SELP

SMART CARDS AND SOLUTIONS

Annex no. 22
To Standard Documentation
approved by the Order of the Minister of Finance
no. 115 as of 15.09.2021

Technical specifications

[This table shall be filled in by the tenderer in columns 2, 3, 4, 6, 7, and by the contracting authority - in columns 1, 5]

Procurement procedure number: *The information can be found in SIA RSAP.*
Purpose of the purchase: *Blanks (booklets) of identity documents from the National Passport System, driving licences and registration certificates, including specialized equipment and program product for their personalization for the period 2022-2025*

Name of goods/ services	Name of the model of goods/ services	Country of origin	Producer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Reference standards
1	2	3	4	5	6	7
Goods/services						
Lot no. 1: **Blanks (booklets) of identity documents from the National Passport System, driving licences and registration certificates**						
1.1 Blanks (booklet) - *Passport of the citizen of the Republic of Moldova (PA)*	**Blank Passport with eDatapage of the citizen of the Republic of Moldova (PA)**	**France & Solvenia**	**SELP & CETIS**	ST MD 35-37603221-217:2021 *Passport of the citizen of the Republic Moldova with polycarbonate-type data page (PA)*	ST MD 35-37603221-217:2021 *Passport of the citizen of the Republic of Moldova with polycarbonate-type data page (PA)* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 1073 ISO 3166 ISO 8601 ISO/IEC 15444 ISO/IEC 18745 ISO/IEC 19794 ISO 14298**

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Name of goods/ services	Name of the model of goods/ services	Country of origin	Producer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Reference standards
1.2 Polycarbonate blanks (booklets) - *Identity card of the citizen of the Republic of Moldova (CA)*	**Blank Poycarbonate Identity card of the citizen of the Republic of Moldova (CA)**	**France**	**SELP**	ST MD 35-37603221-204:2021 *Identity card (CA) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-204:2021 *Identity card (CA) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**
1.3 Polycarbonate blanks (booklets) - *Driving Licence (DL)*	**Blank Polycarbonate Driving Licence (DL)**	**France**	**SELP**	ST MD 35-37603221-206:2021 - *Driving license (DL) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-206:2021 - *Driving license (DL) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**

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1.4 Polycarbonate blanks (booklets) -*Vehicle Registration Certificate (VP)*	**Blank Polycarbonate Vehicle Registration Certificate (VP)**	**France**	**SELP**	ST MD 35-37603221-207:2021 *Vehicle Registration Certificate (VP) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-207:2021 *Vehicle Registration Certificate (VP) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**
1.5 Polycarbonate blanks (booklets) - *Permanent Residence Permit (CR)*	**Blank Polycarbonate Permanent Residence Permit (CR)**	**France**	**SELP**	ST MD 35-37603221-209:2021 *Permanent Residence Permit (CR) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-209:2021 *Permanent Residence Permit (CR) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**

SELP SAS
187 Allée des Plagnes
24340 MAREUIL-EN-PERIGORD
Tél. : 05 53 60 84 44 - Fax : 05 53 60 84 45
SIRET : 351 667 928 00011

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SMART CARDS AND SOLUTIONS

Name of goods/ services	Name of the model of goods/ services	Country of origin	Producer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Reference standards
1.6 Polycarbonate blanks (booklets) - *Identity Card of a Stateless Person (CC)*	**Blank Polycarbonate Identity Card of a Stateless Person (CC)**	**France**	**SELP**	ST MD 35-37603221-208:2021 *Identity Card of a Stateless Person (CC) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-208:2021 *Identity Card of a Stateless Person (CC) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**
1.7 Polycarbonate blanks (booklets) - *Identity Card for Beneficiaries of Humanitarian Protection (IH)*	**Blank Polycarbonate Identity Card for Beneficiaries of Humanitarian Protection (IH)**	**France**	**SELP**	ST MD 35-37603221-210:2021 *Identity Card for Beneficiaries of Humanitarian Protection (IH) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-210:2021 *Identity Card for Beneficiaries of Humanitarian Protection (IH) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**

SELP SAS
187 Allée des Plagnes
24340 MAREUIL-EN-PERIGORD
Tél. : 05 53 60 84 44 - Fax : 05 53 60 84 45
SIRET : 351 667 928 00011

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1.8 Polycarbonate blanks (booklets) - *Refugee Identity Card (RI)*	**Blank Polycarbonate - Refugee Identity Card (RI)**	**France**	**SELP**	ST MD 35-37603221-211:2021 *Refugee Identity Card (CC) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-211:2021 *Refugee Identity Card (CC) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**
1.9 Polycarbonate blanks (booklets) - *Temporary Residence Permit for Foreign Nationals (IR)*	**Blank Polycarbonate - Temporary Residence Permit for Foreign Nationals (IR)**	**France**	**SELP**	ST MD 35-37603221-212:2021 *Temporary Residence Permit for Foreign Nationals (IR) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-212:2021 *Temporary Residence Permit for Foreign Nationals (IR) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**

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1.10 Polycarbonate blanks (booklets) - *Temporary Residence Permit for Stateless People (IC)*	**Blank Polycarbonate) - Temporary Residence Permit for Stateless People (IC)**	**France**	**SELP**	ST MD 35-37603221-213:2021 *Temporary Residence Permit for Stateless People (IC) ID-1 format of polycarbonate Technical task*	ST MD 35-37603221-213:2021 *Temporary Residence Permit for Stateless People (IC) ID-1 format of polycarbonate Technical task* & **Annex 1 Lot n°1 SELP Technical Offer 28022022**	**ICAO DOC 9303 ISO/IEC 7816 ISO/IEC 10373 ISO/IEC 14443 ISO 14298**

SELP SAS
187 Allée des Plagnes
24340 MAREUIL-EN-PERIGORD
Tél. : 05 53 60 84 44 - Fax : 05 53 60 84 45
SIRET : 351 667 928 00011

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Name of goods/ services	Name of the model of goods/ services	Country of origin	Producer	Full technical specification required by the contracting authority	Full technical specification proposed by the tenderer	Reference standards
				**Lot no. 2:** Specialized equipment and program product for personalization of identity documents from the National Passport System, driving licences and registration certificates		
Specialized equipment and program product for personalization of identity documents from the National Passport System, driving licences and registration certificates	**XP25HP Printers** **SELP Personalization Suite**	**Italy** **France**	**IXLA** **SELP**	Specialized equipment and program product for personalization of identity documents from the National Passport System, driving licences and registration certificates, based on the documents *"Requirements for personalization equipment with polycarbonate-type data page of travel passports blank forms (booklets)"* and *"Requirements concerning the Information System of the personalization of identity documents from the National Passport System, driving licences and registration certificates".*	*"Requirements for personalization equipment with polycarbonate-type data page of travel passports blank forms (booklets)"* and *"Requirements concerning the Information System of the personalization of identity documents from the National Passport System, driving licences and registration certificates".* & **Annex 2 Lot n°2 SELP Technical Offer 28022022**	ISO 7501 ISO1073 ISO15444 ISO 19794 ISO 14443 ICAO DOC 9303 ISO15693 EN300330 EN 301 489 EN 60950
TOTAL						

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SMART CARDS AND SOLUTIONS

SELP SAS
187 Allée des Plagnes
24340 MAREUIL-EN-PERIGORD
Tél. : 05 53 60 84 44 - Fax : 05 53 60 84 45
SIRET : 351 667 928 00011

Signed: _____

Name,Surname: **Bastien BLANC**

As: **CEO of SELP SAS**

Tenderer: **SELP SAS**

Address: **187 Allée des Plagnes, 24340 Mareuil-en-Périgord, FRANCE**

ANNEX 2

- SELP TECHNICAL OFFER -

SELP

SMART CARDS AND SOLUTIONS

Table des matières

1 INTRODUCTION TO **SELP** SYSTEMS & SOLUTIONS

1.1 ENROLMENT AND DATA ACQUISITION

SELP offers fixed and mobile enrolment solutions. These solutions integrate several modules, including personal data collection and biometric data capture (fingerprints, photo, and iris). In some circumstances, online enrolment can also be offered. When our clients have their own database, SELP has the ability to extract and adjust the data. Creating an interface between existing and new systems is also an option.

1.2 SECURED DATA TREATMENT

SELP owns a PMP (Personalization Management platform), which secures the data at each step of the personalization process.

This last generation system is compliant with Visa, MasterCard, and Common Criteria (CC) requirements. It integrates FIPS 140-2 level 3 certified HSM.

The PMP platform handles the key infrastructure, encrypts the data, manages the users access, allows real time reporting, secures the database, and ensures a double backup.

This platform also offers a variety of options, such as random numbering and PIN codes generation.

1.3 PERSONALIZATION

With more than 100 million cards personalized every year, SELP is one of the world leaders in this field.

We offer three types of personalization:

- Outsourcing: personalization made within SELP workshops, in France or in India. The service benefits from the security of our premises, the experience of our staff, and our sophisticated equipment.
- Insourcing: personalization in our client's premises. SELP provides the system and equipment. We ensure the training of the operators, the maintenance service and a customer support.
- Service bureau: creation of a personalization center. SELP has the ability to build a personalization center, to fully equip it and to manage it. This investment can be made in partnership with our client or with a third party.

1.4 SISPERSO & SISDATA : TWO MODULES FOR A COMPLETE PERSONALIZATION SYSTEM

SELP has its own personalization system, designed and developed by our R&D team in Madrid. Extremely adaptable, this system organizes the different steps of a secured document personalization, and handles the physical and logical aspects of the work.

Sisdata can be provided separately, in the case of a migration from "magnetic stripe" cards to EMV. Our software can be plugged on the existing personalization chain, ensuring the additional functionalities and avoiding the replacement of the whole equipment.

Sisperso and Sisdata have been chosen by numerous personalization centers in Mexico, Argentina, Venezuela, Columbia, Brazil, and Spain.

Reliable and robust, our solution has issued more than 50 million banking cards since its creation.

1.5   CMS

A cards issuance program needs a global management system such as a CMS. This system gives many possibilities to the administrator who will be able to activate the cards, handle the rights, control the activities, update the profiles, temporary block and even revoke a profile if necessary.

Absolutely necessary to pilot a smartcard program, SELP CMS is available in several languages and can be easily adjusted to the specifications of each project.

In the case of a prepaid cards program, our CMS integrates additional functionalities (such as top-up, credit/debit balance etc.) until submission of financial statements for compensation.
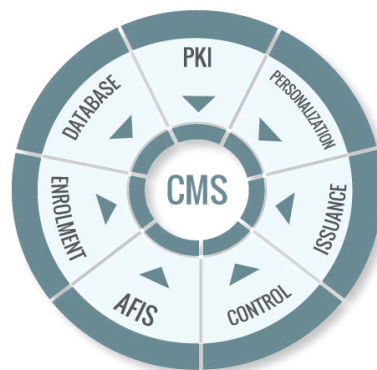
2.1 EXISTING SYSTEM OVERVIEW

Here below an overview of the identity documents management system
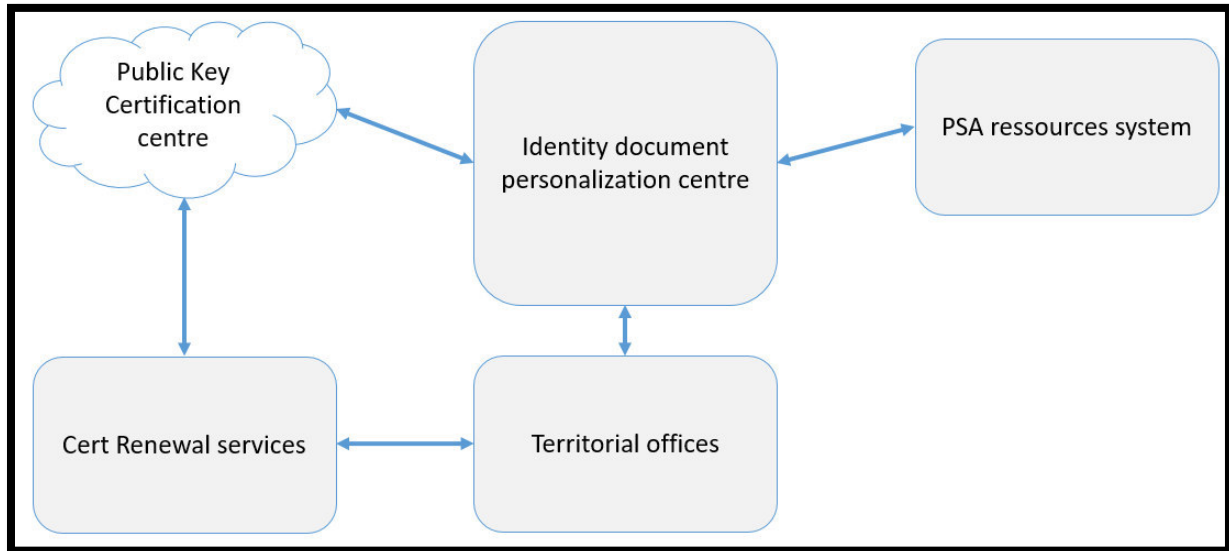
The current system consists on various modules with bidirectional interactions as described below:

Personalization centre communicates with

- **PSA Resources to retrieve data and update status**
- **Public Key certification centre for certificate requests**

For electronics documents, the **Cert Renewal services** communicates with:

- **PSA resources for status update**
- **Public key certification centre for certificates requests and status update**

The **PSA information system** resources contains all the information (biographical and biometrics data) for blank documents personalization

The **Personalization centre** contains the following equipment:

- Passport with electronic polycarbonate datapage (New machines)
- Card personalization machine (existing machines)
- Normal passport personalization machines with laminator
- Equipment for Quality check.

The **territorial offices** communicate with **Cert Renewal Service** to manage the public key certificates

The **Public Key Certification Centre** Provides the issuance of digital certificates and manage their lifecycle (issuance, revocation, suspension…).

2.1 PASSPORT PERSONALIZATION SYSTEM

2.1.1 SELP APPLICATION DESCRIPTION

The new personalization system will interact with the different components, such us the PSA resources, the certifications system and the personalization equipment.

According to the type of document to be personalized, SELP developed a modular and all-in-one application for the identity documents personalization environment, the application is configured following client specifications and connected to personalization equipment installed in the beneficiary premises, the application use one machine to handle the graphical and electrical personalization.

software manages the production process from retrieving data to the end of the personalization.

The access to SELP application is controlled by user rights and actions associated.
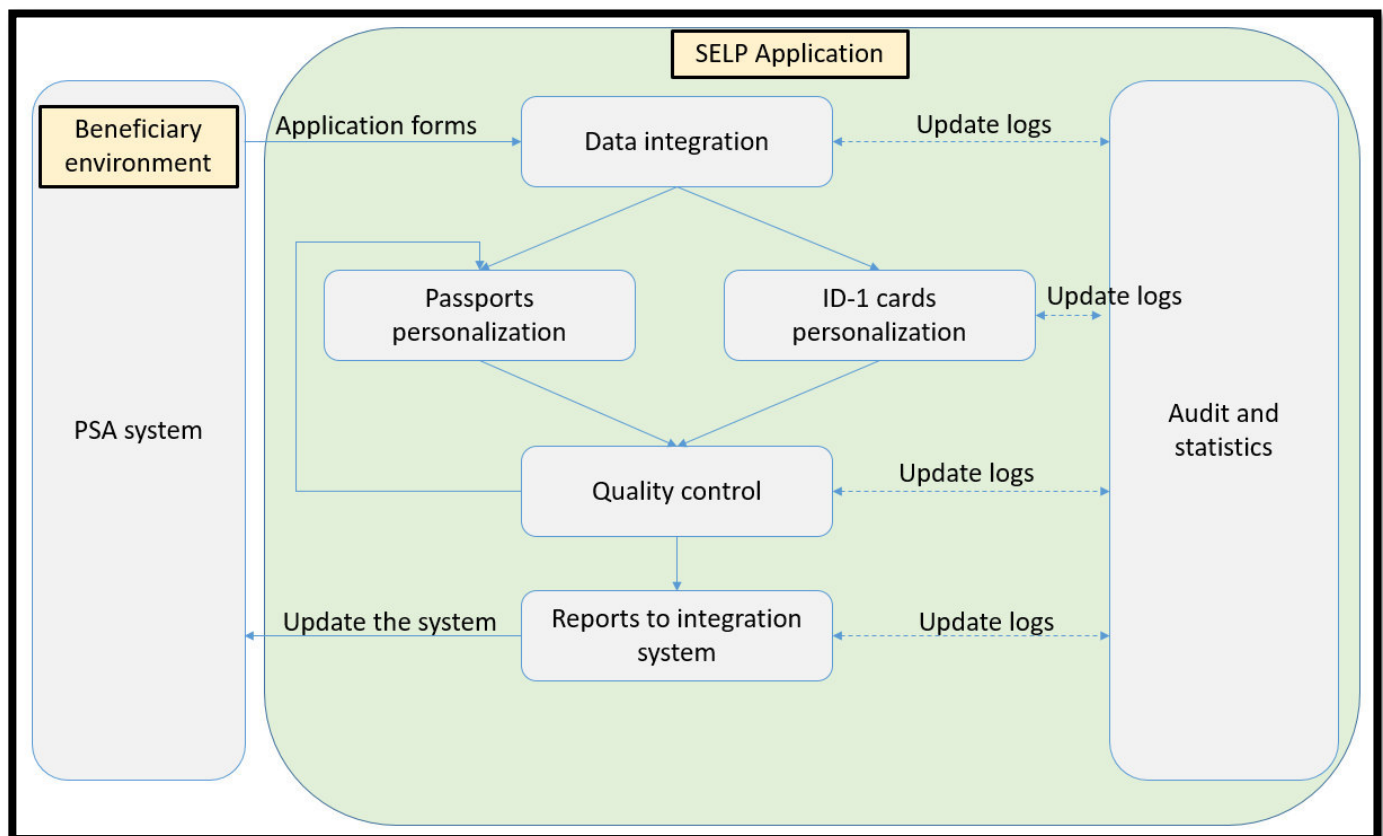
*The IT infrastructure will be provided by the authority, SELP will communicate during the development phase (functional specification validation) the hardware and memory resources needed to run the application with the different machines and interactions.

The personalization system manages the following steps:

1. Receives the printing request from the Resource Management System (associated production file)
2. Process the data and creates jobs
3. Personalizes the identity document (following the type) graphically and electrically (chip data)
4. Check the quality of the personalized data
5. Sorting and packing in line with client criteria.
6. Send the product report file to the Resource Management System

2.1.1.1 DATA PREPARATION

SELP application is tailored to be able to interact with the beneficiary system and database to retrieve the orders list to be printed following the document type.

The communication between SELP application and beneficiary information system have two directions:

- Retrieve data for document personalization
- Update the beneficiary system with the status of each record and each document personalized or rejected
- The registration of the blank documents in the beneficiary system, for each type of document.

For each personalization request the system checks that the associated data are all available and in a good format. Missing data (name, type of vehicle…) or data in a wrong format are logged and the personalization of this specific document is postponed.

The application verification process is divided into the following phases:

- The operator selects the request to check. For each request, the system carries out the following automatic control:
  - Control of the applicant's presence in the watchlist (government, police, …)
  - Uniqueness control of the request

Depending on the result of the automatic checks and the optional manual verification, one of the following actions is performed:
  - Validate the request: The latter is eligible for personalization;
  - Reject the request: The document associated with this request will not be personalized;
  - Suspend request: The request is pending and will be processed later (in case of manual rejection)

2.1.1.2 INTERACTION WITH THE CERTIFICATION CENTRE

According to the specification, The PKI infrastructure and software is already implemented by the beneficiary and it is provided by PrimeKey.

SELP application can interact with EJBCA software, SELP worked with Primekey on other identity projects.

With the interaction with HSM, the personalization system will use the Document Signer (DS) certificates and cryptographic keys for passport and eID cards production.

For the passport personalization, the application will use:

- The basic access control, CSCA-DS key certificates
- The Extended access control, CVCA-DV key and certificates

For the electronic identity cards personalization, the application will use:

- The Basic Access Control, CSCA-DS key and certificates.
- Advanced qualified electronic signature and MSign authentication.

SELP application can use the adequate protocol to obtain the signature and authentication, it provides remote communication with HTTP center using CMP and RFC 4210.

2.1.1.3 PRODUCTION BATCH GENERATION

Once the request is validated, variable data such as a barcode and chip data or MRZ are generated. The system then automatically generates the production batches associated with each correct input file.

The list of production lots associated with the correct production orders (input file) is then available and the user must then assign each batch to a printer according to the availability of each one.

The operator can then change the priority of a batch and also change the composition of a batch. The modification of a batch is made available in the case where one or more cards must be, for example, removed from a production batch. In this case, the system allows you to preview the maps of each batch.

SELP solution have the possibility to provide as many jobs as necessary (no less than 10 jobs).

2.1.1.4 PERSONALIZATION MODULE

SELP solution can integrate and interact with the existing process of ID documents personalization, our solution is built to communicate with different machine, we can configure our software to fit the personalization beneficiary machines Diletta 800i equipped with contactless reader for chip encoding embedded in the passport, the reader's references are SCM SCL011 and uTrust 3700F.

SELP application can detect automatically the type of the reader connected and perform the appropriate passport personalization.

As the passport personalization, SELP solution can perform the ID-1 cards personalization with the dedicated machine installed by the beneficiary, SCP 60 of Mulhbauer, the application can manage and organize the personalization with multiple stations.

For the new passport with the e-datapage, the personalization machine chosen for the project is the XP25HP from IXLA (equipment manufacturer for the industry of the plastic card personalization by using laser engraving technology) with High Performance CLI/MLI laser printer for passport and presents many key features:

- The printer is flexible, it can be used in centralized and decentralized mode.
- Fast printing
- Compact and silent, it fits working environment
- Scalable
- Highly reliable and allow remote monitoring for fast and effective troubleshooting
- Easy deployment
- Simple to be operated by users.
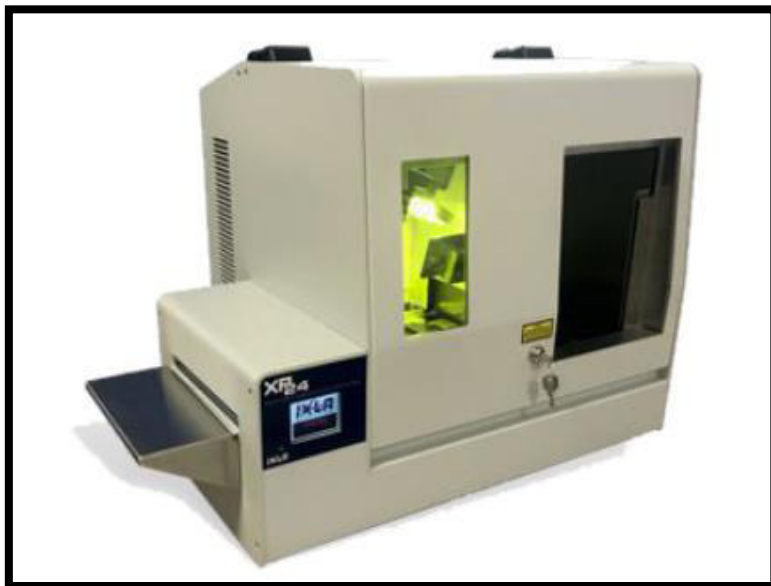
Here below the technical features of the XP25HP:

- laser engraving system for single face with an automatic loader of 20 passports inserted in a frame (trays)
- Fibre laser 1064nm average life > 50.000 hours
- Laser engraving of photo, personal data, CLI/MLI by mechanical tilting of the passport and tactile engraving on the front side of the polycarbonate data page.
- Graphical laser layout software Handling of common Windows True Type or Unicode Fonts, resolution from 300 to 1200 dpi
- Touch screen RGB graphical, user interface, system status, diagnostic
- Signature image and photo image with 256 shades of grey scale, up to 1200 dpi (ICAO specs)
- Throughput: up to 100 Booklets per hour (layout depending l)
- Filter system to filter fumes
- Temperature of premises: 18-30° C, humidity: 45-70 percent not cond.
- Ethernet Connection, Telnet protocol and WEB interface
- Power supply 100-240 VAC 300 VA 50-60 Hz.
- XY Repositioning camera included

Passport production:

Technical steps for passport without the polycarbonate datapage

- Record keeping and preparation of materials for documents creation
- Bar Code scanning with the number of documents
    o Correlation with the passport number and Chip number by scanning the barcode sticker on the outside Back Cover
    o Visual inspection of blank forms as well as rejections of the non-compliant ones
    o Printing the act of rejection
    o Transmission of blank forms for personalization

- Production and creation of documents
    o Cards sent to the personalization machine.
    o Graphical and electrical personalization
    o Lamination process
    o Quality control (check the readable machine area)
    o Transmission to information registry
- Documents quality control
- Transmission of the created documents
- Preparation of report on the completed documents

Technical steps for passport without the polycarbonate data page

- Receiving information from PSA resource system
- Personalization of the blank
- Quality check
- Transmission to of the personalized documents.

Cards

Technical steps for identity documents, driving licences and registration certificates

- Preparation of the ID blank supports
- Receiving information from PSA servers
- Personalization and performing visual control, correlation between number formula with the created card.
- Document quality control
- Transmission of the created document to PSA information system

2.1.1.5 QUALITY MODULE

SELP solution includes a quality module which can manage no less than 10 quality control points for both documents with and without the chip.

The quality assurance process is performed to ensure compliance of the document personalized. Quality control takes place in three phases, each with a validation phase. The final validation is automatic; it is carried out if intermediate validations are correct.

Control of the electronic component

This function allows the operator to verify that the chip data is readable by the machine.

The electronic component is decoded using the adapted reader. From the decoded data, the system displays the recorded data. If all the information is correct and identical between the card and the screen, the operator can validate the document

The visual control of the document

The operator must visually check the quality of the document produced. This control is done by comparing the document to the preview generated on the screen by the System. As a result, the operator can validate the customization.

If the personalization of the secure document failed, an error message appears and the Work Order for this document is cancelled. A new Work Order is automatically created in order to be able to re-make new one.

Access to quality control will be done only by authentication with e-Token and personal PIN code access. All actions made by the users will be stored in the system.

The solution can provide statistical reports at the end of management period regarding of the total volume, including the compliant and non-compliant documents.

2.2 TRANSVERSE MODULES

2.2.1 SYSTEM ADMINISTRATION AND USER AUTHENTICATION

SELP application offers a complete user management interface, for each user, the application associates rights for use and action performed and the delimitation is done during the authentication process.

These functionalities are installed on the supervision workstation and accessible only to system administrator with relevant profile.

It allows the system management as well as the users' management. It means that administrator can allocate relevant roles and profiles to each individual and eventually revoking them. User authentication is based on personal mobile device, the safeNet USB token is used in the public key, the private key and the authentication certificate are registered separately for each user. These devices are provided by the beneficiary.

The user management offers:

- User creation
- Role assignment
- Temporarily blocking users
- Modification of user rights
- User disconnection

And includes the following functionalities:

- The system will store users created permanently only the status changes
- The user access application will be protected by the SSL encryption
- The application maintains all audit data for all actions: uploading data, steps, actions on the systems, and connection and disconnection.
- Report generation, by period and by document type.
- Access to the audit and logs is restricted and only authorized persons are allowed to browse it.
- Possibility to set a deadline for keeping the audit data.

The model and display will be adjusted to clients' needs during the specification validation phase.

2.2.2 SCALABILITY AND RECOVERY PLAN

Our proposed solution will optimize the availability of the system taking into account the following factors:

- **Server failures** - This occurs when the computer system running the software / application becomes unavailable. The hardware servers are set up redundantly (application servers and databases). They support cluster technologies and data mirroring services that are used to avoid unplanned downtime due to server failures. Clustering lets you run an application on multiple parallel servers (cluster nodes) while providing a single view to client applications. The load is spread across different servers, and even if one or more of the servers does not respond, the application is still accessible through the surviving cluster nodes. Clustering is crucial for the high availability of enterprise applications because it is the infrastructure that orchestrates in real-time the redundancy required for high availability.

- **Storage Failures** - this occurs when storage devices containing critical data fail or become unavailable or disconnected from the rest of the system. Downtime can be reduced by regularly archiving backups, copies, or replicas of the database. To avoid the risk of disk failure, the proposed solution integrates hardware redundancy in the RAID6 configuration.

- **Human errors** - Sometimes system malfunctions can be due to human error, either by administrators or operators. The risk of human error is minimized by the system that automatically prohibits actions / commands that could harm the system.

- **Data corruption** - this occurs when a hardware or software component registers corrupted data in the database. This the nature of the corruption, this can impact all the business data and lead to the total loss of data or the total impossibility of using them. Therefore, we maintain regular backups of the data. In addition, a separation / abstraction will be implemented between the business application layer and the database offering a protection buffer

- **Load Balancer** - An external load balancer is required to process incoming requests and forward them to server nodes in the cluster. A potential problem with the external load balancing architecture is that the load balancer itself can be a single point of failure. Therefore, in our proposed solution, we will configure several load balancers using HA Proxy and virtual IP. If a load balancer fails, the peer will take over automatically.

It offers a high scalability, adding more component to the system more, functionalities with seamless manner. The backup plan is created as the following:

- full system backup service in less than 2 hours without loss of data.
- Creation of backups copies of the database and information system.
- Complete recovery in less than 2 hours, and database restored in less than one hour.

Disaster Recovery Plan will be elaborated during the development phase according to the beneficiary infrastructure dedicated to the project, and it will act to:

- Minimize the downtime of the system
- Rapid restoration of the system functionality
- Exclusion / limitation of the extension of faults within the system
- Minimize the negative impact
- Establish alternative means of operation

2.2.3 MAINTENANCE

The system developed will be maintained during the entire contract duration and it includes:

- Adapting the system in case of modifications of the legislation or the requirements of the documents issued.
- Adjustment with the beneficiary systems
- Adjustment related to the information resource system including development of new components.
- Errors correction.
- System restoring in case of crash.

2.2.4 SUPPORT

The support for SELP solution consists on:

- Continuous access to SELP experts for support, diagnosing, and correction of support issues, and depends on the request inconsistency of the application:

Critical:

- Max reaction time 2 hours
- Max time for restore the functionality 4 hours

High:

- Max reaction time 4 hours
- Max time for restore the functionality 8 hours

Medium:

- Max reaction time 8 hours
- Max time for restore the functionality 2 days

Low:

- Max reaction time 24 hours
- Max time for restore the functionality 3 days
- Corrective actions will be taken as soon as reasonably possible according to standards.
- Contact via Telephone hotline, email.

3.1 DELIVERABLES

During the development and the deployment phase, the following documents will be provided:

- Technical task for the document personalization system
- Administrator's guide
- User's Guide
- Technical project development
- Disaster recovery plan
- Test plan
- The qualification test protocol
- Experimental Commissioning Certificate
- Training Plan
- Commissioning certificate

System launch: all the infrastructure will be:

- System testing, performed as per the test plan, functional and performance, security, reliability and continuity.
  - o Testing output:
    - The qualification Test protocol
    - Experimental Commissioning Act.

Experimental exploitation:

- Testing the system in real conditions according to the requirements.
  - o Output: Commissioning Certificate

Commissioning:

Upon the commissioning certificate, the document personalization shall be deployed at work/ production site according to the deployment plan

Training:

For administrators and operators.

3.2 PROJECT SCHEDULE

The starting point of any type of project planning is specifying the customer requirements through specifications, tender documents and the contract. These requirements act as a basis for a task assignment which takes place in closest possible coordination with the technical system planning and the sales department. Task assignment involves the definition and description of all work packages in reference to:

- Scope
- Requirements
- Schedule
- Work load
- Resources (human, equipment and tools)
- Budget
- Results

Beyond purely descriptive planning functions, task assignment makes it possible to assign work packages selectively to functional departments and subcontractors, if any, and to monitor the progress of the work. This ensures clear delimitation of responsibilities. All main tasks to be done by SELP and subcontractors, if employed, are included. The code numbers of the work packages correspond to the activity numbers in the computerized schedule plan, GANTT-chart and critical path diagram, in which the logical sequence and the schedule situation is shown.

Based on the task assignment, schedule planning gives a detailed description of the way in which the project is to be executed and thus represents the planning guidelines. To minimize risks and problems during project execution, it is divided into predetermined phases ending in specific milestones.

Each milestone marks either the beginning or the successful completion of one of the planned activities on the list, based on the following criteria:

- Duration
- Interdependencies
- Resources
- Schedule dates
- Other identifications (e.g. responsibilities, job assignment, etc.)

Key milestones are controlled separately in addition to the detailed master schedule by the contract administration function of the project team.

Due to the increasing number of complex projects within SELP, project-tailored planning and control system has been developed and used in a number of projects.

The basic elements of this system are:

- All items are allocated to the corresponding work packages to ensure the necessary connection with the project schedules.
- Permanent internal auditing of the project.
- Project-oriented printouts.

3.3 PROJECT REPORTING

Reporting system is to provide all parties involved (Client, SELP senior management, project management, all functional departments including subcontractors) with the status and with trend information. The involved functional departments and the responsible subcontractors must record a Work Progress Report on a monthly basis.

The Work Progress Report affects all criteria path diagram activities to be started and/or finished during the reporting period and/or in progress. Reports from and to the headquarters of the Project Management Office are transmitted with by the appropriate media (telephone, letter, fax, diskettes, tapes or direct data transfer). The data of the Work Progress Report is directly applied to the current critical path diagram by the Project Office to reassess the overall project schedule.

The Work Progress Reports shall be made on a fortnightly basis. A report shall contain a summary of the project status, highlight problem areas and actions to resolve problems. All reporting shall be made with reference to the detailed Project Implementation Plan (PIP). Corrections to the PIP shall also be reported. Such corrections shall be for information only, and shall not change the reference values for the monthly reporting.

SELP will submit Work Progress Reports to his client. The Work Progress Report will contain, as a minimum:

- Information on all activities related to the project that has taken place since the last report.

- Information regarding the future activities and the progress of SELP's Scope of Work.

- The reports will focus on deviations from the agreed time schedule and milestones, and give information about consequences and identifications of alternative measures to compensate for occurred or potential delay(s).

- SELP will also prepare and update an overall Program schedule, to which the client would be able to track progress of different activities to which SELP has to comply.

- This progress report or the issuance of same does not relieve SELP of any contractual obligations, accountabilities or responsibilities.

Planning is updated based on available activities completed and level of performance reached. In co-operation with the various functional departments, the team members will assess the remaining work package in detail.

Thus, an interactive project evaluation is obtained. During a subsequent review, the Project Manager and the project team will evaluate the data concerning technical status and schedule situation. They will check those concerning possible problems and prepare the corresponding plans of action.

Updates will result in a new issue of the plan that will be distributed to the concerned departments and serve as a basis to determine the status of the subsequent period. Concentration of such data and reports serves both for periodic reporting to the customer and the SELP Management.

The following project meetings will be held:

Periodic Project Team Meeting

To minimize project-internal problems the Project Manager will hold periodic meetings with the various project teams. These meetings are held in order to co-ordinate all activities, to discuss project deviations and to prepare a plan for the appropriate decisions. The meetings warranty communication, a common approach and early problem recognition and assignment of the necessary actions agreed upon to the responsible team members.

Management Review Meeting

The purpose of this decision-making management meeting is to make a brief report by the Project manager for review by the higher management at SELP. Subjects covered include schedule and budget situation, compliance to contract requirements, technical performance level, anticipated problems, and proposed actions.

Project Review Meetings with the Customer

The kick off meeting is set up by the Project Manager as soon as the PO is received. Meetings with the client will be organized by the project management office or called for by the client. Starting from the effective date of the contract, project review meetings will be organized in a weekly periodic status and progress reports will be written up and submitted to the customer. Preferably, the reporting will be performed and coordinated by the Project Manager on a monthly basis, starting with the on-site activities.

From the start of installation, the reporting sequence will be increased from monthly to fortnightly or weekly reports.

Besides these implementation meetings, about specifications, site problems and detailed installation, testing, commissioning and acceptance reviews are planned.

SELP and his client will sign the minutes of all meetings in (2) two originals and each party shall take (1) one original. When considered necessary by a Party, representatives of the Subcontractors and experts of the parties shall attend the meetings.

SELP will provide for the attendance of representatives of the Subcontractors, if required.

Progress meetings shall be arranged regularly until final acceptance is completed. These meetings are to be coordinated with the release of the fortnightly Work Progress Reports.