



[31/08/2026]

[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 # [14]

To all prospective bidders

Reference is made to the above-captioned tender for which the deadline for submission of offers is **[15/10/2026]** at **[09:30am]**.

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

Question No. [01]: CfT:CT2274/2026 - Services - Tender for *****
Follow-up on Previously Submitted Clarification

<i>RFP Document Reference(s) (Section & Page Number(s))</i>	<i>Content of RFP requiring Clarification(s)</i>
<i>NA</i>	<i>Generic</i>

The tender document refers to "Economic Operators" but does not explicitly specify any nationality or country-of-incorporation restrictions. Kindly confirm whether companies registered outside the European Union, including India, are eligible to submit bids either independently or as the Lead Bidder, subject to meeting all the tender requirements.

Answer No. [01]: Please refer to Clarification Note 06, Question 01.

Question No. [02]: CfT:CT2274/2026 - Services - Tender for *****
Follow-up on Previously Submitted Clarification

<i>Page 15 ,1.7 Key Experts,Key Expert 1 - Project Manager</i>	<i>i)In possession of an academic qualification equivalent to MQF level 6 (or equivalent) in a field related to Management, or Information Communication Technology, or Engineering or a comparable subject field.</i>
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	ii)Have a minimum of 1 year experience in EUDIW Large Scale Pilots [1 mark addon]."
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"i)Kindly clarify the acceptable qualification equivalence for MQF Level 6. Specifically, will Bachelor's degrees /Master degree obtained from recognized universities/institutions outside Malta/EU (e.g., UGC/AICTE-recognized Indian universities) be considered equivalent to MQF Level 6 for meeting the Key Expert qualification requirements? Additionally, kindly share the official link or reference, if any, where the equivalence of foreign qualifications to the Malta Qualifications Framework (MQF) can be verified.

ii)Kindly clarify whether experience in other large-scale Digital Identity Wallet or Digital Wallet implementations (other than EUDIW Large Scale Pilots), involving design, development, deployment, or implementation of digital identity ecosystems compliant with internationally recognized standards, will be considered equivalent for the purpose of this add-on criterion."

Answer No. [02]: Please refer to Clarification Note 06, Question 02.

Question No. [03]: CfT:CT2274/2026 - Services - Tender for *****
Follow-up on Previously Submitted Clarification

Annexes - Android/iOS - e-ID card - Demo	The Android and iOS demo applications provided in the Annexures require a Malta eID card (via NFC) along with a Card Access Number (CAN) to access the application features. As bidders do not have access to a test eID card or a valid CAN, we are unable to evaluate the complete functionality and intended user workflow.
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"1. Will a test/demo Malta eID card and its corresponding CAN be provided to bidders for evaluation purposes?

2. Alternatively, is there a test mode, sandbox environment, or sample credentials available to access the demo application's functionalities"

Answer No. [03]: Please refer to Clarification Note 06, Question 03.

Question No. [04]: CfT:CT2274/2026 - Services - Tender for *****
Follow-up on Previously Submitted Clarification

Annexes - Android/iOS - e-ID card - Demo	Kindly clarify the intended purpose of the Android and iOS demo applications provided in the Annexures.
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"1. With the reference/demo applications which are provided, is it solely to illustrate the expected functionality and user experience, or

2. These are Existing applications/components that the successful bidder is expected to integrate with, extend, or replicate as part of the proposed solution"

Answer No. [04]: Please refer to Clarification Note 06, Question 04.

Question No. [05]: CfT:CT2274/2026 - Services - Tender for *****
Follow-up on Previously Submitted Clarification

Annexes - Android/iOS - e-ID card - Demo	To enable bidders to better understand the expected solution and accurately assess the implementation scope, kindly confirm whether any of the following can be made available:
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*- "1. If feasible please provide us a brief walkthrough or demonstration of the demo applications;
2. A user guide or functional documentation explaining the application workflows and features;
or"*

Answer No. [05]: Please refer to Clarification Note 06, Question 05.

Question No. [06]: CfT:CT2274/2026 - Services - Tender for *****
Follow-up on Previously Submitted Clarification

Figure -1 High - Level Diagram Figure 2- PKI and Related Services	Clarification on Architecture Diagrams & Abbreviations
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"Kindly provide a self explanatory guide, user manual, or simplified process flow to assist bidders in understanding the architecture and overall workflow. The current diagrams do not clearly indicate the sequence of interactions, making them difficult to interpret,

Additionally, kindly provide a glossary of the abbreviations and acronyms used in the diagrams, or an annotated version with the corresponding expansions, to enable accurate interpretation without making assumptions."

Answer No. [06]: Please refer to Clarification Note 06, Question 06.

Question No. [07]: CT2274_2026 - Tender document - Digital Identity Wallet, 4.2.3.11.8
Please clarify if a remote support from inside and outside of Malta would be excepted in case of solving critical incidents.

Answer No. [07]:

Section 3, Clause 5.1 indicates 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.

Some of the Awarded Bidder’s Key Experts, as well as personnel responsible for operational activities, will be required to be physically present in Malta during implementation of the contract as required for operation and maintenance purposes, to attend meetings and address a crisis or major issues”. This includes, but is not limited to, Key Expert 7 as per Section 3, Clause 6.1.1.

In the case of support this should be provided as per Schedule 2 – Maintenance and Support Services.

Question No. [08]: *CT2274_2026 - Tender document - Digital Identity Wallet, 4.2.3.11.8*
Please confirm that only the CA can raise incidents and service requests to the helpdesk.

Answer No. [08]: The Contracting Authority does not intend to restrict the raising of incidents and service requests exclusively to the Contracting Authority. The Solution and support arrangements shall allow the reporting of incidents and technical issues by the appropriate stakeholders, in line with the requirements of the overall Build, Operate, Maintain and Support obligations set out in Section 3 Clause 4.2.3.11.8.

Economic operators are to note that the Contracting Authority may also transfer ownership of certain components of the Solution. As per Section 3 Clause 4.2.2, “The Contracting Authority shall have the flexibility to determine and assign the ownership of individual architectural components to other entities. Accordingly, the Awarded Bidder shall ensure that each component is segregated, at least in logical terms, allowing them to be owned by different entities” and “Transfer of ownership of a particular component will imply transfer of rights and obligations.” Such entities are expected to be able to raise incidents and service requests to the helpdesk.

Question No. [09]: *Technical and Professional Ability*

Regarding Selection Criterion (c) – Technical and Professional Ability, the procurement documents state that "the bidder must provide a signed declaration by a warranted Auditor appointed by the economic operator, which confirms the successful execution and the cumulative value mentioned above in (a) and (b)."

We understand that, where the bidder submits a certificate of satisfactory/good execution issued and signed by the contracting authority (e.g. a European Institution, the European Commission, an EU Agency or another international organisation), and such certificate explicitly confirms the successful execution of the contract as well as its total contractual value, this evidence should be

considered sufficient to demonstrate compliance with this requirement, as it is an official document issued by a public contracting authority and therefore provides independent and reliable confirmation of the successful execution and value of the contract, without the need to provide a separate declaration signed by a warranted Auditor.

Could you please confirm whether our understanding is correct?

Answer No. [09]: Please refer to Clarification Note 08, Question 02.

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

Department of Contracts