

# **TMO — Traffic Management Operation**

Lebanon — Vehicle Registration & Driver Licensing RFP

## **OFFICIAL CLARIFICATIONS AND RESPONSES — Batch 11**

The following clarifications are published in response to questions received from prospective bidders during the RFP clarification period, and are read together with the RFP and its issued Addenda Nos. 1, 2 and 3. These responses do not modify the RFP except where they reflect an issued Addendum; in case of discrepancy, the RFP and its issued Addenda prevail.

### **Q-01 — Price schedule vs PSF/CGAM/CARC**

**RFP Reference:** Form No. 4 / Article 24

**Question:** The two sentences of the RFP documents contradict each other. Shall the Schedule of Prices include all prices of the project, or must (software/hardware/warranty/maintenance/2–5 years of development) be included in PSF/CGAM/CARC? Please explain.

**Authority's response:** There is no contradiction: software, hardware, warranty, maintenance, and development are not priced as separate line items — they are recovered through the PSF/CGAM/CARC transaction-based pricing. The bidder completes the PSF/CGAM/CARC pricing form together with the per-unit Goods Basket (the three secure-document items); the all-inclusive items are not itemised.

### **Q-02 — Volumes for CGAM / CARC + their relation**

**RFP Reference:** pricing form (PSF/CGAM/CARC)

**Question:** (1) What is the amount of transactions expected per year in order to calculate the CGAM? (2) Similarly, to calculate the CARC? (3) What should be the relation between CGAM and CARC?

**Authority's response:** The transaction-based pricing has four elements: PSF (the unified fee per eligible transaction), CGAM (the contractually guaranteed annual minimum — a revenue floor), CARC (the contractual annual revenue cap — a ceiling), and the Goods Basket (the per-unit price of the consumable secure documents). Bidders derive the expected annual transaction volumes from the published 2025 statistics issued with Addendum No. 2; the RFP requires  $CARC \geq CGAM$  (an offer declaring  $CARC < CGAM$  is rejected as materially non-compliant).

### **Q-03 — Per-transaction-type yearly counts**

**RFP Reference:** Article 23 (PSF-eligible transactions)

**Question:** How many transactions per year shall we calculate for each transaction type? If the quantity per year is not defined by the Authority, it will be difficult to get comparable offers from bidders.

**Authority's response:** Bidders derive the per-transaction-type annual counts from the published 2025 transaction statistics (Addendum No. 2) and their own analysis of each service flow.



#### **Q-04 — Workstations for the 2 additional branches**

**Question:** Please let us know what shall be calculated for these two additional branches: how many enrollment/registration workstations and card-printing workstations?

**Authority's response:** The two additional branches are not yet established. The contractor sizes their enrolment and card-printing stations on the same per-branch basis as the counts published in Addendum No. 2, under the all-inclusive pricing.

#### **Q-05 — Stations per type per branch**

**Question:** We would like to request, from your records, the number of stations per type and per branch.

**Authority's response:** The per-branch workstation, counter, and scanner counts are published in the equipment information issued with Addendum No. 2. Bidders size their stations accordingly.

#### **Q-06 — Sticker encoding / printing machines — quantity**

**RFP Reference:** Electronic Sticker Issuance System

**Question:** How many sticker printing/encoding machines shall be included in the offer?

**Authority's response:** The RFID e-sticker (Vignette) is optional and phased: it is priced in the goods basket for comparison only, with no purchase obligation unless the Authority activates the programme in writing. For the relevant equipment counts, refer to the information issued with Addendum No. 2; the contractor includes the encoding capability and sizes the encoders accordingly, deployed on activation, under the all-inclusive pricing.

#### **Q-07 — Ogero fibre cost + connectivity equipment**

**Question:** Is the assumption correct that the cost for fiber connectivity provided by Ogero will be borne by the Authority?

**Authority's response:** Confirmed — fibre connectivity provided by Ogero is at the Authority's cost. All connectivity equipment — switches, routers, firewalls, and any other networking hardware — together with the networking infrastructure (configuration, maintenance, redundant paths), is the contractor's responsibility under the all-inclusive scope.

#### **Q-08 — Number of trainees per user group**

**RFP Reference:** Article 32 (Training)

**Question:** Could you please clarify the estimated number of participants to be trained from each set of users?

**Authority's response:** The Authority does not pre-fix trainee numbers per user group. Bidders propose a full training and knowledge-transfer plan for all user groups (including L1 empowerment of Authority staff); participant counts are confirmed at the planning stage.

#### **Q-09 — VR card — contactless chipmodule?**

**RFP Reference:** Annex 9



**Question:** Does the Vehicle Registration (VR) card contain a contactless chipmodule?

**Authority's response:** Yes. Consistent with Annexes 8 and 9 and with the position already published by the Authority, the vehicle-registration card carries a contactless chip module — a secure contactless integrated circuit communicating over the ISO/IEC 14443 interface (13.56 MHz), with the command set per ISO/IEC 7816-4 (secure messaging and mutual authentication); the card conforms to ISO/IEC 7810 (ID-1) and 7816-1. A contact interface is not required. The current Authority-approved card design is retained; no change to the card body or its security architecture is invited.

#### **Q-10 — VR chip identical to DL chip, or different?**

**RFP Reference:** Annexes 8 & 9

**Question:** If the VR card contains a contactless chipmodule, should it be identical to the Driving Licence (DL) chip (same OS, same security profile), or may it follow a different specification?

**Authority's response:** The vehicle-registration and driving-licence cards use the same contactless chip module. The current Authority-approved design is retained and the same specifications as the existing cards apply. The detailed chip specifications (operating system, security profile, file structure, and data model) are reserved under the Annex 8/9 Confidentiality Notes and disclosed only to the awarded contractor post-award, under confidentiality undertakings, consistent with the Authority's previously published position. This applies equally to all bidders and creates no advantage or disadvantage among them.

#### **Q-11 — Minimum chip memory size**

**RFP Reference:** Annexes 8 & 9

**Question:** What is the minimum required chip memory capacity for the chip modules to ensure compatibility with the Authority's intended data structure?

**Authority's response:** The chip's non-volatile memory shall be sufficient to host the credential's data model and applications and to support interoperability with the existing card base. Consistent with Annexes 8 and 9 and with the Authority's previously published position, the exact memory sizing forms part of the detailed chip specifications reserved under the Confidentiality Notes and disclosed only to the awarded contractor post-award. Bidders shall price a compliant card and chip meeting the RFP requirements (Annexes 8–10); this information is reserved equally for all bidders.

#### **Q-12 — Chip operating-system / platform**

**Question:** Do the chip modules need to support a particular smart-card operating-system platform? If yes, please specify the minimum version or profile.

**Authority's response:** The current Authority-approved card design is retained, so the same specifications as the existing cards apply. Consistent with Annexes 8 and 9 and with the Authority's previously published position, the exact operating-system platform, version, and certification reference form part of the detailed chip specifications reserved under the Confidentiality Notes and disclosed only to the awarded contractor post-award. The card must



meet the applicable international smart-card standards and interoperate with the existing card base; bidders shall price a compliant card and chip meeting the RFP requirements (Annexes 8–10). This information is reserved equally for all bidders.



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