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NOTICE OF PUBLICATION

Subject: Publication of Official Clarifications and Responses — Batch 3 — in relation to the RFP for the Supply of System & Card Management.

The Authority hereby publishes its official responses to clarification questions received from prospective bidders during the clarification period, in connection with the RFP for the Supply of System & Card Management.

The attached document contains forty-nine (49) clarifications and is made available on both official portals:

- www.ppa.gov.lb
- www.tmo.gov.lb

These responses do not modify, amend, or supplement the requirements of the RFP. In the event of any discrepancy between the responses and the RFP, the RFP shall prevail.

All bidders are advised to take note of these responses in the preparation of their submissions. Further batches of clarifications, if any, will be published through the same channels in due course.

رئيس مجلس الإدارة
المدير العام بالتكليف
القاضي مروان عبود

TMO — Traffic Management Operation

OFFICIAL CLARIFICATIONS AND RESPONSES

Batch 3 — 20 April 2026

The Authority hereby publishes its responses to clarification questions received in connection with the RFP for the Supply of System & Card Management. These responses are based on the RFP and do not modify, amend, or supplement its requirements. In case of any discrepancy between these responses and the RFP, the RFP shall prevail.

Section 1: Existing Infrastructure, Systems and Equipment Clarifications

Clarification Q-001

Question: Please provide full list of all existing SW/HW in support scope.

Response:

The complete inventory of existing software and hardware assets across all branches and headquarters — including brand, model, quantities, specifications, and condition — will be disclosed during the mandatory site visit. Bidders are expected to assess the operational requirements during the visit and propose accordingly in their technical offer, included under all-inclusive pricing.

Clarification Q-002

Question: Please provide the size and location of data to be migrated.

Response:

The volume and location of legacy data to be migrated will be disclosed during the mandatory site visit. Transaction statistics for the period January to September 2025 are provided in the RFP as reference indicators.

Clarification Q-003

Question: Does the Authority have an existing DR site?

Response:

The RFP requires an on-premises disaster recovery site with defined RPO/RTO targets. The Authority's disaster recovery site infrastructure deployment is currently in progress. The bidder is expected to design, provision, and price its proposed solution for deployment at both the main data center and the disaster recovery site, including any necessary additions, expansions, or configurations required at both sites — all included under the all-inclusive pricing (PSF/CGAM/CARC). Details regarding existing infrastructure will be available during the mandatory site visit.

Clarification Q-004

Question: Is connectivity available between the DC and DR site, and the branches? (e.g., 4G/5G, MPLS, or Fiber.)

Response:

The bidder is responsible for the networking infrastructure between the main data center, disaster recovery center, and branch sites — including configuration, maintenance, and ensuring redundant paths — as part of the all-inclusive scope. The Authority coordinates WAN/telecom services. Any fiber connectivity will be provided by Ogero at the cost of the Authority. Further details regarding existing network infrastructure are security-sensitive and will be disclosed during the mandatory site visit under the confidentiality undertakings signed by all participants.

Clarification Q-005

Question: Please confirm whether a PKI solution is already in place and integration only is required.

Response:

The RFP requires the contractor to design, procure, implement, and operate an Authority-operated PKI with an offline Root CA and HSM-protected Issuing CAs. "Authority-operated" means the PKI infrastructure is owned by the Authority — the contractor is responsible for the complete design, procurement of all hardware including HSMs, installation, configuration, and ongoing operation, included under all-inclusive pricing. Details regarding existing cryptographic infrastructure will be presented during the mandatory site visit under the confidentiality undertakings signed by all participants.

Clarification Q-006

Question: Please confirm that SMS and WhatsApp subscriptions are the Authority's responsibility and already exist.

Response:

The RFP requires all software, hardware, licenses, and services to be included under all-inclusive pricing (PSF/CGAM/CARC). Notification channels — including SMS and messaging services — are part of the system the bidder is expected to deliver and operate. The bidder shall propose the notification infrastructure as part of their technical offer.

Clarification Q-007

Question: Can we assume that all seven branches will issue cards and stickers?

Response:

The RFP requires decentralized issuance capability across all branches. The current active locations are Dekwaneh (Headquarters) and seven regional branches: Nabatiyeh, Sidon, Ouzai, Aley, Zahle, Jounieh, and Tripoli. The Authority may establish up to two (2) additional branches in the future, pursuant to Decree 11244/2003, Article 4. These two additional branches are not yet established. The specific services offered at each branch and the distribution of personalization equipment will be disclosed during the mandatory site visit.

Clarification Q-008

Question: Please confirm that driving permit booklet printing machines are out of scope.

Response:

The RFP requires the bidder to supply smart card personalization equipment for polycarbonate driving license cards and vehicle registration cards as specified in Annexes 8 and 9. Driving permit booklet printing machines are not within the scope of this RFP.

Clarification Q-009

Question: Please confirm existing biometric enrollment devices count, make, and model.

Response:

The Authority currently operates biometric enrollment devices for fingerprint capture (AFIS) and photo capture. Facial photograph capture is used for printing on the card and is not part of biometric matching. The specific brand, model, quantities, and site distribution will be disclosed during the mandatory site visit. Bidders are expected to integrate with existing devices and propose accordingly in their technical offer.

Clarification Q-010

Question: Please confirm existing plate printing machines count, make, and model.

Response:

License plate manufacturing and supply is subject to a separate contract. The scope of this RFP covers digital integration with the plate issuance process only. Plate printing machine specifications are not within the scope of this RFP.

Clarification Q-011

Question: Please confirm whether the Authority has the SSL certificates required for securing communications.

Response:

The RFP requires all security infrastructure — including SSL/TLS certificates for securing communications — to be provided by the bidder as part of the all-inclusive scope. The bidder is responsible for procuring, deploying, and maintaining all certificates required for the system throughout the contract period.

Clarification Q-012 – Q-018

Question: Equipment counts per branch (workstations, CCTV, PCs/terminals, scanners, printers, digital cameras, signature pads).

Response:

The quantities and distribution of all equipment across Authority branches and headquarters — including workstations, PCs/terminals, scanners, printers, digital cameras, and signature pads — will be disclosed

during the mandatory site visit. Equipment deployed at Authority branches is within the bidder's all-inclusive scope (PSF/CARC/CGAM). Equipment used by third-party entities outside Authority branches is NOT at the bidder's expense — it is procured by the respective using entity. As an indicative figure, approximately twenty (20) signature pads are required for branch deployment. Regarding CCTV: the RFP requires a transaction-linked CCTV and evidence management system as a Greenfield requirement. The bidder is expected to propose a complete CCTV solution as part of their technical offer. Details regarding existing branch infrastructure will be available during the mandatory site visit.

Section 2: Administrative, Eligibility and Bid Submission Clarifications

Clarification Q-019

Question: Can only online submission be accepted?

Response:

The RFP requires physical submission in sealed envelopes as specified in Article 15. Online submission is not accepted. Bidders must obtain the outer envelope from the TMO Registry Office at headquarters in Dekwaneh and submit their offer in the prescribed two-envelope format. Each envelope must include a USB containing an electronic copy of its contents — the technical/administrative envelope USB must contain no reference to prices. Paper prevails over electronic copies in any conflict.

Clarification Q-020

Question: Is there a need to attest bidder documents and/or tender forms from the Lebanese Embassy (international bidder)? If yes, which documents?

Response:

Pursuant to Article 4 of the RFP, international (non-Lebanese) bidders must satisfy one of the following: (a) form a consortium with a Lebanese company; (b) appoint a local agent in Lebanon; or (c) ensure personal attendance in Lebanon. In addition, international bidders are required to submit authenticated administrative documents, including commercial registration (or equivalent), compliance with the Israeli Boycott Law, and any Powers of Attorney issued outside Lebanon. Documents issued abroad shall be authenticated by the relevant authorities in the country of origin and certified by the nearest Lebanese Embassy or Consulate. Bidders are referred to Article 4 of the RFP for the complete list of required administrative documents and the applicable attestation procedures.

Section 3: Card, RFID Chip and Sticker Specifications Clarifications

Clarification Q-021

Question: Please confirm whether a specific RFID chip model/family is required, or any compliant UHF Gen2v2 chip is acceptable.

Response:

The current RFID chip shall be retained. Security features and detailed chip specifications will be disclosed to the awarded vendor only, following contract signature and execution of confidentiality undertakings.

Clarification Q-022

Question: Please confirm the RFID sticker exact minimum chip security requirements for the "authenticated / untraceable commands" feature.

Response:

The current RFID sticker security features shall be retained. Detailed specifications are not discussed in the mandatory site visit and will be provided exclusively to the awarded vendor under confidentiality undertakings.

Clarification Q-023

Question: Please confirm the required sticker construction to support issuance-time personalization while keeping data visible from outside.

Response:

The current RFID sticker construction shall be retained. Detailed specifications are not discussed in the mandatory site visit and will be provided exclusively to the awarded vendor under confidentiality undertakings.

Clarification Q-024

Question: Please confirm the exact visible data fields required on the sticker face.

Response:

The current visible data field design shall be retained. Bidders should note that the e-sticker program is subject to activation upon written request by the Authority and is not a mandatory component of the base proposal. Detailed specifications are not discussed in the mandatory site visit and will be provided exclusively to the awarded vendor under confidentiality undertakings.

Clarification Q-025

Question: Please confirm whether tamper evidence must use VOID, destruct cuts, or both.

Response:

The RFP requires tamper evidence that includes both irreversible delamination/break and clear VOID reveal on removal, with re-use not possible. Additionally, attempted transfer must disable the RF function through antenna fracture. Tamper features must remain effective on both heated and cold glass. The current sticker design and security features shall be retained.

Clarification Q-026

Question: Please confirm any acceptance criteria for readability through different windshield types/tints.

Response:

Bidders are reminded that the e-sticker program is subject to activation upon written request by the Authority, as specified in the RFP. The e-sticker specifications are included for evaluation and pricing purposes. The RFP requires a minimum read range of six (6) meters through a standard windshield using a 2W ERP fixed reader, with antenna tuning optimized for glass mounting and maintained performance across OEM glass and light tint. The current sticker design and security features shall be retained.

Clarification Q-027

Question: Please confirm the required issuance workflow for printing, encoding, verification, and application.

Response:

Bidders are reminded that the e-sticker program is subject to activation upon written request by the Authority, as specified in the RFP. The RFP requires secure, non-repeating variable serialization with the unique serial number mirrored across face print, barcode, and RFID memory, with vendor-supplied serialization ranges and reconciliation files. The current sticker design, security features, and issuance workflow shall be retained. The detailed issuance workflow — including the personalization sequence for printing, encoding, and verification — will be discussed during the mandatory site visit under confidentiality undertakings.

Section 4: System Architecture, Data and Integration Clarifications

Clarification Q-028

Question: Reference was made to maintaining the current system. (28.1) What is the programming language? (28.2) Is the source code available? (28.3) What is the database type?

Response:

The RFP requires a Greenfield implementation — the new system must be designed and built as an entirely new digital platform, and building on the existing system is not permitted. The current system's technical details — including programming language, source code, and database type — are security-sensitive and will be disclosed to the awarded vendor during the discovery phase following contract signature and execution of confidentiality undertakings. For the legacy maintenance track (break/fix only), the awarded vendor will receive all necessary technical documentation to ensure service continuity during the transition period.

Clarification Q-029

Question: What information will be stored on smart cards (drivers, trainers, vehicles)?

Response:

The RFP requires the contractor to supply smart cards for both driving licenses and vehicle registrations. The chip data model — including the specific information to be stored on each card type — is security-sensitive

and intentionally withheld from the public specification. These details will be provided to the awarded vendor following contract signature and execution of confidentiality undertakings. Bidders should refer to Annexes 8 and 9 for the card technical specifications and standards compliance requirements.

Clarification Q-030

Question: What are the types of licenses that will be issued by the system?

Response:

The system must support all driving license and vehicle registration types as defined by Lebanese traffic law, with configurable categories and validity periods. This includes, but is not limited to: new issuance, renewal, and replacement of driving licenses and vehicle registrations; upgrades (adding categories); suspensions; international driving permits; foreign license exchange; military-to-civilian license conversion; issuance and renewal of transport licenses; halt-from-road and resume-road-usage certificates; and issuance and renewal of driving school and trainer licenses. Vehicle registration covers all categories including motorcycles, trailers, agricultural and construction equipment, and special-purpose vehicles. The above is provided for reference; the RFP and Annex 1 contain the authoritative and complete functional specifications, and shall prevail in case of any omission or discrepancy.

Clarification Q-031

Question: Will QR codes be generated by the system or by an external party?

Response:

The QR code is generated by the system and digitally signed using the Authority's PKI infrastructure. The contractor is responsible for implementing the complete QR generation, signing, and verification workflow as part of the system. No external party is involved in QR code generation or encryption. The Authority's PKI — including all cryptographic operations — is implemented and operated by the contractor as part of the all-inclusive scope.

Clarification Q-032

Question: Is there one central entity for inspection centers to integrate with, or individual API integration with each center?

Response:

The licensing and regulation of vehicle inspection centers is subject to a separate process currently underway by the Authority. The system must be designed to support integration with any licensed center — whether government-run or private — through a standardized API defined and implemented by the contractor. The contractor is responsible for defining the API schema and providing the integration layer as part of the system. Bidders may raise questions related to the inspection center integration during the mandatory site visit.

Clarification Q-033

Question: Does decentralized operation mean per-branch databases with end-of-day transfer? Why not centralized?

Response:

The RFP requires a centralized system architecture with a single central database. "Decentralized operation" refers to decentralized service delivery — meaning all branches are capable of serving citizens with full functionality — not decentralized databases. The RFP explicitly requires real-time synchronization with the central database. There is no end-of-day batch transfer model. Bidders are referred to Annex 1 for the detailed architectural requirements.

Clarification Q-034

Question: Who is responsible for security testing of the system?

Response:

Security testing is a dual responsibility. The contractor must implement continuous security testing within the CI/CD pipeline, including static analysis (SAST), dynamic analysis (DAST), mobile application security testing (MAST), and software composition analysis (SCA). In addition, the Authority will commission an independent third-party security company to perform greybox penetration testing. Acceptance into production is contingent on written validation by the Authority's independent security company. Both tracks must be satisfied before Go-Live.

Clarification Q-035

Question: How many concurrent users will be on the system?

Response:

The RFP defines system performance requirements — including 99.9% availability for critical portals, response times (TTI P95 $\leq$ 2.0 seconds), and 30% capacity headroom — rather than a specific concurrent user count. The Authority serves a registered population of approximately five (5) million persons and a vehicle population of approximately two and a half (2.5) million, across headquarters, seven regional branches, the citizen portal, and the mobile application. Bidders are expected to size their infrastructure to meet the specified performance targets with the required headroom, and to assess concurrent usage patterns during the mandatory site visit.

Clarification Q-036

Question: Will DMS integration be through web page calls with parameters?

Response:

The RFP requires bidirectional integration with the Authority's DMS, which is Laserfiche (currently under deployment). The required integration includes: (i) sending documents and metadata from business workflows to the DMS, (ii) two-way linkage between records and their documents, and (iii) surfacing DMS search, preview, and audit features within the system. Archived documents must comply with immutable WORM policies. The specific integration mechanism is an implementation detail that bidders are expected to propose in their technical offer based on the DMS capabilities assessed during the mandatory site visit.

Clarification Q-037

Question: Can we use our existing archiving system and have the system as one unit?

Response:

The Authority's Document Management System (DMS) is Laserfiche (currently under deployment). The bidder is required to integrate with the Authority's Laserfiche DMS as specified in the RFP. Alternative DMS solutions proposed by the bidder are not acceptable. The integration must comply with the immutable WORM policies and satisfy the document retention requirements specified in the RFP. All integration work, configuration, and ongoing maintenance required on the bidder's side is fully included under the all-inclusive pricing (PSF/CGAM/CARC). Details regarding the Authority's Laserfiche DMS platform will be available during the mandatory site visit.

Clarification Q-038

Question: By "maps" in BI, is the intention GIS integration or a static map of Lebanon?

Response:

The RFP requires GIS-based safety analytics as part of the Business Intelligence (BI) module, including crash hot-spots, violations heatmaps, inspection failure patterns, and a KPI pack (per Annex 1, Safety Analytics).

This is delivered as interactive, data-driven map visualization integrated within the BI dashboards — not as a standalone GIS product or a static image. The maps consume data from the platform (incidents, violations, inspections) and support filtering, drill-down, and export.

The bidder shall propose the BI + GIS technology stack and the specific set of map-based views as part of the technical offer.

Clarification Q-039

Question: Data migration questions: (39.1) Legacy DB type? (39.2) One or multiple DBs? (39.3) Data encrypted? (39.4) Schema documentation? (39.5) Who verifies post-migration? (39.6) Verification criteria?

Response:

The RFP requires a full comprehensive data migration from the existing system to the new platform as a standalone workstream. Regarding the legacy database details (type, structure, encryption, and schema documentation): these are security-sensitive and will be disclosed to the awarded vendor during the discovery phase following contract signature and execution of confidentiality undertakings. Legacy documentation will be provided as reference material. Regarding post-migration verification: the contractor is responsible for data verification after migration. The RFP defines the acceptance criteria, including a minimum of 99.95% record-level integrity on required fields, zero critical referential-integrity errors, no more than 0.10% unresolved duplicate candidates after deduplication, and full reconciliation reports with source-to-target counts, sums, and hashes. A minimum of two rehearsal migration runs in the pre-production environment with signed go/no-go criteria is required before cutover.

Clarification Q-040

Question: Road cameras — is the purpose documentation or violations?

Response:

The RFP references cameras in two distinct contexts. First, the bidder is required to propose a transaction-linked CCTV and evidence management system at Authority branches as a Greenfield requirement, including continuous recording at service counters and lane exits with tamper-evident storage and ninety (90) day retention. Second, the violations and enforcement module references integration with external traffic camera systems and municipalities for receiving camera-based violation data. This is an integration capability — the deployment and operation of road cameras is not within the scope of this RFP. The bidder is expected to design the system to support receiving violation data from external sources through standardized APIs.

Section 5: Financial, Payment, Network and Timeline Clarifications

Clarification Q-041

Question: Will there be a financial system? What is required?

Response:

The RFP requires a comprehensive Payment and Collection module as part of the system, compliant with PCI-DSS v4.0. This includes multi-channel payment processing across five specified channels, automatic fee splitting between the government treasury, the Authority, and third-party beneficiaries with configurable rules per transaction type, electronically signed invoices, prepaid wallets, and periodic settlement and reconciliation reporting. The Authority is the receiving entity for all fees collected. The system must also provide the Authority with real-time financial dashboards and reporting capabilities, including live tracking of transaction volumes, PSF accruals, CGAM progress, and CARC thresholds, as well as settlement status and reconciliation reports to support the Authority's audit and payment approval process. The bidder is responsible for the complete design, development, and operation of the payment and financial reporting engine as part of the all-inclusive scope. Bidders are referred to Annex 1 for the detailed payment and collection specifications.

Clarification Q-042

Question: Will there be integration with electronic payment methods? Which parties?

Response:

The RFP requires integration with electronic payment methods across five specified channels: (i) online card payments via payment gateway, (ii) bank branch over-the-counter (EBPP), (iii) Ministry of Finance cashier counters (Sanadiq al-Maliyyeh), (iv) licensed money transfer companies, and (v) POS at Authority branches and licensed private centers. The payment engine must be designed as an open architecture, enabling integration with any licensed payment service provider, money transfer company, or financial institution that meets the technical and security requirements. The Authority does not mandate or restrict specific payment service providers. Payment service provider agreements will be held by the Authority. Details regarding the current payment infrastructure will be available during the mandatory site visit.

Clarification Q-043

Question: Will sequential financial receipts be issued?

Response:

Yes. The RFP requires the system to issue electronically signed tax invoices and receipts with digital signatures and QR codes for all payment transactions. All receipts must carry unique sequential identifiers and be preserved with their signature validation metadata per the retention policy. The system must maintain a comprehensive, tamper-proof audit trail for all financial transactions.

Clarification Q-044

Question: Is there a fee system and do fees change frequently?

Response:

The RFP requires the system to maintain configurable annual fee and tariff tables that are effective-dated and auto-roll on January 1 in line with decreed schedules, with support for proration and back-dated adjustments with full audit trail. The system must also support configurable amnesty windows with start/end dates, eligibility rules, and reporting of foregone amounts. Fee structures must be adjustable through administrative settings without requiring code changes. The frequency of fee modifications is determined by government decree and is not fixed — the system must be designed to accommodate changes as they occur.

Clarification Q-045

Question: What is the type of network connectivity between centers?

Response:

Connectivity between the main data center and branch sites is in place. The disaster recovery site deployment is currently in progress. The bidder is responsible for the networking infrastructure — including configuration, maintenance, and ensuring redundant paths — as part of the all-inclusive scope. The Authority coordinates WAN/telecom services. Further details on the existing network infrastructure will be available during the mandatory site visit.

Clarification Q-046

Question: What is the type of existing firewall?

Response:

The RFP requires the bidder to supply and maintain the complete security infrastructure — including firewalls, DMZ, WAF, and SIEM — as part of the all-inclusive scope. Details regarding existing security infrastructure are security-sensitive and will be available during the mandatory site visit under the confidentiality undertakings signed by all participants.

Clarification Q-047

Question: What are the workstation specs, OS, and is there a Domain Controller?

Response:

The specifications of existing user workstations, operating systems, and network directory infrastructure will be disclosed during the mandatory site visit. The bidder is responsible for proposing and supplying all necessary workstation and infrastructure components as part of the all-inclusive scope, based on the assessment conducted during the visit.

Clarification Q-048

Question: What is the implementation timeline?

Response:

The RFP specifies the following implementation timeline: commencement of work within sixty (60) days of the contract approval letter, system delivery within six (6) months of notification (extendable once for an equal period), and a Hypercare period of sixty (60) to ninety (90) days following Go-Live for stabilization and enhanced support. Bidders are referred to the RFP for the complete timeline and milestone requirements.

Section 3: Card, RFID Chip and Sticker Specifications Clarifications

Clarification Q-049

Question: Please clarify this point in the design specs (Registered spaces for optical/security elements and inspection windows) as it is slightly ambiguous.

Response:

"Registered spaces" refers to designated areas on the card layout reserved for optical and security elements (such as OVD/OVE features, UV elements, and holograms) and inspection windows (clear zones that allow visual or machine verification of internal security layers). The current card design shall be retained. The exact placement maps, security element specifications, and inspection window locations are intentionally withheld from the public specification and will be provided to the awarded vendor following contract signature and execution of confidentiality undertakings. Bidders must demonstrate compliance with the technical specifications set out in Annexes 8 and 9.
