Ministry of Finance | Central Bank of The Bahamas

Response to Vendor Questions Regarding

CDGPSS202601 Bahamas Government Digital Payment System Solution Request for Proposals

The Central Bank (the Bank) and Ministry of Finance (MoF) thoroughly analysed all submitted questions and consolidated them into a comprehensive, streamlined set of responses. This approach ensures that all vendors receive the same clear, unambiguous information, providing a level playing field and enabling vendors to submit their most focused and competitive proposals. The Bank/MoF believes this method addresses the core of the inquiries submitted while avoiding redundant or overlapping answers.

Server Infrastructure, Networking, and Operating Systems

No.	Question(s)	Answer(s)
1.	a) Kindly confirm the required Disaster Recovery posture — specifically the Recovery Time Objective (RTO), Recovery Point Objective (RPO), and whether an active-active or active-passive DR configuration is expected. b) What availability target, and what recovery time and recovery point objectives (RTO/RPO), does the Bank require for the platform and its disaster-recovery site? c) What are the required availability and high-availability targets, recovery time objective (RTO), recovery point objective (RPO), disaster-recovery architecture and business continuity requirements? d) Is there any preferred Disaster Recovery architecture (Active-Active, Active-Passive) envisioned for the platform? e) Can the Government clarify the disaster recovery and business continuity requirements for the proposed Digital Payment System, including whether an active-active or active-passive model is required, whether a secondary data centre is expected, the required	Full disaster-recovery testing is required at least annually, with backup restore testing conducted quarterly. Specific availability and uptime targets, RTO and RPO values, DR architecture, secondary data-centre requirements, and detailed backup-validation procedures will be finalised with the selected bidder during the Requirements & Detailed Design phase. For the proposal, bidders should propose appropriate targets and architecture based on industry best practices.

No.	Question(s)	Answer(s)
	frequency of disaster recovery testing, and backup validation requirements? f) What Recovery Time Objective (RTO) and Recovery Point Objective (RPO) are required? g) Is an active-active, active-passive, or warm standby architecture expected?	
2.	a) Kindly confirm the required system availability/uptime SLA (e.g., 99.9%) and the associated service-credit regime. b) Are specific availability requirements defined (e.g., 99.9%, 99.95%, 99.99%)? c) Please provide numeric availability/uptime targets (e.g., 99.9%) and peak transaction throughput (TPS) expectations, since 'High Availability' is defined only qualitatively.	Confirmation of the specific numeric availability/uptime target, the associated service-credit regime, and peak transaction throughput expectations has not been established. Bidders should recommend appropriate availability targets and a service-credit regime based on industry best practices for a government payment system. Final requirements will be agreed with the selected bidder during the requirements and detailed design phase.
3.	a) This should include the overall functionality of the system, availability, performance, security, RTO/RPO, disaster recovery, back up & restoration and data retention requirements. b) To support the design of a resilient, scalable, and compliant payment platform, kindly provide the Bank's expected non-functional requirements, including availability targets, transaction processing performance expectations, peak workload criteria, disaster recovery and business continuity requirements, and applicable RTO/RPO objectives.	Security requirements are confirmed elsewhere in this response: alignment with PCI-DSS, ISO 27001, NIST SP 800-53, and CIS Benchmarks, together with the specified encryption, key management, and HSM standards. Data retention is a minimum of five years, with seven years preferred. Disaster recovery testing is required annually, with restore testing quarterly. Confirmation of numeric availability and uptime targets, RTO and RPO figures, the required disaster recovery architecture, and peak transaction throughput and performance response time expectations is being finalised and will be provided to the selected bidder.
4.	a) Please confirm whether the selected Bidder is expected to supply the hardware required for the proposed solution. Appendix A states that hardware should be listed and priced “if applicable”; however, it is unclear	Bidders are not expected to provide hardware as part of the proposed solution. Any additional hardware requirements identified during the requirements and detailed design phase will be discussed and agreed with the selected bidder.

No.	Question(s)	Answer(s)
	whether hardware procurement must be included in the proposal. b) Is hardware included or software only?	
5.	a) Which all card networks are supported in Bahamas ? b) In case of on-prem, what are the supported OS & database platform supported?	Visa and Mastercard are accepted for this project, including the Family Islands. American Express is accepted throughout the country, primarily at tourist-facing establishments. It is not a payment method accepted for this project Confirmation of which specific card networks this solution must support is being finalised and will be provided to the selected bidder.
6.	a) Kindly confirm whether on-premises hardware is in scope, or whether it may be marked not-applicable for a cloud/SaaS solution; and, if in scope, whether the MoF/Bank will provide the hosting environment or the bidder must supply all hardware. b) Should on-premises or MoF-hosted infrastructure be required, we would appreciate confirmation of whether the MoF/Bank will provide the data centre, computers, storage, and network environment, or whether the bidder must supply and deliver all hardware.	The MoF preference at this time is for a fully on-premise solution. Scaling to a cloud deployment via a Hybrid model (cloud and on-premise) will, however, be assessed as the system grows. Bidders should therefore consider in the system design the possibility of converting to a hybrid model for the future operation of the system.
7.	If a Bidder does not offer the hardware and instead offers a SaaS solution, will the proposal be considered?	Bidders are not expected to provide hardware as part of the proposed solution. Any additional hardware requirements identified during the requirements and detailed design phase will be discussed and agreed with the selected bidder.
8.	Could you please confirm the preferred deployment approach for the solution?	The preference is to store data on-premises in The Bahamas. However, a vendor-operated SaaS, ASP, or hosted delivery model is also eligible, provided the MoF retains full ownership, governance, and operational oversight. Where a bidder proposes cloud, hybrid, or offshore-hosted deployment, exceptions permitting data storage in other jurisdictions may be granted at the discretion of the Data Commissioner's office.
9.	Can the Government clarify the preferred infrastructure for the proposed Digital Payment System? For example, should	The preference is to store data on-premises within The Bahamas. However, a vendor-operated SaaS, ASP, or hosted delivery model is also eligible, provided the MoF retains

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	the solution be cloud-based, on-premises, hybrid, Kubernetes-based, or virtual machine-based?	full ownership, governance, and operational oversight. Bidders should describe their proposed infrastructure approach in their proposal.
10.	What known connectivity or infrastructure constraints exist in the Family Islands that bidders should account for (e.g., intermittent internet, need for offline/store-and-forward transaction support)?	Connectivity and infrastructure constraints in the Family Islands have not yet been confirmed. Bidders should state their assumptions and explain how the proposed solution can accommodate intermittent internet connectivity, including offline or store-and-forward capabilities where available. Specific requirements will be confirmed with the selected bidder.
11.	Will cloud-hosted solutions be evaluated equally with on-premise deployments provided security and compliance requirements are met?	Yes, if the argument for the cloud-hosted solution is fully justified. A vendor-operated SaaS, ASP, or hosted delivery model is eligible, provided the MoF retains full ownership, governance, and operational oversight of the system, its data, and its operating model, and provided applicable security, compliance, and data residency requirements are met.
12.	Will MoF provide a DR environment, or must bidders provision one within their proposal?	Bidders should include a suitable disaster-recovery environment in their proposal. The final arrangement will be agreed upon between the MoF and the selected bidder during the requirements and detailed design phase.
13.	Do the Government or the Bank maintain an approved product list, standing offer, or pre-cleared vendor arrangements for hardware, operating systems, databases, or middleware to which the proposed solution must or should conform? If so, please provide the list.	It has not been confirmed whether the Government has an approved product list, standing offer, or pre-cleared vendor arrangement for this procurement.
14.	a) Are public cloud providers approved? b) Please clarify preferred deployment model: On-Premise, Private Cloud, Government Cloud, Public Cloud, Hybrid Cloud, or SaaS. c) What is the expected hosting model: government data centre, private cloud, public cloud, SaaS, or vendor-hosted?	The preference is for data to be stored on-premises in The Bahamas. A vendor-operated SaaS, ASP, or hosted delivery model is also eligible, provided the MoF retains full ownership, governance, and operational oversight. Bidders should describe their proposed infrastructure approach in their proposal.

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	d) Could the Bank clarify its preferred deployment model? For example: On-Premises; Government Cloud; Private Cloud; Public Cloud; Hybrid; or Software-as-a-Service. e) Please confirm the preferred deployment architecture and the acceptable options, including vendor-hosted SaaS, Government-hosted private cloud, hybrid cloud and on-premises deployment. f) Can cloud hosting be considered? If yes, public cloud, private cloud or hybrid? g) Are there any cloud system available or can a system be hosted on cloud? h) Please confirm whether SaaS, private cloud, public cloud, and hybrid cloud deployment models are acceptable. i) Are there in-country data-residency, data-sovereignty or information-classification requirements for MoF and Central Bank data? If public cloud is permitted, which hosting regions and cloud providers are acceptable?	
15.	a) Section 3.14 states that the Ministry of Finance will retain operational oversight and that proposals must reflect the MoF as system operator. Appendix A includes hardware, while Sections 3.15.6(f) and 3.15.7(i) invite SaaS, ASP and hosted delivery models. Please confirm whether a vendor-operated SaaS deployment is eligible or whether a Government-operated deployment is mandatory. b) Section 3.14 requires proposals to reflect the Ministry of Finance as system operator with full ownership, governance, and operational oversight. Section 3.15.6(f) invites alternative delivery models including Software as a Service and hosted models. Please confirm whether SaaS or managed service delivery is acceptable provided the Ministry retains governance and data ownership,	A vendor-operated SaaS, ASP, or hosted delivery model is eligible, provided the MoF retains full ownership, governance, and operational oversight of the system, its data, and its operating model, consistent with Section 3.14. Operational hosting by the vendor and system ownership and governance by the Ministry are not mutually exclusive, and bidders proposing a SaaS or hosted delivery model should describe in their proposal how Ministry governance and oversight are preserved under that model. On data residency, the preference is for data to be stored on-premises in The Bahamas. Government exceptions permitting storage in other jurisdictions may be granted at the discretion of the Data Commissioner's office, applicable equally to production and disaster recovery environments.

No.	Question(s)	Answer(s)
	and state any data residency requirements applicable to production and disaster recovery environments.	
16.	Can you provide an inventory of the existing digital payment channels currently utilized across Government Ministries and Agencies, together with any planned decommissioning strategy for legacy payment platforms that will be replaced by the proposed solution?	The Government's existing payment platform, DigiPay, is accessed by the public through individual agency portals, MyGateway (the national digital government platform), and in person at government offices. It supports payment via third-party wallets, cash collected through point-of-sale terminals, SandDollar, and card payments processed through a third-party processor. Confirmation of the planned decommissioning or migration strategy for this platform is being finalised and will be provided to the selected bidder.
17.	If an on-premises deployment is required, can the Bank provide detailed specifications for the available server hardware, network bandwidth between primary and DR sites, and existing security stacks (e.g. SIEM, WAF) that the solution must integrate with?	
18.	Which other Government financial systems (e.g., IFMIS/GFMIS, Treasury systems, tax/VAT systems, NIB, Customs) must the solution integrate with?	The complete list of Government financial systems requiring integration is still being finalised and will be confirmed with the selected bidder. Bidders should propose a flexible, standards-based solution capable of integrating with systems such as IFMIS/GFMIS, Treasury, tax/VAT, NIB, and Customs.
19.	Are there existing bank, PSP, mobile wallet, and card-acquirer agreements that the bidder must integrate with?	Details of applicable existing agreements have not yet been confirmed. Bidders should propose a solution that integrates with multiple banks, PSPs, mobile wallets, and card acquirers. Relevant agreement details will be provided to the selected bidder, subject to appropriate confidentiality arrangements.
20.	a) What environments are required (Development, SIT, UAT, Training, Production, DR)? b) Where hardware is in scope, we would welcome confirmation of the environments to be provisioned (Production, DR, SIT, UAT, Staging), and whether each must be separately specified and priced.	The proposed solution should support appropriate Development, SIT, UAT, Training, Production, and Disaster Recovery (DR) environments, with suitable separation between non-production and production environments. The final environment configuration and provisioning requirements will be confirmed with the selected bidder during the implementation phase.

No.	Question(s)	Answer(s)
		Bidders are not expected to provide hardware as part of the current scope. Therefore, separate hardware pricing for each environment is not required at this stage. If additional hardware is subsequently determined to be necessary beyond the existing infrastructure, this will be discussed with the selected bidder.
21.	a) Please provide SandDollar integration dependencies like authentication mechanism, testing environments, and certification process etc.	Detailed SandDollar integration requirements, including authentication mechanisms, API specifications, testing environment access, and related technical dependencies, will be provided to the selected bidder during implementation.
22.	a) Are POS and ATM devices management required as part of the solution? If yes, what brands are considered? b) Could the Committee kindly confirm whether endpoint hardware (e.g., POS terminals, card readers, kiosks) is expected as part of the solution or is out of scope.	Endpoint hardware, including POS terminals, ATM devices, card readers and kiosks, is out of scope for this solution. Such hardware will be provided by a separate vendor and does not form part of this proposal.
23.	a) Please confirm whether the Cost Proposal and Total Cost of Ownership worksheet must include all hardware, hosting infrastructure, and third-party software such as databases, application servers, hardware security modules, and monitoring tools, or whether any infrastructure will be provided by the Ministry or the Bank. Please also clarify how ongoing consumption based third party costs are to be treated, including SMS and one time password gateway fees, email delivery, fraud screening services, identity verification checks, payment switch or scheme fees, hosting charges, and certificate management. Should these be included in the bidder's price, passed through at cost, or borne directly by the Ministry?	Whether hardware, hosting infrastructure, and third-party software must be priced by the bidder or will be provided by the Ministry or Bank depends on the delivery model proposed, consistent with the eligibility of both on-premise and vendor-operated SaaS or hosted models set out elsewhere in this response. Bidders proposing on-premise infrastructure should price hardware using the dedicated Hardware Cost line in Appendix A. Confirmation of how ongoing consumption-based third-party costs, including SMS and OTP gateway fees, email delivery, fraud screening, identity verification, payment switch or scheme fees, hosting charges, and certificate management, should be treated in pricing, included in the bidder's price, passed through at cost, or borne directly by the Ministry, is being finalised and will be provided to the selected bidder. Infrastructure sizing and procurement requirements depend on the delivery model proposed. Bidders proposing an on-premise deployment should include complete infrastructure sizing and procurement in their proposal. Bidders proposing a vendor-operated SaaS or hosted model would not be providing infrastructure for the Ministry

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	b) Will infrastructure be provided by MoF, or should bidders include complete infrastructure sizing and procurement requirements? c) Should the proposal include all required hardware, hosting, network, security, backup, disaster recovery, and infrastructure components, or does the Government intend to use existing infrastructure where applicable? d) Please confirm which infrastructure components, including servers, networking, security appliances, storage, backup and end-user equipment, must be supplied by the successful bidder and which will be provided by the MoF or Central Bank.	to procure separately, subject to the Ministry retaining governance and oversight as set out elsewhere in this response. Bidders proposing an on-premise deployment should include all required hardware, hosting, network, security, backup, and disaster recovery infrastructure components in their proposal. Confirmation of whether any existing Government infrastructure is available for reuse is being finalised and will be provided to the selected bidder. Confirmation of the specific allocation of infrastructure components, including servers, networking, security appliances, storage, backup, and end-user equipment, between the successful bidder and the Ministry or Central Bank is being finalised and will be provided to the selected bidder.

System Interoperability and Integrations

No.	Question(s)	Answer(s)
1.	a) What identity and access-management platform must the solution integrate with, such as Microsoft Active Directory, Microsoft Entra ID, LDAP, a national digital identity platform or another SSO service? b) Should the platform integrate with Microsoft Entra ID / Active Directory? c) Is there an existing Identity Provider (IDP) such as Microsoft Entra ID, Active Directory, LDAP, or National Digital Identity platform to integrate with? d) Will the Government provide an existing Identity Provider for authentication, such as Microsoft Active Directory, Azure AD, SAML, or OpenID Connect, or is the selected vendor expected to provide this capability? e) Is integration with a national Digital Identity or e-Government authentication platform planned or required as part of the proposed solution? f) Kindly confirm whether a national digital identity, e-KYC, or citizen-authentication authority/service exists that the solution must integrate with for payer identity verification. g) Should back office user access be managed natively within the solution or federated with an existing Government directory service such as Active Directory or an equivalent? Separately, is there an existing or planned citizen facing digital identity program with which the payer side of the solution should integrate? h) Should the platform integrate with Microsoft Entra ID / Active Directory?	Active Directory can be considered as the Identity Provider for back-office user access, scoped to active public servants. Confirmation of the specific integration protocol, LDAP, SAML, or OpenID Connect, and whether Entra ID specifically is the intended platform, is being finalised and will be provided to the selected bidder. Back-office user access should be federated with the Government's Active Directory environment, scoped to active public servants, rather than managed natively within the solution. Confirmation of whether a national digital identity, e-KYC, or citizen-authentication platform exists or is planned for payer-side identity verification is being finalised and will be provided to the selected bidder.
2.	a) We would welcome an inventory of the existing systems requiring integration (e.g., ERP/GL, core/central banking	The existing Government payment platform currently integrates with a third-party processor for card transactions, the Treasury Financial Management System for

No.	Question(s)	Answer(s)
	systems, Government service portals, commercial-bank and PSP rails), including the integration protocols and message standards each supports. b) Please provide a complete list of systems requiring integration including ERP, Treasury, Customs, Tax, Revenue, Budgeting, HRMS, Payroll, Banking, Merchant Portals, and Citizen Service Portals. c) Can the Bank provide a complete inventory of applications requiring integration?	general ledger posting and reconciliation, and third-party wallet providers for wallet and SandDollar payments. MyGateway and individual agency portals serve as citizen-facing channels. Confirmation of a complete inventory of applications requiring integration, including any Customs, Tax, Revenue, Budgeting, HRMS, and Payroll systems, together with the integration protocols and message standards each supports, is being finalised and will be provided to the selected bidder.
3.	a) Will the Bank release, under a non-disclosure agreement, the current DigiPay architecture, MDA inventory, interface catalogue, transaction-volume data and sample reporting requirements to support accurate solution design and pricing? b) What is the current DigiPay data volume? c) Please provide total data volume, database type, transaction history size, document volume, archive requirements, and retention periods.	Confirmation of whether detailed DigiPay architecture, MDA inventory, interface catalogue, transaction-volume data, and reporting requirements can be released under a non-disclosure agreement ahead of proposal submission, or whether this information remains reserved for the selected bidder following award, is being finalised and will be provided to the selected bidder.
4.	a) Is a Sand Dollar integration specification and testing sandbox available to bidders, and if so at what version? If not yet published, by which project phase will the interface specification and a conformance environment be provided? b) Could you please provide the technical specifications, API documentation, and onboarding requirements for integration with the Sand Dollar ecosystem?	No, the sandbox is not available to bidders. Detailed SandDollar integration requirements, including authentication mechanisms, API specifications, testing environment access, and related technical dependencies, will be provided to the selected bidder during implementation. Confirmation of the specific project phase at which the interface specification and conformance environment will be provided to the selected bidder is being finalised and will be provided to the selected bidder.
5.	a) Could we check whether the MoF and the Central Bank have any initial preferences / considerations regarding the transition approach from the existing DigiPay system to the new centralised payment platform? We assume a phased migration approach before broader rollout (e.g.,	Confirmation of the intended transition approach, whether phased coexistence or a single cutover at go-live, is being finalised and will be provided to the selected bidder. Confirmation of the primary drivers for replacing the existing DigiPay platform is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
	operating both systems in parallel during a defined transition period), rather than fully replacing DigiPay through a single cutover at go-live. Confirmation of the intended transition strategy will help us define the scope, delivery timeline, and required resources in our proposal. b) What are the primary drivers for replacing DigiPay (e.g., end-of-life, scalability limits, lack of interoperability, vendor lock-in)?	
6.	a) Can the Government clarify the required system integration scope for the proposed Digital Payment System, including which existing systems must be integrated, the expected API or interface standards (such as REST, SOAP, ISO 20022, or proprietary formats), and whether any middleware or enterprise service platforms are currently in place? b) For salaries, pensions and other bulk disbursements, which Treasury, payroll, IFMIS, HR, banking or other Government systems must be integrated, and through which interface types?	The existing Government payment platform integrates with a third-party processor for card transactions, the Treasury Financial Management System for general ledger posting and reconciliation, and third-party wallet providers for wallet and SandDollar payments. On interface standards: ISO 20022 is required specifically at the point where the solution connects to the national Fast Payment System. The existing ACH supports NACHA file formats only, and does not support ISO 20022. Confirmation of REST, SOAP, or other proprietary interface standards applicable elsewhere, and whether an enterprise service bus or API gateway is currently deployed has not been confirmed. Further details will be provided to the successful bidder. Disbursements are expected to be supported by SandDollar, ACH, and the national Fast Payment System once operational, as set out elsewhere in this response. Confirmation of the specific Treasury, payroll, IFMIS, and HR systems requiring integration, and the interface types for each, is being finalised and will be provided to the selected bidder.
7.	Is the QR framework in Bahamas based on EMVCo standards, or does it rely on a proprietary QR format?	The proposed solution should utilise a recognised standard for QR code generation. At this stage, the applicable QR standard has not yet been confirmed. Bidders should provide details of the standard(s) supported by the proposed system, and the specific specifications will be confirmed with the selected bidder.
8.	Will the successful bidder receive access, under appropriate confidentiality arrangements, to the existing DigiPay architecture, source code where applicable, API	The selected bidder will receive access to relevant and available DigiPay documentation and technical information required for implementation, subject to appropriate confidentiality and security arrangements.

No.	Question(s)	Answer(s)
	specifications, database schema, interface documentation, operating procedures and test data?	
9.	a) Does the MoF and Central Bank of The Bahamas expect all services to be provided by one entity or can it be a consortium of entities? b) Please also confirm who will arrange the integration with all the entities wanting to do collections? Or there will be one entity only? c) Will one platform serve only Ministry of Finance or all Government agencies?	Consortia and joint ventures are eligible to submit proposals, with a designated administrative lead and all roles clearly defined. Bidders are not required to be registered entities in The Bahamas. The solution is intended to serve as a centralised platform for the collection and disbursement of public funds across all Government Ministries, Departments, and Agencies, not the MoF alone. The Ministry of Finance, as owner and operator of the solution, is responsible for coordinating and sequencing the onboarding of Ministries, Departments, and Agencies onto the platform, consistent with its ownership of the post-go-live operating model. The selected vendor is responsible for building the technical capability to support multi-agency onboarding, as set out in Section 4.3 of the RFP.
10.	a) Please describe the current technical architecture, technology stack, hosting model (on-premise vs. cloud), and incumbent vendor/ownership of the existing DigiPay platform. b) Could the MoF and Central Bank share details on the existing DigiPay platform, including its current functionalities, technology stack, and existing ministry/departmental interfaces, along with a current gap analysis versus the intended future state? This information would help us properly scope the migration and integration effort. c) Could you please share details of the existing DigiPay solution, including current architecture and deployment model, technology stack, existing integrations/interfaces, and key business and technical challenges that the replacement solution is expected to address?	DigiPay is the Government's payment gateway API, accessed by the public through individual agency portals, MyGateway (the national digital government platform), or in person at government offices. It integrates with a third-party processor for card transactions and PCI compliance, a Treasury financial management system for general ledger posting, reconciliation, and reporting to the Ministry of Finance, and third-party wallet providers for wallet and SandDollar payments. Confirmation of the underlying technology stack, hosting model, incumbent vendor and ownership structure, and a gap analysis against the intended future state is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
11.	a) Will third-party connectivity, certifications, HSMs, SMS services, and PSP connectivity be facilitated by the Bank or be the responsibility of the bidder? b) Can the Government provide further details on the expected primary users, the number of participating institutions for each implementation phase, and whether there will be direct connectivity to third-party fintech companies?	HSM implementation is the bidder's responsibility, built to the encryption and key management standards set out elsewhere in this response. SandDollar and FPS certifications and technical specifications will be provided by the Bank to the selected bidder following contract award. PSP connectivity may be delivered either directly by the bidder or through integration with existing banks and PSPs, at the bidder's proposal. Confirmation of SMS service provisioning is being finalised and will be provided to the selected bidder. The first phase of implementation is the Ministry of Transport, via the Road Traffic Department, supporting card and SandDollar payments. Confirmation of primary user volumes, the number of participating institutions for subsequent phases, and whether direct connectivity to third-party fintech companies is expected, as distinct from connectivity through existing banks and PSPs, is being finalised and will be provided to the selected bidder.
12.	a) Is the Bank expecting a full cutover from DigiPay to the new platform, or a phased coexistence/migration period by agency, service, payment method, or payment use case? b) Should the proposed solution include merchant, biller, agency-service, and payment-reference administration capabilities, or will these continue to be managed by existing acquirers, banks, or Government systems?	Confirmation of the intended migration approach, whether full cutover or phased coexistence by agency, service, or payment method, is being finalised and will be provided to the selected bidder. Confirmation of whether merchant, biller, agency-service, and payment-reference administration should be included within the proposed solution, or continue to be managed by existing acquirers, banks, or Government systems, is being finalised and will be provided to the selected bidder.
13.	Please clarify whether the Government intends to appoint a single primary Payment Service Provider (PSP) for all Ministries and Agencies, or whether the proposed solution should support multiple PSPs and payment providers operating concurrently within the platform?	A single payment gateway is acceptable for the current implementation. The solution should be architected to support the future onboarding of additional PSPs, acquiring institutions, and payment providers without requiring significant redevelopment of the core platform.
14.	a) What volume of historical data must be migrated, including the number of source systems, years of data retention, and estimated records to be converted? b) What volume and time horizon of historical data must be migrated from DigiPay, and in what format/system is it currently stored?	This information is being compiled by the Ministry of Finance, as the current operator of DigiPay, and will be provided to the selected bidder. Bidders should note that no Government Ministry, Department, or Agency currently accepts SandDollar as a payment method. The migration scope described above therefore relates to the Ministry's existing payment and disbursement

No.	Question(s)	Answer(s)
	c) To facilitate accurate estimation of migration effort, timelines, and resource requirements, kindly provide an overview of the existing DigiPay ecosystem, including indicative transaction volumes, historical data retention requirements, source systems, interface landscape, and the extent of data migration expected as part of this engagement. d) What level of historical data must be migrated: transaction history, customer profiles, audit logs, reconciliations, settlement data, documents, and attachments? e) What historical data must be migrated: transactions, users, agencies, settlement data, audit logs, payer records, reports? f) Could the Bank provide additional information regarding the existing data that is expected to be migrated, including: estimated database size; historical transaction volumes; required retention period; source systems; data formats; and migration expectations and scope? g) As the RFP requires migration of historical payment data from the existing system, could the MoF and Central Bank confirm the (1) number of years of historical data to be migrated, (2) the estimated data volume, (3) expected data quality, and (4) the legacy formats in which this data is currently held? This information is needed to properly scope and plan the migration workstream. h) Kindly provide the DigiPay historical data volume, record count, formats, and history depth to be migrated, and confirm the availability of, and access to, the source data and incumbent-vendor cooperation. i) For migration of historical payment data from the existing DigiPay system, will the Bank provide documented data	records under DigiPay, and does not include any prior SandDollar transaction history.

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	schemas, formats and volumes, and confirm the cut-over approach expected? j) To scope integration and migration effort within the stated timeframe, please provide an inventory of the Ministries, Departments, and Agencies currently accepting digital payments, the payment rails each uses, and the high-level interface protocol for each rail, for example SandDollar via API or ACH via file exchange. Please also provide DigiPay transaction volumes, data formats, the volume of historical data to be migrated, and confirm whether the incumbent vendor is contractually obligated to support migration. k) What is the expected scope of historical data migration, including the number of years of data to be retained and migrated, approximate data volumes, and data formats available for migration? l) How many years of historical transaction data must be migrated?	
15.	a) Kindly confirm whether SandDollar API specifications, a sandbox, and integration credentials will be provided, and at what point in the schedule. b) Will API specifications, test/sandbox environments, and technical documentation for the SandDollar platform be made available to the selected vendor? Additionally, are there existing integration patterns, reference architectures, or a formal certification process already established for onboarding new solutions to SandDollar? c) Kindly confirm whether SandDollar CBDC API specifications, a sandbox, and integration credentials will be provided, and at what point in the schedule. d) Will interface specifications and sandbox or test access for the SandDollar platform and other existing rails be	Detailed SandDollar integration requirements, including authentication mechanisms, API specifications, testing environment access, and related technical dependencies, will be provided to the selected bidder during implementation.

No.	Question(s)	Answer(s)
	made available to all bidders during the procurement, or to the selected bidder at project initiation?	
16.	a) Could the Bank clarify which party will be responsible for obtaining any required external certifications, approvals, or production readiness validations with FPS, SandDollar, acquirers, banks, PSPs, wallet providers, card schemes, or other participants? b) Will sandbox or certification environments be made available before UAT for: FPS; SandDollar; acquiring banks; PSPs; wallet providers; and other external payment participants? c) Will sandbox or certification environments be made available prior to User Acceptance Testing for: FPS; SandDollar; acquiring banks; and other payment service providers? d) Should bidders propose a detailed post-go-live operating model allocating responsibilities across MoF, Central Bank, agencies, vendor, local support team, banks, PSPs, wallet providers, acquirers, and other participants, or will the Bank/MoF define this operating model separately?	The Bank does not currently grant or provide testing or sandbox environments to bidders as part of this engagement. Bidders are not required to propose a detailed post-go-live operating model allocating responsibilities across the Ministry of Finance, the Central Bank, agencies, the vendor, local support teams, and external participants. As the Bank is procuring this solution on behalf of the Ministry of Finance, which will own and operate the system, the Ministry will define this operating model separately.
17.	a) Should the proposed solution be designed to facilitate the future onboarding of additional payment service providers, acquiring institutions, digital wallets, and payment channels without significant redevelopment of the core platform? b) Does the Government expect the solution to integrate with a single payment gateway, or should the proposed architecture support multiple payment gateways and acquiring institutions to facilitate future expansion and redundancy?	The solution should be architected to support the future onboarding of additional payment service providers, acquiring institutions, digital wallets and payment channels, without requiring significant redevelopment of the core platform. A single payment gateway is acceptable for the current implementation. The solution is intended solely for the Commonwealth of The Bahamas. Regional payment interoperability is not required.

No.	Question(s)	Answer(s)
	c) Is the proposed solution intended solely for the Commonwealth of The Bahamas, or should the architecture support potential future expansion to additional jurisdictions or regional payment interoperability?	
18.	a) Please clarify the Bank's preferred integration standards, API protocols, security requirements, and interface governance expectations for connectivity with internal systems, FPS, SandDollar, banking platforms, and other external stakeholders. b) Can the Bank provide integration architecture standards, API standards, security standards, and middleware requirements? c) Could the Bank clarify preferred API standards, authentication protocols, security requirements, developer portal expectations, sandbox availability, and third-party integration process?	Detailed SandDollar integration requirements, including authentication mechanisms, API specifications, testing environment access, and related technical dependencies, will be provided to the selected bidder during implementation.
19.	a) Who is the current SandDollar platform provider/interface owner, and what integration specifications will be made available? b) Are integration specifications available for existing government systems? c) Are standard bank integration specifications available?	Movmint, formerly NZIA, is the Central Bank's technology solutions provider for the SandDollar platform. Integration specifications, including APIs, interface documentation and transaction flows, will be made available to the selected bidder following contract award. This information will not be provided during the proposal or evaluation process. Documentation on the existing DigiPay environment, including data schemas, formats and volumes, is being confirmed with the Ministry of Finance.
20.	a) Will FPS connectivity be provided directly by the Central Bank or through participants? b) Kindly clarify whether connectivity to SandDollar will be facilitated through standard APIs/services provided by the Central Bank. Additionally, will access to integration environments, certification processes, and technical support be made available to the successful bidder?	Detailed SandDollar integration requirements, including authentication mechanisms, API specifications, testing environment access, and related technical dependencies, will be provided to the selected bidder during implementation. The selected vendor will be granted access to all relevant documentation on the CBDC, including available APIs, interface specifications, transaction flows, supported messages and integration guidelines, and will be required to work with the CBDC vendors on testing and implementation of the integration. Specific details on the

No.	Question(s)	Answer(s)
		authentication method used by SandDollar will be provided to the successful bidder.
21.	a) Which specific mobile wallet providers must be supported under 'mobile wallets'? b) Please clarify if the Wallet vendor is already finalized? If yes, please provide wallet providers integration mechanisms.	Wallet functionality in the context of this solution refers to SandDollar, the Central Bank Digital Currency. SandDollar wallets are managed by Authorised Financial Institutions (AFIs); the solution is not required to integrate with separate third-party mobile wallet providers outside of the SandDollar ecosystem. The SandDollar platform's technology provider is MovMint. Integration mechanisms and specifications will be made available to the selected bidder following contract award, and will not be provided during the proposal or evaluation process.
22.	a) For FPS integration, which party will provide and control message specifications, API documentation, test environment access, certification process, participant testing, connectivity requirements, ISO 20022 usage rules, and production readiness approval? b) For SandDollar/CBDC integration, which party will provide and control API documentation, sandbox access, certification requirements, settlement process, wallet interaction model, QR payment requirements, reconciliation data, and production readiness approval?	The Fast Payment System is operated by Montran Corporation, and ISO 20022 messaging is mandatory. Message specifications, API documentation, test environment access, certification requirements, and production readiness approval for FPS integration will be provided to the selected bidder following contract award; this information is not available during the proposal or evaluation process. SandDollar's technology provider is Movemint. SandDollar wallets are managed by Authorised Financial Institutions (AFIs), and SandDollar operates as a real-time settlement system. API documentation, sandbox access, certification requirements, the wallet interaction model, and production readiness approval for SandDollar integration will be provided to the selected bidder following contract award; this information is not available during the proposal or evaluation process.
23.	a) The definitions section says "Proposal" refers to the design and implementation of "the requested Fast Payment System (FPS) solution," but the body describes a government collections and disbursements platform replacing DigiPay, with FPS as an integration target. Please confirm that the scope is the government payment system, not the FPS itself. b) The Purpose, Background and Scope of Work sections describe the procurement as a centralized Government Digital Payment System intended to replace DigiPay and integrate with the national FPS, SandDollar/CBDC, cards,	Section 2.2 of the RFP defines "Proposal" as the submission for the design, development, implementation, licensing and software maintenance of the requested Government Digital Payment System solution. It does not reference the Fast Payment System. Bidders may be referencing the Bank's separate Fast Payment System procurement, CDFPS202501, which uses similar defined terms. To confirm directly, the scope of this RFP is the Government Digital Payment System, replacing the existing DigiPay platform, with integration to the national FPS, SandDollar, card networks, banks and other payment channels as set out in Section 4. The FPS itself is a separate, Bank-led infrastructure project and is not part of the scope bidders are being asked to propose under this RFP.

No.	Question(s)	Answer(s)
	banks, wallets, government portals and other systems. However, the definition of "Proposal" refers to the "requested Fast Payment System (FPS) solution." Could the Bank confirm that bidders are expected to propose the Government Digital Payment System and its integration with the national FPS, rather than the FPS infrastructure itself?	
24.	Can detailed SandDollar integration documentation be provided?	Detailed SandDollar integration documentation will be provided to the selected bidder. This documentation will not be made available during the proposal or evaluation process.
25.	What APIs are available for wallet inquiries, payments, refunds, and settlement?	APIs for wallet inquiries, payments, refunds and settlement will be made available to the selected bidder. This information will not be provided during the proposal or evaluation process.
26.	Are there certification requirements for SandDollar ecosystem participants?	Yes, for wallet providers and SandDollar issuers.
27.	What transaction limits currently apply to SandDollar transactions?	SandDollar operates two tiers of individual eWallets, together with a merchant wallet category. Tier I wallets carry a $500 holding limit and a $1,500 monthly transaction limit. Government-issued identification is not required for enrolment, and the wallet cannot be linked to a bank account. Tier II wallets carry an $8,000 holding limit and a $10,000 monthly transaction limit. Merchant wallets carry a holding limit ranging from $8,000+, with unlimited annual transaction volume.
28.	Do we need to showcase CBDC rail functionality or readiness to deploy will be sufficient?	A demonstrated readiness to deploy CBDC rail functionality will be sufficient at the proposal stage. Bidders should describe their approach to CBDC integration in accordance with Section 3.15.6 of the RFP.
29.	a) Which commercial banks must be supported initially?	There is no current need to have commercial banks supported.

No.	Question(s)	Answer(s)
	b) How many commercial banks, payment service providers, and external payment networks will require connectivity and certification? c) Please provide the list of commercial banks, payment service providers, and mobile money providers with which interoperability is required. d) Please provide the list of commercial banks and expected integration mechanisms for each bank. e) Which commercial banks, payment service providers, mobile-money providers, card schemes and card acquirers must be integrated at go-live? Please identify the designated or preferred card acquirer, if any. f) Please include experience in delivering payment switches, payment orchestration platforms, national payment infrastructure, real-time payment systems, and digital payment solutions for banks, central banks, and PSPs. g) Please include experience from central banks, commercial banks, payment service providers, and national payment infrastructure projects as qualifying references h) How many commercial banks, payment service providers, and external payment networks will require connectivity and certification? i) Which commercial banks must be supported initially? j) Which commercial banks, payment service providers, mobile-money providers, card schemes and card acquirers must be integrated at go-live? Please identify the designated or preferred card acquirer, if any.	
30.	a) Will ISO 20022 compliance be mandatory for FPS messages?	ISO20022 messaging is mandatory; it will be required for all payment transaction types initiated by and sent to the FPS. SandDollar utilises an API based interface with a JSON messaging structure. Specifications on the SandDollar messaging structure will be provided to the successful bidder.

No.	Question(s)	Answer(s)
	b) Kindly confirm where ISO 20022 messaging is mandatory versus optional, and any other prescribed standards (e.g., ISO 8583 for card rails). c) Please confirm the scope of ISO 20022 compliance — mandatory across all payment rails, or specific to bank transfer/FPS messaging only? d) Is ISO 20022 mandatory for all interfaces or only applicable payment networks? e) Which payment flows must support ISO 20022 standards? Please provide message types expected within the solution. f) Regarding ISO 20022 “where applicable” (§4.4), can the Bank confirm the extent of the requirement—which flows and interfaces must carry ISO 20022 messaging versus other formats? g) Regarding ISO 20022 messaging (Section 4.4), can the Bank define the specific message types required for “Government-to-Person” (G2P) disbursements versus “Person-to-Government” (P2G) collections?	
31.	a) What are the certification and testing requirements for FPS integration? b) As the national FPS is currently under implementation/planning, kindly confirm whether the successful bidder will be required to directly integrate with FPS during the project lifecycle. If yes, will the necessary interface specifications, certification requirements, test environments, and support be provided by the Bank/FPS operator? c) What is the expected FPS integration timeline, given that the national FPS is described as upcoming? d) As the national FPS is currently under development by a third party, will the Bank provide the final API	The proposed solution should be capable of interfacing with the FPS solution. More details on the API specification will be provided to the successful bidder. The bidder will also be given the necessary access to all test environments.

No.	Question(s)	Answer(s)
	specifications and a testing sandbox by the "Requirements Specification" phase (Week 3), and how will delays in the FPS rollout impact the 40–44 week timeline?	
32.	a) How many internal and external systems must be integrated with the new Digital Payment Platform, and which of those integrations are mandatory for Go-Live? b) How many payment collection entities are required to be integrated with the system for payment collection? c) Does an existing citizen-facing government payment or services portal need to be integrated with, or replaced by, the new solution?	Confirmation of the total number of internal and external systems requiring integration, and which of those are mandatory for Go-Live, is being finalised and will be provided to the selected bidder. Confirmation of the number of payment collection entities required to be integrated with the system is being finalised and will be provided to the selected bidder. MyGateway, the national digital government platform, along with individual agency portals, currently serves as the primary citizen-facing channel for government payments. Confirmation of whether the proposed solution is expected to integrate with MyGateway and existing agency portals, or whether it introduces its own separate citizen-facing interface, is being finalised and will be provided to the selected bidder.
33.	a) What FPS services will be available on implementation (credit transfers, request-to-pay, proxy resolution, QR payments, etc.)? b) Please clarify the expected level of integration with the Fast Payment System (FPS), including whether the solution is expected to support payment initiation, Request-to-Pay, alias resolution, QR payments, and real-time disbursements, or only selected FPS services?	On implementation, FPS services should include credit transfers, request to pay, proxy resolution and QR code-based payments.
34.	a) Could we get current FPS message specifications? b) Please clarify if FPS is already operational. If yes, please provide interface specifications, ISO20022 message formats, certification requirements, and test environment access.	Work on the FPS deployment is ongoing with a target launch date for July 2027. Interface specification will be provided to the successful bidder.
35.	a) Will bank onboarding be handled by the selected vendor or by the MoF/Bank?	Commercial Banks will not be required to integrate directly with the proposed solution.

No.	Question(s)	Answer(s)
	b) How should unmatched transactions be handled?	
36.	a) Are mobile payment applications integration expected to be included in the scope? If yes, what message format will need to be required? b) Are mobile applications required or only responsive web interfaces?	The selected solution will be required to integrate with SandDollar at inception and scaled to receive FPS payments once launched. The selected solution should allow payments received via mobile phones and responsive web interfaces
37.	a) Could the MoF and Central Bank confirm whether the proposed solution is expected to establish direct connectivity with all participating financial institutions or whether a centralised switching layer will be provided by the Central Bank for this purpose? This will help us determine the appropriate integration architecture. b) We would appreciate confirmation of the target integration architecture — whether an API gateway / ESB / middleware layer is to be provided by the vendor, and whether real-time, batch, or both integration patterns are required per interface.	Commercial Banks will not be required to integrate directly with the proposed solution.
38.	Are specific banking messaging protocols (e.g., SWIFT, direct ACH file exchange) required in addition to API-based integration?	Vendor should provide the different protocols supported by the proposed solution.
39.	a) What is the expected scope of integration with SandDollar and the national Fast Payment System (FPS), and are interface specifications currently available? b) Kindly confirm the national FPS go-live status, whether a test environment and specifications will be available during implementation, and whether FPS integration is a delivery dependency or a future-readiness requirement only. c) Is a SandDollar (CBDC) sandbox/test environment and technical API documentation available to bidders during the proposal stage or only post-award?	The national Fast Payment System is not yet live, with a target launch of July 2027. The FPS is being implemented with Montran Corporation as the appointed operator, and ISO 20022 messaging is required specifically at the point where this solution connects to the FPS switch. FPS integration is a future-readiness requirement: the proposed solution must be architected to support FPS interoperability, but working FPS integration is not required at go-live. Technical specifications, API documentation, and sandbox or test environment access for FPS will be provided to the selected bidder following contract award; this information will not be made available during the proposal or evaluation process.

No.	Question(s)	Answer(s)
	d) What is the current status and expected go-live date of the national Fast Payment System (FPS)? Please share any available technical/API specifications. e) Could the Bank confirm whether the national Fast Payment System has already been implemented? If so, could the Bank provide details regarding: the FPS operator; the available integration interfaces; whether ISO 20022 messaging is mandatory; and the availability of interface specifications and technical documentation? f) Will the selected vendor be responsible for completing certification with the national Fast Payment System? g) The RFP references integration with the upcoming national Fast Payment System (FPS), with Montran Corporation as the selected vendor and the FPS anticipated to be launched fully in 2027. Could we confirm whether the FPS interface specifications will be available during the implementation period, and whether a test environment will be provided to support integration and testing activities? h) Kindly confirm if the national Fast Payment System (FPS) go-live status, whether a test environment/specification will be available during implementation, and whether FPS integration is a delivery dependency or a future-readiness requirement only. i) What is the current production status and expected go-live timeline of the national Fast Payment System? Are ISO 20022 interface specifications, certification requirements, connectivity standards and a bidder test sandbox available? j) Could you please provide the integration specifications and interface standards applicable for connectivity with the National Fast Payment System (FPS)?	

No.	Question(s)	Answer(s)
	k) Please provide the current status and implementation timeline of the national Fast Payment System (FPS)	
40.	a) Regarding the national Fast Payment System: has an FPS vendor been selected, what is the expected go live timeline, and will ISO 20022 message specifications and a test environment be available to the selected bidder during the 40 to 44 week implementation window? Further, are disbursement use cases such as salaries, pensions, and social services expected to go live on existing rails, for example ACH, RTGS, SandDollar, and agent cash out networks, ahead of FPS availability, or is disbursement go live contingent on the FPS being operational? If the former, please identify the rails the solution is required to support at launch. b) Is the 40–44 week implementation timeline a mandatory constraint, or indicative — may bidders propose an alternative phased timeline with supporting justification? c) How many, and which, MDAs must be live at initial go-live versus subsequent phases? Is onboarding of all MDAs expected within the 40-to-44-week implementation period?	The target launch date for the new FPS is July 2027. Access to FPS test and UAT environments will be made available to the selected bidder. The selected solution will be expected to undergo a certification process. The selected solution will be expected to integrate with all payment rails identified by the Government, which includes SandDollar and FPS (once completed). Bidders can propose alternative timelines for the consideration of the MOF and the Bank.
41.	a) Should bidders include a functional architecture package covering end-to-end payment flows, participant roles, interface assumptions, business rules, confirmation flows, failure handling, refunds, reversals, reconciliation logic, reporting structures, and operating controls, or should this level of functional design be produced only after contract award? b) Could the Bank provide a functional and technical baseline of the existing DigiPay platform, including: currently supported payment channels; key functional capabilities; agency coverage; transaction flows;	This level of functional design should be produced after contract award. At the proposal stage, bidders should provide a narrative on how the proposed solution addresses the requirements set out in Section 4 and a general description of the system design, in accordance with Section 3.15.6 of the RFP. The selected bidder will develop the detailed functional architecture following award. The selected bidder will receive this detailed functional and technical baseline of the existing DigiPay platform following contract award. It will not be made available during the proposal or evaluation process.

No.	Question(s)	Answer(s)
	integrations; reconciliation logic; reporting; user roles; known limitations; and functionality expected to be replaced or enhanced by the proposed solution?	
42.	Is there any system maintaining the General Ledgers and Financial information maintenance for dispute handling, MIS, Audits to integrate with?	This information will be provided to the selected bidder following contract award. It will not be made available during the proposal or evaluation process.
43.	a) Can the Government provide further details on the payment platforms and related systems currently in use, including which systems are expected to remain in production and may need to coexist with or integrate with the proposed Digital Payment System? b) What ERP, Treasury, Financial Management, Tax, and Revenue Collection systems are currently in use? c) Please identify the principal financial management, treasury, ERP, and revenue management systems that will require integration with the proposed solution, and advise whether these systems currently expose standard APIs or other integration interfaces? d) What systems currently integrate with DigiPay, and will interface documentation be shared with shortlisted bidders?	The Government's existing payment platform, DigiPay, integrates with a third-party processor for card transactions, the Treasury Financial Management System (TFMS) for general ledger posting, reconciliation, and reporting, and third-party wallet providers for wallet and SandDollar payments. Confirmation of whether these systems expose standard APIs or other integration methods, whether interface documentation will be shared with shortlisted bidders, and which systems are expected to remain in production alongside the proposed solution is being finalised, consistent with the migration and coexistence position addressed elsewhere in this response, and will be provided to the selected bidder.
44.	Which all external systems require integration to support interoperability such as ERPs, Govt. Portal for Identity Informations, Tax Systems, License Systems etc.?	The existing Government payment platform currently integrates with a third-party processor for card transactions, the Treasury Financial Management System for general ledger posting and reconciliation, and third-party wallet providers for wallet and SandDollar payments. MyGateway, the national digital government platform, and individual agency portals serve as citizen-facing access points. Confirmation of the full inventory of external systems requiring integration, including any ERP, tax, licensing, or identity information systems beyond those named above, is being finalised and will be provided to the selected bidder.
45.	a) What file formats/protocols do existing payroll, pension, and social-services systems use for bulk disbursement	The existing ACH supports NACHA file formats only. Confirmation of the specific file formats currently used by payroll, pension, and social services systems for bulk

No.	Question(s)	Answer(s)
	instructions, and must the new solution integrate directly with these systems? b) Are bulk payment files required, and if so, which file formats are currently used?	disbursement instructions, and whether the new solution must integrate directly with these systems, is being finalised and will be provided to the selected bidder.
46.	a) Will DigiPay be decommissioned immediately at go-live, or run in parallel with the new solution during a transition/cutover period? If parallel, for how long? b) Is the objective to replace the existing platform completely or run both systems in parallel during migration? c) Please provide the size, format, structure and history depth of the DigiPay data to be migrated. Will a parallel run, staged migration and formal cutover period be required? d) Is coexistence with the existing platform expected during a transition period, or is a complete migration and cutover anticipated?	Confirmation of the intended migration approach, complete cutover, phased coexistence, parallel run, or staged migration, and if applicable the expected transition duration, is being finalised and will be provided to the selected bidder. Confirmation of the size, format, structure, and history depth of DigiPay data requiring migration is being confirmed with the MoF and will be provided to the selected bidder.
47.	a) Will MoF provide cleansing and validation support for legacy data migration, or is it expected within vendor scope? b) Will the client provide data cleansing, mapping, and validation support for Data Migration? c) Are legacy data structures documented?	Confirmation of whether data cleansing, mapping, and validation support for legacy data migration will be provided by the Ministry of Finance, or is expected within the selected vendor's scope, is being finalised and will be provided to the selected bidder. Confirmation of whether legacy DigiPay data structures are documented is being finalised and will be provided to the selected bidder.
48.	a) Would migration of active records along with archival access to legacy records satisfy the migration requirement? b) Is a full migration or partial migration expected?	Confirmation of whether a full migration of all historical data is required, or whether migration of active records with archival access to legacy records would satisfy the requirement, is being finalised and will be provided to the selected bidder.
49.	Could the Bank provide a list of all Government systems that will require integration with the proposed solution? For each integration, please indicate, where available: system	The following integrations are confirmed as part of the existing Government payment ecosystem: a third-party processor handling card transactions and PCI

No.	Question(s)	Answer(s)
	name; system owner; technology platform; available interfaces; API availability; authentication method; data exchanged; and expected implementation phase.	compliance, and the Treasury Financial Management System (TFMS), which receives transaction data for general ledger posting and reconciliation. A complete inventory of systems requiring integration, together with the system owner, technology platform, available interfaces, API availability, authentication method, data exchanged, and expected implementation phase for each, is being finalised and will be provided to the selected bidder.
50.	Will the bidders get a list of Incumbent platforms, onboarded agencies, and migration (Section 4.4)?	The incumbent platform is DigiPay, the Government's existing payment gateway API, which integrates with a third-party processor for card transactions and PCI compliance, and with the Treasury Financial Management System for general ledger posting and reconciliation. The Ministry of Transport, via the Road Traffic Department, is confirmed as the pilot agency. Documentation on the existing platform identifies eight further agencies for which SandDollar acceptance capability was technically built in, though not put into active use: the Departments of Immigration and Labour, the Royal Bahamas Police Force, the Office of the Judiciary, the Registrar General's Department, the General Post Office, and the Office of the Attorney General. Confirmation of migration requirements under Section 4.4, including the intended cutover or coexistence approach, data volumes, and formats, is being finalised and will be provided to the selected bidder.
51.	What will be the acceptance criteria for historical payment data migration: record-count reconciliation, financial-total reconciliation, payment-reference preservation, receipt retrieval, audit-trail preservation, reporting continuity, retention requirements, or other controls?	Confirmation of the specific acceptance criteria for historical payment data migration, including record-count reconciliation, financial-total reconciliation, payment-reference preservation, receipt retrieval, audit-trail preservation, reporting continuity, and retention requirements, is being finalised and will be provided to the selected bidder.
52.	On what technology is DigiPay built, who operates it today, and which integrations and interfaces are currently live? Will the incumbent service provider be available to support discovery, migration and cutover?	DigiPay is the Government's payment gateway API, integrating with a third-party processor for card transactions and PCI compliance, the Treasury Financial Management System for general ledger posting and reconciliation, and third-party wallet providers for wallet and SandDollar payments. Confirmation of the underlying technology stack, the current operating and maintenance arrangement, and whether the incumbent service provider will be available to support discovery, migration, and cutover activities during the transition to the new solution is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
53.	Are the current MDA payment integrations expected to be rebuilt, reused, proxied or transitioned through another Government integration layer?	Confirmation of the expected treatment of existing MDA payment integrations, whether rebuilt against the new solution, reused as-is, proxied through a compatibility layer, or transitioned through another Government integration layer, is being finalised and will be provided to the selected bidder.

System Administration and Operation

No.	Question(s)	Answer(s)
1.	a) What post-implementation production-support model is required, including service hours (for example, 8x5 or 24x7), incident priorities, response and resolution SLAs, escalation procedures and any on-island support expectations? b) Could the MoF and the Central Bank clarify its expectations around post-implementation ongoing support, specifically, whether 24x7 support, business-hours support, a local support presence, and/or managed services are required? We would also appreciate confirmation of the expected incident response SLAs, so that we can appropriately structure our proposed support model and associated costs. c) Are 24x7 support services required? d) Please clarify expectations regarding post-implementation operational support, specifically whether a fully managed service, a hybrid support model with Government participation, or a knowledge transfer approach leading to Government-operated services should be proposed?	Confirmation of the required service hours (8x5 or 24x7), incident priority levels, response and resolution SLA targets, escalation procedures, on-island support presence, and the overall support model, whether fully managed by the vendor, a hybrid model with Government participation, or a knowledge-transfer approach toward Government-operated support, is being finalised and will be provided to the selected bidder.
2.	a) What are the expected SLAs for uptime, incident response, reconciliation exceptions, and support? b) What workflows are expected for investigating and resolving reconciliation exceptions? Do they need to be configurable?	Confirmation of the specific SLA targets for uptime, incident response, reconciliation exception resolution, and support is being finalised and will be provided to the selected bidder. Confirmation of the expected workflow for investigating and resolving reconciliation exceptions, and whether this must be configurable, is being finalised and will be provided to the selected bidder.
3.	a) According to the RFP, the payment system must include a centralised transaction dashboard to monitor transactions and system health. Our understanding is that the users of the dashboard would be the Central	Confirmation of the intended audience for the centralised transaction dashboard, whether it is limited to internal Bank and Government users or also includes a citizen or agency-facing view, is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
	Bank and the government entity users. Beyond that, are there any other target users for the system? b) Please clarify the intended audience and functionality of the 'centralized transaction dashboard' — an internal operations/finance dashboard, a citizen/agency-facing view, or both.	
4.	a) Are executive-level KPI dashboards required? b) We would welcome confirmation of the intended user groups for the transaction and system-health dashboards, and whether agency-level (multi-tenant) dashboards are required in addition to the central MoF view.	Confirmation of whether executive-level KPI dashboards are required, the intended user groups for the transaction and system-health dashboards, and whether agency-level multi-tenant dashboards are required in addition to a central MoF view is being finalised and will be provided to the selected bidder.
5.	a) Please provide expectations regarding centralized monitoring, observability, health checks, alerting, and operational dashboards.	Expectations regarding centralised monitoring, health checks, logging, automated alerting, and role-based operational dashboards covering system availability, performance, transactions, and integrations have not been finalised. However, bidders should describe their proposed monitoring and observability capabilities.
6.	What are the expectations regarding future agencies onboarding after project completion?	The solution should be scalable and configurable to support the onboarding of additional government agencies after project completion. Bidders should describe the proposed onboarding approach following project completion.
7.	a) Will all Ministries, Departments, and Agencies (MDAs) use a single centralized tenant, or is agency-level segregation required? b) Please confirm the expected tenant model: single centralized instance, multi-tenant logical segregation, or physically isolated agencies.	Confirmation of the expected tenant model, whether a single centralised instance, multi-tenant logical segregation by agency, or physically isolated agency environments, is being finalised and will be provided to the selected bidder.
8.	a) Are agency-specific administrators required? b) Please clarify whether 'multi-agency onboarding and management' requires a self-service onboarding portal for agencies, or centrally managed onboarding by MoF/Bank administrators.	Yes. This follows from the RBAC requirement set out elsewhere in this response, that access controls must be configurable by Ministry, Department, Business Unit, and User Role, which requires the ability to designate administrators at the agency level.

No.	Question(s)	Answer(s)
		Confirmation of whether multi-agency onboarding is expected to be self-service or centrally managed by MoF/Bank administrators is being finalised and will be provided to the selected bidder.
9.	What user categories are expected (system administrators, agency operators, auditors, treasury users, approvers, etc.)?	The following user categories are confirmed: system administrators and agency-level operators, consistent with the requirement for role-based access control configurable by Ministry, Department, Business Unit, and User Role; and approvers, consistent with the hierarchical approval functionality required elsewhere in this response.
10.	Should role management be centrally administered?	Yes. Role management is centrally administered, consistent with the requirement for configurable role-based access control across Ministry, Department, Business Unit, and User Role.
11.	Please provide expected RBAC hierarchy, segregation of duty requirements, and approval workflow requirements.	The detailed RBAC hierarchy, segregation of duties requirements, and approval workflow requirements have not yet been finalised. These requirements will be defined and provided to the successful bidder during the detailed design and implementation phase. Bidders should ensure that their proposed solution supports configurable role-based access controls, segregation of duties, and approval workflows to accommodate the Government's requirements once confirmed.
12.	Should the solution be designed around the Ministry of Finance acting as the central operator for all participating Government entities, or should bidders assume a delegated administration model where Ministries, Departments, or Agencies retain operational independence within defined permissions?	Role-based access control must be configurable by Ministry, Department, Business Unit, and User Role, with agency-specific administrator roles required. Role management is centrally administered. Hierarchical approval functionality is required, supporting multi-level sign-off for relevant transactions and administrative actions. For segregation of duties, dual control and split knowledge are required specifically for cryptographic key management operations. Confirmation of any broader segregation-of-duties requirement across other platform functions is being finalised and will be provided to the selected bidder.
13.	a) Kindly confirm which payment methods (banks, mobile wallets, online portals, card payments, CBDCs, FPS) are mandatory at go-live and which may be delivered later as roadmap phases.	The detailed go-live payment methods, channels, and post-go-live support arrangements have not yet been finalised. Bidders should propose a flexible and scalable solution that supports multiple payment methods and channels, including cards, bank/FPS payments, mobile wallets, SandDollar/CBDC, web, mobile, POS,

No.	Question(s)	Answer(s)
	b) Please define post-go-live warranty period, Hypercare duration, L1/L2/L3 support expectations, and SLA requirements. c) What support model is expected after go-live? d) What is the planned rollout strategy (pilot, phased deployment, or big-bang implementation), and what level of post-Go-Live hypercare and onsite support is expected from the vendor? e) Kindly clarify the expected post-go-live support period, warranty obligations, service coverage hours, and support model expected from the successful bidder. f) What payment channels are expected at go-live (web, mobile app, ATM, POS, QR payments, payment links, kiosks, etc.)?	QR, payment links, kiosks, and other applicable channels. Proposals should clearly identify the capabilities available at go-live and those proposed for subsequent phases. Bidders should also outline their recommended rollout and support approach, including pilot/phased deployment, warranty period, hypercare, onsite support where required, L1/L2/L3 responsibilities, service coverage hours, and proposed SLAs. The final rollout strategy, go-live scope, support model, warranty obligations, and SLA requirements will be agreed with the selected bidder during the detailed design and implementation phase.
14.	a) Is operational reporting required by agency, payment type, and payment channel? b) Should the platform perform intelligent payment routing by selecting the most appropriate payment rail, such as cards, FPS, SandDollar, wallets, or bank transfer, or will the originating Government system determine the payment channel? c) What is the current transaction volume by payment type, agency, and channel?	Yes. The solution should support operational reporting and filtering by relevant dimensions, including Government agency, payment type, and payment channel. Detailed reporting requirements will be finalised with the selected bidder during implementation. The detailed payment routing approach has not yet been finalised. Bidders should propose a flexible solution that supports multiple payment rails and configurable routing arrangements. Detailed transaction volumes by payment type, agency, and channel are not available at this stage. Relevant volume information will be provided to the selected bidder, where available, during the detailed design and implementation phase. Bidders should propose a scalable solution capable of accommodating growth in transaction volumes and participating Government agencies.
15.	a) Can the Government clarify the data management requirements for the proposed Digital Payment System, including data warehousing, reporting, analytics, data retention, archiving, and backup strategy?	A minimum data retention period of five years applies, with seven years preferred, consistent with the Financial Transactions Reporting Act. Confirmation of data warehousing, reporting and analytics infrastructure, archiving mechanics, and

No.	Question(s)	Answer(s)
	b) Can the Government clarify the operational support requirements for the proposed Digital Payment System, including 24×7 support, system monitoring, alerting, capacity management, patch management, and can the Government clarify the reporting and dashboard requirements for the proposed Digital Payment System, including executive and operational dashboards, as well as regulatory, Central Bank, Treasury, liquidity, settlement, and fraud reports? Change management expectations? c) Can the Government clarify the reporting and dashboard requirements for the proposed Digital Payment System, including executive and operational dashboards, as well as regulatory, Central Bank, Treasury, liquidity, settlement, and fraud reports?	backup strategy requirements is being finalised and will be provided to the selected bidder. No SIEM platform currently exists for system monitoring integration; one is anticipated within the next year, and the solution should be designed to support future integration once available. The selected bidder will receive confirmation of required support coverage hours, alerting, capacity management, and patch management responsibilities as part of the final contract. Confirmation of specific reporting and dashboard requirements, including executive and operational dashboards and regulatory, Central Bank, Treasury, liquidity, settlement, and fraud reports, together with whether self-service report creation is required and which output formats apply, is being finalised and will be provided to the selected bidder.
16.	Kindly provide detailed dashboard requirements, KPIs, operational metrics, settlement metrics, reconciliation metrics, and executive reporting requirements.	More information on specific dashboards will be provided to the selected bidder. However, vendors should also provide details on existing dashboard capabilities of the proposed solution for consideration.
17.	What support coverage is expected? What is the expected support term beyond implementation?	The detailed post-implementation support coverage and support term have not yet been finalised. Bidders should propose an appropriate support model, including service coverage hours, L1/L2/L3 support responsibilities, escalation procedures, maintenance, and SLA arrangements. The proposed support period beyond implementation should also be clearly stated in the bidder's proposal. Final support coverage and duration will be agreed with the selected bidder during contract finalisation.
18.	Please confirm the contract term, support and maintenance term, software warranty period and any renewal or extension options.	Proposals may be made for three-year or five-year contract terms. A three-year Total Cost of Ownership worksheet is required as set out in Appendix A; bidders may optionally include four- and five-year ownership information beyond this. Support and maintenance are priced on a recurring annual basis, consistent with the annual maintenance and unlimited licensing model referenced in Section 7.6. The specific software warranty period and any renewal or extension options will be provided to the selected bidder as part of the final contract.

No.	Question(s)	Answer(s)
19.	a) Please provide the list and format of regulatory reports that the system must generate. b) Can the Bank provide a catalogue of required reports? c) Are regulatory reports predefined? d) What reconciliation reports are mandatory? e) Please provide the list and format of regulatory reports that the system must generate.	Mandatory regulatory reports have not been determined as yet. A list of required reports will be made available to the selected Bidder during the solution specification and design phase.
20.	a) Kindly confirm the target operating model post go-live — specifically whether the MoF will operate the platform in-house (with vendor support), or whether a vendor-managed service is acceptable (L2/L3 Support). b) Kindly confirm whether, post go-live, the MoF intends to operate the platform in-house with vendor support, or whether a vendor-managed service (L2/L3) is acceptable. c) Can you clarify whether the preferred operating model is one in which the Government owns and operates the solution following implementation, or whether managed service and hosted deployment models will also be considered acceptable? d) Following implementation, will the Government operate and support the platform internally, or is a managed service model expected from the selected vendor?	The final post-go-live operating model has not yet been determined. Bidders should propose an appropriate operating and support model, which may include Government operation with vendor support, a managed service arrangement, or a hybrid model. Proposals should clearly define the respective responsibilities of the Government and the vendor, including L1/L2/L3 support, knowledge transfer, hosting, maintenance, and ongoing operational support. The final operating model will be agreed with the selected bidder during the detailed design and contract finalisation stages.
21.	a) Is self-service report creation required? b) Which report formats are required (PDF, Excel, CSV, API, BI integration)?	Yes. The solution should allow authorised users to create, filter, save, and schedule reports without vendor assistance, subject to role-based access controls. Reports should be exportable in PDF, Excel, and CSV formats. Additional report formats may be required and will be communicated further during the Requirements and Detailed Design phase. Requirements for API and business intelligence (BI) integrations will be further discussed and agreed with the selected bidder during the solution specification and design phase.

No.	Question(s)	Answer(s)
22.	Kindly confirm if there is a service design including operating model design, process design etc. already made and approved or this will be a separate exercise before the technology build starts. If a separate exercise, is there another vendor who will do it or is expected of us to do it .	No service design, operating model design, process design, etc., has already been made or approved. No separate vendor has been appointed to undertake this exercise. Further details can be provided to the successful bidder regarding the expectations.
23.	Is hierarchical approval functionality required?	Yes. The proposed solution must support hierarchical approval functionality, allowing multi-level sign-off to be configured for relevant transactions and administrative actions.
24.	What data quality assessment has been completed?	The status of any formal data quality assessment has not been confirmed at this stage. Relevant data quality, migration, and readiness requirements will be reviewed with the selected bidder during the detailed design and implementation phase.
25.	What downtime window is acceptable during cutover?	No fixed downtime window has been specified. Bidders should propose a cutover approach that minimises service disruption, preferably outside normal business hours. The final downtime window will be agreed upon with the selected bidder during implementation.
26.	What Service Level Agreements (SLAs) are expected?	Bidders should propose appropriate SLAs. Final requirements will be agreed upon with the selected bidder during contract negotiations.
27.	Are the standard operational and financial reports described in the RFP considered sufficient, or is the proposed solution expected to include configurable or self-service reporting capabilities?	Confirmation of whether the standard operational and financial reports described in the RFP are sufficient, or whether configurable or self-service reporting capabilities are required, is being finalised and will be provided to the selected bidder.

Payments Processing, Clearing and Settlement

No.	Question(s)	Answer(s)
1.	a) Are Treasury or General Ledger posting integrations required? b) What reporting formats are required by Treasury, MoF, Central Bank, Auditor General, and participating agencies?	Yes, treasury and general ledger posting integrations are required. Additional report formats may be required and will be communicated further during the Requirements and Detailed Design phase.
2.	Please clarify whether the proposed Bahamas Government Digital Payment Solution is expected to function primarily as a centralized platform capable of integrating multiple payment channels, providers, and financial institutions, or whether the intent is to procure a single end-to-end payment platform that directly delivers all payment acceptance, processing, and disbursement capabilities?	The proposed solution is expected to serve as a centralised Government payment platform that supports collections and disbursements and integrates with multiple payment channels, service providers, financial institutions, and relevant Government systems. However, bidders may propose an appropriate architecture provided the overall solution satisfies the requirements outlined in the RFP.
3.	a) Is the successful bidder required to provide payment gateway/acquiring services, or only integration with existing acquiring banks and PSPs? b) Could the Bank clarify whether the selected bidder is expected to provide: a complete payment gateway solution; payment orchestration capabilities across multiple payment rails; or integration with existing payment service providers only? c) Is integration required with any existing SIEM, SOC, vulnerability management, or fraud monitoring systems? d) Is the successful bidder required to provide payment gateway/acquiring services, or only integration with existing acquiring banks and PSPs? e) Could the Bank clarify whether the selected bidder is expected to provide: a complete payment gateway solution; payment orchestration capabilities across	The successful bidder may either provide a complete payment gateway solution or integrate with existing banks and PSPs; both approaches are acceptable. On SIEM, SOC, vulnerability management, and fraud monitoring: no such systems currently exist for the successful bidder to integrate with. A SIEM platform is anticipated to be implemented within the next year, and the solution should be designed to support future integration once it is in place. Confirmation of the expected reconciliation process, specifically whether reconciliation integrates with an existing system or is delivered as part of the proposed solution, will be shared with the winning bidder.

No.	Question(s)	Answer(s)
	multiple payment rails; or integration with existing payment service providers only? f) Please clarify what will be the reconciliation process. Is integration expected with existing system or reconciliation will be the part of the solution. g) Is integration required with any existing SIEM, SOC, vulnerability management, or fraud monitoring systems?	
4.	a) Should the selected bidder provide card gateway/acquiring capability directly, or integrate with existing acquirers/gateways in The Bahamas, and how should PCI-DSS responsibility be allocated across the platform provider, acquirer, gateway, hosting provider, MoF, agencies, and any subcontractors? b) Is merchant acquiring capability expected to be included? c) Is the vendor expected to provide the merchant acquiring leg for card processing, or should the solution integrate into the Government's existing merchant acquirers/gateways?	The selected bidder may either provide a complete card gateway/acquiring capability directly or integrate with existing acquirers and gateways in The Bahamas; both approaches are acceptable. Confirmation of the specific allocation of PCI-DSS responsibility across the platform provider, acquirer, gateway, hosting provider, MoF, agencies, and any subcontractors is being finalized, alongside confirmation of the card-acquiring relationship, and will be provided after the selected bidder is chosen.
5.	Could you please confirm whether a Treasury Single Account (TSA) system is already in place and operational? If so, kindly provide details of the existing solution, its current capabilities, and whether it will be retained, enhanced, or replaced as part of this project. Additionally, if an existing TSA platform is available, could you please clarify the expected integration architecture between the proposed Government Digital Platform and the TSA system? Specifically, will the solution be required to integrate directly with the TSA platform, or will the Ministry of Finance and/or the Central Bank provide a middleware through which all integrations should be performed?	The existing Government payment platform integrates with the Treasury Financial Management System (TFMS) for general ledger posting, reconciliation, and reporting to the Ministry of Finance. Confirmation of whether this reflects a Treasury Single Account structure specifically, its current capabilities, whether it will be retained, enhanced, or replaced, and the expected integration architecture, direct integration versus a Bank or Ministry-provided middleware layer, is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
6.	a) For disbursements to the Family Islands and cash-dependent districts, what last-mile mechanisms are expected to be in scope, such as agent cash-out, prepaid cards, bank transfers, SandDollar or other channels? b) We would appreciate clarification on the disbursement channels expected for the Family Islands and other cash-dependent districts — specifically whether any physical cash-out, agent-network, or voucher functionality is in scope. c) The background refers to targeted disbursements to the Family Islands and other cash dependent districts. Please confirm whether the disbursement scope includes cash out through agent networks, ATMs, or kiosks, and whether proposals that include such channels will be evaluated within the scope alignment criterion. d) Please provide target beneficiary counts and preferred disbursement channels (bank, wallet, cash pickup) for Family Island and cash-dependent district payments.	Confirmation of the specific last-mile disbursement mechanisms in scope for the Family Islands and other cash-dependent districts, including whether agent cash-out, prepaid cards, ATM or kiosk access, or voucher functionality are included, together with target beneficiary counts and channel preferences, is being finalised and will be provided to the selected bidder.
7.	a) Against which systems must daily transaction matching occur (e.g., bank statements, SandDollar ledger, FPS settlement files, card processor settlement files)? b) Against which systems must daily transaction matching occur (e.g., bank statements, SandDollar ledger, FPS settlement files, card processor settlement files)? c) We would appreciate confirmation of the source systems that daily reconciliation must match against (e.g., core banking, ERP/GL, SandDollar, FPS), and whether a standard report catalogue is prescribed.	Daily transaction matching and reconciliation must occur across all systems and payment rails integrated into the solution, including but not limited to bank statements, the SandDollar ledger, and card processor settlement files. Providing consolidated reconciliation across all active payment rails is a core objective of this solution. Consistent with the future-readiness position on FPS integration, reconciliation against FPS settlement files is required from the point FPS becomes operational, and is not required in advance of FPS go-live.
8.	a) Should disbursements support instant payments through FPS? b) Should bidders include a future functional roadmap covering Open Banking, Request-to-Pay, Digital Identity,	Disbursements should be capable of supporting instant payments through SandDollar and FPS, once it becomes operational. Proposals should focus on the functionality explicitly required for the initial implementation. A future functional roadmap covering matters such as Open Banking, Request-to-Pay, Digital Identity,

No.	Question(s)	Answer(s)
	Digital Wallets, cross-border instant payments, additional payment rails, and regulatory changes, or should the proposal focus only on the functionality explicitly requested for the initial implementation? c) Will the proposed solution be expected to support future interoperability with regional or international payment systems, cross-border instant-payment initiatives or remittance providers, or is the scope limited to domestic Government payments?	Digital Wallets, cross-border instant payments, or additional payment rails is not required. The solution is intended solely for domestic Government payments within the Commonwealth of The Bahamas. Regional or international payment system interoperability, cross-border instant-payment initiatives, and remittance provider integration are not required.
9.	a) Could you please clarify the expected settlement approach for FPS transactions, including settlement frequency and reconciliation processes? b) What reconciliation frequency is required (real-time, intraday, daily)? c) Kindly clarify the reconciliation scope, including the expected reconciliation participants (banks, PSPs, SandDollar, FPS, government systems, treasury systems), reconciliation frequency, and exception management requirements.	Reconciliation frequency is daily, consistent with Section 4.6 of the RFP, which requires the solution to automatically match and verify transactions daily and flag any errors or mismatches. Reconciliation scope covers all systems and payment rails integrated into the solution, including banks, PSPs, SandDollar, government systems, and Treasury systems, and extends to FPS once it becomes operational, consistent with the future-readiness position set out elsewhere in this response.
10.	a) Will beneficiaries be able to receive payments in commercial bank accounts, SandDollar wallets, and other payment instruments? b) Will beneficiaries be able to receive payments in commercial bank accounts, SandDollar wallets, and other payment instruments?	Beneficiaries will be able to receive payments in commercial bank accounts via ACH and, once operational, the national Fast Payment System, as well as in SandDollar wallets. The MoF will confirm whether additional payment instruments beyond these are in scope for disbursement.
11.	a) Could the Bank clarify whether the proposed solution is expected to support the following SandDollar-related use cases: QR-based payments; wallet-to-wallet payments; merchant payments; Government disbursements; or all of the above?	The proposed solution is expected to support all of the SandDollar-related use cases identified above, namely QR-based payments, wallet-to-wallet payments, merchant payments, and Government disbursements.

No.	Question(s)	Answer(s)
	b) Please provide additional clarification regarding the expected use of the SandDollar within the proposed solution, including whether it is intended primarily for payment collection, Government disbursements, merchant acceptance, citizen wallet functionality, or all of these use cases?	
12.	a) Are both collections and disbursements using SandDollar required? b) Could the Central Bank clarify whether the selected vendor is expected to deliver (1) a centralised payment orchestration platform only, (2) a complete government payment hub covering both collections and disbursements, with a full clearing and settlement capability, or (3) an integration layer into third-party clearing and settlement infrastructure? As the RFP references collections, disbursements, FPS, card payments, and CBDC interoperability, further clarification on the platform's intended scope would help inform our solution design.	Yes. SandDollar is required as a Day One collection payment method, and disbursements are expected to be capable of supporting SandDollar's rails, alongside ACH and the national Fast Payment System, once operational. The selected bidder may deliver either a complete payment platform covering collections, disbursements, and clearing and settlement capability directly, or a centralised orchestration and integration layer connecting to existing banks, payment service providers, and clearing infrastructure. Both approaches are acceptable, and bidders should describe their proposed model and how it addresses the requirements set out in Section 4 of the RFP.
13.	a) Could you please confirm whether the proposed solution is expected to provide a centralized fund collection platform/switch that onboards all government agencies, enabling citizens and businesses to make payments to various government entities through a single platform? b) For the government fund collection, does the proposed solution need to support online and offline mode of fund collection? What are the various payment modes to be supported by the solution - credit card, debit card, wallet, bank account, CBDC, SandDollar, new RTP, etc.	This item is being confirmed with the MoF, and a response will be provided to the selected bidder. The solution is expected to operate in online mode. Offline collection is not required at this time. For fund collection, the following payment modes are to be supported: credit card, debit card, SandDollar, and the new Fast Payment System. Wallet functionality is addressed through SandDollar. Bank account and ACH-based transfer are not required as a collection payment mode. Bidders should note that bank and ACH compatibility referenced elsewhere in this RFP relates to the Government disbursement side of the solution, such as payroll processing, and is addressed separately from fund collection.

No.	Question(s)	Answer(s)
14.	a) Regarding card payments, is the selected vendor expected to provide or contract merchant acquiring services, or will the platform orchestrate card payments through the Government's existing acquiring relationships? The answer determines the PCI DSS scope of the proposed solution. b) Who bears card acquiring and payment network fees? c) Which acquiring bank(s) and card schemes currently process government card payments, and must existing acquiring relationships be retained? d) Card acquiring model: For card payment transactions, does the Ministry of Finance maintain its own acquiring/merchant relationships with a bank (or banks) that provide access to Mastercard Payment Gateway Services (MPGS) or Visa Cybersource (CYBS)? Alternatively, is the selected vendor expected to establish such acquiring relationships independently? e) Could the Bank clarify whether the Government intends to continue using its existing acquiring bank(s), or whether the selected vendor is expected to provide card acquiring capabilities as part of the proposed solution? f) Kindly confirm whether the solution must interoperate with existing card acquiring/switching infrastructure, and for identification of the acquirer(s)/switch(es) involved.	The proposal should include card acquiring services to ensure that the associated costs are considered. The Government may, however, opt to maintain its own acquiring service.
15.	a) What settlement models are expected for each payment rail? b) What settlement models are expected (real-time, Intra-day, end-of-day, T+1)?" c) Please describe settlement lifecycle requirements, settlement windows, and settlement participants.	Both SandDollar and the FPS are instant payment rails. However, detailed information for additional payment rails is still being finalised. Bidders should ensure that the proposed solution can support multiple settlement arrangements, including real-time and deferred settlement, as applicable to the respective payment rail.

No.	Question(s)	Answer(s)
	d) What settlement models are expected for each payment rail? e) Should reconciliation and settlement be designed at transaction, batch, agency, revenue-code, payment-rail, settlement-account, treasury-account, and service level, and which data source will be considered authoritative for each reconciliation process?	
16.	a) Section 7.6 requires costs in Bahamian currency. May bidders present a USD-denominated cost proposal given the fixed BSD:USD peg, or is BSD strictly mandatory? b) Can the Government clarify the expected payment processing, clearing, and settlement requirements for the proposed solution, including whether the system must support real-time settlement, deferred settlement, batch processing, cross-border payments, multi-currency transactions, foreign exchange handling, payment limits, and fee calculation? c) Is multi-currency support required, or will the system operate exclusively in BSD? d) Is multi-currency support (e.g., USD in addition to Bahamian Dollar) required, given the fixed currency peg, or is BSD-only sufficient? e) Kindly confirm whether the proposed solution is expected to support multi-currency transactions, foreign currency settlements, or cross-border payment use cases.	Bidders can present a USD-denominated cost proposal. The detailed payment processing, clearing, and settlement requirements have not yet been fully finalised. Bidders should propose a flexible solution that supports applicable processing and settlement models, including real-time, deferred, and batch processing, as required by the relevant payment rail and service provider. The primary operating currency is expected to be Bahamian Dollar (BSD). Any requirements for multi-currency transactions, including USD, foreign currency settlement, have not yet been confirmed. Bidders should indicate the multi-currency and cross-border capabilities of their proposed solution, with final requirements to be agreed with the selected bidder during the detailed design and implementation phase.
17.	a) Are real-time payment notifications required for all payment methods? b) Should dashboards provide real-time monitoring? c) Are real-time payment notifications required for all payment methods?	Payment notifications should be enabled in-line with the functionality of the selected payment rail (SandDollar or FPS). Bidders should submit a proposal for whichever reconciliation methods the proposed solution supports.

No.	Question(s)	Answer(s)
	d) Does the Government require real-time posting and reconciliation of transactions to agency systems immediately upon successful payment authorization, or is near-real-time or scheduled batch reconciliation acceptable for selected transaction types?	
18.	a) Kindly confirm whether the solution is expected to originate and settle payments directly, or to orchestrate payments through existing bank and PSP rails only or any other rails? b) Kindly confirm whether the solution is expected to originate and settle payments directly, or to orchestrate payments through existing bank and PSP rails, and whether the settlement-operator / merchant-of-record role is intended to sit with the MoF, the Bank, or the vendor. c) Could the Committee kindly confirm whether the merchant-of-record / settlement-operator role is expected to sit with the MoF, the Bank, or the vendor.	The solution is expected to orchestrate payments through existing bank and payment service provider (PSP) rails. The merchant-of-record and settlement-operator roles have not yet been finalised and will be confirmed with the selected bidder during the detailed design and implementation phase.
19.	a) Please describe the intended settlement model. Do collected funds settle to a Treasury single account at the Central Bank or to commercial bank accounts held by individual agencies, which party performs settlement, and does the Ministry currently contract with a settlement bank? b) Will settlement be centralized through a Treasury Single Account or equivalent central account structure, or will individual Ministries, Departments, and Agencies maintain separate settlement accounts?	SandDollar collections are intended to settle to Treasury's sovereign wallet, as Treasury is expected to act as an Authorised Financial Institution for this purpose. Confirmation of the settlement model for other payment rails, whether centralised through a Treasury Single Account or equivalent structure or settled to individual agency accounts, which party performs settlement, and whether the Ministry currently contracts with a settlement bank, is being finalised and will be provided to the selected bidder.
20.	a) Should the platform support partial payments and installment-based government obligations? b) We would be grateful for confirmation of whether the solution is required to support refunds, chargebacks,	Confirmation of whether the platform is required to support partial payments and installment-based obligations is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
	partial payments, recurring/scheduled payments, and payment reversals.	Confirmation of whether the solution is required to support refunds, chargebacks, partial payments, recurring or scheduled payments, and payment reversals is being finalised and will be provided to the selected bidder.
21.	a) Will each Government Ministry, Department, and Agency be required to operate as an independent merchant with separate settlement and reporting, or should the solution support a centralized Government merchant model with configurable sub-merchants or departmental reporting? b) Does the solution require merchant onboarding, merchant hierarchy, fee management, settlement management, and merchant reporting capabilities?	Confirmation of whether Ministries, Departments, and Agencies will operate as independent merchants with separate settlement and reporting, or as configurable sub-merchants under a centralised Government merchant model, is being finalised and will be provided to the selected bidder. Confirmation of the specific merchant onboarding, hierarchy, fee management, settlement management, and reporting capabilities required is being finalised and will be provided to the selected bidder.
22.	Is there a requirement for recurring payments, subscriptions, or standing payment mandates?	Confirmation of whether recurring payments, subscriptions, or standing payment mandates are required is being finalised and will be provided to the selected bidder.
23.	Please elaborate the capabilities expected in payment gateway like payments, tokenization, refunds, reversals, UDIR etc.?	Vendor should provide the different payment capabilities supported by the proposed solution.
24.	a) Are delegated approval workflows required? b) Are automated exception workflows required? c) Are customer dispute and chargeback workflows required?	Yes, delegated approval workflows are required and should support configurable delegation, subject to approval limits, effective dates, user roles, segregation of duties, and a complete audit trail.
25.	Who will be responsible for UAT execution?	UAT will be led by the MoF users with support from the selected vendor. The vendor will be expected to assist with the UAT plan, test cases, user training, and related activities. Final UAT testing and approval will be the responsibility of the MoF.
26.	Are batch approvals required before disbursement execution?	Yes. Batches must be reviewed and approved by authorized users before disbursement execution. The proposed solution shall support configurable workflows, segregation of duties, role-based approval limits, and complete audit trails.

Cybersecurity

No.	Question(s)	Answer(s)
1.	a) Is Single Sign-On (SSO) required? b) Is there an Enterprise Service Bus (ESB) or API Gateway already deployed? c) Is there an existing Government API gateway, enterprise service bus, identity platform or single sign-on environment that the proposed solution must use?	SSO is not required initially, but may be considered as a future requirement. Confirmation of whether an existing Government API gateway or enterprise service bus is currently deployed, and whether the proposed solution would be required to use it, is being finalised and will be provided to the selected bidder.
2.	a) What MFA methods are acceptable (SMS OTP, authenticator app, hardware token, FIDO2)? b) Which MFA methods are preferred (Authenticator App, SMS OTP, Hardware Token, Government Identity Provider)? c) Kindly specify approved MFA methods? d) What MFA methods are acceptable (SMS OTP, authenticator app, hardware token, FIDO2)?	Authenticator, OTP and to a lesser less secure SMS.
3.	a) What compliance reporting obligations must be supported? b) Which payment methods must be supported on Day One? c) What compliance reporting obligations must be supported? d) We would be grateful if the Committee could identify any additional regulatory reporting obligations the system must satisfy, and the authority/format for each.	Card-based and digital currency (SandDollar) payments must be supported on Day One. This is consistent with the future-readiness position on FPS integration set out elsewhere in this response, working FPS integration is not required at go-live, though the solution must be architected to support it once operational. The solution must support real-time AML and CFT checks against standard sources such as OFAC and FATF. Reporting obligations arise under the Financial Transactions Reporting Act, the Data Protection (Privacy of Personal Information) Act, 2003, and the Computer Misuse Act. Risk and audit documentation should follow the Principles for Financial Market Infrastructures (PFMI) guidelines. Vendors should attain PCI-DSS, CIS, and NIST SP 800-53 compliance at a minimum. Further requirements, including the specific authority, format, and frequency for each regulatory report, will be defined during the initial requirements study with MoF/DICT and provided to the selected bidder.
4.	a) Kindly confirm who holds the card-acquiring relationship and merchant IDs (MoF, Bank, or a partner acquirer), and	Card processing under the current Government payment platform is handled through a third-party processor rather than the platform holding cardholder data

No.	Question(s)	Answer(s)
	how the Cardholder Data Environment is intended to be scoped (e.g., tokenisation, hosted payment page, or P2PE), as these determine the PCI responsibility boundaries. b) Kindly confirm who holds the card-acquiring relationship and merchant IDs (MoF, Bank, or a partner acquirer), as this determines PCI responsibility boundaries. c) Kindly confirm who holds the card-acquiring relationship and merchant IDs (MoF, Bank, or a partner acquirer), and how the Cardholder Data Environment is intended to be scoped (e.g., tokenisation, hosted payment page, or P2PE), as these determine the PCI responsibility boundaries. d) We would welcome confirmation of how the Cardholder Data Environment (CDE) is intended to be scoped — e.g., whether tokenisation, a hosted payment page, or P2PE is expected to minimise MoF/Bank PCI scope.	directly, which minimises PCI scope at the platform level. Confirmation of the specific card-acquiring relationship, merchant ID arrangement, and Cardholder Data Environment scoping approach, whether tokenisation, hosted payment page, or P2PE, intended for the new solution is being finalised and will be provided to the selected bidder.
5.	a) Are privileged access management controls required? b) Should RBAC access controls be configurable by Ministry, Department, Business Unit, and User Role? c) Are privileged access management controls required?	Yes. Role-based access controls must be configurable at the Ministry, Department, Business Unit, and User Role level.
6.	a) Is encryption key ownership expected to remain with the Government? b) What operational responsibilities will remain with MoF? c) Is encryption key ownership expected to remain with the Government?	Yes. Encryption key ownership will remain with the Government. The MoF retains responsibility for the post-go-live operating model, stakeholder communication, organizational change management, and service and process design, consistent with its role as owner and operator of the solution.
7.	a) Please Clarify what type of encryption standards is expected, key management requirements, HSM expectations, and certificate management.	The following cryptographic and key management requirements apply: Encryption. AES-256 is required. TLS 1.2 or higher is required for data in transit, with TLS 1.3 preferred.

No.	Question(s)	Answer(s)
	b) Could you please provide any specific requirements related to cryptographic controls, key management, and Hardware Security Modules (HSMs)? c) Please clarify what type of encryption standards is expected, key management requirements, HSM expectations, and certificate management.	Key management. Keys must be centrally managed, with critical keys protected by a Hardware Security Module. The HSM must be FIPS 140-3 validated, or an approved equivalent standard. Dual control and split knowledge principles apply to key management operations, and the solution must support key rotation, revocation, and secure destruction. Certificate management. A certificate inventory with full lifecycle management is required, including automated monitoring for certificate expiry. Additional requirements. The solution must provide secure secrets management, HSM redundancy and disaster recovery capability, and a complete audit trail of all cryptographic operations.
8.	a) What is the expected scope of the security review, and what findings would block progression from UAT/security review to controlled rollout? b) Please confirm the scope, methodology, acceptance criteria and responsible parties for the Security Review scheduled for Weeks 31-35, including whether independent penetration testing, code review or formal certification will be required. c) Should the project follow a formal stage-gate governance model with go/no-go decisions between design, build/configuration, SIT, UAT/security review, controlled rollout, and broader deployment, or does the Bank expect bidders to propose their own governance model?	Independent security assessment including a penetration test will be conducted by the Central Bank on the government's behalf. A go/no-go decision will be made pending the results of the security assessments and remediation activities.
9.	a) Will recurring penetration testing, vulnerability assessments, security audits and disaster recovery testing be required after go-live, and if so, at what frequency? b) Are there mandatory requirements related to Security Operations Centre (SOC) integration, SIEM integration, Vulnerability Assessments, Penetration Testing, and Security Audits?	Yes. The following testing regime applies as a baseline following go-live: Independent penetration testing, annually Vulnerability assessments, monthly Security audits, annually Full disaster recovery testing, annually Restore testing, quarterly This baseline may be increased in frequency at the discretion of the regulator or based on ongoing risk assessment.

No.	Question(s)	Answer(s)
	c) Will recurring penetration testing, vulnerability assessments, security audits and disaster recovery testing be required after go-live, and if so, at what frequency?	
10.	Are security event exports required for SIEM platforms?	A SIEM platform is not currently in place. Implementation is anticipated within the next year. Bidders should design the solution to support security event export and integration with a SIEM platform once deployed.
11.	a) Must all data remain within The Bahamas? b) Are local support resources required within The Bahamas?	While Central Bank prefers data to be stored on-premise, the Government makes some exceptions for data storage in various jurisdictions at the discretion of the Data Commissioners office.
12.	What kind of security infrastructure available to ensure the security of the system? Antivirus, SOC systems, WAF, Firewalls etc?	Qualys is used for vulnerability management, along with other security tooling, all managed by a third-party Managed Service Provider (MSP) rather than operated in-house.
13.	What Multi-Factor Authentication (MFA) methods are expected for each user type (agency staff, administrators, citizens/end users)?	Multi-factor authentication is required for access to the administrative and user portals, and the solution must support integration with third-party MFA solutions such as Cisco Duo and Okta Auth0. Confirmation of whether MFA requirements differ by user type, agency staff, administrators, or citizens/end users, and which specific methods apply to each, is being finalised and will be provided to the selected bidder.
14.	a) We would be grateful for confirmation of the frequency and ownership of security testing obligations (e.g., penetration testing, vulnerability scanning) during the security-review phase and on an ongoing basis post go-live. b) We would be grateful for confirmation of the scalability horizon the solution must be sized for (e.g., projected transaction and user growth over the first five years).	The following testing regime applies as a baseline following go-live: independent penetration testing annually, vulnerability assessments monthly, security audits annually, full disaster recovery testing annually, and restore testing quarterly. This baseline may be increased at the discretion of the regulator or based on ongoing risk assessment. Confirmation of the projected transaction and user growth horizon the solution must be sized for is being finalised and will be provided to the selected bidder
15.	What regulations govern government payment processing in The Bahamas?	Government payment processing in The Bahamas is governed by the following legislation:

No.	Question(s)	Answer(s)
		The Central Bank of The Bahamas Act, 2020, establishing the Bank's authority to regulate payment systems. The Payment Systems Act, 2012 (as amended), under which the Central Bank oversees the National Payment System Policy, and which establishes the National Payments Committee as an advisory body. The Payment Instruments (Oversight) Regulations, 2017, governing institutions providing payment instruments including electronic money products. The Central Bank of The Bahamas (Electronic Bahamian Dollar) Regulations, 2021, governing SandDollar specifically. The Financial Administration and Audit Act, 1973 and associated Financial Regulations, 1975, governing the collection, custody and disbursement of public funds by the Ministry of Finance. The Data Protection (Privacy of Personal Information) Act, 2003, the Computer Misuse Act, and the Financial Transactions Reporting Act, applicable to the handling of personal and transactional data within the solution. Bidders should note that legislative amendments to the Payment Systems Act or related statutes may be required to accommodate aspects of this implementation, as indicated in Section 3.14 of the RFP, and that a Draft Data Protection Bill, 2025 is currently under public consultation.
16.	Are international data transfers permitted, and will the selected vendor be required to execute a Data Processing Agreement (DPA) or similar privacy/security addendum?	International data transfer permissions and any Data Processing Agreement or similar privacy/security addendum will be confirmed with the selected bidder as part of the final contract.
17.	a) Can the Government clarify the fraud management and transaction monitoring capabilities required for the proposed Digital Payment System, including real-time fraud detection, AI-based fraud analytics, velocity checks, behavioral analytics, blacklists/whitelists, and sanctions screening? b) Is fraud management functionality expected as part of the platform?	A considered architecture should combine real-time transaction scoring + behavioral analytics + rules/velocity controls + sanctions screening + case management + investigation/audit capabilities Detailed fraud management and transaction monitoring requirements have not yet been finalized. Bidders should propose a solution that supports appropriate fraud prevention and monitoring capabilities, either natively or through integration with external systems. Final requirements will be confirmed with the selected bidder during the detailed design and implementation phase.

No.	Question(s)	Answer(s)
	c) Kindly clarify whether fraud monitoring, transaction risk scoring, sanctions screening, AML controls, or suspicious transaction monitoring capabilities are expected as part of the proposed solution. d) Is a fraud detection and transaction monitoring engine expected as part of the solution, or will an external system be used?" e) Is a fraud detection and transaction risk-scoring engine expected as part of the proposed solution? f) Can the Government clarify the fraud management and transaction monitoring capabilities required for the proposed Digital Payment System, including real-time fraud detection, AI-based fraud analytics, velocity checks, behavioral analytics, blacklists/whitelists, and sanctions screening? g) Is a fraud detection and transaction monitoring engine expected as part of the solution, or will an external system be used?"	
18.	Are AML/CTF controls required within the solution?	The proposed solution should provide the function to support AML/CTF controls.
19.	Are sanctions screening integrations required?	The solution should be capable of integrating with applicable sanctions-screening services. Detailed integration requirements will be further discussed with the selected vendor at a later stage. However, Bidders should describe their proposed sanctions screening options during the proposal submission.

Regulatory, Compliance, and Data Governance

No.	Question(s)	Answer(s)
1.	a) What are the audit log retention requirements? b) What is the required minimum retention period for audit logs and transaction records? c) Kindly clarify the required retention period for transaction records, audit logs, system logs, and regulatory reports. d) Please define audit retention requirements, storage duration, audit archival policies expectations. e) We would appreciate confirmation of the data retention and archival requirements for transaction and audit data, including the mandated retention period. f) What are the audit log retention requirements? g) What is the required minimum retention period for audit logs and transaction records?	A minimum retention period of five years applies to audit logs, transaction records, and related data, consistent with recordkeeping requirements under the Financial Transactions Reporting Act. A retention period of seven years is preferred and should be assumed by bidders where practicable.
2.	a) Kindly confirm the current status of any required amendments to the Bahamas Payments System Act or related statutes, and whether any regulatory dependency sits on the critical path for go-live. b) Section 3.14 references potential legislative amendments to the Bahamas Payments Systems Act. Please share the expected timeline for these amendments and any known implications for solution requirements during implementation. c) We would be grateful if the Committee could confirm the current legislative/regulatory status of any required amendments to the Bahamas Payments System Act or related statutes, and whether any regulatory dependency sits on the critical path for go-live. d) Section 3.14 notes that amendments to the Bahamas Payments System Act or related statutes may be	Confirmation of the current status and expected timeline of any legislative amendments referenced in Section 3.14, and whether these sit on the critical path for go-live, is being finalised and will be provided to the selected bidder. Delays attributable to legislative or regulatory change, being outside the vendor's control, are treated as exempt from the Schedule Delay Penalty under Section 7.10, consistent with the treatment of Bank or Ministry-caused delays elsewhere in this response.

No.	Question(s)	Answer(s)
	required. Please confirm how delays attributable to legislative or regulatory change will be treated with respect to milestones, payments, and the overall 40 to 44 week timeframe.	
3.	a) Are there specific Central Bank or MoF regulatory reporting templates/formats that the solution must natively support? b) Could the Bank clarify which regulatory reporting requirements the system must support, including format, frequency, data fields, recipients, and approval process? c) What regulatory, operational and financial reporting formats, submission frequencies and reporting recipients must the solution support?	The solution must support real-time AML and CFT checks against standard sources such as OFAC and FATF. Transaction data is reported to the MoF via the Treasury Financial Management System under the existing Government payment architecture. Confirmation of specific mandatory regulatory reporting templates or formats, submission frequency, required data fields, designated recipients, and the approval process for each report, together with whether self-service report creation is required and which output formats apply, is being finalised and will be provided to the selected bidder.
4.	a) Please clarify how the data-ownership provisions in Section 1.5 apply where a bidder's proposed solution relies on a global/foreign parent company's cloud infrastructure or subprocessors. b) We would appreciate confirmation of any mandated hosting location / data-residency constraint that would determine where hardware or cloud infrastructure may be located.	The preference is for data to be stored on-premises within The Bahamas. The Government may grant exceptions permitting storage in other jurisdictions at the discretion of the Data Commissioner's office. The data-ownership provisions apply regardless of the hosting location or involvement of a parent company or subprocessors. The Bank and MoF will retain full ownership and exclusive rights to all data. Any proposed foreign infrastructure, cloud hosting, or subprocessors must be disclosed and will be subject to prior approval and applicable data-protection requirements.
5.	What are the data hosting rights and conditions for the RFP candidates?	The preference is for data to be stored on-premises in The Bahamas. Exceptions permitting data storage in other jurisdictions may be granted at the discretion of the Data Commissioner's office. The MoF will retain full ownership and exclusive rights to all data stored, processed, or generated under the solution.
6.	Kindly confirm the licensing or authorization regime applicable to the operator of the payment system (e.g., Central Bank payment-system/PSP licensing), and whether	The MoF is expected to operate the proposed solution, with the selected bidder acting as the solution provider. The specific licensing, regulatory, or authorisation requirements applicable to the solution and any required approvals, including

No.	Question(s)	Answer(s)
	the MoF/Bank holds the requisite authority or whether the vendor must obtain any authorization.	responsibility for obtaining them, will be confirmed and communicated to the selected bidder, where applicable.
7.	a) What cybersecurity, compliance, certification, or regulatory frameworks are expected beyond PCI-DSS (e.g., ISO 27001, NIST, CIS, or other Government standards)? b) We would appreciate confirmation of any mandated cryptographic standards (e.g., key-management/HSM requirements), and whether specific compliance frameworks beyond PCI-DSS (e.g., ISO 27001) are required. c) Can the Government confirm the applicable regulatory, data protection, data residency, record retention, audit logging, and payment compliance standards that the proposed Digital Payment System must meet, including whether PCI DSS, ISO 27001, ISO 20022, FATF recommendations, and AML/CFT requirements are applicable? d) Is the Bidder's platform required to hold independent PCI-DSS certification, or is compliance achieved via a certified third-party payment gateway/processor acceptable? e) Beyond PCI-DSS, are there additional regulatory frameworks (e.g., Data Protection Act, AML/CFT/FATF requirements, Central Bank cybersecurity guidelines) the solution must comply with? f) The RFP requires compliance with PCI-DSS standards. Kindly clarify the compliance evidence expected from bidders. Will industry-recognized certifications such as PCI-DSS, ISO 27001, SOC 2 (or equivalent security certifications) be accepted as proof of adherence to the security and compliance requirements outlined in Section 4.5?	Beyond PCI-DSS, the following frameworks apply: Alignment is required with ISO 27001 (Clauses 6 and 8, and Annex A controls A.5.12, A.5.15, A.5.19, A.5.31, A.7.1, A.8.5, A.8.20, A.8.24, and A.8.28), NIST SP 800-53 Release 5.2.0, ISO 31000, and Basel. Risk documentation should adhere to the Principles for Financial Market Infrastructures (PFMI) guidelines. On data protection and AML/CFT, the solution must comply with the Data Protection (Privacy of Personal Information) Act, 2003, the Computer Misuse Act, and the Financial Transactions Reporting Act, which implements The Bahamas' AML/CFT regime in line with FATF standards. CIS Benchmarks are also required, alongside PCI-DSS, ISO 27001, and NIST SP 800-53, as a compliance minimum. SOC 2 is not separately mandated. Bidders may propose equivalent or additional certifications relevant to their architecture for the Bank's consideration. The current Government payment platform processes card transactions through a third-party, PCI-compliant processor rather than handling cardholder data directly within the platform itself. Bidders proposing a similar PSP or acquirer model, using tokenisation or a hosted payment page to minimise card-data scope, should describe this approach and the associated compliance boundary in their proposal. Confirmation of the specific PCI-DSS version, effective compliance date, required validation level, and whether the selected solution is expected to continue relying on a third-party processor or bring card processing in scope directly is being finalised and will be provided to the selected bidder. Bidders should provide evidence of compliance relevant to their proposed architecture, including current certifications and attestations such as PCI-DSS Attestation of Compliance, ISO 27001 certification, or SOC 2, as applicable to the components and processors involved in their solution.

No.	Question(s)	Answer(s)
	g) Will the selected bidder be responsible for PCI-DSS certification, or only for using PCI-DSS-compliant components/processors? h) In addition to PCI-DSS, MFA, RBAC, and encryption, are there any additional security or regulatory compliance standards expected, such as: ISO/IEC 27001; NIST; CIS Benchmarks; SOC 2; or other applicable standards? i) Beyond PCI-DSS, could the MoF and the Central Bank confirm whether there are any additional mandatory compliance requirements the solution must adhere to (e.g., ISO 27001, SOC 2, NIST, or any local Bahamian cybersecurity standards)? j) Kindly confirm the specific PCI-DSS version required (e.g., v4.0.1) and the effective compliance date the solution must meet. k) We would appreciate confirmation of the PCI-DSS scope and validation level expected — whether the vendor must provide a PCI-DSS certified environment / Attestation of Compliance, the applicable SAQ/Level, and whether the vendor is the entity that stores, processes, or transmits cardholder data. l) For PCI DSS compliance, does the MoF intend to remain within card-data scope or use tokenisation, hosted payment pages or a PSP/acquirer model to minimise scope? Is a specific PCI DSS level or attestation required? m) In addition to PCI DSS, are ISO/IEC 27001, the NIST Cybersecurity Framework, CIS Controls or any Government-specific cybersecurity and privacy standards mandatory? n) What cybersecurity, compliance, certification, or regulatory frameworks are expected beyond PCI-DSS (e.g., ISO 27001, NIST, CIS, or other Government standards)?	

No.	Question(s)	Answer(s)
	o) Beyond PCI-DSS, could the MoF and the Central Bank confirm whether there are any additional mandatory compliance requirements the solution must adhere to (e.g., ISO 27001, SOC 2, NIST, or any local Bahamian cybersecurity standards)?	
8.	a) Does the Central Bank have a preferred deployment model for the proposed solution (e.g., on-premise, private cloud, government cloud, SaaS, or hybrid architecture)? Additionally, are there any data residency requirements that would mandate hosting within The Bahamas? b) Are there restrictions regarding data residency? c) Are there any data residency, data sovereignty, or data localization requirements applicable to Government transaction data? d) Is data residency within The Bahamas mandatory, or is offshore/regional cloud hosting (e.g., AWS, Azure, GCP) acceptable, subject to the data-ownership terms in Section 1.5? e) Kindly clarify whether there are any data residency, data sovereignty, or geographic hosting requirements applicable to the proposed solution and associated environments. f) Kindly confirm any data-residency / data-sovereignty requirement — specifically whether transaction and personal data must be stored and processed within The Bahamas. g) Please confirm the required deployment model for the proposed solution—on-premises/private deployment, cloud-hosted, or another model. Are there any specific hosting, infrastructure, data-residency, or security requirements that Bidders must meet?	The preference is for data to be stored on-premises in The Bahamas. Data residency requirements do apply to this solution, consistent with the Data Protection (Privacy of Personal Information) Act, 2003 and related legislation. The Government may grant exceptions permitting data storage in other jurisdictions, at the discretion of the Data Commissioner's office. Bidders proposing a cloud, hybrid, or offshore-hosted deployment should identify this in their proposal and note that such an arrangement would require approval through this exception process rather than being available as of right.

No.	Question(s)	Answer(s)
	h) Are there restrictions regarding data residency? i) Are there any data residency, data sovereignty, or data localization requirements applicable to Government transaction data? j) Are there data residency requirements for Bahamian government payment data? k) If cloud deployment is acceptable, are there any data residency, data sovereignty, or Government data-control requirements applicable to Government payment data? l) Does the Bank have a preference for data residency within a specific physical government data centre, or is a "Bahamas-only" sovereign cloud model acceptable?	
9.	We would welcome confirmation of the applicable data-protection regime (e.g., the Bahamas Data Protection Act) and any consequent obligations, including breach notification and lawful-basis requirements.	All data protection legislation under the Commonwealth of The Bahamas should be adhered to, including the Data Protection Bill (2025).

Usage and Transaction Metrics

No.	Question(s)	Answer(s)
1.	We would welcome confirmation of the number of end users (internal operators and public payers), payment endpoints/merchants, and pension/salary payee records the system must support, this would help us size the hardware per the scalability requirements etc.	Confirmed end users, payment endpoints, and payee records are not available at this stage. Bidders should propose a scalable solution capable of supporting future growth. Detailed requirements will be validated with the selected bidder during the Requirements and Detailed Design phase.
2.	a) How many users are expected at launch? b) How many approval levels are required for payment release? c) How many transactions will be processed monthly for immediate payments? d) How many transactions will be processed monthly for card payments? e) How many Government Ministries, Departments, and Agencies (MDAs) are expected to be onboarded during Phase 1 and across the full program? f) How many Ministries, Departments and Agencies (MDAs) are currently onboarded to DigiPay, and how many additional MDAs are within scope for onboarding under the new solution? g) How many Ministries, Departments, and Agencies (MDAs) are in scope for Phase-1, Phase-2, and final rollout? Please provide agency-wise onboarding plans.	Confirmation of expected user counts and monthly transaction volumes at launch is being confirmed with the MoF and will be provided to the selected bidder. Hierarchical approval functionality is required, supporting multi-level sign-off for relevant transactions. Confirmation of the specific number of approval levels and their associated thresholds is being finalised and will be provided to the selected bidder. Phase 1 comprises a single agency, the Ministry of Transport, via the Road Traffic Department. Confirmation of the number of MDAs currently onboarded to the existing platform, and the number and phasing of additional MDAs within scope for the new solution, is being finalised and will be provided to the selected bidder.
3.	a) To enable us to size the solution and complete the Total Cost of Ownership worksheet, please provide the following volumetrics, or confirm the planning assumptions bidders should use: Annual transaction counts and values, split by collections and disbursements and by payment rail, together with predicted volume for each incoming payment scheme. Peak transaction rates and known peak events, for example payroll runs,	Confirmation of the specific volumetrics requested, including transaction counts and values, peak rates and events, bulk disbursement figures, growth assumptions, environment counts, and training scope, will be provided to the selected bidder as part of the final contract. Bidders should size their proposals based on the confirmed pilot scope (the Ministry of Transport, via the Road Traffic Department) and the payment rails and other information already set out in this response, noting that broader volumetric detail will follow contract award.

No.	Question(s)	Answer(s)
	pension runs, and tax deadlines. Largest single bulk disbursement batch today, including public sector salary headcount and pension and social services recipient counts. Assumed transaction growth rate over the contract term. Number of Ministries, Departments, and Agencies to be onboarded, total back office users, and expected peak concurrent back office users. Whether a public facing payment portal is in scope and, if so, expected registered users and peak concurrent sessions. Number of cashier, point of sale, or agent endpoints in scope for in person collections. Required availability target and its coverage window, and recovery time and recovery point objectives for disaster recovery, including any requirement that disaster recovery be located in the country. End to end latency targets for real time rails. Required retention period for transaction and audit trail data. Number of environments required, for example development, system integration testing, user acceptance testing, pre-production, production, and training, and responsibility for hosting non production environments. Number of agencies and approximate user counts in scope for the training milestone. b) We would appreciate confirmation of the expected average and peak values for bulk disbursement runs (e.g., payroll/pension cycles — number of payees per run and run frequency).	
4.	a) For SandDollar, what transaction volumes, user journeys and collection or disbursement use cases are expected at initial go-live? b) What is the primary disbursement use cases and estimated transaction volumes for each?	The first Ministry and agency in scope for initial rollout is the Ministry of Transport, via the Road Traffic Department. For the pilot, the following is confirmed: Payment methods: credit card, debit card, and SandDollar. Collection flow: payment collection at Road Traffic Department locations. Disbursement flows are not part of the initial pilot perimeter. SandDollar transaction limits: Tier I individual wallets carry a $500 holding limit and $1,500 monthly transaction limit; Tier II individual wallets carry an $8,000 holding limit and $10,000 monthly transaction

No.	Question(s)	Answer(s)
	c) Could you please provide the anticipated annual transaction values for both collection and disbursement use cases? d) Could the Bank define the expected first-release or pilot perimeter, including priority ministries/agencies, payment use cases, payment methods, collection/disbursement flows, participating banks/PSPs, transaction limits, and external parties?	limit; merchant wallets carry a holding limit of $8,000 to $1,000,000 with unlimited annual transactions. Transaction volumes, disbursement use cases and estimated volumes, anticipated annual transaction values, and confirmation of participating banks and PSPs beyond the pilot are being confirmed with the Ministry of Finance, as the owner of this project, and will be provided to the selected bidder.
5.	a) What are the current payment volumes (daily, monthly, annually) processed through DigiPay? b) What are current transaction volumes (daily/monthly/annual) by channel — card, bank transfer, cash, CBDC — processed through DigiPay today?	Current payment volumes processed through the existing platform, including breakdown by channel, are being confirmed with the MoF and will be provided to the selected bidder.
6.	a) What are the required response and resolution times for incidents? b) Can the Government clarify the anticipated usage, performance, and transaction volume requirements for the proposed solution, including transactions per second, peak daily volumes, average transaction size, concurrent user expectations, target response times, and settlement processing windows? c) What average response times are expected?	Severity-based incident response and resolution time targets will be provided to the selected bidder as part of the final contract. Transactions per second, peak daily volumes, average transaction size, concurrent user expectations, target system performance response times, and settlement processing windows are being confirmed with the MoF and will be provided to the selected bidder. Transactions per second, peak daily volumes, average transaction size, concurrent user expectations, target system performance response times, and settlement processing windows are being confirmed with the MoF and will be provided to the selected bidder. Average response times will depend on whether the question concerns system performance latency or incident support response times, both of which are addressed above. Confirmation of the applicable figures for either is being finalised and will be provided to the selected bidder.
7.	a) Please define system response-time SLAs for payment initiation, inquiry, reporting, settlement, and reconciliation functions.	Each vendor should provide their respective response times and SLAs in accordance with their established operations.

No.	Question(s)	Answer(s)
	b) Kindly confirm the required transaction response/latency targets, and whether a formal response-time SLA is mandatory.	
8.	a) Are vendor payments, salaries, pensions, and social benefit payments expected to be managed through a single workflow? b) What are current disbursement volumes and values for public sector salaries, pensions, vendor/merchant payments, and Family Island targeted disbursements? c) Kindly provide transaction volume split across collections, salaries, pensions, social benefits, vendor payments, grants, and other disbursements. d) Please provide a detailed functional requirements matrix or use-case catalogue covering all Government payment and disbursement workflows, including taxes, customs duties, licences, permits, fines, utilities, salaries, pensions, social services, grants, refunds and other payment types.	Confirmation of whether vendor payments, salaries, pensions, and social benefit payments will be managed through a single workflow or through distinct workflows is being finalised and will be provided to the selected bidder. Current disbursement volumes and values for public sector salaries, pensions, vendor and merchant payments, and Family Island targeted disbursements are being confirmed with the MoF and will be provided to the selected bidder. The transaction volume split across collections, salaries, pensions, social benefits, vendor payments, grants, and other disbursement categories is being confirmed with the MoF and will be provided to the selected bidder. A detailed functional requirements matrix and use-case catalogue covering taxes, customs duties, licences, permits, fines, utilities, salaries, pensions, social services, grants, refunds, and other payment types will be provided to the selected bidder following contract award. This information is not available during the proposal or evaluation process.
9.	Kindly provide current and projected transaction volumes (daily and annual - amount/value and number of transactions expected to be paid in a year) across collections and disbursements, together with peak-period profiles and peak transactions-per-second, to enable accurate sizing and pricing.	Current and projected transaction volumes and values, split by collections and disbursements, together with peak-period profiles and peak transaction rates, are being confirmed with the MoF and will be provided to the selected bidder.
10.	a) What projected transaction volumes should the new platform support over the next 5 years? b) What scalability targets are required over the next five years? c) What are the expected scalability targets in terms of transaction growth over the next five to ten years?	Confirmation of projected transaction volumes, peak throughput in transactions per second, response-time targets, expected concurrent user counts, and annual growth and scalability objectives over the next five to ten years is being confirmed with the MoF and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
	d) Could the Bank provide the expected non-functional requirements for the solution, including: target peak transaction throughput, expressed in Transactions Per Second; maximum response-time requirements; expected number of concurrent users; projected annual transaction growth; and scalability objectives over the next five years?	
11.	What will be the annual growth of transactions?	Confirmation of projected annual transaction growth is being confirmed with the MoF and will be provided to the selected bidder.
12.	What peak TPS (transactions per second) must the platform support?	Confirmation of the required peak transactions-per-second target is being confirmed with the MoF and will be provided to the selected bidder.
13.	Please provide expected number of agencies, business users, operators.	The Ministry of Transport, via the Road Traffic Department, is confirmed as the pilot agency. Documentation on the existing Government payment platform identifies eight further agencies with SandDollar acceptance capability technically built in, though not put into active use: the Departments of Immigration and Labour, the Royal Bahamas Police Force, the Office of the Judiciary, the Registrar General's Department, the General Post Office, and the Office of the Attorney General. This should not be read as a confirmed onboarding sequence. Confirmation of the expected number of business users and system operators is being confirmed with the MoF and will be provided to the selected bidder.

Contract, Licensing and Service Payment Details

No.	Question(s)	Answer(s)
1.	a) Please confirm whether a perpetual license, subscription/SaaS model, or either is acceptable, and how the Bank prefers licensing costs to be represented in the TCO worksheet. b) Does the Bank have a preferred commercial model for the proposed solution, such as: perpetual licensing; subscription licensing; SaaS; transaction-based pricing; or a hybrid model?	Appendix A includes a dedicated line for licensing in the Total Cost of Ownership worksheet. Bidders should include the first-year license cost in the Base column, and the recurring license fee for each remaining year of the worksheet. Confirmation of whether a perpetual license, subscription/SaaS model, transaction-based pricing, or a hybrid commercial model is acceptable, or whether the Bank has a stated preference among these, is being finalised and will be provided to the selected bidder.
2.	We understand that the MoF and the Central Bank want the Bidders to provide an itemised listing of all costs (e.g., hardware, software, and services). May we confirm that the design aspect of the payment system should be listed as a sub-component of hardware and software costs, rather than a part of miscellaneous costs?	Yes, bidders should follow the pricing structure provided in Appendix A.
3.	In addition, could we check whether the MoF and the Central Bank would like to see a payment schedule in addition to Appendix A: Pricing Worksheet? If so, should it be a milestone-/time-based payment schedule?	Yes, a payment schedule in addition to Appendix A is required. The payment schedule must comply with the other terms of the RFP, including the 15% retainer under Section 7.5.
4.	For the “number of operational installations” and “currently in production” requirements, how does the Bank wish bidders to count installations—at product/platform level, or per deployed instance—and does a dedicated on-premises deployment of an in-production platform qualify?	Each live customer deployment may be counted as one operational installation. A dedicated on-premises deployment qualifies if it is currently live and supporting actual operations.
5.	Please clarify the VAT, customs-duty and tax treatment. The Cost Proposal must be tax inclusive, while Section 7.6 states that the Bank will not pay taxes. Are Government exemptions available for hardware, software licenses or professional services?	Prices must be inclusive of Value Added Tax (VAT) and Customs Duty. Vendors will receive no tax exemptions in connection with this engagement.

No.	Question(s)	Answer(s)
6.	a) Please clarify the ownership of intellectual property, including pre-existing software, APIs, custom developments, configurations, interfaces, and derivative works created during the project. b) Please clarify ownership requirements for source code, custom developments, intellectual property rights, and source code escrow. c) Section 1.5 states the MoF and Bank retain "full ownership" of all data. Can the Bank clarify whether this includes exclusive rights to the underlying system configurations, or whether the vendor retains intellectual property (IP) rights for the core software platform? d) Section 1.5 assigns the Ministry and the Bank ownership of all data. Please clarify the Government's requirements regarding intellectual property in the software itself. Specifically, is ownership or assignment of source code required, is a perpetual license acceptable, and is a source code escrow arrangement acceptable for pre-existing platform components as distinct from bespoke integration code developed under the contract? e) Please confirm the ownership and licensing requirements for custom-developed source code, interfaces, configuration scripts, data models and associated documentation delivered under the project. Will these materials transfer to the Government upon project completion?	Section 1.5 of the RFP confirms that the MoF and the Central Bank retain full ownership and exclusive rights to all data stored, processed, or generated under the solution. This data ownership provision is distinct from intellectual property in the software platform itself. Detailed intellectual property terms, including ownership or licensing of pre-existing platform components, custom-developed code, interfaces, configurations, and data models, together with any source code escrow arrangement, will be set out in a draft contract or memorandum of understanding to be provided by the Bank, in accordance with Section 7.4 of the RFP. This will be provided to the selected bidder and is not available during the proposal or evaluation process.
7.	a) Section 3.15.7(e) references a 5-year post-implementation support view, while the Cost Proposal/Appendix A requests a 3-year Total Cost of Ownership. Please confirm the TCO horizon required for pricing purposes (3 vs. 5 years).	The mandatory TCO horizon for pricing purposes is three years, as set out in Appendix A. The reference to a five-year view in Section 3.15.7(e) relates to Ministry staffing and resourcing planning for system maintenance, and is not a separate pricing requirement; bidders may optionally include indicative year four and five figures beyond the mandatory three-year worksheet.

No.	Question(s)	Answer(s)
	b) The Total Cost of Ownership worksheet covers three years while Section 3.15.7(e) refers to Ministry staffing to maintain the system during the first five years. Please confirm the intended contract and support term. Please also specify the required warranty period following acceptance, expected support coverage hours, severity based response and resolution time targets, and whether the Bank has a standard service level framework that bidders should price against. c) Appendix A requests a three-year Total Cost of Ownership, while Section 3.15.7(e) refers to maintaining and updating the system during the first five years. Please confirm the intended contract/support term, warranty period and required TCO horizon.	Confirmation of the specific warranty period, support coverage hours, severity-based response and resolution time targets, and any standard service level framework will be provided to the selected bidder as part of the final contract.
8.	a) Section 5.3.1(g) requires the Prime Bidder to have three years of experience with Government MDAs. Will the Bank accept the combined experience and “in-production” track record of the Prime Bidder’s parent group or named technology partners to satisfy this requirement? b) Please confirm whether the requirement for three years of experience providing payment system solutions to government entities may be satisfied by the Prime Bidder and its subcontractors collectively. Please also clarify how the requirement that the Prime Bidder be an authorized solution provider applies where the Prime Bidder integrates and is authorized to deliver technology owned by its consortium partners. c) Section 3.1(g) requires that the Prime Bidder have a minimum of three (3) years' experience providing payment system solutions for Government Ministries, Departments and Agencies. Please confirm whether experience gained through the implementation, operation, enhancement or support of the DigiPay	Experience may be combined between the Prime Bidder and its named subcontractors or consortium members to satisfy the three-year experience requirement under Section 5.3.1(g). Confirmation of whether this extends to a Prime Bidder's parent group or named technology partners not structured as formal subcontractors or consortium members, whether experience with the existing DigiPay platform specifically satisfies this requirement, how the authorized-solution-provider requirement applies where a consortium partner owns the underlying technology, and the specific documentary evidence and client references expected is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
	platform and related Government payment services satisfies this mandatory requirement. Where the Prime Bidder forms part of a consortium or joint proposal, please also confirm whether such experience may be demonstrated collectively by the Prime Bidder and its consortium members or subcontractors. Finally, please confirm the documentary evidence and client references that bidders are expected to provide to demonstrate compliance with this requirement.	
9.	Where a bidder, or a member of a bidding consortium, currently provides services to the Central Bank or the Ministry of Finance, for example payment infrastructure or collection services, please confirm whether such an existing relationship is treated as a disclosable relationship rather than a disqualifying conflict of interest, provided it is fully disclosed in the transmittal letter.	Each proposal will be independently reviewed and may be approved or denied at the discretion of the Bank.
10.	a) Section 7.10 caps the Schedule Delay Penalty at 5% of contract value. Please confirm whether this cap applies per delay event or cumulatively across the life of the contract. b) How will external dependencies outside the bidder's control, including FPS and SandDollar readiness, third-party interface availability and legislative amendments, affect the implementation schedule and the 1% per-week delay penalty? Will such events qualify for schedule relief?	Confirmation of whether the 5% cap under Section 7.10 applies per delay event or cumulatively across the life of the contract is being finalised and will be provided to the selected bidder. Delays attributable to the Bank or the Ministry, including legislative or regulatory change, are exempt from the Schedule Delay Penalty under Section 7.10. Justifiable cause is determined by the project sponsor and may include changes in project scope and delays resulting from the actions or non-actions of the Bank or the Ministry. Bidders should note that FPS integration is a future-readiness requirement rather than a delivery dependency, and working FPS integration is not required at go-live. Confirmation of the treatment of other external dependencies, including third-party interface availability, is being finalised and will be provided to the selected bidder.
11.	a) Do non-Bahamian bidders need to comply with these requirements, as we are not currently operating in The	International Bidders can provide tax compliance certificates from their jurisdiction or home country to meet these requirements.

No.	Question(s)	Answer(s)
	Bahamas: Copy of a valid Tax Compliance Certificate. Copy of National Insurance Board (NIB) Certificate, if applicable. Copy of current Business License. b) Are the VAT Compliance Certificate and NIB Certificate mandatory for foreign bidders, or only for locally registered entities? c) Please confirm whether a foreign Prime Bidder must hold a Bahamian Business License, National Insurance Board certificate, and Tax Compliance Certificate at the time of submission, or whether these requirements may be satisfied by a Bahamian consortium member, or by the Prime Bidder upon contract award through local registration. d) May a foreign entity act as Prime Bidder, or must the Prime Bidder independently hold a Bahamian Business Licence, NIB certificate and local tax-compliance documentation? Can these requirements be satisfied through a local joint-venture partner or subcontractor?	
12.	a) If legislative or regulatory changes occur during implementation, how will resulting impacts on scope, cost, timelines, and deliverables be managed? b) After the design phase is approved, should new requirements, new agency requests, integration changes, scope changes, or regulatory changes be managed through a formal change-control process with impact assessment on timeline, cost, milestones, and delay penalties, or does the Bank expect a different mechanism?	After approval of the design, any material legislative, regulatory, agency, integration, or scope changes will be managed through the formal change-control process. Each change must include an assessment of its impact on scope, cost, timelines, milestones, deliverables, and any applicable delays, and must receive the Bank's prior written approval. Changes arising from requirements already in effect or from vendor omissions will remain the vendor's responsibility.
13.	a) If local registration is required, can it be completed after contract award? b) Could the Bank clarify which local presence, local support, business licence, VAT, tax compliance, NIB, or local-	Foreign bidders and subcontractors are not required to hold a Bahamian business licence, VAT registration, NIB registration or other local registration at the proposal stage and may submit equivalent documents from their home jurisdiction. Any

No.	Question(s)	Answer(s)
	registration requirements apply to foreign bidders and foreign subcontractors at proposal stage versus after award? Foreign companies outside The Bahamas may not have VAT registration, a local business licence, or NIB registration at proposal stage.	applicable local registrations must be completed following contract award. Bidders should indicate how the required local or onsite support will be provided.
14.	a) Please confirm whether the three reference implementations, and the evaluation criterion for vendor and solution references, may include implementations delivered by proposed subcontractors. b) Section 5.1 allocates 15% of the score to 'Vendor and Solution References' while Section 3.15.5(d) separately requests the bidder's 'last three implementations.' Can the same reference set satisfy both requirements, or are distinct references expected?	Yes. References may include implementations delivered by a proposed subcontractor, provided the subcontractor's role and scope of work are clearly identified in the proposal in accordance with Section 3.8 of the RFP. The same reference set satisfies both requirements. Section 3.15.5(d) sets out what must be submitted, being the bidder's last three implementations; Section 5.1 sets out how those references are weighted within the overall technical evaluation. No separate or additional reference set is required.
15.	a) Please confirm whether a performance bond or bank guarantee is required, and if so at what percentage of contract value, and state the expected retention percentage and release conditions. b) Is there any bid bond, performance bond, professional indemnity insurance, cyber insurance or other financial-security requirement not expressly stated in the RFP?	A separate performance bond or bank guarantee is not required. In its place, Section 7.5 of the RFP provides for a 15% retainer, withheld from every invoice paid to the supplier, with the accumulated balance released at the end of the project as defined in the final contract. We have considered a request to convert this retention to a performance bond or bank guarantee, but we cannot approve it at this time. Any additional financial-security requirement beyond what is expressly stated in the RFP, including insurance requirements, will be confirmed following selection of the winning bidder.
16.	Please confirm whether the final contract will include a limitation of liability and exclusion of indirect, incidental, consequential, special, or punitive damages.	The specific terms of any limitation of liability and exclusion of damages will be provided to the selected bidder as part of the final contract.
17.	Please clarify whether the Bank expects the successful bidder to provide any indemnities (including for intellectual property infringement, cybersecurity incidents, data breaches, or regulatory compliance matters), and whether such obligations will be subject to any agreed liability cap.	The specific terms of any indemnity obligations, and any associated liability cap, will be provided to the selected bidder as part of the final contract.

No.	Question(s)	Answer(s)
18.	Please provide additional details regarding the change request process, including approval authority, pricing methodology, and governance procedures for contract amendments.	As set out in Section 7.11 of the RFP, where additional work is required that falls within the general scope of the initial contract, the Bank's project manager will provide the contractor with a written description of the work required and request a proposed time schedule and price. Cost and pricing data must be provided to justify the cost of the amendment. Work may not commence until the Bank's project manager has secured any required Ministry of Finance approvals and issued a written contract amendment approved by the Ministry. Approval authority for contract amendments therefore rests with the Bank's project manager in the first instance, with final approval resting with the Ministry of Finance.
19.	Please clarify whether the Bank would consider international arbitration as the preferred dispute resolution mechanism in lieu of exclusive jurisdiction of the Supreme Court of The Bahamas.	No. As set out in Section 6.2 of the RFP, disputes are governed by the laws of the Commonwealth of The Bahamas, and any appeal or action to enforce the agreement may be brought only in the Supreme Court for the Commonwealth of The Bahamas. International arbitration is not being considered as an alternative to this jurisdiction.
20.	Please provide any draft contract, security schedules, data protection requirements, or additional contractual terms that are expected to be introduced during contract negotiations.	Bidders must submit a draft contract as part of their proposal, based on the information provided in this RFP, including confidentiality and non-disclosure clauses, in accordance with Section 3.14. The Ministry of Finance will provide its own draft contract or memorandum of understanding outlining data ownership, intellectual property rights, and source code requirements. This document, along with the specific terms of liability, indemnity, and any security schedules addressed elsewhere in this response, will be provided to the selected bidder following contract award.
21.	Do we need a Bahamian entity, or does a local subcontractor / JV satisfy License, NIB and VAT?	The Prime Bidder is not required to be a permanently registered Bahamian entity. Bahamian law provides for a Temporary Business Licence for non-Bahamian entities conducting business in The Bahamas for a defined period, which may be used to satisfy the Business Licence requirement under Section 3.10 for the duration of this engagement. Where local delivery is carried out through a Bahamian subcontractor or consortium partner, NIB and VAT compliance may be satisfied at that entity's level, consistent with its role in employing local staff and conducting taxable activity within The Bahamas. Consortium and joint venture structures remain eligible in

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		accordance with Section 3.15's provisions on subcontractors and joint ventures, with the administrative lead and all designated roles clearly identified in the proposal.
22.	If yes, for companies in our situation, can we meet this requirement by sub-contracting with a local company?	Yes. Consistent with the answer above, this requirement may be met by subcontracting with a Bahamian company that holds the necessary Business Licence, NIB registration, and VAT compliance, provided the subcontractor is properly identified in the proposal in accordance with Section 3.8 of the RFP, including its name, address, scope of work, percentage of total work, and a signed statement confirming its agreement to the RFP's terms. The Prime Bidder retains full responsibility for the entire scope of work and for compliance with all RFP requirements, notwithstanding the use of a local subcontractor for this purpose.
23.	Could the Bank clarify how the experience of the Prime Bidder, co-bidders, named subcontractors and specialist partners will be evaluated, particularly where specific parties are responsible for distinct workstreams such as payment strategy, functional architecture, platform implementation, integrations, reconciliation design, security, testing, rollout and post-go-live support?	As set out in Section 5.4 of the RFP, evaluation considers the experience and qualifications of the staff assigned to implement and service the solution, together with evidence of relevant industry certifications, rather than being limited to the experience of the Prime Bidder entity alone. Where distinct workstreams are delivered by named subcontractors or specialist partners, bidders should clearly identify each party's specific role and scope of work in accordance with Section 3.8, so that the relevant experience for each workstream can be properly assessed. The Prime Bidder retains full responsibility for the complete scope of work regardless of how workstreams are allocated among consortium members or subcontractors.
24.	Should named specialist workstreams be presented only as subcontractor participation percentages, or should the proposal also include a RACI matrix, deliverables, personnel, level of effort, responsibility boundaries, and formal work-package descriptions?	Participation percentages alone are not sufficient. In accordance with Section 3.8 of the RFP, each subcontractor's role must be described, including the specific work to be performed and the percentage of total work involved. Section 3.15.7 further requires a project organisation chart identifying key staff with names and resumes, and a detailed work plan setting out major activities, tasks, deliverables, and resources. A formal RACI matrix is not separately mandated by the RFP; however, bidders are welcome to include one as a means of presenting the required information on responsibility boundaries and work allocation across the Prime Bidder, subcontractors, and specialist partners.

No.	Question(s)	Answer(s)
25.	Kindly confirm whether a warranty/support period follows project completion, and its duration, given maintenance/support is priced on a recurring annual basis.	The specific terms of any warranty or support period following project completion will be provided to the selected bidder as part of the final contract.
26.	Following implementation, will the successful bidder be expected to provide software upgrades, product releases and regulatory or scheme-mandated enhancements throughout the contract term? If so, how should these services be priced?	Yes. Ongoing software upgrades and product releases are expected to be included within the annual maintenance and support arrangement described in Section 7.6 and reflected in the Maintenance/Support line of the Total Cost of Ownership worksheet in Appendix A. Pricing treatment for regulatory or scheme-mandated enhancements specifically, meaning changes required by law or by a payment scheme rather than routine product updates, is being confirmed and will be provided to the selected bidder.
27.	Does an overseas vendor with no registered office, business license, VAT registration, or NIB registration in The Bahamas be able to submit as Prime Bidder? If so, what alternative documentation is acceptable in lieu of the requirements listed in Sections 3.10 and 3.14?	Any tax compliance document from the Bidder's home country will be sufficient to satisfy this requirement.
28.	a) Are there mandatory local partner participation requirements? b) Is a local representative or local partner mandatory?	No, a local partner representative is not mandatory.
29.	a) Please confirm that schedule delay penalties will not apply where delays result from customer dependencies, third-party integrations, regulatory approvals, change requests, or force majeure events. b) How will delays caused by third-party systems, banks, PSPs, payment infrastructure providers, agency readiness, data quality, certification windows, sandbox availability, or regulatory changes be treated in relation to milestone commitments and schedule-delay penalties?	Schedule delay penalties will not apply to delays determined to have resulted from the Bank/MoF dependencies or other justifiable causes outside the selected vendor control. Delays resulting from documented customer dependencies, third-party integrations, regulatory approvals or changes, approved change requests, force majeure events, or other circumstances beyond the vendor's reasonable control will be assessed on a case-by-case basis and may result in an appropriate adjustment to the agreed schedule. The vendor must promptly notify the Bank/MoF of any anticipated delay, provide supporting evidence and a revised schedule, and take reasonable measures to mitigate its impact. The Bank/MoF must formally review and approve any schedule adjustment.
30.	a) Please clarify whether the 15% retention applies to software licenses, subscription fees, third-party costs,	The 15% retainer fee will be applied to every invoiced amount paid to the supplier under this contract. Therefore, all expenses must be included in the bidder's Cost Proposal. The accumulated balance will be paid at the end of the project.

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	and reimbursable expenses, and when retained amounts will be released. b) Is the 15% retention applied to all milestone invoices including software/licensing costs, or only services?	
31.	Please confirm whether a proposed solution composed of components that are each in production, integrated for this engagement, satisfies the requirement that the proposed solution be currently in production, or whether the integrated platform as a whole must have a prior production deployment.	If the components are each currently in production and, when integrated, can satisfy the requirements of the proposed solution, bidders are encouraged to submit a proposal for evaluation.
32.	Please clarify whether the vendor will be required to obtain any local licenses, registrations, certifications, or regulatory approvals in The Bahamas in connection with the provision of the solution.	No project-specific local licence, certification or regulatory approval
33.	Please confirm whether pricing may be submitted in USD, given the longstanding parity between the Bahamian Dollar (BSD) and the US Dollar (USD).	Pricing can be submitted in US Dollar (USD).
34.	Is there an indicative or approved budget range for this project that bidders should be aware of when scoping the proposal?	The Bank/MoF has established a budget. However, this information will not be disclosed to ensure a competitive procurement process.
35.	Is the RFP open to foreign companies without a registered entity in The Bahamas?	Yes, the RFP is open to foreign companies without a registered entity in The Bahamas.
36.	Does the proposed solution need to be deployed exactly as an existing production implementation, or can configurable/customized modules be delivered?	No, the proposed solution does not need to be deployed exactly as an existing production implementation. Configurable or customised modules may be proposed.
37.	For the “currently in production” requirement, will the Bank require the exact complete end-to-end proposed configuration to be live today, or will production-proven modules/components be accepted where they are integrated into a single proposed solution?	No. The Bank/MoF does not require the proposed solution to replicate an existing end-to-end production configuration. Production-proven modules or components may be configured or customised to meet the RFP requirements, provided that any associated dependencies and potential impacts on implementation timelines,

No.	Question(s)	Answer(s)
		testing, maintenance and support are clearly identified and addressed in the proposal.
38.	How will the Bank score “functionally comparable” experience from high-volume commercial financial sectors (e.g. Tier-1 banking) against the specific requirement for government-sector experience?	The Bank/MoF will assess all experience against the published evaluation criteria, with relevance to the RFP as the primary factor. Comparable experience in Tier-1 banking or other high-volume, regulated sectors will be considered based on scale, complexity, regulatory requirements, and successful delivery. Experience gained outside the government sector will not be scored lower solely because of that; however, bidders must clearly demonstrate its comparability. Any mandatory government-sector experience requirement must still be met. The same approach will apply to all bidders.
39.	Is a mobilisation or advance payment available, as referenced in Section 3.15.9, and what are the anticipated stage-payment milestones and conditions for release of the 15% retention?	Yes, a mobilisation deposit can be negotiated. Regarding the anticipated stage-payment milestones and conditions for release of the 15% retention, this is subject to the completion (end) of the project as outlined in section 7.5.
40.	Please confirm the standard payment period after approval of an invoice and progress report, for example Net 30 days.	Confirmation of the standard payment period following approval of an invoice and progress report is being finalised and will be provided to the selected bidder.
41.	Are formal certification activities required before production deployment?	No formal certification programme has been defined at this stage. However, before production deployment, the solution must complete all required testing and reviews. These include system integration testing, user acceptance testing (UAT), security reviews, etc.
42.	Can an overseas bidder participate as Prime Bidder without a Bahamian Business License at the proposal stage?	Yes, an overseas bidder can participate as a Prime Bidder without a Bahamian Business License at the proposal stage.

Miscellaneous

No.	Question(s)	Answer(s)
1.	a) Section 7.5 references a 15% retainer released 'at the end of the project. Please clarify whether this is assessed per milestone/invoice or only upon final project sign-off. b) Please provide the acceptance criteria applicable for milestone sign-offs and final project acceptance. c) Given that acceptance criteria directly influence project scope, delivery timelines, and testing activities, kindly confirm whether detailed UAT scenarios, acceptance parameters, security review criteria, and sign-off requirements will be mutually agreed upon during the project initiation phase. d) Please define the acceptance criteria that will govern project completion for the purposes of Milestone 8 sign off, final payment, and release of retention. Specifically, what criteria apply at exit from User Acceptance Testing and from the pilot, is there a defect severity threshold for go live, and is a post go live stabilization period expected before final acceptance? e) Please provide the acceptance criteria and required evidence for each implementation milestone, together with the conditions for project completion, final sign-off and release of retention.	The 15% retainer is assessed per milestone and invoice, and is payable at the completion of the final milestone. Confirmation of the acceptance criteria and required evidence for milestone sign-offs, UAT and pilot exit, defect severity thresholds for go-live, and whether a post-go-live stabilisation period is required before final acceptance is being finalised and will be provided to the selected bidder. Bidders should note that detailed acceptance parameters and sign-off requirements are expected to be mutually agreed during project initiation.
2.	a) Please clarify the expected format (remote or onsite in Nassau), timing, and any scoring weight attached to System Demonstrations relative to the 'Shortlisted Vendor Presentation' shown in the Schedule of Events. b) Will the Shortlisted Vendor Presentation/System Demonstration be scored independently, or does it factor into the existing Technical Submission weighting? c) Will the shortlisted-vendor presentation and system demonstration, scheduled on or about 31 August 2026,	Bidders should note that the Schedule of Events has been revised by Addendum; the Shortlisted Vendor Presentation is now scheduled on or about 28 September 2026, not 31 August 2026 as originally stated. Confirmation of whether the presentation and demonstration will be conducted onsite in Nassau or virtually, the expected agenda, duration, demonstration environment, required use cases, and whether this is scored independently or forms part of the existing Technical Submission weighting under Section 5.1, is being finalised and will be provided to the selected bidder.

No.	Question(s)	Answer(s)
	be conducted onsite in Nassau or virtually? Please confirm the expected agenda, duration, demonstration environment and required use cases.	
3.	Please identify the anticipated project-governance structure, steering committee, decision making process and the dedicated business, technical, security, finance and project management resources that the MoF and Central Bank will assign during implementation.	Confirmation of the project governance structure, steering committee composition, decision-making process, and the dedicated business, technical, security, finance, and project management resources to be assigned by the MoF and the Central Bank during implementation is being finalised and will be provided to the selected bidder.
4.	We understand that there are some on-site requirements (e.g., system demonstration, potential workshops, etc.). However, to optimise delivery efficiency and minimise travel-related costs, we propose a hybrid arrangement as the Prime Bidder and subcontractor teams are based overseas (i.e., UAE and Hong Kong). Certain phases of work (e.g., post-workshop system design, implementation plan development) can be conducted effectively through remote arrangements. Would the MoF and the Central Bank be open to a hybrid team arrangement, with targeted on-site presence for key milestones, workshops, and selected phases of work (e.g., pilot testing, etc.)?	A hybrid delivery arrangement is acceptable, and system demonstrations and other suitable activities may be conducted remotely. However, on-site presence will be required for key workshops, implementation milestones, pilot testing, training, and other activities where necessary. Bidders should clearly identify their proposed remote and on-site arrangements.
5.	As the proposal will be submitted electronically, we are mindful that the attachment may exceed the maximum file size limit for Outlook emails (i.e., 20 MB). Should the file size still exceed the allowable limit, could you please confirm whether the MoF and the Central Bank would be comfortable accessing the proposal via a secure shared repository link provided in the submission email? Alternatively, we can try to further compress the file, although this may impact the quality and readability of certain graphics and visuals.	If a proposal exceeds the 20 MB attachment limit, bidders should compress it as necessary to meet email attachment limits. If the compressed files still exceed the permitted limit, bidders should contact the Bank in advance for guidance on an alternative secure submission method.

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6.	We understand that the payment system is planned to be fully implemented at the end of the project timeframe (i.e., in 40-44 weeks). Could you please confirm whether the requested implementation plan is intended to cover only the development, testing, and delivery activities within this project period, or whether Finance expects a longer-term plan extending beyond go-live (e.g., a 2-3-year horizon covering post-implementation optimisation / enhancements and future capability expansion)? If a longer-term view is expected, could you please confirm whether a high-level implementation roadmap and sequencing recommendations would be sufficient for the post-go-live period, while a more detailed implementation plan (covering phases, timelines, dependencies, and resource requirements) is needed only for the initial 40-44 weeks? This will help us align the level of detail and effort in the proposed approach.	The detailed implementation plan should align with the 40–44 weeks timeframe through go-live. Bidders may also submit a longer-term view in the form of a high-level implementation roadmap for the post-go-live period.
7.	a) Will the Bank of The Bahamas and/or the Ministry of Finance provide, before proposal submission, an end-to-end architecture diagram showing the current payment ecosystem, including systems, platforms, payment rails, external participants, integration points, data flows, and ownership boundaries with which the proposed solution is expected to interact, or should bidders prepare their proposals based on assumptions to be validated after contract award during the Requirements Specification and Detailed Design phase? b) Will the Bank provide a detailed Functional Requirements Specification, business requirements document, use-case catalogue, or service-by-service process definition before proposal submission, or should bidders prepare their proposals based only on the current RFP and assume that detailed requirements will be defined after	A formal architecture diagram is not being issued ahead of proposal submission. Bidders should note that the current Government payment platform, DigiPay, is architected as an orchestration layer connecting to a card processor for card transactions, a Treasury financial management system for general ledger posting and reconciliation, and third-party wallet providers for wallet and SandDollar payments. Bidders should prepare proposals on this basis, with detailed architecture, integration points, and ownership boundaries confirmed with the selected bidder following contract award. Bidders should prepare their proposals based on the current RFP. Detailed functional requirements, business requirements, and use-case documentation will be developed with the selected bidder during the Requirements Specification and Detailed Design phase following contract award. The RFP does not prescribe a specific method or deliverable structure for documenting requirement coverage or securing approval at the end of the Requirements Specification and Detailed Design phase. In accordance with Section 3.15.7 of the RFP, bidders should describe their own implementation and project

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	contract award during the Requirements Specification and Detailed Design phase? c) During the requirements and detailed design phase, should the selected bidder produce a structured requirements-to-platform adaptation matrix showing how each requirement maps to standard product functionality, configuration, integration, customization, third-party components, operational procedures, or future phases, or does the Bank expect a different method for documenting requirement coverage? d) At the end of the Requirements Specification and Detailed Design phase, should approval be based on formal deliverables such as functional specifications, operating model, requirements-to-platform matrix, integration design, reconciliation model, reporting catalogue, and rollout plan, or does the Bank expect a different approval structure before configuration/development and integration proceed?	management methodology, including how requirement coverage will be documented and how phase approvals will be structured, as part of their proposal.
8.	a) Is there a definitive list and onboarding sequence of MDAs in scope, or should bidders propose their own phased onboarding plan? b) Could you please provide the anticipated onboarding sequence for Ministries, Departments, and Agencies during the phased rollout approach?	The first agency in scope is the Ministry of Transport, via the Road Traffic Department. Documentation on the existing Government payment platform identifies eight further agencies for which SandDollar acceptance capability was technically built into that platform, though not put into active use: the Departments of Immigration and Labour, the Royal Bahamas Police Force, the Office of the Judiciary, the Registrar General's Department, the General Post Office, and the Office of the Attorney General. This should not be read as a confirmed onboarding sequence for the new solution. Confirmation of the definitive onboarding sequence and timing for these and any further agencies beyond the initial Road Traffic Department rollout is being finalised and will be provided to the selected bidder.
9.	a) Please clarify the scope, number, and type of agencies involved in the 'Participant Pilot / Controlled Rollout'	The Participant Pilot / Controlled Rollout involves a single agency, the Ministry of Transport, via the Road Traffic Department, supporting card and SandDollar

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	(Weeks 36–39), and the criteria for progressing to full rollout. b) Could the Committee kindly confirm the scope of the Participant Pilot / Controlled Rollout — the number of ministries/agencies, transaction types, and duration expected before full production.	collection transactions. The duration is four weeks (Weeks 36 to 39), as set out in Section 4.8 of the RFP. Confirmation of the specific criteria for progressing from pilot to full production rollout is being finalised and will be provided to the selected bidder.
10.	We understand that the vendor will be responsible for detailing the design specifications of the centralised payment platform and the user dashboard. To ensure a user-centric design approach, we would typically conduct workshops and interviews with key stakeholders across Government Ministries, Departments, and Agencies to understand user needs, validate user journeys, and identify pain points with the current DigiPay system. Could we check with you on whether this discovery and research have already been conducted by the Ministry of Finance ("MoF") and the Central Bank of The Bahamas ("Central Bank"), with findings available for the vendor to leverage, or whether this could form part of our proposed approach in the proposal?	This discovery and user research has not been conducted by the MoF or the Bank. Bidders should propose this workshop and stakeholder interview approach as part of their own methodology, consistent with the position elsewhere in this response that vendors are expected to lead stakeholder engagement and requirements validation directly.
11.	What specific MoF staff roles (e.g. Database Administrators, Network Engineers) will be dedicated to the project to ensure the "on-premises" environment is ready for deployment by Week 9?	The deployment model for this solution has not been fixed as on-premises. As set out elsewhere in this response, a vendor-operated SaaS, ASP, or hosted delivery model is also eligible, provided the Ministry retains governance and operational oversight. Confirmation of the specific MoF staff roles and resourcing dedicated to the project, whether for on-premises infrastructure readiness or for governance and integration support under an alternative delivery model, is being finalised and will be provided to the selected bidder.
12.	As the payment system must support multiple payment methods, including those from the private sector, we propose engaging relevant payment providers (e.g., banks, card payment networks, mobile wallets, etc.) to (1) validate functional and technical requirements, including potential edge cases (e.g., transaction limits, KYC/AML requirements,	Neither the Bank nor the Ministry has conducted this engagement to date. Bidders are encouraged to undertake this validation directly, including assessing functional and technical requirements and potential edge cases such as transaction limits, KYC/AML requirements, settlement processes and exception handling, as well as assessing market readiness, integration feasibility, and generating initial buy-in from relevant payment providers.

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	settlement processes, and exception handling), (2) assess market readiness and integration feasibility, and (3) generate initial buy-in. Similarly, could we check whether the MoF and the Central Bank have already conducted this work? If not, would you be open to this proposed engagement approach?	
13.	We understand that training delivery to users (e.g., different Ministries, Departments, and Agencies) is part of the core scope. In addition to end-users on the government side, we have seen similar payment systems host training sessions with relevant financial institutions (e.g., banks, mobile wallet providers) to help them integrate these systems into their payment services, which can be an additional scope of work. Are the MoF and the Central Bank looking for the vendor to undertake this additional scope of work on top of the core scope?	Yes. Training is expected to be delivered across all aspects of the proposed solution, from collections to disbursement, and is to include relevant financial institutions such as banks and mobile wallet providers on integration, in addition to training for government end-users.
14.	a) The RFP currently contains high-level requirements only. Can the Bank provide detailed business processes, user journeys, workflow diagrams, payment lifecycle flows, reconciliation workflows, exception handling processes, and settlement processes to enable accurate solution design? b) Could you please share additional details regarding reconciliation requirements, including real-time reconciliation, end-of-day reconciliation, settlement reconciliation, and exception handling processes? Are sample operational, financial, management, regulatory, or treasury reports available for reference?	Detailed business processes, user journeys, workflow diagrams, payment lifecycle flows, reconciliation workflows, exception handling processes, and settlement processes will be provided to the selected bidder following contract award. This information is not available during the proposal or evaluation process. Daily reconciliation is required across all integrated systems and payment rails, consistent with Section 4.6 of the RFP. Confirmation of the specific reconciliation model, real-time, end-of-day, or settlement-specific reconciliation, together with the exception handling process for reconciliation mismatches, is being finalised and will be provided to the selected bidder. Sample operational, financial, management, regulatory, or treasury reports are not currently available for reference.
15.	a) What are the criteria for moving from pilot to production? b) Should bidders propose objective pilot success and go/no-go criteria covering transaction success rate, reconciliation accuracy, settlement accuracy, agency	Vendors can provide piloting procedures. However, this will require Bank/MoF approval.

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	readiness, support readiness, security clearance, training completion, user acceptance, and production stability, or will the Bank provide these criteria?	
16.	For the required production references, what minimum comparability will the Bank require: same platform, same modules, government collections, government disbursements, multi-agency onboarding, FPS integration, card integration, reconciliation, transaction volumes, or similar public-sector operating model?	Section 5.3.1(g) of the RFP requires the Prime Bidder to have a minimum of three years of experience providing payment system solutions for Government Ministries, Departments and Agencies. Relevant experience includes payment switches, payment orchestration platforms, national payment infrastructure, and real-time payment systems delivered for central banks, commercial banks, or payment service providers, as set out elsewhere in this response.
17.	a) Kindly provide details of any Bahamas-specific regulatory, compliance, audit, data privacy, record-retention, or reporting requirements that the proposed solution must comply with. b) Are there specific accessibility standards to comply with?	The proposed solution must comply with the Central Bank of The Bahamas Act, 2020, the Payment Systems Act, 2012 (as amended), the Payment Instruments (Oversight) Regulations, 2017, and the Central Bank of The Bahamas (Electronic Bahamian Dollar) Regulations, 2021. It must also comply with the Financial Administration and Audit Act, 1973 and associated Financial Regulations, 1975, which govern the collection, custody and disbursement of public funds. On data privacy, the solution must comply with the Data Protection (Privacy of Personal Information) Act, 2003, the Computer Misuse Act (as amended), and the Financial Transactions Reporting Act. Bidders should note that a Draft Data Protection Bill, 2025 is currently under public consultation. On audit and risk documentation, bidders should adhere to the Principles for Financial Market Infrastructures (PFMI) guidelines. Alignment is also required with ISO 27001 and NIST SP 800-53, as set out elsewhere in this response. Confirmation of specific record-retention periods for transaction data, audit logs, and regulatory reports is being finalised and will be provided to the selected bidder. No specific accessibility standards are prescribed for this solution.
18.	Is there a minimum acceptable score or ranking threshold below which a proposal will not be considered for contract negotiation, regardless of relative ranking?	No minimum numeric score threshold is stated in the RFP. Proposals are evaluated on a best value basis, as set out in Section 5.4, with the contract awarded to the highest-ranked conforming proposal. Section 5.3.1 sets out mandatory minimum eligibility requirements applied at initial screening; proposals not meeting these requirements are considered non-responsive and are disqualified before scoring. The Bank also retains the discretion under Section 3.7 to reject any non-compliant

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		proposal, and reserves the right under Section 1.5 to decline to make an award if doing so is determined to be in the Government's best interest.
19.	We would be grateful if the Committee could confirm whether the eight milestones and their week ranges are fixed contractual dates or an indicative baseline to be refined with the selected vendor.	The eight milestones and their associated week ranges set out in Section 4.8 are an indicative baseline. As stated in Section 4.8 itself, these milestones will be further refined and agreed upon with the selected vendor, and are not fixed contractual dates at the proposal stage.
20.	Could we clarify whether the Technical and Cost Proposals should be submitted as (1) two separate documents attached via one email or (2) two separate documents sent via two emails?	The Technical and Cost Proposals should be submitted as two separate documents sent via two emails.
21.	We would welcome confirmation of the definitive mobilisation start point (the “firm order date”) from which the 40–44 week schedule is measured, reconciling the 14–30 calendar-day commencement window with the three-week kick-off statement.	The firm order date would be the date on which the successful bidder receives the executed contract and formal written notice to proceed is issued by the Bank/MoF. The 40-44 week implementation schedule will be measured from this date. Mobilisation and commencement activities are expected to occur within 14-30 days of the firm order date, with project kick-off targeted within three weeks.
22.	As we understand it, a new RTP platform provider, Montran, has been empanelled to implement the country's new real-time payments (RTP) system. Globally, government fund disbursements and collections are typically supported as part of RTP platforms. Could you please clarify why The Bahamas is considering a separate platform for government disbursement and collection use cases instead of leveraging the newly selected RTP platform? Are there any specific functional, regulatory, operational, or strategic reasons driving this approach?	The RTP platform and the proposed Government Digital Payment System are intended to perform complementary rather than duplicative functions. The FPS will provide the national infrastructure for the real-time transmission, clearing and settlement of payments and will serve as one of the payment rails available for government transactions. The Government Digital Payment System is intended to provide the Government-specific operational capabilities required across multiple agencies, systems, payment channels, and payment methods.
23.	Will the Bank accept a phased implementation approach, beginning with collections and subsequently enabling disbursement services?	Yes. The initial phase, the Road Traffic Department pilot, is collections-focused. Disbursement support, through SandDollar, ACH, and the national Fast Payment System (once operational), follows on this basis, consistent with the phased and future-readiness approach set out elsewhere in this response.

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24.	a) Could you please elaborate on the intended scope, participants, and success criteria for the pilot phase? b) Will a pilot be conducted with selected agencies? c) Which government agencies are expected to be included in the pilot phase?	Yes. The pilot involves a single agency, the Ministry of Transport, via the Road Traffic Department, supporting SandDollar and card collection transactions over a four-week window (Weeks 36 to 39), as set out in Section 4.8 of the RFP. Confirmation of the specific success criteria for progressing from pilot to full production is being finalised and will be provided to the selected bidder.
25.	We note that the milestone week ranges appear to overlap (e.g., Development overlaps System Integration Testing; Training overlaps Pilot/Rollout). We would appreciate confirmation of whether these phases are intended to run concurrently or should be read as sequential.	The overlapping week ranges are intentional as certain activities may proceed concurrently where operationally appropriate and no dependencies exist.
26.	Can the Government clarify the primary objectives of the Digital Payment System initiative, including whether the goal is on financial inclusion, government collections, retail payments, wholesale payments, or a combination of these, and what key business problems the proposed solution is intended to address?	The primary objective is to modernise and centralise Government collections and disbursements through a secure, interoperable digital payment platform. The initiative will also support financial inclusion by expanding access to digital payment options, including SandDollar and the Fast Payment System. It is focused on Government-related payments, including person-to-government, business-to-government, and government-to-person transactions.
27.	a) Kindly confirm whether detailed functional requirements specification will be released to bidders, beyond the summary scope set out in Section 4. b) Can the Bank provide a detailed functional requirement specification and non-functional requirement document to enable accurate technical design and commercial estimation? c) Kindly share the detailed functional requirements with us for this implementation.	No separate detailed functional requirements specification will be issued during the bidding stage. Bidders should base their technical and commercial proposals on the requirements contained in the RFP and the published clarification responses.
28.	a) What testing activities are expected from the vendor, including System Integration Testing (SIT), User Acceptance Testing (UAT), performance testing, security testing, and certification support?	The selected vendor will be responsible for developing a comprehensive test strategy that includes system integration testing, user acceptance testing, performance testing, security testing, and other related testing activities.

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	b) Please provide detailed requirements for SIT, UAT, Performance Testing, Security Testing, and DR Testing. c) Are performance and stress testing requirements available?	
29.	Please specify stakeholder groups, communication expectations, and organizational change management requirements.	Responsibility for identifying stakeholder groups, defining communication expectations, and managing organisational change lies with the Ministry of Finance.
30.	Please clarify the proposal submission date and time as Page 9, Section 3.2 [Delivery of Proposal] lists 20th July 2026 at 4:00 PM as the submission date and time, whereas other areas of the document list different submission dates and times.	Section 3.2 of the RFP as originally issued stated a proposal submission deadline of 14th August 2026 at 4:00 PM (EDT). This deadline was subsequently revised by Addendum CDGPSS202601. The current proposal submission deadline is 11th September 2026 at 5:00 PM (EDT), as set out in the Addendum. Bidders should disregard any earlier dates referenced in the original RFP and rely on the Addendum as the controlling document for the submission schedule.
31.	Is multilingual support required?	No, multilingual support is not required.
32.	Is there a minimum or target headcount/skill profile for MoF resources during implementation, or is this entirely for bidders to recommend?	No target headcount or skill profile has been established. Bidders may recommend the resources required to support implementation.
33.	Kindly clarify the Bank's expectations regarding solution customization. Would a proven, configurable payment platform that meets the stated requirements through configuration, integration, and standard product capabilities be acceptable, or are there specific areas where bespoke development is anticipated?	A proven, configurable payment platform that meets the stated requirements through configuration, integration and standard product capabilities is acceptable, and is not required to be entirely bespoke. Bidders should assess and identify any areas of their proposed solution where custom development would be necessary to meet the specific requirements of this engagement, and describe this in their proposal in accordance with Section 3.15.6.
34.	Please provide detailed NFRs covering availability, scalability, security, auditability, performance, DR, monitoring, compliance, capacity, and operational requirements.	Detailed non-functional requirements will be finalised with the selected bidder during the requirements and design phase. Bidders should propose requirements aligned with industry standards and the RFP's stated objectives.
35.	We would welcome guidance on the accessibility, localisation, and language requirements for public-facing payment interfaces.	There are no language requirements beyond English. Bidders should describe how their proposed solution supports accessibility standards and configurable localisation. Final requirements will be agreed with the selected bidder.

No.	Question(s)	Answer(s)
36.	Kindly confirm the expected knowledge-transfer and capability-building obligations required to enable the MoF to operate the system, and whether these are separately deliverable.	The selected bidder will be expected to provide structured knowledge transfer, role-based training, system documentation, and operational handover to enable the MoF to operate the system.