

LTO-IT Queries: Oberthur				
PAGE	SECTION	TOR EXCERPT	QUESTION/QUERY	ANSWER
Page 119		Schedule of Requirements Conversion/migration of Database July-December	<p align="center">SYSTEMS</p> 1. Is the existing LTO-IT data in Sybase database format? 2. Does DOTC/LTO currently have in its control and possession the existing LTO-IT data? 3. Can the DOTC/LTO guarantee that the data will be made available before July 2012? 3.1 If the answer is yes, will the data be made available in the same format, i.e. Sybase database? 3.2 What are the scenarios, in case the data is not made available for one reason or another on or before said date? 4. Will the DOTC/LTO cleanse the data from the existing database, since it anyway is in the best position to determine the correctness of the data?	1. Yes, but access and control is with a third party. 2. No. 3. No. We can provide you with a hard copy. 3.1 No 3.2 The TSP can either: (1) Scan the document using Optical Character Reader (OCR) to automatically input to the database or (2) Manually encode the information from a hard or scan copy to the database 4. The TSP will need to cleanse the data from the existing database with help from DOTC-LTO.
Page 123 Page 137 Page 138	Item D Item 3 Item 4	To design and implement a web-based biometric verification system for both duly authorized medical examiner and licensed applicants to prevent fraudulent medical reports during medical & drug testing procedures 3. Security features that can store the photo and/or biometric information. 4. Capability to store relevant data needed for verification and renewal such as: name, personal details, biometrics, vehicle details, receipt number, violations, etc.	1. Part of the requirement is the ability of the system to capture biometrics for both DL and MV transactions. Does this mean that the requisite devices will have to be deployed in all LTO offices, accredited drug test and medical centers? 2. In how many LTO offices, accredited drug testing and medical testing centers should the requisite devices be deployed? 3. How many devices are required in each office or center? 3.1 Are there offices or centers that will require more than one device? 3.2 How many devices all in all are required? 4. Can we be provided with a more precise description of the expected use of biometry (fingerprint) and the process to be implemented? 4.1 The current process is to take 2 thumb marks as part of the medical file. May we be clarified at which step the 2 thumb marks shall be taken in the expected future process? 4.2 Will an Automated Fingerprint Identification System (AFIS) with 1 to many (1:N) identification capability be provided as back end of the system? 4.2.1 If yes, will we be clarified about the purpose which the AFIS is intended to serve? Is it intended to prevent duplicate application, among others? 4.3 At which step is the system expected to perform 1:1 fingerprint comparison for identity verification?	1. Yes, in so far as it is cost effective. 2. LTO offices only , accredited drug testing & medical testing will have to provide their own. 3. This will depend on the number of enrollment stations per office which will be determined by the number of transactions. Please propose based on your process flow and number of transactions 4. This is for verification of the driver's license to eliminate multiple licenses by a single person. 4.1 This will depend on the propose system you will give. 4.2 To provide better control and to prevent duplication of licenses. 4.3 Depends on the system that will be proposed.

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		<p>Web-based Training and Examination</p> <p>A web camera must be in all examination terminals to enable the examiner to check the identity of the examinee on-line and on-demand.</p>	<p>1. The web-based training and examinations shall be made available in LTO sites that process driver's license transactions. Of the existing 300 LTO sites, how many process DL transactions?</p> <p>2. How many workstations will be required for each site?</p>	<p>Please refer to Bid Bulletins GBB No. 04 and SBB No. 002-2012 and Annex G</p>
Page 137	Item I	Document Tracking System	<p>1. Is the Document Tracking System to be used exclusively to capture documents submitted in support of the core applications, i.e. motor vehicle, driver's license, law enforcement, maids, and rcs transactions?</p> <p>2. If the system is to be used for purposes or transactions other than those mentioned, what are such purposes or transactions?</p> <p style="padding-left: 40px;">2.1 What is the expected volume?</p> <p>3. Is one scanner per LTO site sufficient?</p>	<p>1. No</p> <p>2. This shall include all documents that are being received and processed at the back office such correspondences, memos and the like, specially those that require action from the receiving party. The Document Tracking System is required for faster, efficient and effective handling and processing of documents and paper correspondences within DOTC and LTO</p> <p>2.1 Minimum of ten (10) documents per hour per office/department.</p> <p>3. The BIDDER must propose the solution and will be responsible for all the devices necessary.</p>
		<p>Connectivity and Information Sharing with but not limited to the following:</p> <p>a. Department of Transportation and Communication (DOTC);</p> <p>b. Land Transportation Franchise and Regulatory Board (LTFRB);</p> <p>c. Bureau of Customs (BOC);</p> <p>d. Metro Manila Development Authority;</p> <p>e. Philippine National Police (PNP);</p> <p>f. LTO Authorized Private Smoke Emission Testing Centers (PETC);</p> <p>g. LTO Accredited Drug Testing Centers;</p> <p>h. LTO Accredited Clinics/Hospitals;</p> <p>i. Financial Institutions;</p> <p>j. Insurance Companies;</p> <p>k. Vehicle Manufacturers, Assemblers, Importers and Distributors.</p>	<p>1. Should the Provider develop all connectivity systems as part of Phase 2 of the Project?</p> <p style="padding-left: 40px;">1.1 May the Provider instead complete under Phase 2 of the Project only such portion of the system as may be necessary to complete the transactions for the core applications?</p> <p style="padding-left: 40px;">1.2 May the remaining portions be just completed subsequently?</p> <p>2. What is the expected volume of hits/queries from all these connectivity requirements?</p>	<p>1. The BIDDER must design network infrastructure to enable the connection of the different shareholders. The bidder shall be required to provide the network infrastructure for all LTO Offices and DOTC head office. A conceptual design can be found in the bid documents.</p> <p style="padding-left: 40px;">1.1 Yes</p> <p style="padding-left: 40px;">1.2 Yes</p> <p>2. Please refer to Bid Bulletin GBB No. 004</p>

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Page 122	Item 3-l	i. Integration to the Government Financial Management Information System (GFMIS)	1. The document says "integration". Does this mean that the GFMIS already exists and, thus, need not be delivered by the Provider?	The GFMIS shall be provided by DBM and eventually be integrated with the FASS. The integration is limited to sending relevant information to the GFMIS. The integration can be as simple as sending flat files or reports or ftp. The Integration will be done during the seven (7) year Operation and Maintenance period and as soon as the GFMIS is implemented
Page 130 - 131	Item B	B. General Technical Requirements for Services, Equipment and Products	<p>1. Are Desktop/Laptop and Webcam included in the clause that all IT related product must not have an end-of-sales status for 3 years? In the absence of a manufacturing plant in the country, a supplier cannot issue a guarantee meeting this requirement.</p> <p>2. Instead, can a guarantee from the supplier/dealer suffice that spare parts for the product supplied will have an end-of-sales status for 3 years?</p> <p>3. Also, does a bidder need to provide Certification from the manufacturer of the said product?</p>	<p>1. Yes</p> <p>2. A guarantee of spare parts is not sufficient.</p> <p>3. Yes, the Bidder must provide a Certification and the Product Life Cycle from the manufacturer.</p>
Page 131	Item D	D. Main LTO Applications, Databases and Process	<p>1. Can DOTC/LTO provide the bidders the "data sizing" per transaction? This is required in order to accurately provide the correct storage capacity size for the server.</p> <p>2. Will the bidder be responsible to calculate the database storage capacity? If yes, can DOTC/LTO provide the various size per type of transaction?</p>	<p>1. Please refer to GBB No 04 for the volume of transactions for data storage sizing. The size shall depend on the design of the database.</p> <p>2. Yes, the BIDDER shall be responsible for the sizing and design of database.</p>
INFRA				
Page 139	Item P	Structured Cabling System	<p>1. Approximately how many nodes will be required?</p> <p>1.1 Is it correct to assume that what is required is 4,800 nodes?</p>	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G
Page 127	Item E	Breakdown of LTO Offices	<p>1. To determine the number of equipment required, may we be provided the exact number of the following offices. Thus:</p> <p>a. District Offices</p> <p>b. DLRC's?</p> <p>c. One-stop Shop Offices?</p> <p>d. E-Patrol Offices?</p> <p>e. Extensio Offices?</p> <p>f. Mobile Law Enforcement Units? and</p> <p>g. Deputized Agencies?</p>	Please refer to Bid Bulletin SBB No. 002-2012 and Annex G

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Page 147	Item BB	Air-Conditioning Units for Data Center	1. Is provider required to deliver precision-type units?	The TSP must propose the appropriate solution.
Page 146	Item Z	<p>UPS</p> <p>All network and data center/s equipment must be connected to the Uninterruptible Power Supply (UPS)</p> <p>The UPS must provide:</p> <ol style="list-style-type: none"> 1. Surge/Spike Protection 2. Automatic Voltage Regulation 3. Minimum two (2) hours battery backup at full load 4. All necessary cables and connections 	1. Is the requirement on 2-hour battery backup applicable to all LTO sites, or to just the data center?	The two(2) hours battery backup is for all UPS in all sites except the data centers where generators are mandatory. The two (2) hours backup shall ensure that any queue existing at the time of the outage will be properly served and with enough time for proper shutdown of the system. This is especially required in sites where there are no generating sets, and worse, where there is a very unstable commercial power source (regular fluctuations from 150VAC to 220VAC).
		Data Center Locations (Primary and Backup)	<ol style="list-style-type: none"> 1. Has DOTC/LTO already identified the sites for the data centers? <ol style="list-style-type: none"> 1.1 Where shall such centers be located? 1.2 How many data centers are to be setup? 	Please refer to Bid Bulletinn SBB No. 002-2012
Page 146	Item AA	Generator and Automatic Transfer Switch	<ol style="list-style-type: none"> 1. Will the Generator and Switch be indoor or outdoor? <ol style="list-style-type: none"> 1.1 Are the Data Centers that require indoor generators and those that require otherwise? 1.2 If the answer is yes, can the number of Data Centers requiring either be identified? 2. Is a three-phase generator acceptable? 	The TSP must propose the appropriate solution.
Page 146	Item Y	<p>CCTV</p> <p>There should be atleast four (4) CCTV Camera in all LTO Offices except for the Central/NCR Office which shall include all the Buildings</p>	<ol style="list-style-type: none"> 1. Are there LTO sites that are in more than one building? <ol style="list-style-type: none"> 1.1 If the answer is yes, is it required that there be four CCTV cameras in each said buildings? 1.2 What are the sites that are in more than one building? 1.3 How many CCTV cameras all in all are required? 	Please refer to Bid Bulletins GBB No. 04, SBB No. 002-2012 and Annex G

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Page 129	Item A	<p>General Technical Requirements</p> <p>All proposed IT solution hardware components must be rated as leaders or visionaires in Gartner's Magic Quadrant for 2011 or 2012</p>	1. Is this a mandatory requirement?	<p>The following must be included in "Leaders and Visionaries" in the Magic Quadrant:</p> <ol style="list-style-type: none"> 1. Servers 2. Desktop Computers 3. Storage Solution (SAN/NAS/Virtualization) 4. Data Communications (Routers and Switches) 5. Telephony 6. Database Platform 7. Business Intelligence 8. Unified Threat Management 9. Printers 10. Firewalls 11. User Authentication 12. WAN Optimization <p>Other IT research and advisory firms will be accepted. The latest Gartner Quadrant for 2010 and 2011 shall be used. The BIDDER must show proof that they are included in the list.</p>
		Campus backbone	1. What is required, fiber or utp?	Fiber optic cabling must be implemented for distances over ninety (90) meters.
OTHERS				
Page 151	Item KK	<p>During the Post-Qualification stage, the DOTC/LTO shall require the Bidder or TOTAL SOLUTIONS PROVIDER to successfully present or demonstrate a - Proof of Concept or POC of their proposed solutions to the Driver's License System and the Motor Vehicle Registration System front end components (WEB, Desktop, and Kiosk) using their own computer and network and communication equipment to produce a new driver's license, new motor vehicle registration, and a renewed motor vehicle registration.</p>	1. Is a kiosk really required, when a demonstration of a Proof of Concept can readily and easily be done even without the same?	1. Yes.

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Page 128	Item G	G. Delivery of all required hardware, peripherals and software, with corresponding licenses in the name of DOTC and warranties to efficiently run the system. All ICT resources, equipment, hardware and software, including customized application to be developed under the project and programming source codes, are understood to be property of the DOTC. Further, all consumables and recurrent obligations necessary in the fast, efficient and secured nationwide clearance processing and issuance such as leased line connectivity, printing ink, fraud-proof clearance certificate papers, etc. shall be paid by the TOTAL SOLUTIONS PROVIDER during validity of the contract	<p>1. Is it correct to state that the costs for the transmittal of SMS and the supply of cards for the DL & MV Card System are for the account of DOTC/LTO?</p> <p>2. Are the cards included as part of the consumables? Can DOTC/LTO be more precise on the actual consumables included as part of the TSP's responsibilities?</p> <p>3. Also, can DOTC/LTO provide the bidder an estimate on the monthly or annual consumption of each office consumables?</p>	<p>1. The costs for transmittal of SMS shall be for the account of the TSP. The MV card shall be bid separately</p> <p>2. No</p> <p>3. At least the following consumables must be provided by the TSP:</p> <ol style="list-style-type: none"> 1. Printer Inks 2. DVD/CD/Tapes 3. Papers and Inks for Queue Management System 4. Papers and Inks for Electronic Ticketing System 6. Batteries (UPS/Generators) 7. Supplies for Data Center use 8. Inks for MV ID Card Printer
Page 138	Item N	N. Card/Document Readers	<p>1. Can DOTC/LTO provide the bidders a sample of the existing issued cards by the other government agencies to be assured that the card/document reader to be quoted in the bid complaint?</p> <p>2. What is the current 2D barcode format used for the existing Driver's License?</p>	BIDDER must do its own due diligence.
		Office space during the contract period	1. Will this be provided by DOTC/LTO?	No
		Costs incurred when LTO sites transfer locations during the 7-year contract	1. Will the provider bear these costs?	LTO shall bear the cost
		Warranty	1. Is it correct to state that after the lapse of the period of mandatory warranty for all the goods delivered under the contract, the DOTC/LTO shall already shoulder all expenses for the upgrade, replacement, and repair of such goods?	1. No, this must be included in the Operation and Maintenance portion of the contract.

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Page 137	Item M	Card Printing / Personalization of cards	<p>The TOR calls for a centralized personalization system. Does this mean that cards will not be printed anywhere else other than in the central office?</p> <ol style="list-style-type: none"> 1. Can BAC clarify if the personalization of the plastic cards is intended to be performed centrally in a single site, centralized in a single site and back-up in a disaster recovery site or decentralized in the front end sites? Central personalization is better for security purpose (no stock of sensitive material (blank cards, security laminate) split around all the country in poor security conditions) 2. If decentralized, please confirm the number of sites that shall be equipped to perform plastic card personalization. 3. Please confirm that the expected technology printing on the card is direct color printing. 4. Please confirm if laminate shall be applied front side? Back side? 5. If there is a laminate, please confirm if this is part of the consumable to be supplied as part of this tender. If yes, please list the security features expected. Please clarify quantity. 	Please refer to Bid Bulletin SBB No. 002-2012

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			<p>6. If there is a laminate but not as part of this tender, please clarify if the TOTAL SOLUTIONS PROVIDER is at the liberty to choose the printer to be used and dictate the format of the rolls (size of roll, size of spool). Otherwise, please clarify the format of roll and spool of laminate to be used.</p> <p>7. Is it correct that the CR, currently a paper document, will become a plastic card? If so, please confirm that this plastic card is part of the consumables to be supplied by the TOTAL SOLUTION PROVIDER as it is for the paper of the OR.</p> <p>8. Please clarify if the expected CR plastic card, if to be supplied, is a simple basic white plastic card or if it shall be supplied with a security printed background?</p> <p>9. Please clarify if the CR plastic cards, if to be supplied, and OR paper forms shall be sourced from a recognized certified security printer or if it can be sourced from any non-secured basic printer</p>	Please refer to Bid Bulletin SBB No. 002-2012
Page 130		Power/Electricity Costs	<p>1. Will LTO shoulder the electricity costs for all the LTO sites?</p> <p>2. What is the present average electricity consumption of the LTO sites?</p>	<p>1 . The TSP shall pay for all electricity recurring cost of all IT related equipment during the term of the contract.</p> <p>2. There is no data available, however, LTO currently pays an average of PhP 75M annually for all its offices nationwide</p>

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		LETAS	<p>1. Can the BAC describe the workflow/process to bwe implanted for traffic enforcement, insofar as the following are concerned:</p> <ul style="list-style-type: none"> A. Field reading card B. Performed verifications C. Violation report on the field or back from offrice D. Immediate payment options or back office payment, among others <p>2. Can the BAC elaborate on the different payment schemes to be implemented in the different subsystems? Please describe the processes and workflow</p>	<p>The handheld terminal must be able to read the drivers license of the apprehended person, perform automatic verification of the license (fake, duplicate, expired, etc), input the violation, print the citation ticket and whenever possible, accept payment from credit card, debit card or atm card. The handheld termnal must be connected to the frontend application via mobile technology.</p>
Page 144	Item V	V. Data Center	<p>1. Can DOTC/LTO provide the exact location for the main data center? If yes, can a tour to the site be arranged prior to submission?</p> <p>2. Does DOTC/LTO require that a floor plan of the new data center included in the bid submission?</p>	<p>1. Please refer to Bid Bulletin SBB No 002-2012</p> <p>2. Yes, it should be in the Bid submission</p>