



DEPARTMENT OF NATIONAL REGISTRATION REQUEST FOR PROPOSAL

RFP-2026-05

Announcement Date

12th October 2026

(IUL)133-AS/133/2026/27

Proposal Submittal Due Date

Date: 21 October 2026

Time 12:00

To

Department of National Registration
Velaanaage, 4th Floor
Ameer Ahmed Magu
Male'

Definitions

Date: 12th September 2026

1 Background and Procurement Scope

The Department of National Registration (DNR) invites proposals for a complete working bundle comprising the necessary Development Equipment and license for National Multimodal Identity Resolution Platform with Trusted Timestamping, including one (1) year of XDR licensing with SOC support and MDR services, and two (2) years of generative artificial intelligence subscriptions for at least seven designated users. The required AI capabilities cover Dhivehi (Thaana script) and English speech, language and document processing. The scope includes configuration, integration with the Department's existing XDR environment, user access provisioning, acceptance testing, handover and the supplier-funded overseas generative AI training specified in the technical schedule.

This RFP is not an offer to purchase but is a request to receive proposals.

DNR reserves the right to accept or reject any or all responses, as well as the right to negotiate with one or more, or none of the responding vendors. Omissions, alterations, or irregularities of any kind shall constitute sufficient cause for rejection of a proposal. DNR reserves the right to advertise new proposals if, in its judgment, the best interests of the department will be served. It is the responsibility of each vendor to be aware of, and comply with, all relevant laws. All proposals submitted will be properties of DNR and DNR will not be responsible for any costs incurred by the vendor in preparation of the proposal.

Price Schedule Form

Item #	Description	Qty	Rate (MVR)	Amount (MVR)
1	Development Equipment and license for National Multimodal Identity Resolution Platform with Trusted Timestamping.	1		
Sub Total				
GST at ____ %				
Grand Total (Maldivian Rufiyaa) including GST				

Department of National Registration shall confirm that the following legal documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected or deemed invalid at evaluation stage.

- a. Company Profile
- b. Company Registration
- c. GST Registration
- d. Trade Permit
- e. SME Certificate
- f. MIRA Tax Clearance Report (Not older than 3 months)
- g. Manufacturer or Distributor Authorization Letter (Sole Distribution / Distribution)
- h. Bid Security of 1% if bid value exceeds 500,000 MVR

2. Bill of Quantity

Note: Bidders must bid for the entire scope and provide fully itemized pricing for every line item in the Bill of Quantity and the Statement of Compliance. Partial bids shall not be accepted.

3 Delivery and Implementation Responsibilities

The lead bidder shall be accountable for the complete bundle, including the work of disclosed distributors, software providers, service partners and training providers. Hardware delivery alone does not constitute completion. All existing specifications and service requirements in Section 4 remain applicable.

3.1 Device supply and care coverage

Supply the exact quantities and configurations in Section 4 with the required accessories and AppleCare+. Identify the proposed orderable configurations and supply route, confirm lead times, and provide device serial numbers and evidence of care coverage at handover. Any proposed deviation must be expressly identified for compliance review.

3.2 Software provisioning and security onboarding

Provision the seven XDR endpoint licenses, connect the supplied MacBooks to the Department's existing XDR environment, and demonstrate monitoring and permitted response actions. Provision generative AI access for at least seven designated users for the full two-year term, demonstrate the required Dhivehi and English functions, and declare license limits, architecture and data processing locations.

3.3 Service activation and training

Activate the one-year SOC and MDR coverage with named contacts, escalation paths, reporting and response commitments matching Section 4. Provide user orientation and the overseas generative AI training at a certified training Centre required by Section 4. Submit the center's course outline, proposed dates, trainee capacity, arrangements and a complete statement of supplier-funded costs, including travel, accommodation and course fees.

3.4 Verification and handover

Submit an acceptance checklist covering each device configuration, AppleCare+ registration, XDR integration, SOC/MDR activation, generative AI user access and functional demonstrations. Provide license records, configuration documentation, administrative access through a secure handover, user guidance and the training completion plan. The Department shall confirm acceptance in writing after the agreed checks are complete; outstanding defects shall be recorded with correction dates.

For the technical compliance table in Section 4, complete every Yes/No response and provide requirement-specific evidence in the Remarks column or a clearly referenced annex. The minimum requirements shall be met; a higher specification does not excuse an unmet requirement. Section 6 below does not permit partial functional compliance.

4 Schedule of Technical Requirements and Statement of Compliance

Manufacturer: Apple

Description: 14-inch MacBook Pro in Space Black with bundled XDR and Generative Artificial Intelligence software, SOC support and MDR services

Quantity: 1 bundle comprising 5 M5 Pro units and 2 M5 Max units

XDR licensing, SOC support and MDR services shall cover all seven supplied MacBooks for one (1) year. Generative Artificial Intelligence shall be provided as a two (2) year subscription for at least seven designated users. All mandatory software and service costs for these full terms shall be included in the bundled offer.

Category	Specification Requirement	Remarks	Bidder's Response (Yes/No)
Hardware requirements	14-inch MacBook Pro in Space Black with M5 Pro chip — Quantity: 5 units.		
Hardware requirements	18-core CPU, 20-core GPU and 16-core Neural Engine		
Hardware requirements	24GB unified memory and 1TB SSD storage		
Hardware requirements	14-inch Nano-texture display		
Hardware requirements	140W USB-C Power Adapter; US English Backlit Magic Keyboard with Touch ID		
Hardware requirements	Three Thunderbolt 5 ports, MagSafe 3 port, 3.5mm headphone jack, HDMI port and SDXC card slot		
Hardware requirements	Support for up to three external displays; Accessory Kit		
Hardware requirements	14-inch MacBook Pro in Space Black with M5 Max chip — Quantity: 2 units.		
Hardware requirements	18-core CPU, 40-core GPU and 16-core Neural Engine		
Hardware requirements	64GB unified memory and 2TB SSD storage		
Hardware requirements	14-inch Nano-texture display		

Category	Specification Requirement	Remarks	Bidder's Response (Yes/No)
Hardware requirements	140W USB-C Power Adapter; US English Backlit Magic Keyboard with Touch ID		
Hardware requirements	Three Thunderbolt 5 ports, MagSafe 3 port, 3.5mm headphone jack, HDMI port and SDXC card slot		
Hardware requirements	Support for up to four external displays; Accessory Kit		
Software requirements	Both MacBook configurations shall include macOS, Photos, iMovie, GarageBand, Pages, Numbers and Keynote.		
Software requirements	XDR endpoint licensing shall be bundled with each of the seven supplied MacBooks for a mandatory one (1) year term. The platform shall support the supplied macOS version. The bidder shall identify any macOS limitations affecting detection, response or remediation and demonstrate compliance with the required outcomes.		
Software requirements	Platform. An enterprise-grade XDR platform covering endpoints and servers, detecting malware, ransomware, fileless and zero-day activity, with automated and analyst-approved response and remediation. Covers seven (7) supplied MacBook endpoints and should integrate seamlessly with the existing XDR platform.		
Software requirements	Console and integration. A unified console for policy management, triage, threat hunting and reporting; API integration with ticketing, SIEM and other security tools; searchable telemetry retention of at least 90 days.		
Software requirements	Data location and control. The bidder shall state where telemetry and logs are stored and processed, and how access by the Entity is controlled and audited.		

Category	Specification Requirement	Remarks	Bidder's Response (Yes/No)
Subscription and Access	The bidder shall provide a commercially available Generative Artificial Intelligence platform for a period of two (2) years, accessible to at least seven (7) designated users. The platform may be offered through individual user subscriptions, organizational licensing, or an equivalent commercial arrangement. Bidders shall declare applicable usage limitations, service availability, and any additional charges associated with the proposed subscription.		
Bilingual Dhivehi–English Conversational AI	Bilingual Dhivehi–English Conversational AI The platform shall support conversational artificial intelligence in Dhivehi (Thaana script) and English, including contextual conversations, follow-up questions, document-based queries, and content generation. Bilingual Dhivehi–English User Interface The platform shall provide bilingual Dhivehi–English user interface localization, including navigation, settings, menus, and supported templates, with right-to-left (RTL) Thaana and left-to-right (LTR) English rendering.		
AI Tool and Function Calling	The platform shall support AI-powered tool or function calling, enabling users to perform supported tasks through natural-language instructions in Dhivehi and English.		
Optical Character Recognition (OCR)	The platform shall support OCR for extracting and processing Dhivehi and English text from scanned documents, PDFs, and images.		
Automatic Speech Recognition (ASR)	The platform shall support Dhivehi and English speech-to-text transcription, including audio file processing, speaker identification, and transcription summarization.		
Text-to-Speech (TTS)	The platform shall support speech synthesis in Dhivehi and English, enabling conversion of written content into spoken audio.		
Translation and Document Intelligence	The platform shall support Dhivehi–English translation, document summarization, content drafting, meeting minutes generation, and document-based question answering.		

Category	Specification Requirement	Remarks	Bidder's Response (Yes/No)
Presentation Generation	The platform shall support AI-assisted presentation generation from natural-language instructions, including Dhivehi and English content, with export to Microsoft PowerPoint-compatible formats.		
Maldivian Legal Context	The platform shall support AI-assisted legal information retrieval relevant to the Maldives, including legislation, regulations, and published judicial decisions, with contextual responses in Dhivehi and English and references to relevant legal sources		
Software requirements	Licensing. Per user or Device licenses for a mandatory two (2) year subscription term for at least seven (7) designated device users shared by those users, with clearly stated usage limits.		
Software requirements	Data location and privacy. The platform shall support deployment in the Maldives, on-premises or in a sovereign environment, so that audio, documents and other Entity data are kept under the Entity's control. It shall provide PII detection and redaction, role-based access control and audit logging.		
Software requirements	Provider track record. The provider shall show it can support the platform locally and shall give at least [two (2)] references for comparable deployments. The platform may be the bidder's own product or a third party's, if the bidder shows it can lawfully supply and support it for the whole term.		
Software requirements	Integration. Availability by API and web interface for integration with the Entity's existing systems.		
Care coverage	AppleCare+ for 14-inch MacBook Pro (M5 Pro/M5 Max) shall be included for all seven devices. The bidder shall state the coverage duration.		
SOC support	SOC support shall be provided for all seven supplied devices for one (1) year, including the monitoring, local support, team and operational requirements below.		
SOC support	Monitoring service. 24x7x365 managed detection and response, including triage, threat hunting, investigation, containment guidance, eradication support and root-cause analysis. Client-approved containment actions (for example network isolation, process termination) must be possible.		

Category	Specification Requirement	Remarks	Bidder's Response (Yes/No)
SOC support	Local presence. Incident response support must be available to the Entity in the Maldives, including on-site support when reasonably requested, within [x] hours. The bidder may meet this with its own staff or those of a named, disclosed partner.		
SOC support	Authorization. The bidder shall show it is authorized to supply and support the proposed platform in the Maldives. Authorization may be held directly or through an authorized distributor or partner, if that authorization is shown in writing for this tender.		
SOC support	Qualified team. A team of at least [three (3)] security engineers with relevant incident response or security operations qualifications (for example vendor incident response certification, or recognised certifications such as GCIH, GCFA, ECIH, CHFI, CySA+, CISA, ISO/IEC 27001 Lead Auditor, or equivalent), available to the Entity for the contract. Team members may be employees of the bidder or of a disclosed partner or subcontractor.		
SOC support	Experience. At least two (2) comparable detection and response, EDR or managed security deployments delivered in the last five (5) years, in the Maldives or elsewhere, for organizations of similar scale. The experience may be that of the bidder or of a named partner or subcontractor that will deliver the relevant service under a signed agreement with the bidder, provided the partner is disclosed in the bid and gives a written commitment to take part for the whole contract term.		
SOC support	Continuity and audit. Documented shift, supervision, handover and escalation arrangements, secure evidence handling, and analyst audit trails.		
MDR and service levels	MDR services and the following service levels shall apply to all seven supplied devices for a mandatory one (1) year term.		
MDR and service levels	The bidder shall provide 24x7 Managed Detection and Response (MDR) from a SOC in the Maldives. It shall be staffed by full-time employees of the bidder, with local incident response engineers who can carry out client-approved containment actions such as network isolation, process termination and script execution.		
MDR and service levels	Response times, from alert or ticket, no longer than: Priority 1 (Critical) 1 hour; Priority 2 (High) 2 hours; Priority 3 (Moderate) 8 hours; Priority 4 (Low) 24 hours. The bidder may propose tighter times.		

Category	Specification Requirement	Remarks	Bidder's Response (Yes/No)
Implementation and handover	The bundle shall include device delivery, initial configuration, XDR onboarding, Generative Artificial Intelligence account or access provisioning, demonstration, user orientation and handover. Acceptance shall confirm the specified hardware, AppleCare+ registration, active XDR protection and MDR monitoring, and working Generative Artificial Intelligence access for each designated user.		
Bundled supply and support	Bidders shall submit a complete offer covering all seven devices, AppleCare+, bundled XDR and Generative Artificial Intelligence software, SOC support and MDR services. Joint ventures, consortia and disclosed subcontracting are permitted, provided the lead bidder is accountable for the whole supply and service and every partner is named with its role.		
Bundled supply and support	The Entity shall evaluate and award the complete bundle together. Separate standalone bids for only the devices or an individual software or service component are not compliant. The bidder shall show how each partner contributes to the device supply and each software or service component.		
Training	Artificial Intelligence Governance & Virtualization Training in a certified Training Centre overseas, fully covered and provided by the Supplier		
Pricing and delivery	The full one (1) year XDR/SOC/MDR costs and two (2) year Generative Artificial Intelligence subscription costs shall be included in the total bundled price.		

5 General RFP Requirements and Bid Submission

Submit one complete proposal for the bundle. Standalone hardware bids, software-only bids and partial service offers shall not be accepted. This section sets out submission and contract requirements for the MacBook bundle; it does not replace the technical obligations in Section 4.

5.1 Required proposal contents

- Include the signed offer and price schedule; all legal documents listed with the Price Schedule Form remain required, including the stated bid security condition.
- Include a completed compliance schedule, hardware configuration evidence, AppleCare+ coverage details, software license statements, data-location and privacy statements, and any authorization evidence required in Section 4 along with the Quotation.
- Identify the lead bidder and every partner or subcontractor. Where a partner's credentials or references are used, provide its written commitment and evidence of the arrangement with the lead bidder. The lead bidder remains accountable for fulfilment.

5.2 Supply rights and software entitlements

Provide the distribution/manufacturer authorization requested in the existing legal-document list and the XDR supply and support authorization required in Section 4. For generative AI supplied by a third party, provide the platform owner's supply and support commitment; for the bidder's own platform, provide a signed statement of its right to license and support the service. Manufacturer or distributor routes permitted in Section 4 remain acceptable.

5.3 Commercial offer and subscription periods

Quote the complete delivered price in MVR with subtotal, applicable GST and grand total clearly shown. Include the seven devices, AppleCare+, one-year XDR/SOC/MDR coverage, two-year generative AI subscriptions, configuration, integration, handover and the required overseas training. Attach an itemized breakdown by device configuration, software and service component. Where a component is bundled, identify it as Included rather than leaving its price blank. Usage allowances, excess-use charges and optional renewals shall be stated separately. Optional renewals beyond the required terms shall not be included in the evaluated price.

State the bid validity period of **60 calendar days**. Software activation and service start dates shall be agreed with the Department so that the required full subscription and service terms are delivered; premature activation shall not reduce the contracted entitlement. State AppleCare+ start and expiry dates and its applicability in the Maldives.

5.4 Delivery Terms

Quote a positive number of calendar days from the official purchase order or contract to complete device delivery, configuration, XDR integration, SOC/MDR activation and generative AI provisioning and presentation for acceptance. The maximum permitted period shall be set by the Department at **60 calendar days** upon contract signing. Overseas training completion is an additional contractual milestone and does not defer the stated operational delivery commitment.

6 Bid Evaluation and Award Method

Evaluation will proceed through eligibility and compliance screening, followed by scored comparison of responsive complete bundle offers. The scoring below is tailored to MacBook supply, XDR/MDR delivery and Dhivehi/English generative AI implementation.

6.1 Stage One Eligibility and Compliance

Assess the legal submission documents, authorization and supply rights, full-bundle pricing, all Section 4 minimum requirements, prescribed subscription/service terms, required security staffing and references, and the quoted delivery ceiling. A material omission, a partial bundle or failure to meet a mandatory requirement renders the bid non-responsive. Unverifiable evidence does not demonstrate compliance. A compliant software service may be the bidder's own or a third-party platform, and disclosed partner credentials may be relied on where Section 4 permits them.

6.2 Stage Two Scored Comparison

Criterion	Maximum marks	Assessment
Complete bundle price	50	Comparable total delivered cost for the full required scope.
Relevant delivery experience	30	MacBook/managed device delivery, XDR/MDR deployments and relevant generative AI deployments.
Delivery and activation	20	Time to an operational bundle, evidence-based implementation plan and user/training readiness.
Total	100	Highest total score among responsive bids.

6.3 Complete Bundle Price 50 Marks

Evaluated price means the complete delivered bundle price, including applicable taxes, the prescribed one-year security coverage, two-year generative AI entitlement, AppleCare+, all implementation and supplier-funded overseas training costs.

Price score = (Lowest evaluated price of a responsive bid ÷ Evaluated price of the bid being assessed) × 50.

6.4 Relevant Delivery Experience 30 Marks

Score only completed and verifiable references submitted with the bid. Each distinct deployment counts once within a sub-criterion; the same project may support different sub-criteria only where the relevant separate work is evidenced. Experience may be that of a disclosed partner committed to perform the corresponding work, consistent with Section 4. Documentary evidence showcasing the project details will be accepted subject to review.

Sub-criterion	Marks	Scoring rule
Endpoint Desktop or Comparable Supply	8	4 marks for each completed organizational deployment involving device supply, configuration and handover; maximum 8 marks.
XDR EDR or managed detection and response	12	4 marks for each completed comparable security deployment with operational monitoring or response support; maximum 12 marks. The existing Section 4 minimum remains applicable.
Dhivehi English AI and document workflow delivery	10	3 marks for each comparable completed AI deployment supporting speech, language or document processing; maximum 6 marks. Add 2 marks where at least one reference evidence Dhivehi/Thaana capability and 2 marks where at least one evidences on-premises or sovereign deployment under client control. Maximum 10 marks.
Total	30	Highest total score among responsive bids.

6.5 Delivery and Activation 20 Marks

Sub-criterion	Marks	Scoring rule
Committed operational delivery period	10	(Shortest responsive quoted operational delivery period ÷ Bidder's quoted operational delivery period) × 10. Use calendar days to the complete operational bundle defined in Section 5.4; periods must be positive and within the issued maximum.
User readiness and overseas training plan	10	Award 1 mark for each evidenced element: user orientation and AI access onboarding; overseas training Centre accreditation/course details; fully funded logistics and dated training program; acceptance checklist. Maximum 4 marks.
Total	20	Score only supported commitments for the required bundle.

6.6 Evaluation Records and Award

Calculate scores to two decimal places and recommend the highest-scoring responsive bid. If totals tie, prefer the higher price score, then the higher relevant-experience score, then the shorter committed operational delivery period. Record the grounds for compliance decisions and each awarded mark. Clarifications may explain submitted evidence but shall not change the bid price, offered delivery period or substantive scope. Scored delivery, training and resource commitments shall form part of the contract. The Department retains the rights stated in the introduction and shall conduct the award under its applicable procurement procedures.