

Republic of Sierra Leone

**NATIONAL SOCIAL SECURITY AND
INSURANCE TRUST (NASSIT)**



EXPRESSION OF INTEREST

AN INTERNATIONAL TENDER

for a

**Implementation of Multi-Factor Biometric
system (Fingerprint, Face and Voice) and
Omni-Channel Contact Centre.**

FIRST DATE OF ISSUE: 13th September 2021

DATE OF SUBMISSION: MONDAY 25th OCTOBER 2021

TIME FOR SUBMISSION: 14:00 hrs. GMT.

Procurement Number: NASSIT/ICT/BS/EOI/ICB/008/21

Disclaimer

The information contained in this Expression of Interest (EOI) document or information provided subsequently to firm(s) or Consultants whether verbally or in documentary form by or on behalf of NASSIT/Trust, is provided to the firm(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided.

This EOI document is not an agreement and is not an offer or invitation by the Trust to any parties other than the firms who are qualified to submit the EOI/bids. The purpose of this EOI is to provide information to firms to respond to NASSIT on their intent to take part in the subsequent RFP on the same subject as the EOI. This EOI does not claim to contain all the information each firm may require.

Each firm should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI and where necessary obtain independent advice. NASSIT makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. NASSIT may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI.

BACKGROUND:

The NATIONAL SOCIAL SECURITY AND INSURANCE TRUST (NASSIT) has allocated funds to hire the services of a core Systems Integrator (SI) firm with experience and expertise in **Implementation of Multi-Factor Biometric system (Fingerprint, Face and Voice) and Omni-Channel Contact Centre (CC)**, to be integrated with the new Pension Administration System (PAS) referred in the document here as Multi-Factor Biometrics & CC. The Trust now intends to apply a portion of this funding to eligible payments under this Contract with **Procurement Number: NASSIT/ICT/BS/EOI/ICB/008/21**

1. The TRUST now invites interested firms to provide their intent (Expression of Interest) for the above implementation services and provide latest robust technology solutions to help NASSIT. More details on the services and technology required will be provided in the Request for Proposal (RFP) and the Terms of Reference to be issued subsequently to the firms responding to this EOI and down-selected for the next phase of the RFP.
2. A firm will be selected under the Conformance, Quality and Cost Based Selection method and procedures that will be described in the Request for Proposal.
3. A copy of the Expression of Interest (EOI) document is available on the tenders page of the NASSIT website at <https://www.nassit.org.sl/news-and-media/tenders> and can also be collected from the Procurement Office, First Floor, NASSIT HOUSE, 32 Walpole Street, Freetown, Sierra Leone.
4. The EOI response must be delivered both as a soft copy and a hard copy and should be accompanied by the following;
 - ❑ Valid NASSIT Clearance Certificate where applicable
 - ❑ Business Registration Certificate in country of operations
 - ❑ Valid National Revenue Tax Certificate (Tax Compliance) in country of operations

Successful firms will be required to sign an Integrity Pack for delivery of the proposed service.

5. Soft copies of the EOI response should reach NASSIT Procurement at the email: procurement@nassit.org.sl as per the deadlines defined in this EOI.
6. Hard copies should be delivered in sealed envelopes clearly marked "**Expression of Interest for Multi-Factor Biometrics and CC**" and should be placed in the tender box at the reception at NASSIT HOUSE, 32 Walpole Street, Freetown, Sierra Leone, West Africa before the EOI submission deadline on the 25th October, 2021 at 2pm local time. (14hrs)
7. Hard copies (by firms located outside Sierra Leone) can also be sent via postal mail/ courier addressed to: The Head, Procurement, NASSIT HOUSE, 32 Walpole Street, Freetown, Sierra Leone, West Africa and should be dispatched before the EOI submission deadline and well in time for the hard copy to reach NASSIT within 14 days of the EOI submission deadline, 25th October, 2021. NASSIT will not be responsible for any delays in transit.

Where the hard copy of the EOI response is being delivered by postal mail / courier, the proof of dispatch should be scanned and sent along with the soft copy of the response before the EOI submission deadline.

Submissions from firms, where hard copy is received by courier, will be rejected if:

- a scanned copy of proof of dispatch has not been included in the soft copy response, or
- hard copy submission is received after 14 days of EOI response closure.

8. Late responses received or responses received either as a soft copy only or hard copy only will be rejected.
9. All EOI submissions received as a soft copy will be acknowledged back via e-mail for confirmation of receipt. Firms are requested to have a 'return receipt' options set on their emails when sending the EOI response.
10. For Contact: HEAD PROCUREMENT, NASSIT HOUSE, 32 Walpole Street, Freetown, Sierra Leone.

Phone number: +232-76670304

e-mail: procurement@nassit.org.sl

About NASSIT

The National Social Security and Insurance Trust (NASSIT) is a Statutory Public Trust charged with the administration of Sierra Leone's National Pension Scheme. NASSIT came into being by the National Social Security and Insurance Trust Act No.5 of 2001 and by Presidential Order in Statutory Instrument No 8 of 2001 on 31st August 2001.

NASSIT was established to provide retirement and other benefits to meet the contingency needs for workers and their dependents through the partial replacement of income lost as a result of old age, invalidity and death. NASSIT administers a defined benefit plan to provide these needs. The core functions of the Trust are:

- Registration of employers and employees
- Collection and recording of contributions
- Maintenance of contribution records and insured earnings
- Compliance and enforcement procedures
- Reception and assessment of benefits claims
- Calculation and payment of benefits

More information about NASSIT can be found on <https://nassit.org.sl>

NASSIT Objectives

Provide income protection for the contributors under the specified contingencies of old age, invalidity and death as well as such contingencies to be prescribed by the Ministry of Labour, Social Security and Industrial Relations from time to time.

- To cover both formal and informal sector employees in all form of productive employment thereby providing an opportunity for every Sierra Leonean to be a member of the Scheme.
- To provide both social and economic benefits for all Sierra Leoneans through investing in various social projects.
- To harness the protection provided by the Social Security Scheme and that provided by the extended family system through support for and strengthening of the extended family to derive the relevant synergies.

Biometrics based Pensions Administration System (PAS) Project Background

Fingerprint-Based Unique Identity of Members

Fingerprint (FP) biometric technology was adopted by NASSIT in early 2008, where the NASSIT members were asked to put their Thumb finger for electronic capture and storage. Later, in 2013, the system got upgraded to new technology for matching, where 6 finger prints were captured to verify a member and before any cash is paid to pensioners. Later in 2017, 10 fingerprints and photographs were mandated to be captured for improving the recognition rate as well as implementation of Automated Fingerprint Identification System (AFIS).

The new PAS under Tendering Process

The existing PAS application, NAPOS-II, which was implemented in a distributed environment, resulted in redundant, duplicate and fraud membership registrations and it is now being replaced with a state-of-the-art PAS system, that is currently under development. Using this opportunity, NASSIT wishes to adopt the latest Multi-Factor Biometric Authentication for serving the members as well as use the same for “Proof of Life” (PoL) of Pensioners using multi-channel authentication including remote authentication using phones.

Data in the current system

There are approximately 3,500,000 total records in NAPOS-II. These records include all members, retirees, survivors, invalids and nominated dependents. This includes people working for the government, employees of large private companies and registered small businesses and in addition, self-employed professionals who opt into the system.

NASSIT expects membership to continue to grow as the labor force increases, the number of formal employers grows, and more informal workers become covered by NASSIT. It is estimated that NASSIT may add up to 1.5 million members over the next five years. Also, the Significant growth is expected from the informal economy (self-employed, taxi drivers, smaller business employees, bike riders, etc.).

Projects Supporting a New Multi-Factor Biometrics & CC systems

NASSIT has been planning for several years to modernize their Biometrics authentication System and CC, has embarked on a strategic set of projects to ensure a successful implementation that meets the needs of NASSIT now and into the future.

Other projects initiated by NASSIT and expected to be completed by the end of 2021 include the following:

- Design and Implementation of Scalable High Throughput Network Infrastructure including headquarters data center and DR sites
- Data Cleaning Process including Biometrics data
- Web-Based Enterprise Resource Planning (ERP) System
- Web-Based Pension Administration System (PAS)

Multi-Factor Biometrics Authentication / Identification System and Omni-channel Contact Centre - Project Purpose and Scope

NASSIT will be soliciting fixed-price proposals from Systems Integrators / Implementation vendors for a new fully integrated **“Multi-Factor Biometric system (Fingerprint, Face and Voice) and Omni-Channel Contact Centre”** to be integrated with the proposed Pension Administration System (PAS) solution. Specifically, firms are to propose a solution consisting of the implementation of a fully integrated, best-practices-based defined for interactions management and identification system along with configurations / customizations to that system to meet the mandatory requirements of NASSIT.

The contract to be awarded, as a result of this solicitation, will be for the following: State-of-the-art Multi-Factor Biometric technologies for authentication and identification of members along with Omni-Channel Contact Centre(CC) for interactions management.

The high-level requirements of the new Multi-factor Biometrics and Omni-Channel solution includes the following:

1. Supply and installation of a scalable Multi-Factor Biometrics (Fingerprint, Face and Voice) systems to enroll and identify 1.5 million biometric enrolments, scaling to 6 Million over time.
2. Supply and installation of a scalable Omni-channel CC solution, initially to cater to 10 seat x 3 shifts operation – with blended agent software to handle interactions of members using any channels viz. Voice, Chat, Email, Support tickets, SMS/Text, Social Media and WhatsApp etc. Other standard management features of CC like Automated Call Dialer (ACD), Skill Based Routing, Voice logging, Quality monitoring is also mandatory.
3. Supply of Battery Packs for mobile units and pre-printed ID cards.
4. Provide integrated ancillary functionality including but not limited to Customer Relationship Management (CRM) components (supplied as part of PAS), workflow, imaging (document management), correspondence generation, search capabilities, etc.
5. Support for the execution of all processes required in accordance with the laws governing NASSIT, as well as NASSIT’s regulations, policies, etc. that are in effect on the day of contract execution
6. Dialing outbound / inbound Voice with IVRS frontend as well as Mobile app and Web based features like Click2Chat, Click2Call etc. (with a responsive mobile device accessibility) self-service functionality to access the Omni-channel CC solution for members as well as for participating employers
7. Full integration and interfaces to Multi-Factor Biometric Authentication and Identification systems for agents to verify the member if genuine during the call and alert authorities, if any suspicion is there regarding the identity of the caller / imposter.
8. Full internal integration with the PAS system as needed
9. The ability to create and manage management information / metrics on performance of Omni-Channel Contact Centre performances and issues, if any, through business intelligence type capabilities including but not limited to standard reports, dashboards, custom-developed reports and ad-hoc reporting capabilities
10. The CC is to be deployed at an “On premise infrastructure”
11. All equipment / required Hardware, Software, Application and device authorisation as well as management of systems installed is in the scope of the solution provider. The bidder is

responsible for supply, installation, delivery and implementation of all required systems e.g. servers, CTI, applications, readers and sensors etc.

12. Integration with Multi-Factor Biometric systems implemented with Omni-Channel CC is responsibility of the solution provider.
13. NASSIT is also evaluating the use of Video Content Analytics solutions for customer related intelligence and analytics like demography, age analysis, repeat visits etc., which can lead to better Customer Satisfaction from NASSIT, as an optional requirement. Vendors who have solution & capability in this area may provide information of their product, the proposed solution should be able to run the intelligence / analytics applications locally at NASSIT offices / centers without sending all the video data centrally, loading the network. Required systems for this is within scope of the bidders.

The high-level functionality required by the new Multi-Factor Biometric solution along with Omni-channel CC includes the following:

1. Provide all necessary hardware, software and applications for the Multi-Factor Authentication as well as Identification at the NASSIT offices / sites / service centers

Currently 300,000 members and another 1.2 million family dependents of the members (Total of 1.5 million unique ids) need to be captured and managed by NASSIT, with a provision of scaling about 6 Mn. when they open the registration for informal sector.

- Fingerprint Biometrics – all types of authentication & Identity management
- Voice Biometrics – verification of user on the phone (to be integrated with CC) and including Proof of Life application
- Face Biometrics – for verification as well as Video Content Analytics and various applications for customer demography, total time spent by the member in the service center of NASSIT for any services for which he/she has visited, Happiness index as he/she exits, Service levels met etc.

All equipment / required Hardware, Software, Application and device authorisation as well as management is in the scope of the solution provider.

2. NASSIT will also implement “Services at doorstep” concept, using 200 Distributed Mobile Biometric Kiosks – DBMK (spread across Sierra Leone)

- Use the same multi-factor system (FP, Face and Voice Biometrics) for enrollment as well as authentication & gaining information from NASSIT web portal etc. from the Rural areas
- An FP Integrated Android based Tablet / Smart phone with a FP reader, attached to Micro-USB with OTG support & a required mobile application is planned for deployment at the DBMK.
- These will be distributed to the identified centres where a NASSIT member can access the web portal and also provide Proof of Life etc.
- Proposed Distributed Mobile Biometric Kiosks (DMBK) should be able to work offline (as set of members for each of device can be mapped), in case of any connectivity issues and should be able to access / update the contents of PAS / central biometrics when the internet is available.

- The proposed DMBK should be able to work on low bandwidth requirement and work with 2G / EDGE/3G as well as any other Wi-Fi access available in the centres.

DMBK should be Proven solution with rugged casing / enclosure to prevent any breakage due to accidental drop is required.

3. Proper Device Management System for registration of new devices and manage the updates as well as proper authentication for cyber security is also needed to be provisioned for the implementation of FP, DMBK and other IP cameras / Web cam to capture Facial features etc. must be provided by the SI for secured access to highly sensitive Personally Identifiable Information (PII) like Biometric features.

Additional EOI Information

Procurement Schedule

Date EOI Issued	13 th Sept 2021
Last date for queries related to the EOI	18 th Oct 2021
Expression of Interest Responses due	25 th Oct 2021, 1400 hrs GMT
Opening of EOI responses	25 th Oct 2021, 1500 hrs GMT
RFP Issued to Qualified vendors (from EOI shortlist) by Mid November 2021	
Additional schedule dates will be notified during the RFP process	

QUERIES RELATED TO THIS EOI

Queries and clarifications required from NASSIT for this EOI can be sent via e-mail to procurement@nassit.org.sl on or before the 18th Oct 2021.

Responses to firms queries in respect of this EOI shall only be posted on our website <https://www.nassit.org.sl/news-and-media/tenders> and no separate notification shall be issued. Firms are therefore requested to regularly visit our website to keep them updated in this connection.

The EOI's will be opened on the 25th Oct 2021 at 1500 hrs in the presence of the firm nominee/representatives who may wish to attend the event. The opening would be done at NASSIT HOUSE, 32 Walpole Street, Freetown, Sierra Leone.

RIGHTS TO THE CONTENT OF THE EOI

For all the bids received before the last date and time of bid submission, the EOI and accompanying documentation of the EOI will become the property of NASSIT and will not be returned after opening of the EOI responses. NASSIT is not restricted in its rights to use or disclose any or all of the information contained in the EOI and can do so without compensation

to the firms. NASSIT shall not be bound by any language in the EOI indicating the confidentiality of the EOI or any other restriction on its use or disclosure.

ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting an EOI, each firm shall be deemed to acknowledge that it has carefully read all sections of this EOI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

LANGUAGE OF EOI

The EOI and all correspondence and documents shall be written in English.

USE & RELEASE OF FIRMS SUBMISSIONS:

NASSIT is not liable for any cost incurred by the Firm in the preparation and production of any EOI response, the preparation or execution of any benchmark demonstrations, simulation or for any work performed prior to the execution of a formal contract. All materials submitted will become the property of NASSIT and may be returned at its sole discretion. The content of each Firm's response will be held in strict confidence during the evaluation process, and details of any EOI response will not be discussed outside the evaluation process.

Firm Minimum Qualifications

The firm must meet all of the minimum qualifications listed below.

- The invitation is open to all national and international firms/organizations legally constituting in its country of origin with the qualification and experience in providing such software and services.
- The firm may submit their response either as an individual organization or as a Joint Venture with a local Sierra Leone based organization. The firm needs to have a presence in Sierra Leone and should be an organization incorporated in Sierra Leone or have a joint venture (JV) / Consortium with a local partner in Sierra Leone. The local partner in Sierra Leone needs to be a firm in the Information and Communication Technology business. NASSIT understands that overseas firms may not have sufficient time to conclude on a JV deal with a local SL partner in time to submit a EOI response. Hence, we are flexible for firms to provide a self-certification, in the EOI submission, of their intent for a JV with a local partner before the submission of the RFP response. If shortlisted for the RFP stage, the RFP response would need to be submitted by the Joint Venture organization of which the EOI submitting firm is one of the JV partners. At the RFP stage, a notarized Joint Venture Agreement copy can be submitted and the actual incorporation of the JV organization can be done by the final shortlisted JV organization when NASSIT issues an Intent of Contract Award.
- The firm(s) should not have been convicted by a Court of law nor have any adverse orders been passed by a regulatory authority against the firm which cast a doubt on its integrity to act as a firm(s) for the purpose of this Expression of Interest. The firm(s) should not be currently blacklisted/debarred/disqualified by any regulator/ statutory body or Government entity or any international/national agency for corrupt or fraudulent practices. The firm(s) /director of the firm(s) should not have been held guilty of professional or any other misconduct inside or outside Sierra Leone or by any court of law. A self-declaration to this effect needs to be provided as part of the EOI response.
- Consortium or JV is allowed to bid. The Lead Firm (Firm) must be clearly identified and stated for the bidding. The Lead Bidder needs to submit a formal consortium agreement, jointly signed by all partners and clearly defining the scope and role of each of the company in the consortium. The lead bidder is responsible for overall delivery of project and NASSIT will deal only with the lead bidder.
- The Lead Firm or at least one of the JV/consortium partners should be able to clearly demonstrate that they and their proposed **“Implementation of Multi-Factor Biometric system (Fingerprint, Face and Voice) and Omni-Channel Contact Centre”** to work with New Pension Administration System product meet all the following minimum qualifications:
 1. The firm should have implemented an integrated Multi-Factor Biometric Authentication and Identification along with Omni-Channel CC solution, designed to manage all enquiries from general public and interactions with Members of

NASSIT and their dependents and other categories of pensioners, including integrated CRM being implemented as part of new PAS.

2. The Firm should have been a Biometric solutions provider for minimum of three (3) years and have implementation experience of CC solution delivery business for a minimum of three (3) years.
3. The Firm should have successfully implemented and currently in production, for at least any two of the three multi-factor biometric solutions for a single customer with at least 300,000 unique enrollments.
4. The Firm should have a minimum of one (1) project for Voice Biometric authentication of callers being successfully implemented and currently in production.
5. The Firm should have successfully implemented at least one Omni-Channel contact Centre of at least 10 seats and it must be currently in production.
6. The Firm should have a legally binding relationship with an Original Equipment Manufacturer (OEM) directly or via the OEM's Authorized Dealer/Distributor viz. Omni-Channel CC, FP Biometrics, Face Biometric with Video Content Analytics (optional) and Voice Biometrics along with the servers and Biometrics Engine with Software Development Kits (SDK) and Licenses.

The firm should provide a declaration that they meet the eligibility requirements to be a part of the RFP process as stated above.

Format for EOI Submission

Firms may use the template below to submit their responses to this EOI. Each of the information asked for in the template below would be used in scoring the firms responses and shortlisting the firms for the RFP stage.

The following weightages would be used to Evaluate the EOI to shortlist firms for the RFP stage:

SL No	Factor	Weightage (%)
1	Local presence / partnership / JV / Consortium commitment in Sierra Leone	0-5
2	Company Overview of firm	0-5
3	Company Business documentation for tax, not being barred by court of law, social security clearance (for local firms).	0-3
4	The firm's response on meeting the minimum desired six (6) qualifications for application to NASSITs requirement (PAGE 11-12)	0-17
5	Firm's uniqueness of solution for NASSITs requirement	0-15
6	Firm's response on the three (3) references where they have provided solutions similar to NASSITs requirements	0-30
7	Firm's approach for solution against the Thirteen (13) parameters for the high-level requirements listed in the EOI. (PAGE 7-8)	0-25

The minimum qualifying score is 70 points out of 100 points to determine either FAIL OR PASS basis.

Only firms that the minimum threshold of 70% will be shortlisted to participate at the Request for Proposals to carry out the above project.

**Expression of Interest and Minimum Qualifications Confirmation Form
Multi-Factor Biometric system and Omni-Channel Contact Centre**

1. Primary Firm details and Intent to Bid confirmation

Firm Name	
Contact Name and Address	
Contact Email	
Contact Phone	

I hereby certify that I am an authorized representative of the firm listed above and that we intend to provide a response / bid to the Multi-Factor Biometric system and Omni-Channel Contact Centre EOI published by NASSIT.

Authorized Representative's Signature: _____

Authorized Representative's Name: _____

Authorized Representative's Title: _____

Date: _____

2. Joint Venture Confirmation Form

This form is to be filled up if a response is being submitted by an overseas firm jointly with a local firm in Sierra Leone. If the joint venture/consortium is not setup at the time of response to this EOI, please indicate the details of the firms who will be a part of the proposed joint venture/consortium. Please include a declaration signed by all JV partners that the JV/consortium will be setup before submitting the RFP response (if shortlisted).

Local Sierra Leone Firm details

Firm Name	
Contact Name and Address	
Contact Email	
Contact Phone	

Overseas Partner Firm details - 1

Firm Name	
Contact Name and Address	
Contact Email	
Contact Phone	

Overseas Partner Firm details - 2

Firm Name	
Contact Name and Address	
Contact Email	
Contact Phone	

Kindly add additional Partner firms as applicable.

3. Litigation or Other Legal Proceedings for each of the Joint Venture partners

The firm(s) should not have been convicted by a Court of law nor have any adverse orders been passed by a regulatory authority against the firm(s) which cast a doubt on its integrity to act as a firm(s) for the purpose of this Expression of Interest. The firm(s) should not be currently blacklisted/debarred/disqualified by any regulator/ statutory body or Government entity or any international/national agency for corrupt or fraudulent practices. The firm(s) /director of the firm(s) should not have been held guilty of professional or any other misconduct inside or outside Sierra Leone or by any court of law. A self-declaration to this effect needs to be provided as part of the EOI response.

Please include a self-declaration of the above by the Primary firm and each of the Joint Venture/ Consortium partners

4. Organization Overview:

Please include the following data about your organization in this section. Include separate data about each of the JV /Consortium partners, where applicable.

SI No.	Requirements	Firms Response
1	Firm General overview	The firm shall provide a general company overview and brief note on the members of consortium. Please limit the discussion to two(2) pages per JV/consortium member.
2	Valid Business Certificate in the country of operation	Please provide copies of the same (for all members of JV/Consortium)
3	Valid Tax Clearance Certificate or evidence of tax compliance in the country of operation	Please provide copies of the same (for all members of the JV/Consortium)
4	Valid Social Security Clearance Certificate for local Sierra Leone firms	Please provide copies of the same
5	Uniqueness of solution being provided to NASSIT	The firm shall provide a discussion as to what unique qualifications their company / consortium has, that sets them apart from other system integrators / implementation companies.
6	Approach for rollout of solution to NASSIT	The firm / consortium will explain the brief description of technologies proposed and the approach, to roll-out of various biometric technologies integrated with Omni-Channel contact centre to prove that they understand the requirement of NASSIT.

5. Minimum Qualifications

Please confirm that you meet the minimum qualifications listed in this section and provide additional information as requested. Use separate appendix, if required.

SI No.	Minimum Qualifications	Firms Response
1	The firm should have implemented an integrated Multi-Factor Biometric Authentication and Identification along with Omni-Channel CC solution, designed to manage all enquiries from general public and interactions with Members of NASSIT and their dependents and other categories of pensioners, including integrated CRM being implemented as part of new Pensions Administration System.	Explain the details of the firms proposed Multi-Factor Biometric Authentication and Identification along with Omni-Channel CC solution with all features.
2	The Firm should have been a Biometric solutions provider for minimum of three (3) years and have implementation experience of CC solution delivery business for a minimum of three (3) years.	Describe the details of your solutions and the history of how the solution has evolved in the past three or more years.
3	The Firm should have successfully implemented and currently in production, for at least any two of the three multi-factor biometric solutions for a single customer with at least 300,000 unique enrollments.	Describe the details of implementation done for at least three (3) references with implementation of two multi-factor biometric technologies and Omni-Channel CC for clients similar to the NASSIT requirements, where you have performed services of any kind with the below information for each client
4	The Firm should have a minimum of one (1) project for Voice Biometric authentication of callers being successfully implemented and currently in production.	<ul style="list-style-type: none"> - Client Name - Client Referenceable (Yes/No) - Project Name - Project Start Date - Project end Date
5	The Firm should have successfully implemented at least one Omni-Channel contact centre of at least 10 seats and it must be currently in production.	<ul style="list-style-type: none"> - Technology used in the implementation (for both front-end and back-end modules) - Project Objectives - System implemented: description, including version of LOB software implemented, if not core COTS or framework solution then put down customization details - Number of Biometric enrollments (each type) - Firm's Role - Is the firm still providing services to the client, if so, what is the scope <p>At the RFP stage, the firms will need to provide evidence of having implemented the projects (Purchase Order, Project completion certificate</p>

		and reference to check) as per their reference list above for the same customers / clients.
6	The Firm should have a legally binding relationship with an Original Equipment Manufacturer (OEM) directly or via the OEM's Authorized Dealer/Distributor viz. Omni-Channel CC, FP Biometrics, Face Biometric with Video Content Analytics (optional) and Voice Biometrics along with the servers and Biometrics Engine with Software Development Kits (SDK) and Licenses.	Please provide the necessary documentation to support this requirement

Declaration: In addition to the information requested above via the column 'Firms Response', firms must provide a signed declaration that they meet the eligibility requirements to be a part of the RFP process as stated above.