



IDENTIFICATION FOR DEVELOPMENT



Procurement Guide & Checklist



WORLD BANK GROUP

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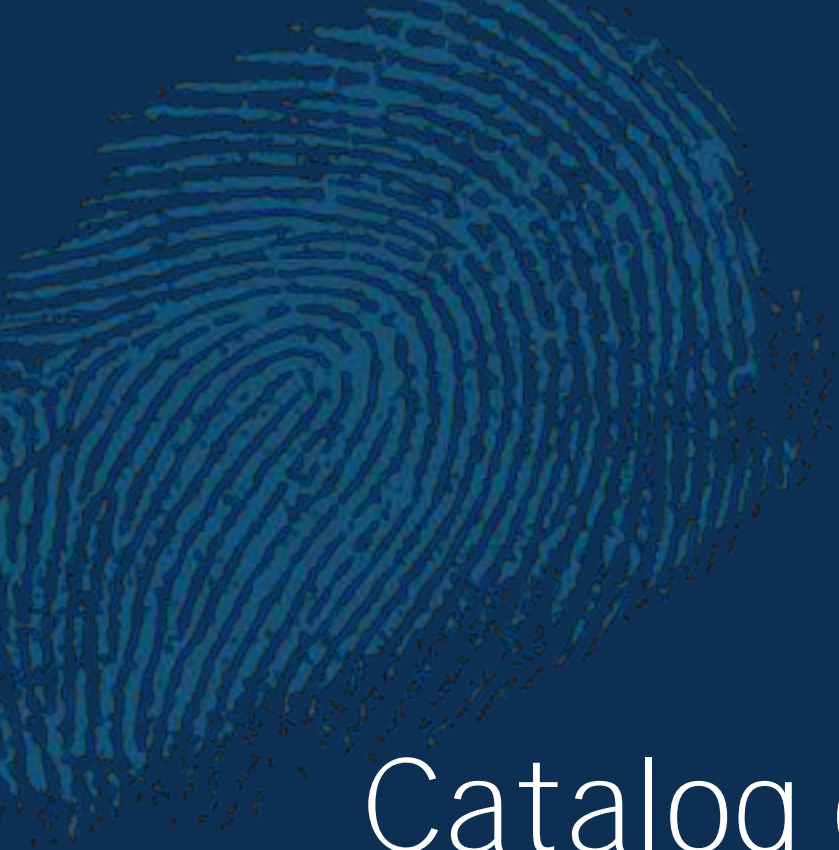
Agenda

- Opening Remarks
- Procurement Guide & Checklist
- Questions & Answers
 - *Submit questions via the chat function and select "Everyone"*

Vendor and technology neutral ID systems

Standards

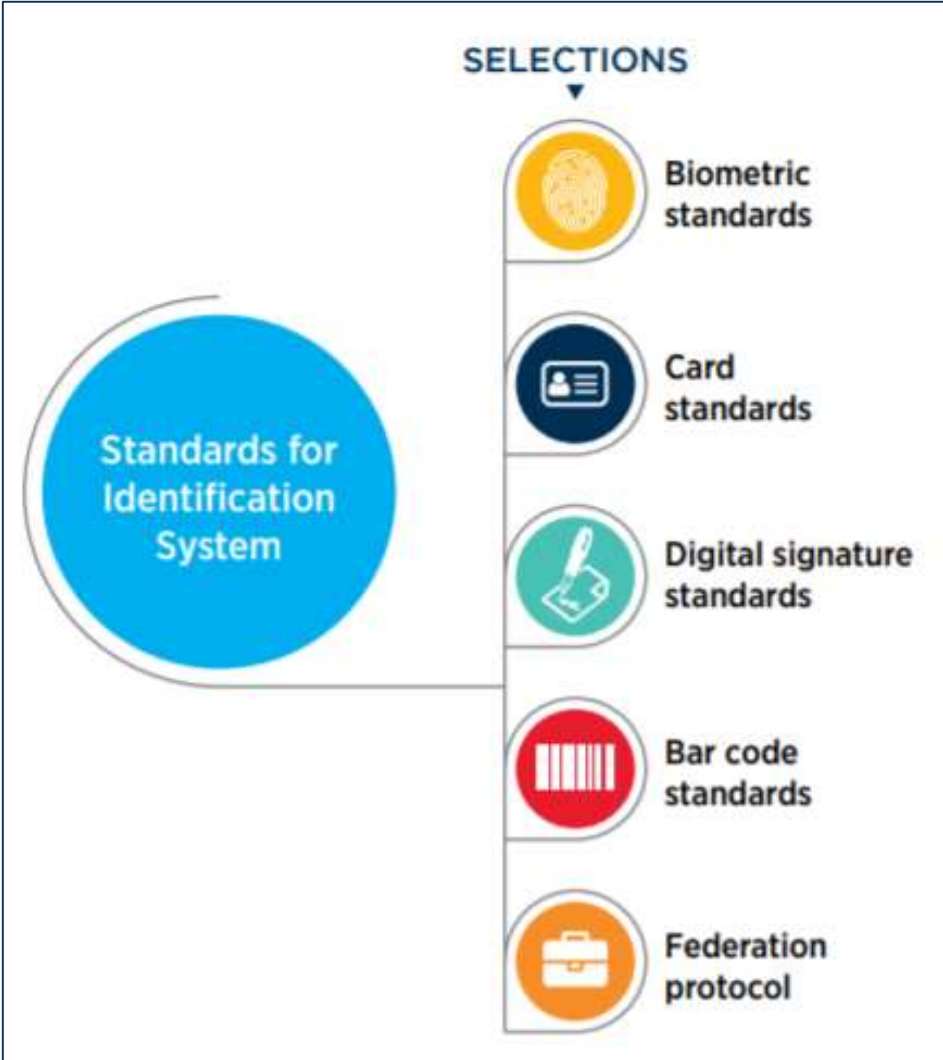
Procurement



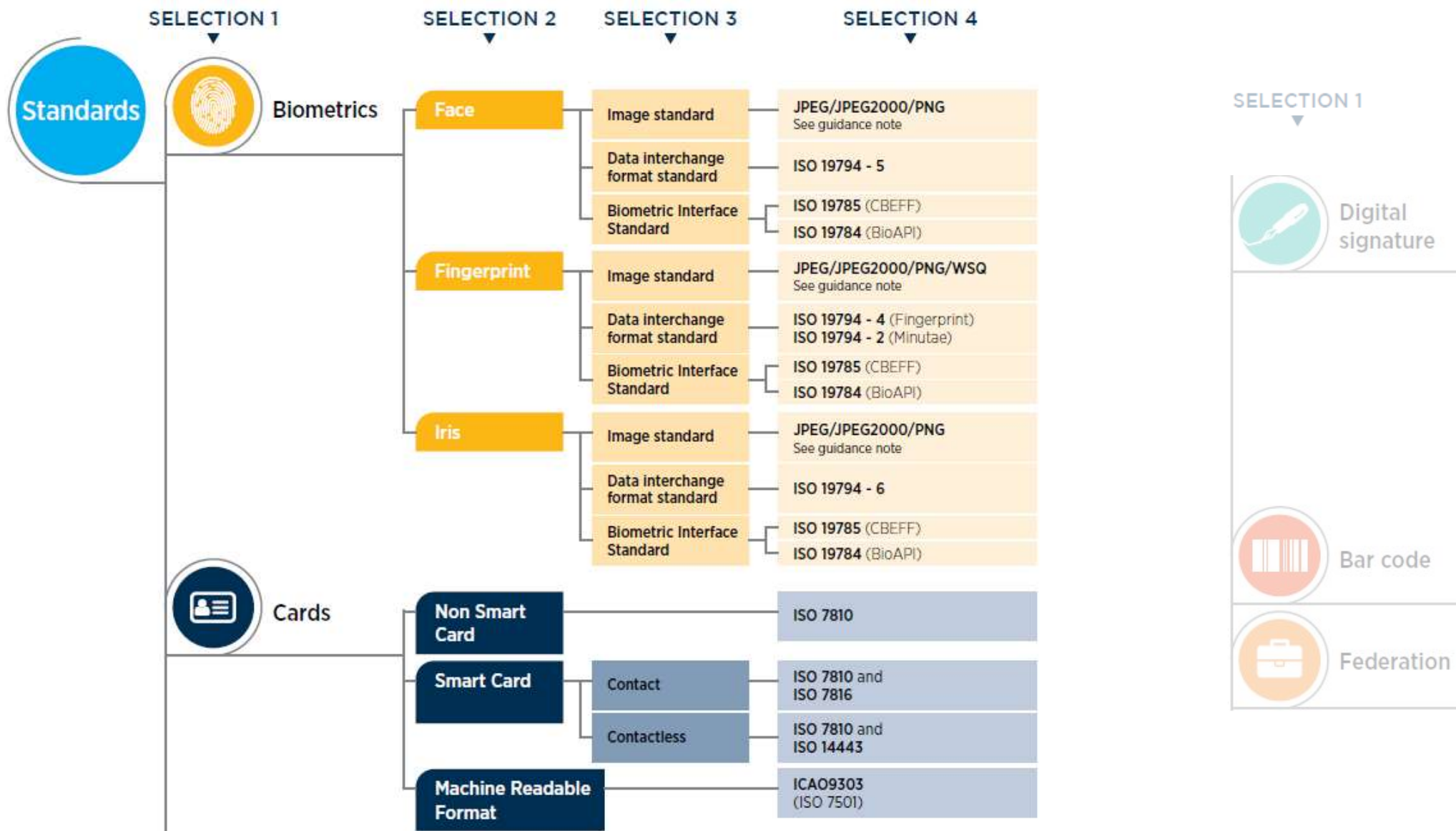
Catalog of Technical Standards for Digital Identification Systems

Standards

<https://id4d.worldbank.org/technical-standards>

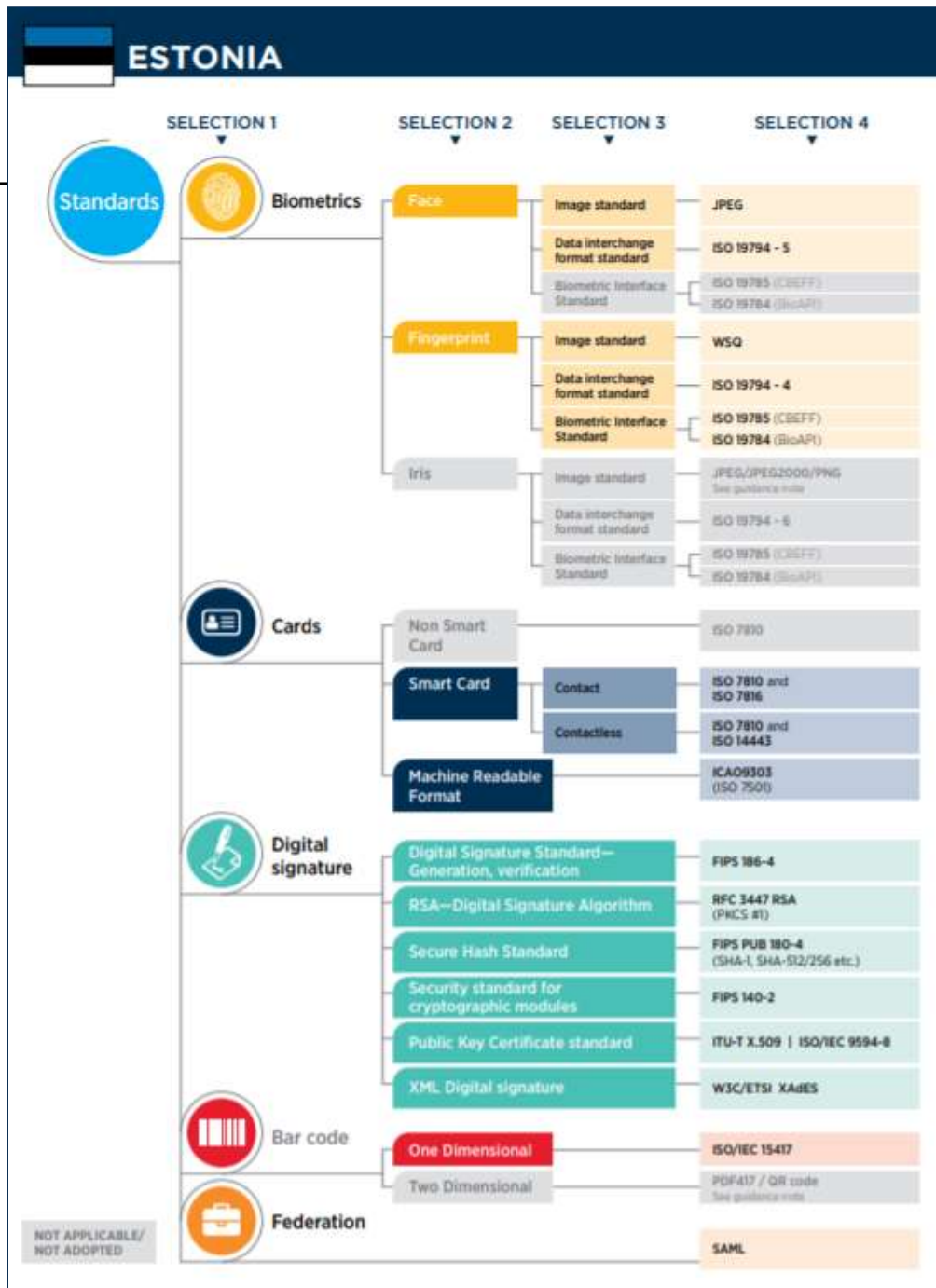


Decision Tree for ID system design



Country Use Cases

Estonia
India
Malawi
Pakistan
Peru



Procurement Guide & Checklist for Digital Identification Systems

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ID system canvas is vast and complex

01. Multiple Processes

*Enrolment
Process*

*Logistics
Process*

*Central System
Process*

*Authentication
Process*

*Security and
Privacy Process*

04. Diverse Technology

Storage

Biometric

Network

Security

Servers

Devices

02. Large Number of Users Accessing

Residents

Public Entities

Private Entities

03. Multiple Vendors

*System
Integrators*

*Biometric Service
Providers*

*Card
personalisation*

Devices

Telecom

Data center



Objective

Provide a checklist for funding and supervising agencies to assess if appropriate design consideration have been factored



Checklist for funding and supervising agencies

Assist ID authority and their consultants




- To develop Procurement Strategy
- To guard against Vendor / Technology Lock-in
- In program Decisions and Considerations to Develop RFP
- In Bid process Management to select service provider

Enabling Tenets

 Legal Framework

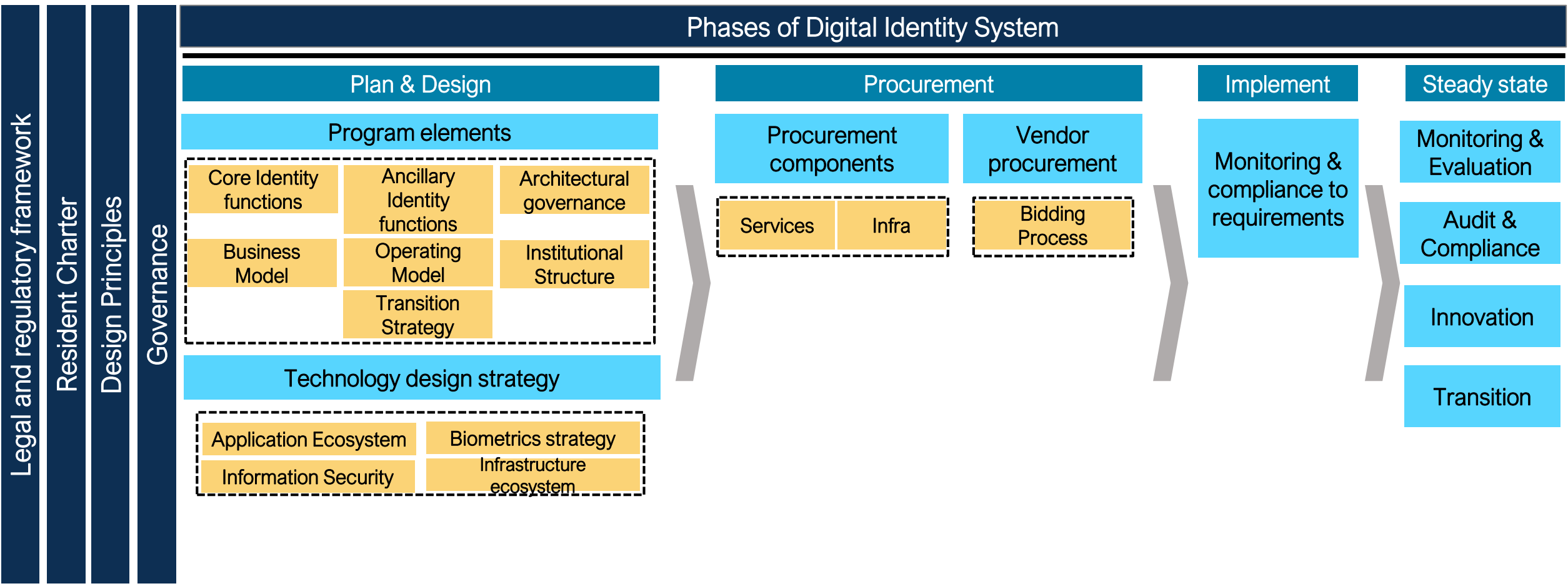


 Principles that govern ID system Design

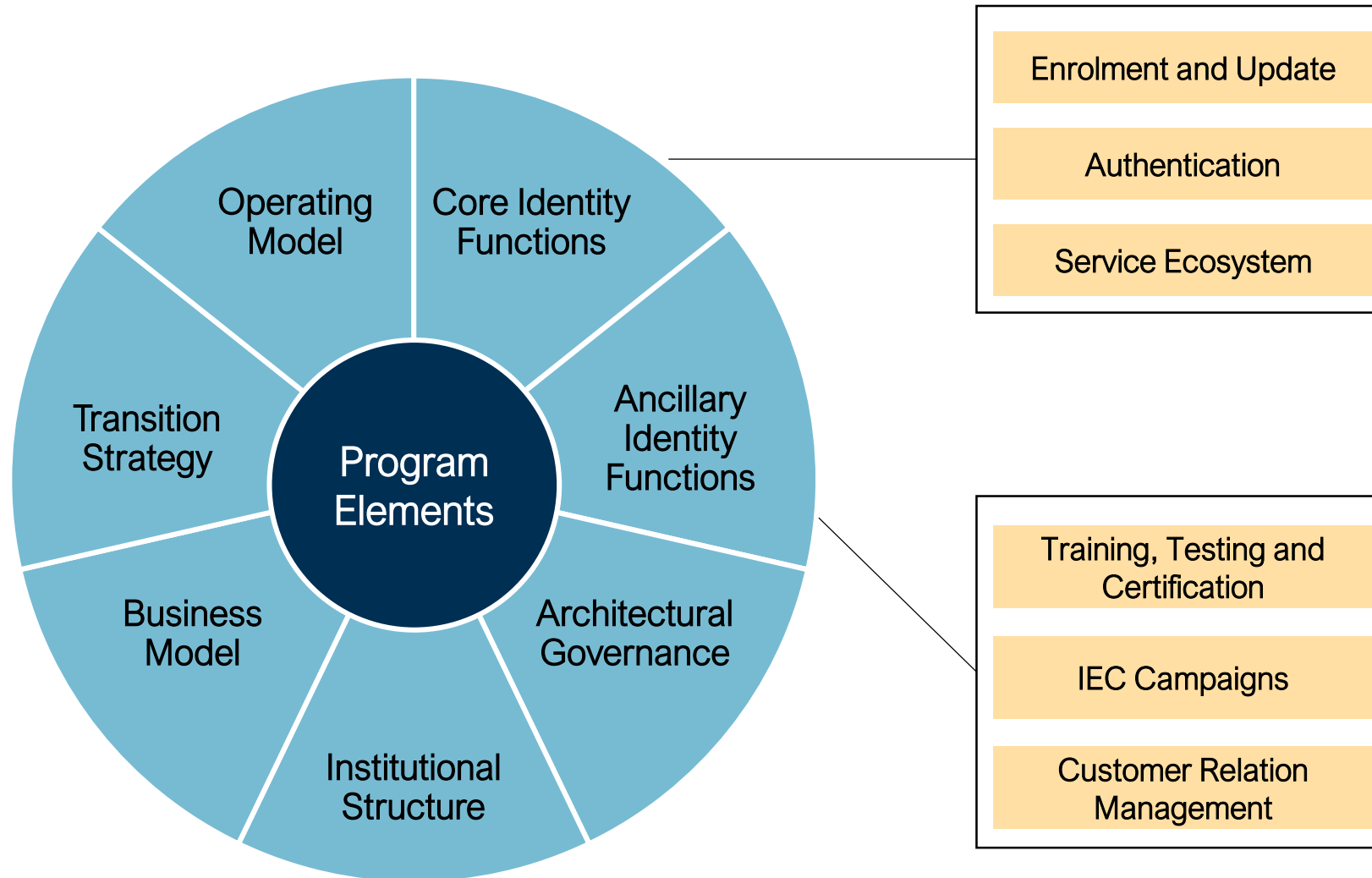
 Resident Charter

 Governance Framework

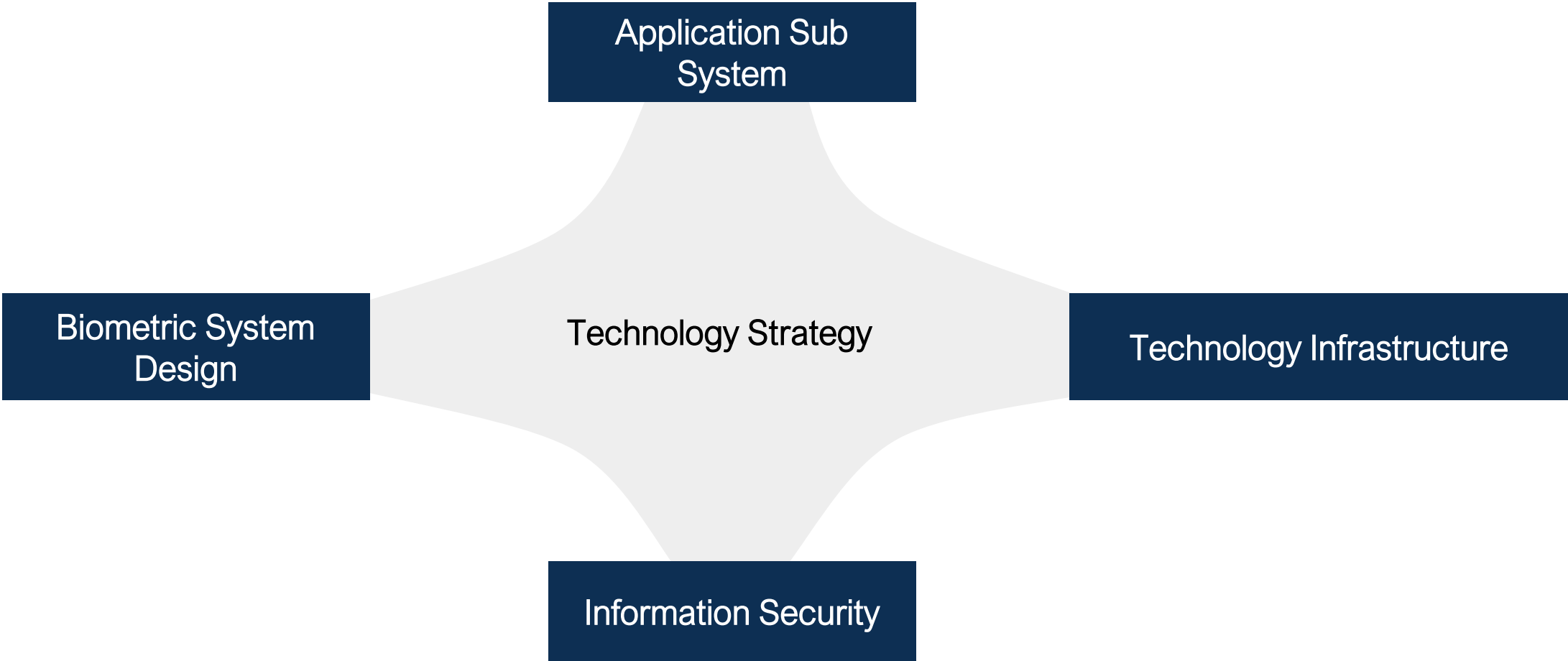
Digital ID Lifecycle



Plan & Design – Program Elements



Plan & Design – Technology Design Strategy



Plan & Design – Operating Model

Operating Model

Types of Model

Build own operate transfer (BOOT)	Build lease transfer (BLT)
Build operate transfer (BOT)	Government owned



Policy Implications

Associated risks



Evaluation Framework

Procurement Phases

Procurement Phases

Development of Appropriate Procurement Strategy

- Existing ID System
- In house Capability
- Technology Landscape
- Market Analysis and Vendor Consultation (National & International)
- International Best Practices
- Learning from Mistakes

Procurement Process

- Development of RFP
 - Instruction to bidder
 - Scope of work
 - Evaluation criteria
 - Service Level Agreements
 - Conditions of Contract
- Publishing of RFP
- Selection of Vendor (s)
- Contracting

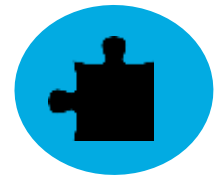
Good Procurement Practices



Development of in-house technical expertise



Ownership of key technology components



Architectural isolation of niche technology solution



Open competitive bidding



Encourage 'domestic participation'



Clear Articulation of roles and responsibilities



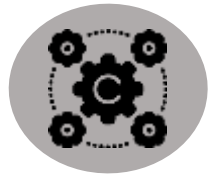
Avoidance of vendor and technology lock-in



Specifying the right service level agreements



Adoption of performance linked models



Appropriateness of bill of materials



Ensure interoperability and use of open standards



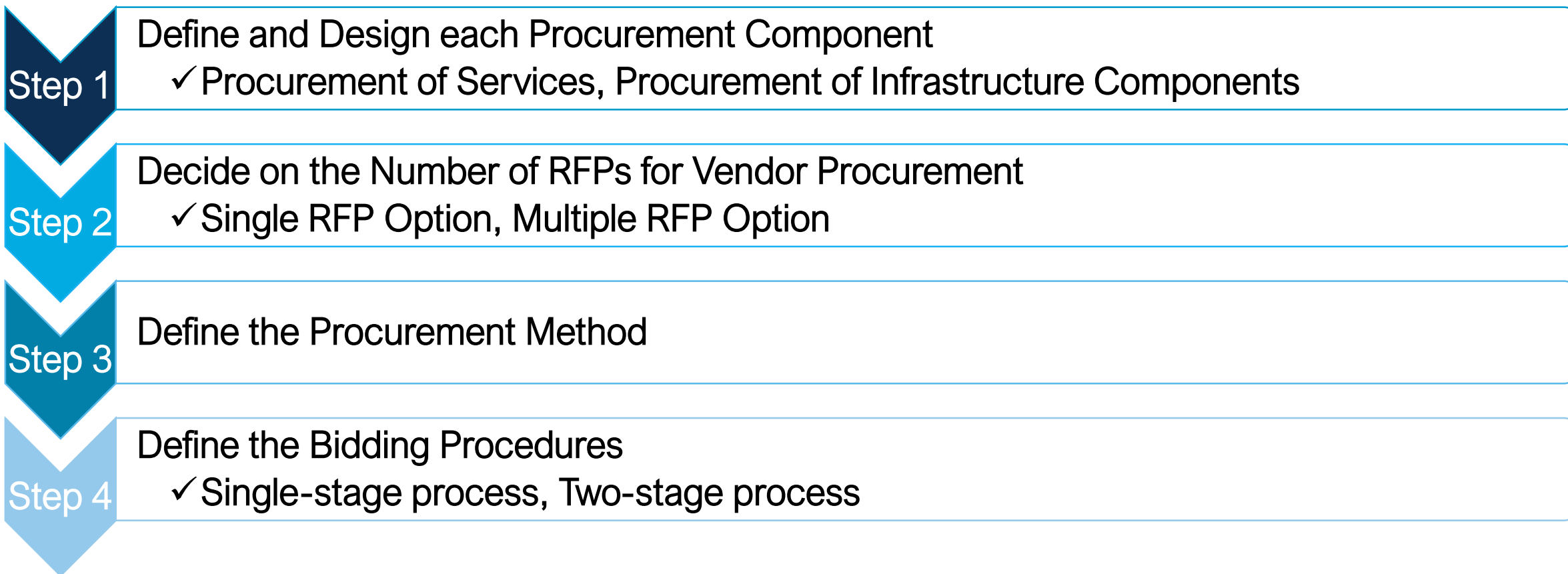
Consultation with the potential Vendors



Well defined terms of licensing model

Steps of a Procurement Lifecycle

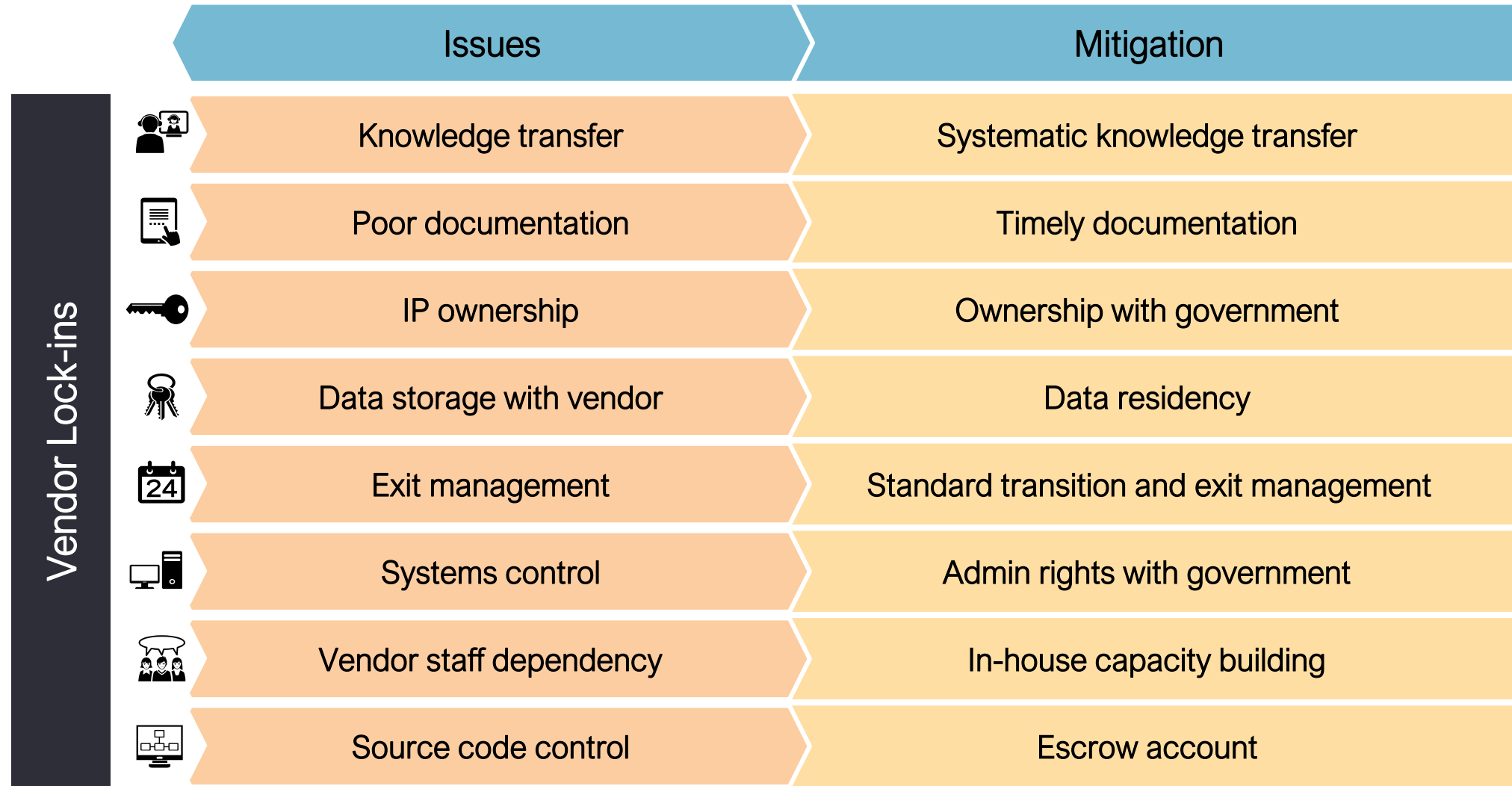
The following steps should be followed by ID authorities during the procurement lifecycle of the ID system.



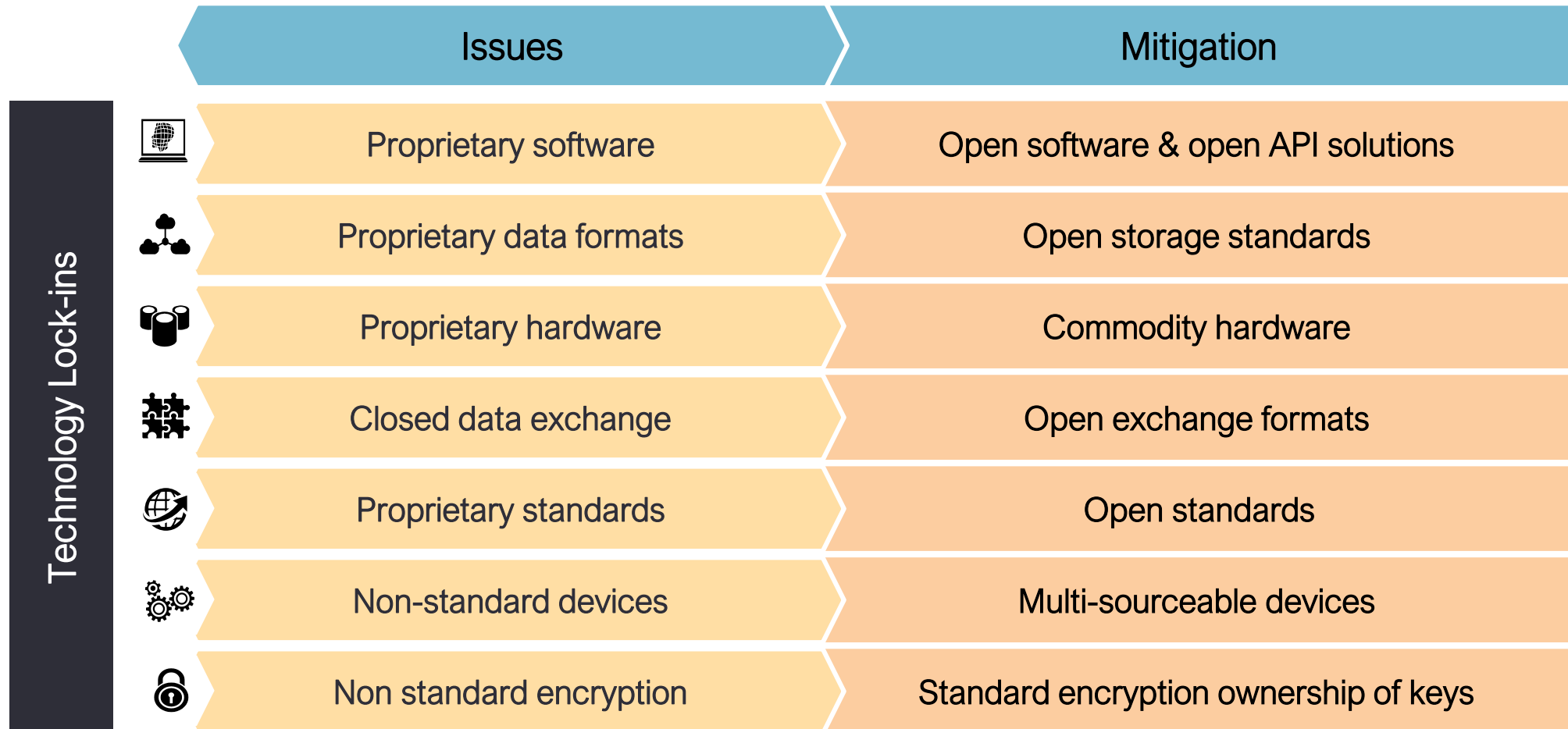
Procurement Risks

S.No	Risks
1	Non-competitive bidding process
2	Procurement process does not meet international standards
3	Poor procurement planning and inadequate information in terms of technical specifications, contracting strategy, etc
4	Deficient contract management
5	Limited oversight of procurement and fraudulent practices
6	Variation in scope or costing after contract award
7	Abnormally low or high bids
8	Evaluation period takes too long

Vendor Lock-In



Technology Lock-In



Technology Lock-ins

Sample Checklist – Master Service Agreement Checklist

Phase: Procurement
 Component: Vendor Procurement
 Area: Conditions of Contract
 Master Services Agreement

#	Checklist item	Y/N/NA	Remarks
1.	Have the definitions and the interpretations for the MSA been clearly specified?		
2.	Has the scope of the project been well defined?		
3.	Have the terms and duration of the project been defined?		
4.	Have the obligations of the ID implementing authority and bidder been defined in the MSA?		
5.	Are conditions pertaining to financial matters been specified in the MSA, e.g., payment terms, invoicing, tax, etc?		
6.	Is there any form of performance guarantee mechanism to be used in case of default on part of the bidder?		
7.	Has the governing law(s) been defined?		
8.	Have the clauses for dispute resolution been specified?		
9.	Have the reasons and consequences of an event of default been defined (i.e., when there is any kind of failure to comply by the bidder)?		
10.	Have the clauses for termination of contract and its effect been defined?		

Sample Checklist – Special Conditions Checklist

Phase: Procurement
 Component: Vendor Procurement
 Area: Conditions of Contract
 Special Condition

#	Checklist item	Y/N/NA	Remarks
1.	Have the intellectual property rights (IPR) for existing and new assets been defined?		
2.	Has insurance cover been defined?		
3.	Does the source code belong in an escrow account to maintain the software?		
4.	Does the contractor have ownership of annual maintenance contracts (AMCs), warranties and maintenance of the products and solutions?		
5.	Has the limitation of liability been defined?		
6.	Has the cap on liquated damages been defined?		
7.	Is data ownership defined?		
8.	Is data residency defined?		
9.	Is purchaser obligation defined?		
10.	Are bidders' obligations defined?		

Implementation

Implementation phase include periodic monitoring activities to ensure compliance with requirements specified in the RFP(s). The key decisions and considerations of this phase are:

	Key Decisions
Monitoring and Compliance to requirements	<ul style="list-style-type: none">• Monitoring and Evaluation framework to be defined for the services procured including but not limited to Biometric services, Infrastructure services, Application development and maintenance, Logistics, CRM etc.• Process to ensure the conditions and scope of services defined in RFP<ul style="list-style-type: none">✓ Monitoring the RFP project deliverables✓ Conformance to project timelines✓ Adherence to process and technical specifications✓ Monitor the Service level agreements✓ Processes to ensure the BOM deliverables as per the plan defined in RFP✓ Conformance to contractual conditions

Steady State



Monitoring & Evaluation



Audit & Compliance



Technology Refresh & Innovation



Transition

Next Steps

- Living document
- Welcome feedback
 - *Provide comments via email (id4d@worldbank.org) by June 30, 2020*

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