

REQUEST FOR INFORMATION

Section 1 - Request for Information (RFI)

1.1 Introduction and purpose of the RFI

Access to information (a2i) is a programme under Ministry of ICT, Government of Bangladesh that catalyses citizen-friendly public service innovations simplifying government and bringing it closer to people. A2i and its partners Gavi and ID2020 are committed to contribute to the development of a unique ID for infants and the digitisation of vaccination processes in Bangladesh. The unique ID would provide infant and children with a portable, biometrically-linked digital ID either at the point of birth registration or at the time of their immunizations, simultaneously supporting three shared objectives:

- Driving improvements in CRVS coverage and process
- Supporting improvements in vaccination process and equity
- Ultimately, supporting access to rights and services throughout one's life-course.

A2i and its partners Gavi and ID2020 are jointly requesting information to be submitted as part of this RFI regarding your organisation and the services you provide. The same information will be gathered from different organisations and will be used to inform future activities.

1.2 Background

The Directorate General for Health Services (DGHS), the Access to Information (a2i) Program of the Bangladeshi Government, Gavi, and ID2020 are exploring a collaboration to support the digitisation of vaccination process and the development of a unique identity for infants through bio-metrics.

The proposed program would use existing touch-points with pregnant mothers and children <1 year old to provide a portable, user-centric identity and verifiable health records. Given the central - and trusted - role that Child Healthcare Workers (CHWs) play in many communities, and particularly their role providing pre- and ante-natal care, we believe that these CHWs are well-positioned to assist in the enrolment process. For the rural pilot, the initiative may start in Kapasia Upazila in the Gazipur District, where CHWs have been trained to assist in birth registration through the highly successful, Bloomberg Philanthropies-supported "Kaliganj model."

Initial biometric enrolment would largely be done by CHWs. Healthcare workers in MoH clinics would then be able to issue a digital attestation for each subsequent immunization. These digital records of immunization would then help CHWs identify children defaulting on their vaccines, such that they could encourage parents to complete the vaccine course.

In Phase 1, given the need for complete data on the viability of infant biometrics and the necessary frequency of re-enrolment, the digital ID would be linked to a parent's NID or

caregivers' biometrics, rather than authenticated based on the child themselves. As we move into Phase 2 of the program (pending complete data on accuracy and the required frequency of re-enrolment), we anticipate transitioning to the use of infant biometrics for authentication.

Given high immunization coverage rates in Bangladesh, the primary aim of the project will be to drive improvements in CRVS coverage and to facilitate interoperability between the various siloed databases currently in use. Use of a digital child ID should also directly improve quality of service and coverage rates by prompting parents to bring their children in for a subsequent dose and ensuring a verifiable, accurate immunization record. For both parents and health workers alike, it may reduce the burden associated with having to track a child's vaccines and may eliminate redundant or unnecessary paperwork.

When the digital child health card linked with country's NID system is seen as an entry point for a user-centric, portable digital identity, rather than an ends in and of itself, the benefits extend far beyond immunization. As children age, the same ID may be used to enrol in school, amass self-managed digital credentials, and access vital services and protections and finally NID card.

1.3 The Opportunity

Phase 1 of the project would operate for a period of up to one year, involving just the three ministries directly involved in the provision of immunization services, prenatal care, and birth registration in rural districts: the CRVS Secretariat, Directorate General of Health Services (DGHS), and Urban Primary Healthcare Project, Ministry of Local Government. At the outset, the program would launch simultaneously in the Gazipur District of Bangladesh, a rural district in the Dhaka Division, and an urban district. The population of Gazipur District is estimated at 3.4 million individuals, with an estimated annual birth cohort of 54,000 infants.

As described above, in Phase 1, given the need for complete data on the viability of infant biometrics and the necessary frequency of re-enrolment, the digital ID would be linked to a parent or caregivers' biometrics and NID, rather than authenticated based on the child themselves. As we move into Phase 2 of the program (pending complete data on accuracy and the required frequency of re-enrolment), we anticipate transitioning to the use of infant biometrics for authentication.

A key element of the project will be an Identity Service Provider capable of creating a Digital Child ID based on the enrolment of parents and children by health workers as described in 1.2 above.

The above scope and opportunity is subject to the approval of the business case.

It is anticipated that 1 supplier will be selected with a capability of providing the Identity Services element of the solution.

1.4 Purpose

The purpose of this RFI is to enable the Authority to assess supplier responses and to use the responses in future decision making with regard to the supply of the services.

Section 2 - Instructions

2.1 Official Contact

Any questions or queries regarding this RFI must be communicated via info@id2020.org and should be addressed to:

Name: Adam Cooper
Chief Architect, ID2020

Please note that emails sent directly to the named contact will not be responded to. The team will seek to answer questions within 4-5 working days following the day of receipt. Interested parties are urged to review the RFI documentation immediately upon receipt and identify and submit any questions as soon as possible and in any event no later than **13:00 EST on 4/17/2020**

Any questions received after this time may not be answered.

Where we consider any question or request to be of general significance to all interested parties, both the question/request and the response will be communicated, in a suitably anonymous form to all organisations who have expressed an interest before the RFI submission deadline.

2.2 RFI procedure

In order to submit a compliant response to this RFI all organisations must complete in full the response form contained within section 5 of this document. Unless explicitly stated no additional information other than what has been requested will be reviewed by a2i as part of this RFI process, and where a question or section is not relevant to your organisation it must be clearly stated.

2.3 Timetable for Completion

Description	Date
Release of RFI	4/3/2020
Deadline for Questions	4/17/2020
Deadline for return of RFI	5/15/2020

2.4 Briefing / Site Visit

Not Applicable.

2.5 Return of the RFI

Completed RFI submissions should be emailed as a PDF to info@id2020.org by 5/15/2020

2.6 Late Responses

Organisations are responsible for submitting their response prior to the closure of the RFI opportunity. Any responses received after the closing time may be excluded from consideration.

Section 3 - RFI Rules & Administration

3.1 Confidentiality

The RFI is intended for the exclusive use of the supplier and is provided on the express understanding that the RFI and the information contained in it, or in connection with it, will be regarded and treated as strictly confidential.

Except as required for the preparation of the RFI, suppliers must not, without prior written consent, disclose to any third party any of the contents of this RFI documentation or any accompanying documentation.

Suppliers must ensure that their employees, consultants and agents are also bound by and comply with the conditions of confidentiality as set out in the RFI.

Suppliers must obtain approval from a2i before any disclosures are made to the press or are in any other way made available to the public in respect of this RFI. Suppliers must not undertake any publicity activities in relation to this RFI without the express written permission of a2i.

3.2 Costs of Preparing the Response

All costs in relation to the preparation and submission of a response of this RFI are the sole responsibility of the supplier and a2i, GAVI and ID2020 will not bear any costs of such submissions.

3.3 Acceptance of these Conditions

Suppliers by submitting a response to this RFI, are deemed to have acknowledged and agreed to the conditions set out within it.

3.4 Canvassing and Contacts

Suppliers and any other Relevant Organisations shall not in connection with this RFI:

- Offer any inducement, fee or reward to any officer or employee of a2i or any person acting as an advisor to a2i in connection with the RFI; or
- Do anything which would constitute a breach of the Digital Security Act 2018; or
- Canvass any of the persons referred to above in connection with the RFI

3.5 Copyright

The copyright in the RFI is vested in a2i. Neither the RFI nor any other documents related to any future procurement process may be reproduced, copied or stored in any medium without the prior written consent of a2i other than strictly for the purpose of preparing a Bid.

3.6 Data Protection

A2i, will collect, hold and use personal data obtained from and about the supplier during the RFI process ("Personal Data"). Suppliers must agree to such Personal Data being collected, held and used in accordance with and for the purposes of administering the RFI Process.

The supplier warrants, on a continuing basis, that it has:

- all requisite authority and has obtained and will maintain all necessary consents required under the Digital Security Act 2018 and all relevant regulations together with any codes of conduct and guidance issued by the National Digital Security Council; and
- otherwise fully complied with all of its obligations under the Data Protection Regulations, in order to disclose to a2i the Personal Data, and allow a2i to carry out the Procurement process. The supplier shall immediately notify a2i if any of the consents are revoked or changed in any way which impacts on the rights or obligations of a2i in relation to such Personal Data.

After review of the RFI is complete, a2i will retain copies of the Bid for such time as it considers reasonable to satisfy the audit obligations of a2i and for any associated contract management purposes.

Section 4 - The Service

4.1 Service / Goods Description

Information is required regarding the provision of digital identity services as part of the wider program for the digitisation of vaccination processes. The service provider will need to interoperate with healthcare systems and make use of biometric data gathered by the program in the identification of individual beneficiaries. The individuals to be identified will initially be adults although child ID will need to be issued as part of phase 2 including authentication against child biometrics.

4.2 Service / Goods Exclusions

Not applicable.

4.3 Current activity / Service levels

Description of RFI products that are already delivered to customers today, and could be comparable to what is requested in this RFI.

Section 5 - RFI Questionnaire

5.1 Company Information

Question	Answer
Company Name	
Company Address	
Company Website	
Ownership Structure (i.e. holding company and subsidiaries, joint ventures, partnership or other relevant relations)	
Ownership status in percentage	
Number of years in the market	
Company Location(s)	
Number of Employees	
Contact Name Telephone Number Email	

5.2 Capabilities & Experience

Question	Answer
Description of core business	
Primary Market/Customers	
Additional services, products and works provided outside of your core business	
Description of RFI products that are already delivered to customers today, and could be comparable to what is requested in this RFI	
Details of any key health & safety, environmental and other performance measures	

5.3 Financial Information

Question	Answer
Details of financial background including latest annual report or financial statement	
Details of any insurances held that are relevant to the opportunity	
Market Share in terms of revenue, turnover and volume output	
Details of potential funding arrangements to support investment in the opportunity (if applicable)	

5.5 Policies and Certifications

Question	Answer
Details of any certifications held for example ISO 9001	

Details of all major policies and the date they were last reviewed.	

5.6 RFI Questions

RFI Questions	
RFI 1	All identity solutions are required to comply with the ID2020 Technical Requirements (https://id2020.org/uploads/files/ID2020-TAC-Requirements-v1.01.pdf). Please confirm that your solution is able to comply with these requirements and how you would ensure that compliance.
Response 1 (1000 words limit)	
RFI 2	Provide an example of where you have delivered a user-centric or decentralised Digital Identity system that was trusted for access to government services, within constraints of legislation and within an agile delivery environment.
Response 2 (500 words limit)	
RFI 3	Demonstrate experience of rapid iterative prototyping secure digital solutions based on ongoing user research within an agile delivery environment.
Response 3 (500 words limit)	
RFI 4	Provide an example of where you have delivered an identity proving service within another public service or for a large public service programme. Experience should be within the last 3 years.
Response 4 (500 words limit)	

RFI 5	Provide an example of where you prevented Fraud & Error entering a digital channel within an agile delivery environment.
Response 5 (400 words limit)	
RFI 6	Provide an example of where you have delivered a service whilst adhering to recognised international standards such as NIST 800.63.3.
Response 6 (400 words limit)	
RFI 7	Demonstrate experience of how you have ensured that you gain at pace, a detailed understanding of the service and project requirements to allow rapid, involvement in design and decision activities.
Response 7 (400 words limit)	
RFI 8	Demonstrate experience of delivering design and development capability of Identity service in an Agile environment.
Response 8 (500 words limit)	
RFI 9	Demonstrate experience of aligning development activities with other parallel work streams across split sites, ensuring quality standards are maintained.
Response 9 (500 words limit)	
RFI 10	Suppliers are requested to give an indication of solution cost for a similar implementation. The supplier should also indicate any particular price breaks that the authority should be aware of.

<p>Response 10 (400 words limit)</p>	
<p>RFI 11</p>	<p>Describe any technology constraints regarding your solutions e.g. operating system, platform, proprietary components.</p>
<p>Response 11 (500 words limit)</p>	
<p>RFI 12</p>	<p>Interoperability is a key requirement for a2i and its partners. Please describe how your solution avoid vendor lock-in and ensures interoperability such as providing open APIs and/or open source options.</p>
<p>Response 12 (500 words limit)</p>	