



[02/09/2026]

[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 # [15]

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.

Correction to Clarification Note 12.

The Contracting Authority informs prospective bidders that the underlined date in the text below **should read [15/10/2026]**, in line with the revised extended deadline.

“Reference is made to the above-captioned tender for which the deadline for submission of offers was [24/09/2026] at [09:30am] and is now being extended till [24/09/2026] at [09:30am].”

Question No. [01]: *Request for Tender Deadline Extension — Ref. CT2274/2026 (EUDI Wallet for MDIA)*

We intend to submit a proposal for tender 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)."

To ensure we deliver a thorough, fully compliant and high-quality response, we kindly request an extension of the submission deadline from 3 September 2026 to 2 October 2026. This additional time is required to:

- *review the provided documentation and technical requirements in detail;*
- *assemble and coordinate our multidisciplinary team and external partners for accurate technical and legal input; and*
- *account for the peak summer vacation period across Europe, which significantly reduces available staff and review capacity in August.*

We appreciate your consideration of this request and would be grateful for a confirmation at your earliest convenience.

Thank you for your understanding and assistance.

Kind regards,

Answer No. [01]: Another extension was provided. Prospective bidders are to refer to Clarification Note 12, published as part of this tender.

Question No. [02]: *Minimum average yearly turnover and minimum combined project value*
The eligibility criteria set a minimum average yearly turnover of €2,500,000/year (implying a minimum cumulative turnover of at least €7,500,000 across 2023–2025), while separately requiring a minimum combined value of €5,000,000 across at least two reference projects completed within that same 2023–2025 window. Can you confirm: (a) whether the revenue from the cited reference projects is expected to fall within, or be part of, the average yearly turnover figure being declared for the same years; and (b) whether a reference project qualifies once merely ‘completed’ within 2023–2025 even if the bulk of its value was invoiced and recognised in earlier years, or whether the cited €5,000,000 value must itself have been earned within the 2023–2025 period?

Answer No. [02]:

a) As per Section 1, Article 5 Selection and Award Requirements, Clause B (b) “The economic operator should provide its average yearly turnover for the number of years specified in the relevant procurement documents as follows:

The bidder must provide a signed declaration by a warranted Auditor appointed by the economic operator, which confirms the minimum average yearly turnover during the past three (3) financial years shall be not less than €2,500,000 - per year.” This refers to the annual revenue of the Economic operator independently of any project being submitted as part of the criteria.

b) As per Section 1, Article 5 Selection and Award Requirements, Clause (C) (i) “The economic operator must demonstrate the successful completion of projects of a similar nature, namely the development and deployment of large-scale, software projects, limited to Trust Services, Identity solutions, and Digital Wallet solutions, completed during the last three (3) years, specifically 2023, 2024, and 2025, which satisfy the following criteria:

(a) The minimum number of projects must not be less than two (2) projects during the period mentioned above.

(b) The cumulative value of all the projects mentioned in (a) above, executed during the last three (3) years, must not be less than €5,000,000 (excl. VAT) in aggregate.”

The Economic Operator needs to identify a minimum of 2 projects that were successfully developed and deployed, with a cumulative value of €5,000,000, during 2023, 2024 and 2025 irrespective of the invoice dates.

Question No. [03]: *Clarification regarding Key Expert 7 – Systems and Network Engineer*
With reference to Section 3, Clause 6.1.1, the Tender Document description of Key Expert 7 – Systems and Network Engineer states that the expert “will be based in Malta”. However, this condition is not included among the mandatory requirements set out for the same role in the BPQR Award Criteria.

In view of the above, could the Contracting Authority please confirm whether being “based in Malta” constitutes a mandatory requirement for Key Expert 7?

If this requirement is applicable, please clarify whether the expert must be physically based in Malta on a full-time basis throughout the entire duration of the Contract, or whether it may be fulfilled through physical presence in Malta during the relevant implementation, deployment and operational support activities, combined with remote working where appropriate.

Answer No. [03]: The ‘Systems and Network Engineer’ needs to be in physically present in Malta to fulfil the responsibilities as per Section 3, Clause 6.1.1, which start from configuration and deployment, and includes operation for the duration of the contract. As per Section 2, Article 18.2 “the period of execution of the contract shall be of ninety (90) months” which includes, but is not limited to, the operation of the Solution.

Question No. [04]: *request for an extension to tender deadline*

Dear Sir/Madam, can you please consider an extension to the tender deadline please?

Thanks

Answer No. [04]: Another extension was provided. Prospective bidders are to refer to Clarification Note 12, published as part of this tender.

Question No. [05]: *Extension request*

Dear Contracting Authority,

In view of the particular complexity and breadth of the project under award, as well as the substantial volume of technical specifications that must be thoroughly analyzed and precisely documented, we kindly request that you consider granting an extension of twenty (20) calendar days to the bid submission deadline. Such an extension would enable a comprehensive assessment of all project parameters and the preparation of a complete, rigorously substantiated, and competitive proposal that fully aligns with the requirements of the Tender and the objectives of the Contracting Authority.

Answer No. [05]: Another extension was provided. Prospective bidders are to refer to Clarification Note 12, published as part of this tender.

Question No. [06]: *Request for extension*

Dear Sir/Madam,

We are writing with reference to the tender procedure CT2274/2026.

We wish to respectfully request an extension of the current submission deadline of 3rd September, based on the following considerations:

- 1. Complexity of the scope of work. The technical and functional requirements set out in the tender documentation are extensive and require detailed analysis to prepare a compliant, high-quality response that fully meets the MDIA's objectives.*
- 2. Consortium formation. In order to deliver the full scope to the required standard, the establishment of a consortium with specialist partners is required. Finalising the necessary teaming arrangements, contractual agreements, and joint technical approach requires additional time.*
- 3. Summer holiday period. The current timeline coincides with the peak summer holiday period, during which the availability of key personnel — both on our side and among prospective consortium partners and subcontractors — is significantly reduced.*

In light of the above, we kindly request an extension of six (6) weeks, moving the submission deadline to 15th October. We are confident that this additional time would enable interested economic operators to submit stronger, more competitive bids, ultimately to the benefit of the Authority.

We remain fully committed to participating in this procedure and would be grateful for your favourable consideration. Please do not hesitate to contact us should you require any further information.

Answer No. [06]: Another extension was provided. Prospective bidders are to refer to Clarification Note 12, published as part of this tender.

Question No. [07]: *Service Management*

CT2274_2026 - Tender document - Digital Identity Wallet, 4.2.3.11.8

Please confirm if the contractor should provide support for wallet users, trusted issuers and relying party support via Helpdesk during normal working hours?

Answer No. [07]: As per Schedule 2, Section 1.2, “The Awarded Bidder will provide to the Contracting Authority such technical advice by telephone help desk or e-mail as is necessary to resolve the Contracting Authority’s difficulties and queries in using the Solution.”

Section 4.2.2 specifies that “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. The components related to PKI shall be physically segregated from the other components. Therefore, the solution should be designed such that different entities may have access only to the relevant administrative accounts, code repositories, audit logs, backups and access rights configurations. 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.

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 4.2.3.11.8.

Question No. [08]: *Service Management*

CT2274_2026 - Tender document - Digital Identity Wallet, 4.2.3.11.8

Please specify the normal working hours for the helpdesk and maintenance support during the working days (Monday-Friday).

Answer No. [08]: Normal working hours should be interpreted generally as Monday to Friday from 07:45hrs to 17:00hrs excluding Public Holidays in Malta.

With regards to support requirements (such as response times for incidents and service request types) refer to Schedule 2 Maintenance and Support Services.

Question No. [09]: *Service Management*

CT2274_2026 - Tender document - Digital Identity Wallet, 4.2.3.11.8

Please confirm that only for critical incidents a service 24x7 should be provided with immediate response and resolution outside normal working hours.

Answer No. [09]: Incident priorities, response and resolution times, and coverage requirements are defined in Schedule 2, Section 2.1 ‘Incident Categorisation’ and Section 2.4 ‘Coverage Hours’. Prospective bidders are to comply with the requirements applicable to each incident category.

In addition to the above, bidders should also take into consideration Section 2, Article 4.3.4 which states that “The Awarded Bidder shall adopt technical, operational and organisational measures, to document and maintain risk assessments, manage risks including cybersecurity, prevent and respond to incidents, and cooperate with competent authorities, as required by the applicable EU and national legislation. Such legislation may include but not limited to, the CRA, NIS2, the GDPR, the Data Act, applicable national or European Cybersecurity Certification Schemes adopted pursuant to the CSA and revised Regulations, such as the EUCC scheme, ensuring its compliances as a third party supplier and contributing effectively to the compliance of the Contracting Authority. The Awarded Bidder shall notify the Contracting Authority of any actively exploited vulnerability without undue delay.”

Question No. [10]: *Project Management*

CT2274_2026 - Tender document - Digital Identity Wallet, Section 2, Clause 18.2

Milestone 5 is shown to be executed within 12 months from signing of the Contract. Note that Milestone 4 has to be executed within 6 months from signing of Contract and Milestone 6 has to be executed within 9 months from signing of Contract. Is the execution date for Milestone 5 shown correct?

Answer No. [10]: Yes, as it reflects the complexity of the milestone.

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

Department of Contracts