



FEDERAL GOVERNMENT OF NIGERIA

**REQUEST FOR PROPOSAL FOR SYSTEM  
INTEGRATION SERVICES**

**THE NATIONAL IDENTITY MANAGEMENT COMMISSION  
11 SOKODE CRESCENT, OFF DALABA STREET  
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## **BACKGROUND**

The Federal Government of Nigeria in its effort to reposition and revitalize the economy, recently embarked on the implementation of a national identity management system through the National Identity Management Commission. Government's primary objective is to expand, extend and enhance existing identity infrastructure in order to establish a reliable, secure and scaleable Identity Management System that utilizes advanced biometric technologies to uniquely identify every individual in the Country.

Government plans to establish a National Identity Database (NID), redesign and create an identity verification process infrastructure and thereafter introduce chip-based General Multi-Purpose Cards (GMPC) that will enhance the process of governance and foster the development of a sustainable consumer credit system.

The National Identity Management Commission (NIMC) was set up through an Act of the Parliament NIMC Act No.23 in May 2007 and published in the Federal Republic of Nigeria Official Gazette No.90 Vol.94 of 14 July 2007 at pages A587 - 610. A copy of the Act is on NIMC website, [www.nimc.gov.ng](http://www.nimc.gov.ng)

The initiative is based on a Public Private Partnership (PPP) model comprising of Identity Management Solution Providers, Financiers, Operators and the National Identity Management Commission (NIMC).

Government has already gone through a selection process to identify Firm(s)/Consortia as 'Front End Service Providers' that will partner with NIMC under the PPP arrangement to build and operate Identity Registration Centers (IRCs), produce the GMP Cards and deploy Card Acceptance Devices (CADs) under a Concession Arrangement for a period of ten (10) years.

## **INTRODUCTION**

Following Government's decision on the implementation strategy, and the appointment of 'Front End Service Providers', the NIMC now invites eligible System Integration Service Providers with proven track record of successful performance in similar capacity to partner with the Commission **specifically on the redesign, development, deployment and management of a reliable, scaleable and secure back-end solution for the identity management system in Nigeria.**

The back-end solution must harmonize and integrate systems, data and processes of key stakeholder agencies and 'Front End Service Providers' involved in the capture, processing and provisioning of identity related data in Nigeria. Interested Firms /Consortium should submit proposals for Systems Integration Services on the initiative. The selected Firm/Consortium will work closely with the Front End

Service Providers and Stakeholder agencies; and will be required to execute a contractual agreement acceptable to the Federal Government of Nigeria.

This Document is the Request for Proposal for the provision of System Integration Services on the National Identity Management System for Nigeria.

## **INSTRUCTIONS TO TENDERERS**

### **GENERAL INSTRUCTIONS**

Proposals must be submitted before or by 5.00pm Wednesday May 21<sup>st</sup>, 2008 and should be hand delivered by an authorized representative of the firm/consortium at the following address:

**National Identity Management Commission**

**11 Sokode Crescent, off Dalaba Street**

**Zone 5, Wuse, Abuja – Nigeria.**

**Tel: 09 - 6726457**

Or Proposals can be delivered using the Postal Services to the above address. No soft copies or RFPs sent in by email will be entertained.

Proposals and amendments to proposals received after the date and time specified above will be returned to the Tenderers unopened.

A Bid Proposal Opening Exercise will be held at 5.15pm on Wednesday May 21<sup>st</sup>, 2008. All prospective Tenderers are encouraged to attend the bid opening exercise.

Parties interested in obtaining further information regarding this request for proposal may do so by emailing their request to [info@nimc.gov.ng](mailto:info@nimc.gov.ng), or by calling +234-9-6726457. Please include the following information:

Name of Firm:

Address and Contact Person

Telephone and Facsimile Number

Inquiries received after Wednesday May 21, 2008 will not be accepted.

### **DETAILED INSTRUCTIONS**

#### **A. EXAMINATION OF PROPOSAL DOCUMENTS**

By submitting a proposal, Tenderer represents that it has thoroughly examined and become familiar with the work required under this RFP and that it is capable of performing quality work to achieve the Commission's objectives.

## **B. IDENTIFICATION OF PROPOSALS**

Tenderer shall submit original and 5 copies of its Technical Proposal. The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal" and bearing the Name of the Tenderer and title of the Tender ("Proposal for System Integration Services")

Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked "Financial Proposal" This envelope shall also bear the Name of the Tenderer and clearly marked with a warning *"Do Not Open With The Technical Proposal."*

The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed. This outer envelope shall bear the Name of the tenderer, submission address, Title of the Tender and be clearly marked "Do Not Open, Except in the presence of the Official appointed, before 5.15pm Wednesday May 21, 2008.

The Commission shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

## **C. ACCEPTANCE OF PROPOSALS**

The Commission reserves the right to accept or reject any and all proposals, or any item or part thereof, or to waive any informalities or irregularities in proposals.

The Commission reserves the right to withdraw this RFP at any time without prior notice and the Commission makes no representations that any contract will be awarded to any tenderer responding to this RFP.

The Commission reserves the right to postpone proposal openings for its own convenience.

The Commission reserves the right to reject any proposal that fails to respond to all aspect of the scope of work and requirements of the advert.

## **D. PRE-CONTRACTUAL EXPENSES**

Pre-contractual expenses are defined as expenses incurred by Tenderer in:

Preparing its proposal in response to this RFP;

Submitting that proposal to the Commission;

Negotiating with the Commission any matter related to this proposal; or

Any other expenses incurred by Tenderer prior to date of signing of the Agreement.

The Commission shall not, in any event, be liable for any pre-contractual expenses incurred by Tenderer in the preparation of its proposal. Tenderer shall not include any such expenses as part of its proposal.

#### **E. JOINT TENDERS**

Where two or more Tenderers desire to submit a single proposal in response to this RFP, they should do so on a joint venture basis rather than as a prime-subcontractor. Their submission should also reflect duly signed, company sealed Memorandum of Understanding binding the parties involved with regards to the project. Generally, the Commission intends to contract with a single firm or with multiple firms doing business as a joint venture.

#### **F. TAXES**

Tenderers' proposals are subject to Federal Government of Nigeria's taxes.

### **SELECTION AND EVALUATION PROCESS**

#### **SELECTION POLICY**

While the specific rules and procedures to be followed for engaging partners depend on the circumstances of the particular case, five main considerations guide the Commission's policy in the selection process:

- a) The need for high quality services;
- b) The need for economy and efficiency;
- c) The need to give qualified firms/consortium an opportunity to compete in providing the services required;
- d) The enhancement of knowledge and addition of value; and
- e) The importance of transparency in the selection process.

#### **EVALUATION CRITERIA**

The Commission will evaluate the Tenders received based on the following criteria:

##### **1. Qualifications of the Firm (Weight 2 or 10%)**

Technical experience in performing work of a closely similar nature; experience working with public agencies; strength and stability of the firm; strength, stability, experience and technical competence of consortium members; assessment by client references.

##### **2. Staffing and Project Organization (Weight 5 or 25%)**

Qualifications of project staff, particularly key personnel and especially the Project Manager; key personnel's level of involvement in performing related work cited in "Qualifications of the Firm" section; logic of project

organization; adequacy of labor commitment; concurrence in the restrictions on changes in key personnel.

### **3. Work Plan (Weight 6 or 30%)**

Depth of Tenderer's understanding of NIMC's requirements and overall quality of work plan; logic, clarity and specificity of work plan; appropriateness of labor distribution among the tasks; ability to meet the project deadline; reasonableness of proposed schedule; utility of suggested technical or procedural innovations.

### **4. Cost and Price (Weight 6 or 30%)**

The Reasonableness of the total price and competitiveness of this amount with other Tenders received; adequacy of data in support of figures quoted; reasonableness of individual task budgets; basis on which prices are quoted.

### **5. Completeness of Response (Weight 1 or 5%)**

Completeness of response in accordance with RFP instructions; exceptions to or deviations from the RFP requirements that the Committee cannot or will not accommodate, other relevant factors not considered elsewhere.

## **EVALUATION PROCEDURE**

An Evaluation Committee will be appointed to review all proposals received. The Committee will comprise of National Identity Management Commission staff and may include outside personnel. The Committee members will read the proposals separately then convene to discuss and review the written proposals. Each member of the selection panel will then evaluate each proposal using the criteria identified to arrive at a "proposal score" for each proposal. A list of top ranked proposals, firms within a competitive range, will be developed based upon the totals of each Committee members' score for each proposal.

During the evaluation period, the Committee may request for demonstrations and conduct interviews for some or all of the proposing firms. The Committee will establish a specific date for demonstrations and interviews. All prospective Tenderers will be asked to keep this date available. No other dates will be provided, therefore, if a Tenderer is unable to attend the interview on this date; its proposal may be eliminated from further consideration. The demonstrations will seek to understand aspects of the proposals technology, understanding of the requirements, financial arrangements and teaming structures. Interview may consist of a short presentation by the Tenderer, discussions with the proposed project managers and assessment of the Tenderer's proposal and qualifications.

The Committee will use pre-established criteria during the interview process to score and make their final recommendation.

The final compilation on which firms will be ranked, are weighted as follows: Proposal phase 80%; Interview phase 20%.

At the conclusion of the proposal evaluations and interviews, the firms remaining within the competitive range may be asked to submit a Best and Final Offer (BAFO). In the BAFO request, the firms may be asked to provide additional information, confirm or clarify issues and submit a final cost/price offer. A deadline for submission will be stipulated. The BAFOs will be scored in the same manner as the original proposals.

After the oral interviews are conducted and/or BAFOs evaluated, the evaluation Committee may recommend to the Commission, a firm with the highest final ranking or a short list of top ranked firms within the competitive range whose proposal(s) is most advantageous to the Committee. The Commission will review the evaluation Committee's recommendation and forward its decision for final action.

## **AWARD**

The Committee will evaluate the proposals received and award to the proposal considered to be the most competitive. The Committee may also negotiate contract terms with the selected Tenderer prior to award, and expressly reserves the right to negotiate with several Tenderers simultaneously and, thereafter, to award a contract to the tenderer offering the most favorable terms to the Government.

## **SCOPE OF WORK**

As part of the implementation of the National Identity Management System, the system Integrator will assume overall responsibility for the re-design, expansion extension and deployment of all backend components of the identity Management solution. Specifically, the services of an experienced System Integrator will be required in the following:

### **(1a) Re-design of existing enrollment process to:**

- Improve efficiency of enrollment
- Reduce enrollment errors
- Reduce number of amputees
- Reduce false positives
- Eliminate multiple enrollment
- Decentralize forms scanning, Quality assurance and image quality control processes

- (1b) Upgrade of Mobile Registration Workstations (MRWs).** These include –
- Upgrade of hardware, software and firmware components of the identity management system
  - Re-use of Morpho-Touch fingerprint scanners
  - Re-use of forms filling process
  - Elimination of requirement for zip disks
  - MRW desktop integration
- (1c) Development of detailed implementation plans for all components of the identity management solution**
- (2) Review and enhance the current backend systems**
- Develop processes and applications that will utilize existing registration data to generate a unique National Identity Number for all currently registered Nigerians and will continue to generate National Identity Numbers for all registrations going forward
  - Upgrade current stock of ID Card Printers and the Card Management software to incorporate smart card personalization and encoding
- (3) Expansion of existing Infrastructure and information systems**
- Expand current data center capabilities to incorporate a disaster recovery and business continuity site at a location outside Abuja
- (4) Harmonize existing Identification processes and systems across key public and private sector organizations**
- Assist NIMC with the harmonization of processes and systems involved in collection, processing, validation and storage of identity related information across key public and private sector institutions in Nigeria.
- (5) Upgrade and extend Identity Management infrastructure, systems and processes to the key stakeholders in public and private sectors to support identity verification, authentication and validation**
- Extend Identity verification infrastructure , systems and processes to key stakeholders in the public and private sector
  - Upgrade systems and processes for collecting, processing and validating identity related data across key stakeholder agencies in the public sector

- Integrate identity related data from key public sector stakeholders to support linking and cross-referencing of identity data within the stakeholder agencies

**(6) Develop Identity Management Procedures and Standards**

- Assist NIMC with the development of enforceable standards for devices, processes and systems used for collecting, processing and storing, verifying and provisioning bio-data, biometrics and other identity related data across all sectors of the Nigerian economy

**(7) Capacity Building**

- Build capacities, skills and competencies in key areas of identity management policy and technologies including but not limited to policy development, ID standards, ID infrastructure, Automated Fingerprint Identification Systems, Smart Card Information Systems, Secure Printing Systems, Database Systems, High Speed Scanning, Data and Image Quality Assurance processes and systems, Enterprise Data Processing and Storage Systems and Enterprise Data Centers Environments
- conduct on-the-job training of NIMC staff in all aspects of the project for operational support and maintenance of key components of the identity mgt. infrastructure and to enable the Commission not to seek further technical support and be fully independent in maintaining and sustaining the systems at the end of the project duration

**(8) Manage, Operate and Maintain the National Identity Management Infrastructure**

- Provide competent management and technical personnel who will assist NIMC with management of key components of the National Identity Infrastructure for a period of five years after commission of the Identity Management Infrastructure
- Provide operational support and maintenance of the system

**CURRENT STATE OF NIMC SYSTEMS**

The Federal Government of Nigeria via previous Identity Cards projects with a Technical Partner, SAGEM SA has made extensive investments in IT infrastructure, Data Center Environments, Biometric Data Collection Equipment, Database Management Software, Data Processing Software, Document Management Software, Document Imaging and Forms Processing Systems, Card Production Equipment and Card Management Software.

As part of the previous efforts, the Government has successfully collected data on 52 million Nigerians and has since processed and conducted quality assurance on 37.5 million unique Nigerians for whom National Identity cards were subsequently produced and distributed to.

The following section provides details of the current systems in place at NIMC

- **IT Infrastructure**
  - **Servers** - NIMC currently has over 120 IBM P Series Servers configured as follows: IBM Power 4 processors (Model B50, B80, 6C1 & 6H1) with a range of 512MB – 6GB RAM, each running AIX 4.3. 102 Nos. of the servers are matcher units with 2.5GB RAM and Quad processor.
  - **Switches** - The network has Fiber-based Extreme Networks and HP Procurve switches
  - **Storage** - A StorageTek enterprise tape library system configured to keep 1 month of data; EMC Clarion Storage Server with raw capacity of 8 terabytes; and A Plasmon
  - **Routers** - Cisco Routers
  - **Networking**
  - **Desktops**
- **Data Center environments** - NIMC has 2 major data centers setup in its headquarters location in Abuja. The primary data center is 80sqm while the auxiliary data center is about 90sqm.
- **Biometric Data Collection Equipment-** NIMC has over 60,000 custom Mobile Registration Workstations (MRWs) comprising a SAGEM Morpho-touch biometric fingerprint scanner, a digital camera and a 12V battery that can last for about 3 days when fully charged.
- **Document Management System** - A document management systems based on FileNet version 3.5 is installed to support routing and workflow of scanned documents.
- **Document Imaging Systems** - There are 5 High Speed, High Capacity Kodak 9250 scanners, each with a duty cycle of 100,000 scans per day. The Scanners are connected to workstations installed with AD' DOC IIM (by IMDS Software) document imaging and processing software.
- **Card Printing and Production Systems** - NIMC has 20 installed and operational ID card printers each capable of printing 500 cards per hour of the current National ID card. The card printers are NBS Horizon with a card quality control workstation for card validation.
- **Database Systems** – Oracle database 8i.3

**NOTE**

Firms interested in carrying out physical assessment of the “AS IS” environment in NIMC, will be given the opportunity to do so during the period of this request for Proposal. For such request, please inform us in writing at the following address:

**The Director General  
National Identity Management Commission  
11 Sokode Crescent, off Dalaba Street  
Zone 5 Wuse, Abuja - Nigeria**

Requests received after Wednesday May 21, 2008 will not be accepted.

**PROJECT DURATION**

The Partnership period will be initially limited to Five (5) years, with an option of renewal for another 5 years only.