

Techno Brain Press Release
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Techno Brain Contract Offers Many Benefits to Malawi

Techno Brain, a global leader in next-generation digital services and consulting, wishes to make clear its position following news stories covering the cancellation of its contract to deliver e-passports for the Government of Malawi.

We have noted several stories circulating that include misinformation and unfounded allegations in relation to the matter, as well as Techno Brain as a company more broadly, which we strongly dispute and, regrettably, have required that the company takes legal action.

The contract between the Government of Malawi and Techno Brain was the product of a competitive bidding process that followed all the relevant procurement regulations. We strongly dispute any claims that Techno Brain has breached the contract or that it favours the company at the expense of Malawians.

The cost of the contract reflects the quality of the offering being delivered, which includes high-end security features and conforms with international standards set by the International Civil Aviation Organisation (ICAO).

It is also important to note that the contract is not solely for the delivery of e-passports, but also for a comprehensive upgrade to the country's entire passport issuance system that transitions the country to a digital platform. The project encompasses everything from training and capacity building for over 125 Department of Immigration and Citizenship Services (DICS) officers to the digitization of over one million records and rollout to 19 embassies globally.

The full scope includes setting up a data centre, Disaster Recovery Center, and PKI infrastructure; the design and origination of e-Passport booklets and consumables; the supply of e-Passport personalization equipment; connecting all regional Immigration offices on a secure network; enrolment terminal equipment; the supply of software licenses; project implementation services; and the training and capacity building of DICS officers. In addition to the core e-Passport Issuance System, it also includes integration with the systems of other Government departments; the rollout of the system to 19 Malawian embassies; the supply of trucks for DICS; the digitization of over a million manual records; the setting up of security systems and forensic labs; and other related services.

We maintain that the completion of this contract would be a win-win for the country, delivering both direct and indirect benefits for citizens and the Malawian economy. For example, the implementation of the system is expected to deliver substantial efficiency gains, both for the Government of Malawi and for citizens who will no longer have to travel to Lilongwe or Blantyre to apply for a passport, as well as critical security benefits, including the reduction of incidents of forgery and identity theft.

Techno Brain has a strong track record of operating in Malawi and employs several local staff. We pride ourselves on our commitment to our employees and the emphasis we place on knowledge transfer when working with our clients to design and implement world class digital platforms.

We also wish to take this opportunity to clarify facts concerning a World Bank debarment relating to one of our projects in Liberia in 2018. We immediately investigated the matter involving the isolated incident and are cooperating fully with the World Bank to take remedial actions, including investing heavily to put in place a comprehensive Integrity Compliance Program that guards the company against a repeat of such violations. Techno Brain Global and its affiliates (except Techno Brain Kenya Ltd.) have been allowed to resume participation in World Bank financed projects since 8 August 2021. We are confident that the comprehensive actions being taken since the incident position the company for continued future success. We wish to make clear that there is no connection between the incident in Liberia and our operations in Malawi. Attempts to link the two are incorrect, misleading and damaging to the reputation of the company.

Born in Africa, Techno Brain has expanded to more than 20 countries to become a global company that competes head-to-head and works in partnership with global and leading technology giants. We are proud of the strong role we play delivering innovative and ground-breaking solutions in response to local needs and challenges across Africa. Techno Brain's strong track record on the African continent has been recognised time and time again, including in a 2018 report by The Boston Consulting Group that identified Techno Brain as one of the African businesses playing a critical role in driving economic integration on the continent. We were the first tech company in Africa to achieve CMMI Level 5 status based on our commitment to a proven set of global best practices.

Techno Brain is committed to good corporate governance and strongly refutes any allegations of wrongdoing in connection with its contract to deliver e-passports for the Government of Malawi. In light of the misinformation circulating regarding the matter we encourage those interested to seek confirmation of the facts from verifiable sources.

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For further information on Techno Brain Group please see www.technobraingroup.com

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