



[24/07/2026]

[CT2274/2026 - Services - Tender for the Implementation of a Fully Compliant European Digital Identity Wallet (EUDIW), Supporting Trust Ecosystem and use cases for the Malta Digital Innovation Authority (MDIA)]

Clarification Note # [01]

To all prospective bidders

Reference is made to the above-captioned tender for which the deadline for submission of offers is **[03/09/2026]** at **[09:30am]**.

Please find a set of clarifications which are construed to form an integral part of the tender document.

Question No. [01]: *ISO27001 Clarification*

Would a company with SOC2 TYPE1 or SOC-2 TYPE2 be considered ? or is it only ISO27001?

Answer No. [01]: As per Section 1, Article 5 (B) (d) Quality Assurance Schemes and Environmental Management Standards, under 'Certificates by independent bodies about quality assurance standards' "The economic operator, as well as any subcontractors involved in the processing of data or delivery of security-relevant components, must be certified against ISO/IEC 27001. Evidence of valid certification shall be provided as part of the bid submission.

Further reference can be made to Article 5.6 of the General Rules Governing Tenders “Where in the tender document a standard, brand or label is quoted, it is to be understood that the Contracting Authority will accept equivalent standards, brands or labels. However, it will be the responsibility of the respective bidders, at tendering stage, to prove that the standards, brands or labels they quoted are equivalent to the standards, brands or labels requested by the Contracting Authority.”

Question No. [02]: Request for Clarification – Section 5.1 "Location"

Dear Contracting Authority,

We kindly request clarification regarding the requirements set out in Section 5.1 "Location" of the tender documentation.

- 1) The tender documentation states that the solution infrastructure shall be hosted on-premises at the MITA data centres. Does this requirement apply only to the production environment, or also to the development, testing, staging and pre-production environments?*
- 2) Please clarify whether the Supplier is required to maintain a permanent physical presence in Malta, or whether on-site attendance is only required when necessary. Additionally, can companies established outside Malta (including EU and non-EU countries) participate, provided they comply with all contractual obligations?]*
- 3) Are bidders required to submit copies of academic diplomas for the proposed Key Experts with the tender, or are CVs sufficient at the submission stage, with supporting documents provided only upon request or before contract award?*

Thank you for your clarification.

Kind regards

Answer No. [02]:

1. As per Section 3, Article 4.2.3.11.10 “The Solution shall be hosted in its entirety (including the PKI) in the GoM’s secure hosting environment, using Colocation within MITA data centres in accordance with the hosting and security schedules specified in Appendix III. The hosting architecture shall be deployed across a geographically separated dual data centre configuration, ensuring redundancy, high availability, and failover capabilities for all critical components, including the HSMs and associated cryptographic services. For clarity, all hardware necessary to host the Solution shall be provided, installed, configured and maintained by the bidder”.

This requirement applies only to phases related to the Solution, defined in Section 3, Article 4.1.4 (10) as “the complete and integrated set of components, systems, services, and deliverables proposed and provided by the awarded bidder to fully meet the functional, technical, operational, and compliance requirements as specified in this document”.

2. Prospective bidders are to refer to the below extracts with regards to permanent presence in Malta.
As per Section 3, Article 6.1.1 on Key Expert 7: One (1) Systems and Network Engineer states “The Systems and Network Engineer is responsible for deploying, configuring and hardening on-premises infrastructure supporting the Solution. This includes

implementation and operation of hyper-converged infrastructure, configuration and management of enterprise networking including segmentation, firewalls, load balancing and secure connectivity between data centres. The expert is also responsible of supporting the integration of PKI components and HSMs in collaboration with the Trust Services Specialist together with ensuring infrastructure security baselines patching, monitoring, logging and backup/restore operations are correctly implemented. The Systems and Network Engineer, who will be based in Malta, will contribute to operational readiness through documentation, runbooks and knowledge transfer and should work closely with other engineers to ensure alignment with the overall Solution architecture.”

Furthermore, additional reference to the below.

- Section 3 Article 4.2.3.11.10 states that “all hardware necessary to host the Solution shall be provided, installed, configured and maintained by the bidder.”
- Section 2, Article 18.2, Milestone 12 states that “It is expected that all the infrastructure and supporting hardware has been installed and configured by this milestone.”
- As per Section 3, Article 5.1 states that “No specific location is being identified as the main operational base that the Service Provider should use. The Service Provider will provide development and/or management from its own premises with the possibility of being required to provide support at other sites as identified by the Contracting Authority when necessary”.
- In relation to Key Expert 1 - Project Manager, BPQR 1.7a defines the following grading “Be based in Malta for the duration of the project [1 mark addon].”

With regards to the eligibility in-order to participate in the tender, economic operators must provide evidence that they meet or exceed the minimum criteria as described in Section 1, Article 5.

3. As per Section 3, Article 6.1.1 the Awarded Bidder shall provide details of the “Key Experts proposed for the execution of the contract together with CVs, certificates and respective documentation”. Moreover, “CVs, experience claimed and copy of relevant qualifications of the proposed resources” are “to be submitted online through the prescribed Response Format and by using the Tender Preparation Tool provided at tendering stage.”

All other tender documents, conditions and requirements, which are not superseded by this clarification remain in place.

Department of Contracts