities Requirements (e.g., modification of the Information System to comply with changing legislation and regulations) with the roles and skill levels that are specified below.</p> <p>Kindly clarify whether the bidder is required to deploy dedicated manpower for support, and if so, please specify the expected number of resources, roles/skillsets, and whether deployment is required full-time or on-demand. Or if support through offsite/remote or hybrid mode would be acceptable.</p>	<p>As per Section VII (Service Specifications 4.2 &amp; 4.3), bidders are required to provide technical support and a technical team for post-operational activities; however, the RFP does not specify the number of resources, full-time vs on-demand deployment, or on-site vs remote mode, and bidders shall propose accordingly.</p>
-----	---	---

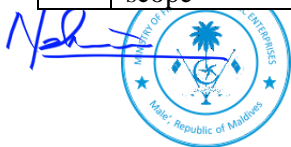
368	<p>E. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS</p> <p>4.2.1.2 Technical Assistance: Address and resolve any issues, and deliver updates and enhancements as needed during the support period.</p> <p>It is understood that enhancements will be treated as change requests with separate commercial implications. Kindly clarify the same.</p>	<p>routine fixes, patches, updates, and minor enhancements necessary for operational continuity are expected to be covered within the defined support/warranty obligations. Significant new functionalities, major scope expansions, substantial redesigns, or requirements beyond the agreed scope may require formal change management and separate commercial agreement between the Purchaser and Supplier.</p>
369	<p>4.3 Requirements of the Supplier’s Technical Team Page 178-</p> <p>The minimum expected quantities of inputs by the Supplier’s technical support team are specified in the relevant System Inventory Tables for Recurrent Cost Items.</p> <p>TABLE OF CONTENTS: SYSTEM INVENTORY TABLES Page 191 -</p> <p>TABLE OF CONTENTS: SYSTEM INVENTORY TABLES System Inventory Table (Supply and Installation Cost Items) [ insert: identifying number] – Not Applicable</p> <p>System Inventory Table (Recurrent Cost Items) [ insert: identifying number ] – Not Applicable</p> <p>The clause states that minimum expected quantities of inputs by the Supplier’s technical support team are specified in the</p>	<p>While the RFP clearly states in the Proposal Data Sheet (PDS ITP 17.2) that Proposers must not propose Recurrent Cost Items, the services outlined in Section VII, Part E (Service Specifications – Recurrent Cost Items) are still mandatory obligations that you must fulfill.</p> <p>Here is how you should address these requirements in your proposal:</p> <p>1. How to Handle the Costs Because you cannot use the Recurrent Cost forms, the costs associated with the mandatory 12-month post-deployment warranty, defect repair, and technical support must be bundled directly into your Supply and Installation prices.</p> <p>According to the official clarifications, you must complete only Forms 3.1, 3.2, and 3.4 (Supply &amp; Installation costs). Forms 3.3 and 3.5 (Recurrent Cost Summary and Sub-Tables) are strictly "Not Applicable" (N/A) and should not be used.</p> <p>The "System Inventory Table (Recurrent Cost Items)" in the RFP explicitly notes that for items like Warranty Defect Repair and Software/Firmware Licenses and Updates, the costs are "included in the Supply and Install Price",</p> <p>Therefore, ensure you account for the financial impact of the 12-month support team and warranty obligations within your overall fixed contract price for supply and installation.</p>



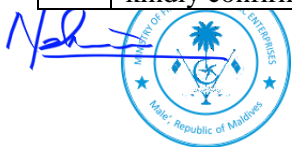
	<p>System Inventory Tables for Recurrent Cost Items.</p> <p>However, as per the Table of Contents, the System Inventory Table (Recurrent Cost Items) is marked as “Not Applicable” (Page 190).</p> <p>Kindly clarify.</p>	
--	---	--

370	<p>E. SERVICE SPECIFICATIONS – RECURRENT COST ITEMS</p> <p>4.2 Technical Support</p> <p>4.2.1.1 Post deployment support: Provide ongoing technical support for a period of 12 months following system deployment and implementation at the MoE.</p> <p>Implementation - Phase 4 (Quality Assurance, Acceptance and Handover) Page 187 - Implementation - Phase 4 (Quality Assurance, Acceptance and Handover)</p> <p>We understand that the implementation schedule concludes at system handover; However, Clause 4.2.1.1 mandates 12 months of post-deployment support. Kindly clarify whether this support period is in addition to the implementation timeline of 52 weeks. Also please confirm how this period should be considered for planning, resource deployment, and financial bid submission, especially since the System Inventory Tables for Recurrent Cost Items are marked as “Not Applicable”</p>	<p>Bidders are expected to account for the required 12-month warranty/support obligations, associated resource planning, operational support arrangements, and related costs within their implementation and financial proposals in a manner consistent with the TOR requirements.</p>
-----	---	--

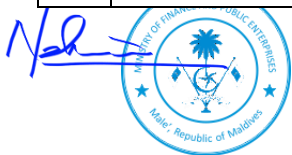
371	<p>A. IMPLEMENTATION SCHEDULE TABLE Implementation - Phase 1 (Inception)</p> <p>System Design &amp; Architecture Documentation – Draft Detailed functional and technical requirement document. ---- All Sites</p> <p>We understand that the requirement gathering and preparation of functional and technical documentation would be conducted centrally at MoE with identified stakeholders, rather than at each individual school location. Kindly confirm this understanding.</p> <p>In case engagement at individual school level is required, please provide indicative expectations on the number of locations and stakeholder interactions, as this would have a direct impact on effort estimation and planning</p>	<p>Requirements gathering and validation are expected to be undertaken in consultation with relevant stakeholders at both the Ministry of Education (MoE) and school levels, as appropriate to the project scope and implementation approach outlined in the RFP.</p> <p>Bidders are expected to propose an appropriate stakeholder engagement, consultation, and requirements validation methodology sufficient to capture both national and institution-level operational needs, while ensuring alignment with overall EMIS objectives, policies, and implementation requirements.</p> <p>The extent, sequencing, locations, and approach to stakeholder engagement, including school-level consultations where necessary, will be finalized in consultation with the selected vendor during implementation planning.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
372	<p>A. IMPLEMENTATION SCHEDULE TABLE Implementation - Phase 2 (Consulting, Developing, Piloting &amp; Training of Four Key Modules and subsequent submodules)</p> <p>Kindly clarify whether detailed functional requirements are already documented and will be shared, or whether bidders are expected to perform a detailed system study / requirement finalization phase as part of the project scope</p>	<p>bidders are expected to perform a detailed system study, stakeholder requirement gathering, analysis, and requirement finalization activities as part of the project scope. Detailed functional specifications and workflow definitions are therefore expected to be further refined during the System Design and project initiation phases in consultation with MoE and relevant stakeholders.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>



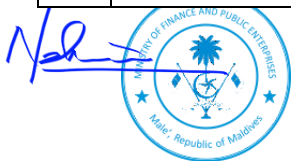
373	<p><b>A. IMPLEMENTATION SCHEDULE TABLE</b>  <b>Implementation - Phase 4 (Quality Assurance, Acceptance and Handover) – All Modules, W45–W52</b></p> <p>The RFP does not define the number of UAT feedback/correction cycles or sign-off procedure. Unlimited UAT iterations pose significant scope and cost risk. We request the Kindly confirm:</p> <p>(a) The maximum number of structured UAT rounds (we propose 2 rounds with defined feedback compilation and formal sign-off);</p> <p>(b) Define acceptance criteria and closure procedure for UAT;</p> <p>(c) Clarify the process for handling out-of-scope change requests raised during UAT.</p>	<p>the EMIS/SMIS platform is required to support:</p> <p>real-time data flow from schools to the national platform, low-bandwidth use, and low-bandwidth modes across distributed school environments in Maldives.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
374	<p><b>Implementation - Phase 4 (Quality Assurance, Acceptance and Handover) Support and Maintenance:</b>  Offer ongoing support and maintenance services, including updates and security patches for 12 months minimum, 5% (Five percent) of the contract price.</p> <p>Kindly clarify:</p> <p>(a) If 5% is the maximum amount that the bidder can quote for Post Go live for 1 year</p> <p>(b) If so, kindly confirm the scope (L1/L2/L3 support, SLAs, security patches, minor enhancements);</p> <p>(c) If no AMC obligation, kindly confirm where (in</p>	<p>The selected vendor will be required to provide post-go-live support and maintenance services for the period specified in the RFP and contract documentation. Such support is expected to include operational, technical, corrective, security-related, and maintenance activities necessary to ensure the continued stability, usability, and performance of the EMIS solution in accordance with the contractual requirements and applicable service expectations.</p> <p>Payment arrangements, milestone allocations, retention provisions, and support obligations shall be governed by the relevant provisions of the GCC, SCC, and associated financial forms. Bidders are expected to adequately account for all required post-implementation support, maintenance, updates, and related obligations within their proposed pricing structure and implementation approach.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>



	<p>which financial table / form) 1 year support cost can be quoted</p>	
375	<p>GCC 16.2 On-site or remote software audits may be conducted by the Supplier under the following conditions ...</p> <p>In the context of our above request on IPR/ license model for the product platform, we request explicit confirmation that any software audit under GCC Clause 16.2:</p> <p>(a) Is strictly limited to verifying usage compliance with license terms, that the system is used within the agreed scope and user counts;</p> <p>(b) Shall NOT extend to access, inspection, or copying of the vendor's pre-existing product source code, proprietary architecture, or algorithms;</p> <p>(c) Any non-disclosure agreement signed prior to audit is binding and prevents disclosure of proprietary technical information to third parties.</p>	<p>Software audit, licensing verification, confidentiality, and related access arrangements shall be governed by the applicable provisions of the GCC, SCC, and any associated contractual documentation.</p> <p>Where proprietary, licensed, or third-party software components are proposed, any applicable audit or verification activities shall be conducted in accordance with the agreed contractual provisions, including requirements relating to licensing compliance, confidentiality, access limitations, reasonable notice, and protection of proprietary or confidential information.</p> <p>Bidders are expected to clearly identify any licensing models, dependencies, audit requirements, and associated conditions relevant to their proposed solution within their proposals.</p>
376	<p>GCC Clause 39.1.5 39.1.5 Moreover, the Purchaser and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be "frozen." Any Change initiated after this time will be dealt with after Operational Acceptance</p>	<p>The detailed requirements validation and finalization process will be undertaken during the inception, requirements gathering, and design phases of the project in consultation with the selected vendor and relevant stakeholders.</p> <p>The timing and approach for requirements finalization, including any requirements baseline or freeze mechanisms, will be agreed upon as part of the approved project planning, governance, and implementation arrangements, in accordance with the contractual provisions and agreed project methodology.</p> <p>Formal validation and approval of relevant technical, functional, and design deliverables will be required prior to subsequent stages of implementation, as specified in the RFP and contract documentation.</p>



	<p>The requirements freeze date is not specified in the Implementation Schedule Table (page 182). Kindly confirm:</p> <p>(a) The indicative requirements freeze date (by implementation week reference);</p> <p>(b) Whether the stakeholder consultation phases (Phases 1–3) are sufficient for requirements finalization, or if a separate formal sign-off is expected.</p>	<p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule.</p>
377	<p>The RFP does not explicitly describe existing systems in use at schools</p> <p>Kindly provide details on current systems/ applications (if any) being used in schools or MoE, including EMIS/SMIS/LMS or any other standalone tools, to understand integration and transition requirements</p>	<p>detailed identification of existing systems, legacy applications, integration points, operational workflows, and transition requirements is expected to be conducted during:</p> <p>stakeholder consultations, surveys, System Design Phase activities, and integration analysis exercises in consultation with MoE and relevant stakeholders.</p>
378	<p>Kindly provide guidance on: An indicative list of Maldives-specific regulatory, policy, or structural requirements</p>	<p>As per the RFP, bidders are required to ensure compliance with applicable local laws, regulations, and policies; however, the RFP does not provide an indicative list of Maldives-specific regulatory or policy requirements, and bidders shall assess and comply accordingly.</p>
379	<p>we would like to request to extend the bid submission deadline further three more weeks (to 23rd June 2026).</p>	<p>Please refer to Addendum No. 02. The proposal submission deadline has been extended accordingly. Bidders are requested to submit their proposals within the revised submission deadline specified in the Addendum which is 05th July 2026.</p>
380	<p>RFP Reference: PDS ITP 2.1 (Page 19); Section III FIN-1.3.3 (Page 65)</p> <p>QUESTION: What is the indicative budget range or maximum contract value for this procurement? The RFP references USD 3 million as the total World Bank project financing but does not state the specific contract value for the EMIS work.</p>	<p>The Purchaser cannot provide a specific indicative budget range or maximum contract value allocated exclusively for the EMIS procurement at this stage.</p> <p>While the RFP references the USD 3 million figure, this amount represents the total World Bank Additional Financing grant for the broader Maldives Atoll Education Development Project (AEDP) as a whole, rather than the dedicated budget for this single contract.</p> <p>Bidders are expected to perform their own scoping and cost estimations based on the functional and technical requirements provided in the RFP, and submit a competitive financial proposal that reflects the true cost of their proposed solution.</p>



381	<p>RFP Reference: Section VII Scope of Work (Page 142-143); Section VII Performance Requirements (Page 174)</p> <p>QUESTION: Please provide the following user and institution data: (a) Total number of schools where SMIS must be deployed; (b) Approximate total student enrolment; (c) Approximate total number of teachers and staff; (d) Total number of MoE central staff requiring system access; (e) School breakdown by atoll/island for logistics planning.</p>	<p>The precise number of such areas shall be identified and finalized in collaboration with the selected vendor during the design phase. Nevertheless, bidders are expected to prepare their proposals with due consideration to the anticipated scale, complexity, and infrastructure requirements of a system of this nature and propose an appropriate approach accordingly.</p>
382	<p>RFP Reference: Section VII Background 0.4 (Page 204); Section VII Technical Requirements 2.3 (Page 181); Section VII Testing 3.1.3 (Page 182)</p> <p>QUESTION: Section 0.4 'Existing Information Systems Relevant to the Information System' is marked 'Not Applicable' — yet the RFP states the EMIS must 'integrate information currently scattered under different databases under various departments and agencies of MoE' and the testing requirements explicitly reference 'EMIS-to-external system interactions (e.g., MoE HR systems)'. Please provide: (a) A complete list of all existing MoE systems the EMIS must integrate with; (b) Technical specifications, available APIs, and data formats for each system; (c) Confirmation of which systems will be tested during Operational Acceptance Testing.</p>	<p>only the integration requirement is defined in the TOR; the exact systems, interfaces, and OAT integration scope are to be finalized during detailed analysis and design.</p>

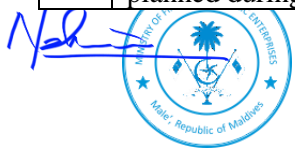


383	<p>RFP Reference: Implementation Schedule (Pages 188-193); SCC GCC 12.1 Payment Schedule (Page 288)</p> <p>QUESTION: There is a direct inconsistency between the Implementation Schedule (Section VII, Pages 188-193) and the Payment Schedule (SCC GCC 12.1, Page 288) regarding module sequencing: the Implementation Schedule places Module 5 (Curriculum) in Phase 2 (W9-W26) while the Payment Schedule assigns it to Payment 5 (W27-W35). Similarly, Module 3 (Infrastructure) appears in Phase 3 of the Implementation Schedule but Payment 4 (W19-W26). Please issue an addendum clarifying the correct and binding module sequence and aligning both tables.</p>	<p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
-----	---	---

384	<p>RFP Reference: Section VII Scope (Page 143); Section VII Testing 3.1.2 (Page 182); Implementation Schedule (Pages 188-193)</p> <p>QUESTION: Please define the scope of the piloting phase for each module: (a) How many schools should participate in the pilot for each module? (b) Which atolls or islands will be selected for piloting? (c) What are the measurable, objective success criteria that must be met to conclude the pilot phase and proceed to full deployment? (d) What is the decision-making process if piloting reveals issues requiring significant redesign — will this be treated as a Change Order under GCC Clause 39?</p>	<p>(a) Pilot Scope and Coverage The detailed scope, scale, locations, and participating institutions for the piloting phase will be finalized during implementation planning in consultation with the selected vendor and relevant stakeholders. The pilot is expected to be representative of the operational environments relevant to the nationwide implementation of the EMIS/SMIS solution.</p> <p>(b) Pilot Locations Specific schools, atolls, or implementation sites for piloting have not been predetermined and will be identified during implementation, taking into consideration operational, technical, and stakeholder requirements.</p> <p>(c) Success Criteria The piloting phase will be used to validate functional, technical, operational, usability, and performance aspects of the proposed solution. Detailed acceptance criteria, testing approaches, success measures, and readiness requirements will be finalized in accordance with the agreed project plan, testing requirements, and contractual provisions.</p> <p>(d) Pilot Feedback and Changes The piloting phase is expected to inform refinement and optimization of the solution. Any modifications, enhancements, or adjustments arising from pilot findings will be managed in accordance with the agreed scope, approved requirements, project governance arrangements, and applicable contractual provisions relating to changes and implementation.</p>
-----	---	---

385	<p><b>CATEGORY 2: TECHNICAL INFRASTRUCTURE</b> RFP Reference: Section VII Hardware Requirements (Page 179); Section VII Background 0.6 (Page 204); SCC GCC 1.1(b)(i) (Page 285) QUESTION: Section 0.6 'Site Drawings and Site Survey Information' is marked 'Not Applicable.' Yet the supplier must physically install, rack, cable, and connect a dedicated testing server at MoE premises. Please provide: (a) Data centre / server room specifications at MoE Velaanaage building (rack availability, power circuits, cooling capacity, floor load); (b) Available internet uplink bandwidth and provider; (c) Whether existing network switches and patch panels are available; (d) Whether a site visit can be arranged before the proposal deadline.</p>	<p>Detailed site-specific technical information relating to server room infrastructure, power, cooling, connectivity, rack space, and related environmental specifications is not currently included in the RFP documentation.</p> <p>Bidders are expected to prepare proposals based on the requirements specified in the RFP and account for the infrastructure, installation, and operational considerations necessary to support the proposed solution and required testing/staging environment.</p>
-----	--	--

386	<p>RFP Reference: Section VII Legal Requirements 1.1.1.1 (Page 163); Section VII Authentication 1.4.1.2 (Page 171)</p> <p>QUESTION: The system must mandatorily integrate with eFaas — the Maldives National Digital Identity Platform operated by NCIT — as required by the Electronic Transactions Act (Law 2/2022). However, no technical information about eFaas has been provided. Please provide or facilitate access to: (a) eFaas API documentation and integration guide; (b) NCIT developer sandbox/test environment; (c) Confirmation that eFaas currently supports OAuth 2.0, SAML 2.0, or OpenID Connect; (d) Process and timeline for obtaining eFaas integration credentials after contract award.</p>	<p>Integration with eFaas is a mandatory requirement of the EMIS solution, as outlined in the RFP. The proposed solution is expected to support secure identity authentication and interoperability requirements in accordance with applicable Government of Maldives standards, legal requirements, and relevant technical specifications.</p> <p>Detailed integration specifications, technical documentation, APIs, protocols, access arrangements, sandbox environments, and credentialing processes, where applicable and available, will be communicated to the selected vendor during implementation or through the official clarification process, as appropriate.</p> <p>Bidders are expected to account for the integration requirements in their proposed solution architecture, implementation approach, and effort estimation.</p>
387	<p>RFP Reference: Section VII SMIS Scope (Page 143); Section VII Student Module (Page 163); Section VII Communication Portal (Page 166)</p> <p>QUESTION: The SMIS requires 'real-time data flow from schools to the national platform' yet the system must also support 'low-bandwidth modes' and 'offline capability.' Please provide available data on school internet connectivity: (a) Percentage of schools with broadband internet access; (b) Typical bandwidth ranges by atoll/island; (c) Any government connectivity improvement programmes planned during the contract</p>	<p>(a) Percentage of Schools with Broadband Access Detailed information regarding school-level connectivity may vary and will be shared with the selected vendor as relevant during implementation. Bidders are expected to consider varying connectivity conditions across schools and islands in their proposed solution.</p> <p>(b) Typical Bandwidth Ranges by Atoll/Island The Purchaser does not prescribe specific bandwidth assumptions by atoll or island. Bidders are expected to propose a solution suitable for deployment across varying operating environments and connectivity conditions.</p> <p>(c) Planned Government Connectivity Improvement Programmes Relevant government and sector initiatives aimed at strengthening digital education infrastructure are ongoing. However, bidders are expected to propose solutions that are operational under current conditions and adaptable to future improvements in connectivity.</p> <p>(d) Acceptability of Offline-First SMIS Architecture The proposed solution should support reliable operation across diverse connectivity environments. Bidders are encouraged to consider synchronization capabilities, low-bandwidth optimization, and appropriate offline functionality to ensure</p>



	period; (d) Whether MoE considers offline-first SMIS architecture with periodic sync to be acceptable.	continuity of operations where connectivity may be constrained, while supporting integration with the national EMIS.
388	RFP Reference: Section VII Background (Page 142); Section VII Architecture (Page 166); Section VII Hardware (Page 179) QUESTION: The RFP states the EMIS will be hosted 'on a GoM server, or a suitable Cloud based option' but no definitive hosting decision has been made. Please confirm: (a) Is the primary hosting model on-premise at MoE, Government cloud, or a commercial cloud provider (AWS/Azure/GCP)? (b) If cloud hosting is selected, will ongoing subscription costs be covered directly by MoE or must they be included in the fixed contract price? (c) Are there data sovereignty requirements that restrict use of non-Maldivian cloud providers?	The EMIS is expected to be deployed either on Government of Maldives (GoM) infrastructure or through a suitable cloud-based hosting arrangement, subject to applicable data residency requirements, including ensuring that data is hosted within the Maldives. The selected vendor shall configure and deploy the system within hosting infrastructure provided or approved by the Ministry of Education (MoE). The proposed solution must be cloud-ready and capable of deployment in environments.
389	<b>SYSTEM INTEGRATION &amp; EXISTING MoE SYSTEMS</b> The testing requirements explicitly state that Operational Acceptance Testing will include 'full system integration tests including EMIS-to-external system interactions (e.g., MoE HR systems).' Please provide: (a) Details of all MoE HR/payroll systems currently in operation; (b) API documentation or data export specifications; (c) A complete list of ALL external system integrations.	(a) MoE HR/payroll systems: to be identified during design phase (b) API/data specs: To be provided progressively by MoE during system design (c) External integrations: No fixed list; only eFaas is mandatory, others are requirement-driven and finalized during design phase



390	Section VII states that module requirements 'may be refined during the project initiation phase' and uses the phrase 'includes but is not limited to'. Please confirm: (a) mechanism for managing scope refinements; (b) whether new functionality is Change Order; (c) scope freeze date.	(a) Scope changes managed via MoE Technical Committee + Steering Committee
391	Are there any other mandatory government system integrations beyond eFaas that the EMIS must interface with?	Yes. While eFaas is the only explicitly mandated national identity integration, the TOR requires the EMIS to support broader interoperability with other government and external systems as required during design and implementation.
392	<b>EVALUATION &amp; SCORING METHODOLOGY</b> Please publish the sub-criteria weights within each of the 4 technical evaluation categories.	As per Section III (ITP 32.1), the technical evaluation is based on the criteria and scoring framework defined in the RFP
393	Is there a minimum qualifying technical score required to proceed to financial evaluation?	As per Section III (ITP 32.1), only proposals achieving the minimum qualifying technical score specified in the RFP shall proceed to financial evaluation.
394	What constitutes a 'similar Information System' for qualification?	As per Section III (Experience Requirements), a “similar Information System” refers to a system comparable in scope, functionality, and complexity to the required solution
395	<b>LEGAL &amp; COMPLIANCE</b> What data protection standards should the EMIS comply with pending enactment of the Personal Data Protection Act?	The system shall comply with all applicable existing laws, regulations, policies, and frameworks relevant to data governance, privacy, cybersecurity, and information management in the Maldives. Given the evolving legal and regulatory landscape, the system shall be designed to remain adaptable and configurable to accommodate future requirements. In the absence of fully enacted national frameworks, bidders are expected to align with internationally recognized best practices and standards for data protection, privacy, and information security. Any additional requirements, policies, or implementation-specific guidance will be shared with the selected vendor during the design and implementation phases.
396	If LMP is updated during contract, will it be treated as Change Order?	As per the RFP, changes during contract execution are governed by the Change Order provisions (GCC Clause 39)
397	Provide minimum qualification requirements for Cybersecurity Expert role.	As per Section III (Technical Evaluation – Personnel Requirements), the minimum qualification requirements for the Cybersecurity Expert role shall be as specified under the defined criteria for key personnel in the RFP.

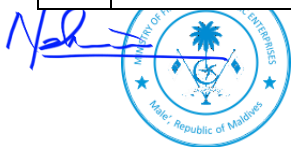


398	CONTRACT & COMMERCIAL Clarify financial resource/cash flow requirement.	As per Section III (Financial Capacity / FIN forms), bidders shall demonstrate adequate financial resources and cash flow as specified
399	Specify minimum Third-Party Liability Insurance.	Refer to Addendum 3. The Supplier shall obtain Third-Party Liability Insurance in the amount of USD 500,000 with deductible limits of no more than USD 5,000. The insured Parties shall be the Ministry of Education, Higher Education Skills and Development, the Government of the Republic of Maldives, and the Supplier. The Insurance shall cover the period from the Effective Date of the Contract until the date of completion of the Contract and acceptance of all Deliverables by the Purchaser.
400	Clarify telecom cost responsibility and recurrent cost handling.	As per Section VII and PDS (ITP 17.2), bidders shall include all incidental costs required for service delivery (including telecom, if applicable) within the proposal; however, recurrent costs are not to be proposed and are not applicable for this RFP.
401	Clarify reimbursable expenses for adjudicator.	As per GCC 43.2.3, Hourly rate and types of reimbursable expenses to be paid to the Adjudicator: To be agreed by both parties.
402	CATEGORY 7: IMPLEMENTATION, TRAINING & OPERATIONS Provide training scope, headcount, model, and cost responsibilities.	<p>The detailed training scope, participant numbers, delivery model, sequencing, and implementation approach will be validated and finalized during the design and implementation planning phase in consultation with the selected vendor and relevant stakeholders.</p> <p>Bidders are expected to propose a comprehensive, scalable, and sustainable training and capacity-building approach suitable for a nationwide EMIS/SMIS implementation. This should consider relevant stakeholder groups, including Ministry personnel, school leadership, teachers, administrative users, and technical staff, as appropriate to the proposed solution and scope.</p> <p>Please refer to Addendum No. 03 for the revised Implementation plan and Payment Schedule</p>
403	Clarify Dhivehi language requirements across system.	Yes. The EMIS is required to support Dhivehi script in addition to English across all modules, including forms, dashboards, reports, mobile interfaces, and user-facing content. The MoE will provide official Dhivehi translations for system labels, terminology, and content, unless otherwise agreed during design phase.
404	Provide details of MoE project team and support structure.	The detailed composition, roles, responsibilities, and engagement arrangements of the project team and governance structure will be finalized and communicated to the selected vendor during project inception and implementation planning. Bidders are expected to propose an implementation and stakeholder engagement approach suitable for coordination within a multi-stakeholder environment.



405	Can a site visit be arranged before proposal deadline?	Any site visits, if considered necessary by the Purchaser, will be arranged and communicated through the official procurement process and channels in a manner that ensures fairness, transparency, and equal access to information for all prospective bidders. At this stage, bidders are advised to rely on the information provided in the RFP and any formal clarifications or addenda issued by the Purchaser.
406	<b>CATEGORY 8: DOCUMENT ERRORS &amp; INCONSISTENCIES</b> Clarify contradiction regarding recurrent cost forms submission.	<p>The RFP clearly states in the (PDS ITP 17.2) that Proposers must not propose Recurrent Cost Items. However, Section VII, Part E (Service Specifications – Recurrent Cost Items) are still mandatory obligations that you must fulfill.</p> <p>According to the official clarifications, you must complete only Forms 3.1, 3.2, and 3.4 (Supply &amp; Installation costs). Forms 3.3 and 3.5 (Recurrent Cost Summary and Sub-Tables) are strictly "Not Applicable" (N/A) and should not be used.</p> <p>The "System Inventory Table (Recurrent Cost Items)" in the RFP explicitly notes that for items like Warranty Defect Repair and Software/Firmware Licenses and Updates, the costs are "included in the Supply and Install Price",</p> <p>Therefore, ensure you account for the financial impact of the 12-month support team and warranty obligations within your overall fixed contract price for supply and installation.</p>
407	Clarify system inventory tables and quantity assumptions.	Refer to Section VII - Purchaer's Requirements on Notes on preparing the System Inventory Table
408	<b>Technology Stack Flexibility</b> The RFP prescribes specific technologies including Uni-App, Activiti, Vue.js, and Spring Boot. We propose an alternative globally proven technology stack that delivers equivalent or superior capability. Will the MoE consider proposals built on a different but comparable technology stack, provided the proposer demonstrates proven enterprise-scale delivery using that stack?	<p>The technologies referenced in the RFP represent the Purchaser's preferred technical architecture and implementation direction for the EMIS solution. However, where appropriate, bidders may propose alternative technologies, frameworks, or tools, provided they clearly demonstrate that the proposed approach is equivalent to or better than the stated requirements in terms of functionality, interoperability, performance, scalability, maintainability, security, and long-term sustainability.</p> <p>Any proposed alternatives should be clearly justified within the proposal, including technical rationale, compatibility considerations, implementation implications, and alignment with the objectives and requirements of the EMIS. The Purchaser reserves the right to assess the suitability and adequacy of any proposed alternatives in accordance with the RFP requirements and evaluation criteria.</p> <p>Refer to Addendum 3.</p>

409	<p>Post Go-Live Support Tenure</p> <p>The RFP references a Support &amp; Maintenance period post Operational Acceptance. Could the MoE confirm the exact duration of the mandatory post go-live support period, the expected SLA response times during this period, and whether this support is to be delivered on-site, remotely, or a combination of both?</p>	<p>The selected vendor will be required to provide post go-live support and maintenance services for the period specified in the RFP and contract documentation. Such support is expected to include technical, operational, corrective, maintenance, and security-related activities necessary to ensure the continued stability and effective operation of the EMIS solution.</p> <p>Service expectations, including response times, support arrangements, maintenance obligations, and applicable service levels, shall be as specified in the RFP and contractual requirements. Bidders are expected to propose an appropriate support model, including remote and/or on-site arrangements where necessary, sufficient to meet the operational requirements of the project.</p> <p>Bidders should adequately account for all required support, maintenance, updates, knowledge transfer, and operational continuity requirements within their proposed implementation and pricing approach.</p>
410	<p>On-Site Project Manager / Business Analyst</p> <p>We intend to deploy a full-time on-site Project Manager cum Business Analyst from the business requirement gathering phase through to go-live. Could the MoE confirm whether on-site presence of the vendor's team is permitted and expected during the requirements phase, and whether MoE will provide dedicated workspace, system access, and logistics support for on-site vendor personnel?</p>	<p>On-Site Presence: On-site presence is permitted and expected for key project stages. The Purchaser has confirmed that the project scope—which includes training, piloting, implementation, and user support—implies on-site deployment activities, especially for pilot rollouts and go-live support.</p> <p>While the RFP does not strictly dictate exact locations or specific person-day requirements, bidders are instructed to propose their preferred staffing arrangements accordingly.</p> <p>Therefore, proposing a full-time on-site Project Manager/Business Analyst is an acceptable approach. Please note that the final team composition, staffing levels, and on-site presence will be subject to MoE review and approval during project planning.</p> <p>2. Workspace, System Access, and Logistics Support</p> <p>System Access: The MoE has confirmed that they will provide the vendor with the necessary access to the provided infrastructure/hosting environments to carry out the implementation.</p> <p>Logistics and Office Support: The bidder should not assume the MoE will provide dedicated daily workspace, travel, or accommodation for your on-site personnel. The RFP explicitly states that your proposed prices must include all costs incidental to the performance of the Services, including travel, subsistence, and office support.</p> <p>Training Logistics Exception: The MoE will take responsibility for providing the physical training venues, classrooms, devices, and connectivity at MoE premises and schools for the organized training sessions, as well as handling participant mobilization.</p>



		<p>Ultimately, the exact day-to-day responsibility matrices and minor logistical arrangements will be formally mapped out and finalized between the vendor and the MoE during the System Design Phase.</p>
411	<p><b>Client-Side Delays and Penalty Protection</b>  The contract includes liquidated damages for delays in delivery. However, timely delivery is dependent on MoE making available process owners, decision makers, and subject matter experts during requirements gathering, User Acceptance Testing, and sign-off phases. If delays arise due to late inputs or approvals from the client side, will the contract period and delivery milestones be adjusted accordingly? Will the vendor have a formal mechanism to log, report, and escalate client-side</p>	<p>Delays attributable to the Purchaser, including delays in approvals, inputs, or decisions, shall be addressed in accordance with the relevant Contract provisions. The Supplier may formally notify such delays through the Project Manager for review and appropriate consideration.</p>



	delays to protect against penalty exposure?	
412	<p>eFaas Integration — API Access and Support</p> <p>The EMIS requires integration with eFaas, the Maldives national digital identity platform. Will MoE facilitate timely access to eFaas API documentation, sandbox credentials, and a technical liaison with the Maldives Digital Authority?</p> <p>If eFaas integration approval is delayed beyond the vendor's control, will the corresponding milestone timeline be adjusted?</p>	<p>MoE will provide eFaas API access, sandbox, and liaison support. Delays in eFaas readiness will justify timeline adjustment, provided proper dependency documentation is submitted and agreed with MoE</p>
413	<p>Data Migration Scope</p> <p>Are there existing student, HR, or school data records currently held in legacy systems that will need to be migrated into the new EMIS? If yes, could MoE provide details of the existing systems, data formats, estimated record volumes, and expected data cleansing responsibilities so that migration effort can be accurately scoped and priced?</p>	<p>At this stage, exact legacy system inventory, formats, and full record counts are not pre-defined in the TOR. These will be fully assessed and confirmed during the System Design Phase via the required Survey Analysis Report and stakeholder validation process.</p>

414	<p>Hosting Infrastructure — Responsibility and Environment</p> <p>The RFP specifies physical server hardware requirements but also references cloud readiness. Will MoE provide the physical data centre space, rack, power, and network infrastructure, or is the vendor expected to supply and operate the full hosting environment? Is cloud-first deployment acceptable as the primary hosting model to meet the 99.9% uptime SLA?</p>	<p>Hosting environment: To be finalized by MoE (on-prem, cloud, or hybrid). Cloud-first: Fully acceptable and compliant with TOR requirements, provided SLA and security obligations are met.</p>
415	<p>Contract Value Confirmation</p> <p>The RFP references USD 3,000,000 as the World Bank loan amount for the broader AEDP project. Could MoE confirm the specific budget ceiling allocated to this EMIS contract? This is required to accurately calculate the 30% liquidity requirement, advance payment security, and to ensure pricing is within the expected range.</p>	<p>The Purchaser cannot provide a specific indicative budget range or maximum contract value allocated exclusively for the EMIS procurement at this stage.</p> <p>While the RFP references the USD 3 million figure, this amount represents the total World Bank Additional Financing grant for the broader Maldives Atoll Education Development Project (AEDP) as a whole, rather than the dedicated budget for this single contract.</p> <p>Bidders are expected to perform their own scoping and cost estimations based on the functional and technical requirements provided in the RFP, and submit a competitive financial proposal that reflects the true cost of their proposed solution.</p>
416	<p>User and School Count for Sizing</p> <p>To accurately size infrastructure and meet the 5,000 concurrent user performance requirement, could MoE provide the total number of schools in scope, total registered users expected (students, teachers, admin), and estimated annual data volumes to be generated or migrated?</p>	<p>Exact population and school counts are to be finalized during the System Design Phase through stakeholder validation and survey activities (as required under the SRS/SDS deliverables). The vendor is expected to perform sizing and capacity planning based on national-scale assumptions and confirm during the design phase workshops with MoE.</p>



417	<p>Penetration Testing and Cybersecurity Audits</p> <p>The RFP requires regular penetration testing and cybersecurity audits. Will these be conducted by the vendor as part of the contract scope, or will MoE commission an independent third party? If vendor-responsible, how many cycles are expected within the 365-day delivery period, and will reports be shared with MoE as formal deliverables?</p>	<p>The vendor is responsible for conducting penetration testing and security assessments during development, pre-commissioning, and before go-live.</p> <p>These tests must align with OWASP Top 10 and security requirements defined in the TOR.all penetration testing and cybersecurity audit reports must be formally documented and submitted to MoE.</p>
418	<p>Dhivehi Language Support</p> <p>Will the EMIS be required to support Dhivehi script in addition to English across all modules including forms, dashboards, reports, and mobile interfaces? If yes, will MoE provide all Dhivehi translations, or is the vendor expected to develop translation capability as part of the scope?</p>	<p>Yes. The EMIS is required to support Dhivehi script in addition to English across all modules, including forms, dashboards, reports, mobile interfaces, and user-facing content.The MoE will provide official Dhivehi translations for system labels, terminology, and content, unless otherwise agreed during design phase.</p>

  
**Aminath Naheen Ahmed**  
**Director, National Procurement**

