

**BBRFP49702: Consultancy Services to Design, Build, Pilot and Install a Web Based Integrated Crime Management Information System**  
Strengthening Evidenced Based Decision Making for Citizen Security in the Caribbean (CARISECURE)

| #  | Page | RFP Section                         | Relevant Text   | Question / Comments  | Response  |
|----|------|-------------------------------------|---|--|---|
| 1. | 18   | Data Sheet                          | <b>Lot#/ Country (ies)</b> : Antigua, Barbados, Guyana, St. Lucia, St. Kitts and Nevis, St. Vincent and the Grenadines and Suriname   | Countries to be covered as per Lot# are not consistent with those mentioned on Page 25 of RFP document (Section 3: TOR), ie Beneficiary Countries have been indicated <b>Barbados, St. Lucia, St. Kitts &amp; Nevis and Guyana.</b><br>Kindly confirm the name of the countries which will be covered under the  | Countries to be covered are: St. Lucia, St. Kitts And Nevis and Guyana.   |
| 2. | 19   | Data Sheet                          | <b>Performance Security:</b><br>The payment of 25% of the total contract value held as retention money until final certification of acceptance of all contract outputs/deliverables. The term “acceptance” shall not be equated with “mere receiving” of outputs/deliverables | 25% towards Performance Security is very high and generally it is 10% in most of the bids. Request for consideration and confirmation with revised payment structure.<br>As per our understanding, Total contract value will be (System Implementation Cost + 3 years post Go-Live support cost). Kindly confirm.  | UNDP has changed Performance Security to 15%.   |
| 3. | 20   | Data Sheet                          | Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70%   | Considering the strategic nature of the initiative and its importance for the region, we would like to suggest:<br>1. Combined scoring may be revised to 80% Technical and 20% Financial<br>2. Bidder shall mandatory have valid CMMi Level 5 certificate. This would ensure the highest quality of deliverables and a successful project outcome. Please confirm.             | 1. UNDP's evaluation methodology will remain unchanged<br>2. This is not a compulsory requirement.  |
| 4. | 20   | Data Sheet                          | Required Documents that must be Submitted to Establish Qualification of Proposers (In “Certified True Copy” form only)<br>Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value the past 5 years  | Request if Detailed citation along with work order or contract copy can be submitted if Satisfactory performance certificate is not available. We will try our best to arrange these from our clients, but generally the process of issuance and time taken is beyond our control. Please confirm.   | Copy of contract and Detailed Citation can be submitted in the interim pending receipt of Performance Certification in the event the Bidder is successful.                |
| 5. | 22   | Evaluation Criteria                 | Expertise of Firm / Consortium <b>30%</b><br>Proposed Methodology, Approach and Implementation Plan <b>40%</b><br>Management Structure and Key Personnel <b>40%</b>   | Sum total for weightage is more than 100%. Kindly confirm revised weightage, with corresponding changes in scoring criteria.   | Expertise of Firm / Consortium - <b>30%</b><br>Proposed Methodology, Approach and Implementation Plan - <b>30%</b><br>Management Structure and Key Personnel - <b>40%</b> |
| 6. | 24   | Evaluation Criteria                 | 6.2 Minimum of (5) years of experience in writing computer/database programming language such as JQuery, MySQL, PHP, HTML, CSS, Java Script and GIS   | Request you to amend the clause as,<br>Minimum of (5) years of experience in writing computer/database programming language such as JQuery, MySQL, PHP/JAVA/Any Other Open Source Language, HTML, CSS, Java Script and GIS   | UNDP requirement will remain unchanged.   |
| 7. | 25   | Section 3: Terms of Reference (TOR) | Duration of Project: 360 days within a period of Sixteen (16) months  | We understand,<br>1. Total implementation phase will be 16 Months (From Contract sign-off to Go- Live). After that 3 years post go-live support.<br>2. One Single Contract will indicate both implementation timeline and support duration.<br>3. Total cost of engagement will indicate the implementation cost as well as support cost.<br>Kindly confirm our understanding. | This is a correct interpretation of the Terms of Reference.   |

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| 8.  | 27 | Section 3: Terms of Reference (TOR) | The Objective of the consultancy is the following:<br>To design, build, pilot and install a web based integrated crime management information system, which can adequately integrate information from different systems across<br>Police, Prosecution, Prison and Probation departments in the Eastern and Southern Caribbean and generate graphs and tables. | 1. How many existing services need to be integrated with proposed Integrated Crime Management Information System?<br>Please share business & functional details of those services for scope analysis and effort estimation.<br>2. In addition to this, it has been assumed that for external application (like Police, Prosecution, Prison etc.) integration, web service/API for data pull and push operation (Integration) will be developed and maintained by respective IT team who are managing those external applications. Selected bidder will develop required consumer (for data pull) and provider service (for data push) to be integrated with. Any delay in providing required service by external application is beyond selected bidder's control.<br>Kindly confirm | 1. Existing services will not be integrated.<br>2. Services to be integrated are Police, Prison, Security which are currently being digitized under a separate contract.   |
| 9.  | 27 | Section 3: Terms of Reference (TOR) | The web based system should utilize geo-localization capability to generate hot spots and crime maps using static or time series data   | Please elaborate on this requirement and what will be responsibility of consultants with respect to this requirement. Also please share functional requirement for this.<br>We understand any data collection exercise for enabling Geo capabilities, would not be part of scope. Please confirm.   | The system must have geo-referencing capacity, that is, the ability to store geo references for buildings, streets and areas such as parish/district/neighbourhood. Those geo references, the system must be able to plot on digitized in order to provide GIS visualization of collected data.  |
| 10. | 27 | Section 3: Terms of Reference (TOR) | Detailed hardware and infrastructure requirements based on each country   | We assume, hosting, procurement & maintenance/support of required hardware, system software & related services, SSL certificate, Domain name & other required infra for implementing the proposed Integrated Crime Management Information System will NOT be the responsibility of the bidder. Please confirm.<br>Bidder's role will be limited to defining hardware and infrastructure requirements. Please confirm.   | UNDP confirms the Bidder's roles will be limited to defining hardware and infrastructure requirements.   |
| 11. | 27 | Section 3: Terms of Reference (TOR) | Provisions for the capturing, cleaning and migration of any existing historical data  | 1. Kindly indicate the volume of historical data and their format<br>2. We assume, data will be provided in Specified electronic format that will be provided by the bidder<br>Please confirm.  | 1. No historical data to be required for CIMS but should have capability to import data from excel or provide documentation on how data is structured for a third party to understand how to import data.  |
| 12. | 27 | Section 3: Terms of Reference (TOR) | Have provision for the inclusion and the uploading of crime related documents including dashboards, reports, graphs and charts  | 1. Kindly share the detail scope, business & functional requirement for data analytics like dashboard, graphs, charts etc<br>2. Is there any preference among Licensed or Open source tools? Though the open source tools are generally cost effective, however it is possible that open source tool may have some limitations.<br>3. Is there any choice of reporting & analysis tool? If yes, Please share the name of those tools.   | 1. The vendor based on data that has been collected should in conjunction with client determine what reports are needed for day to day use and also to provide reports needed for CariSECURE statistics.<br>2. Commercial tools can be use for reporting and dashboards; however acquisition and recurrent price of those tools must be provided in the proposal.<br>3. The vendor has flexibility for to use various tool for reporting, graphing and charting but must state cost of acquisition and any recurrent cost. |
| 13. | 27 | Section 3: Terms of Reference (TOR) | Send email alerts of required actions to selected users   | Please confirm that all the services required for integrating with 3rd party systems like Email gateways, SMS gateways will be provided by UNDP.<br>Bidder will only be responsible for integrating the services with proposed system. Procurement & support for those services shall be the responsibility of UNDP.  | This is the responsibility of UNDP.  |

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| 14. | 28 | Section 3: Terms of Reference (TOR) | To design, build, pilot and install a web based integrated crime management information system, which can adequately integrate information from different systems across Police, Prosecution, Prison and Probation departments in the Eastern and Southern Caribbean and generate graphs and tables | How will it be integrated with the existing services? 1.Through services? 2.Or through database access.<br>We assume that services or database will be accessible for future use. Please confirm. | Through services.   |
| 15. | 28 | Section 3: Terms of Reference (TOR) | The web based system should utilize geo-localization capability to generate hot spots and crime maps using static or time series data   | We assume that all the time series data is provided by Client.  | It will be provided by client.  |
| 16. | 28 | Section 3: Terms of Reference (TOR) | Detailed hardware and infrastructure requirements based on each country   | We will provide the hardware list with which the system runs properly. It will remain same for every country.   | This is correct.  |
| 17. |    | Section 3: Terms of Reference (TOR) | The system must be able to integrate information from other existing and planned systems  | How will it be integrated with the existing services? 1.Through services? 2.Or through database access.<br>We assume that services or database will be accessible for future use. Please confirm. | The system which has already been developed by UNDP Prison Incident Form and Police Form has to integrated.   |
| 18. |    | Features of the MIS                 | "Be able to integrate with other already existing or planned software; our proposed solution has an interoperability layer and can be integrated with third-party system."  | It is interpreted, that the Vendor should show <u>the capacity</u> of the software to be able to integrate not the actual integration work. Please confirm.                                       | This is correct. However the actual integration work for the system which UNDP has developed Prison Incident Form and Police Form must be done.   |
| 19. |    | Features of the MIS                 | A separate navigation overview such as a site map should be provided for application showing the structure of the site in an overview form.   | Please specify whether it is for the reporting purposes or in the data entry having a map to visualize the crime place and tag the crime places.  | The site map should be provided for documentation purposes of the system  |
| 20. |    | Features of the MIS                 | States "Permit the system administrator to update and continuously customize the system.  | Please specify the envisioned scope of the customization work that the administrators should be granted?  | A system administrator should have rights to function for creation of users permissions to the system. However, it is envisioned that countries will be able to continue customizing system at the programming level. |
| 21. | 28 | Features of the MIS                 | Provide an audit trail capable of automatically capturing and storing information about. All the actions (create/read/update/delete) that are taken upon the critical entities (case, suspect, property...) in the system:  | Please elaborate.   | Audit trail of all users of the system all functions performed within the system  |

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| 22. | 28 | Features of the MIS                                | Track quantitative and qualitative key performance indicators of crime based on the CariSECURE Toolkit and be able to track implementation progress based on such indicators;                                      | Please elaborate on CariSECURE Toolkit.  | <p>The CariSECURE Toolkit comprises of three documents, Guidance Notes on Citizen Security Data Collection and Dissemination; CariSECURE Task Force Terms of Reference; and, Data Sharing Agreement, which are geared to assisting countries with achieving CariSECURE project outcomes.</p> <p>More specifically, contained within the Guidance Notes on Citizen Security Data Collection and Dissemination is an indicator framework entitled the Caribbean Composite Citizen Security Indicator Framework (CCSIF). The CCSIF is a multidimensional framework that allows for the measurement of crime by key partners within the criminal justice system (police, courts, rehabilitation services and/or prisons), as well as by designated thematic policy areas (child justice, illegal migration and trafficking in persons, drugs and organized crime, etc.). These indicators are derived from routine administrative data and survey data, which then are categorized as primary (indicators originating from primary data capture), secondary (process indicators to analyse agency performance), and policy (indicators from agreed medium and long-term prevention policy measures) indicators. Examples of these indicators are Number of reported cases of Homicides per 10, 000 population (Primary); Number of violent/serious crime cases disposed by the courts per 1,000 of total criminal cases (Secondary); and, Number of children/juveniles diverted by type of offence per 1,000 child/juvenile population (Policy).</p> <p>It is important that the bidder includes the CCSIF within the design frame of the Information Management System given its the importance to</p> |
| 23. | 28 |  | Provisions for the capturing, cleaning and migration of any existing historical data   | We assume that All the existing data will be available in digital and specified format   | The assumption is correct.  |
| 24. | 28 | Deliverables                                       | Design and execute a training of trainer program ....  | What is the anticipated duration and number of participants in post-implementation training and extension exercises? Where these trainings are to be conducted?  | System Administrators : Pre - deployment 3 Days / Post Deployment 3 Days Approximately 15 person per country  |
| 25. | 29 | Section 3: Terms of Reference (TOR) - Deliverables | Design and execute a training of trainer program for users to be designated as system administrators/trainers of the crime information system in the pilot countries   | <p>1. Please indicate how many departmental officials (approx.) will get involved in this training sessions.</p> <p>2. It is assume that UNDP will be responsible to identify the departmental officials &amp; ensure their availability for the planned training sessions. Any delay caused due to non-availability of the departmental officials will not be attributed to bidder. Please confirm.</p> | <p>1. Prisons, Police, Probation, Courts (Magistrates/High Court) Departments.</p> <p>2. UNDP will identify all participants and confirm non-availability of participant will not be attributed to bidder.</p>  |
| 26. | 30 | The main deliverables of <b>Phase II</b> are:      | Pilot and test the crime information system. The piloting phase must include users from the three pilot countries. The Consultant is to be available to receive and incorporate the feedback from users throughout | Which countries constitute the three pilot countries? Will it require our physical presence? If yes, for how many days? If no, what will be the mode of communication with the client?   | <p>Guyana, St. Lucia and St Kitts &amp; Nevis.</p> <p>Yes your physical presence will be required. Based on your best experience your proposal should reflect this time period.</p>   |
| 27. | 30 |  | Permit the system administrator to update and continuously customize   | We assume that admin user will have the system configuration rights.   | This is correct. Bidder also to provide Source Code.  |

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| 28. | 30 | Section 3: Terms of Reference (TOR)   | Fee Payment Schedule   | <p>We request to modify the payment milestones such that</p> <p>Phase I</p> <p>☐ Item 1 : 10% of Total Contract Value</p> <p>☐ Item 2 : 20% of Total Contract Value</p> <p>Phase II☐</p> <p>Item 3 : 35% of Total Contract Value</p> <p>☐ Item 4 : 10% of Total Contract Value</p> <p>☐ Item 5 : 15% of Total Contract Value</p> <p>☐ Item 7 &amp; 8 : 10% of Total Contract Value (Retention value until final certificate of acceptance of all contract deliverables)</p> <p>Payment milestone for support stage is not provided in RFP document. We suggest Quarterly payments for support phase. Kindly confirm.</p> | <p>Revised Payment Schedule follows correctly identifying Item Numbers.</p> <p>1. Item 1: Inception Report - 15%</p> <p>2. Item 2: • System Design<br/>• Prototype and Database Design<br/>• First Status Report - 20%</p> <p>3. Item 3: • Beta-Version of crime information system produced<br/>• Administrator's Manual<br/>• User's Manual<br/>• Second Status Report - 20%</p> <p>4. Item 4: • Training course outline<br/>• Execution of Training<br/>• Third Status Report - 10%</p> <p>5. Item 5: • Crime information system in both testing and production environments<br/>• Deploy in pilot countries and produce Evaluation Report<br/>• Fourth Status Report</p> <p>6. Item 6: • Production Release and Maintenance<br/>• Source Code of final crime information system - 20%</p> <p>7. Item 7: • Retention 15% of the total contract value held as retention money until final certification of acceptance of all contract outputs/deliverables</p> |
| 29. | 30 | <b>System Specification for a Web- Based Integrated Crime and Justice Information Management System.pdf</b><br>Proposed Functional Requirements | The main systems that are recommended to be incorporated into the proposed crime and justice information system are:<br>1. Police Records and Management Information System;<br>2. The DPP office and Police Prosecutors Case management System;<br>3. The Courts Case Management Systems;<br>4. Prison Records and Management Information System;<br>5. Probation Case Management System. | We assume that all the specified systems have already developed and are working condition. Services required for integrating with all the specified systems will be provided by UNDP. Bidder will only be responsible for integrating the services with proposed crime management information system. Support for those services shall NOT be the bidder's responsibility.   | <p>i. The integration will be with the Police Incident Report and Prison Form</p> <p>ii Commercial tools can be use for reporting and dashboards; however acquisition and recurrent price of those tools must be provided in the proposal.</p> <p>iii. Kindly clarify what is considered "support" for those services?</p>   |
| 30. | 31 |   | Based on the Functional Specifications Report already created, design a web-based integrated crime information system.   | We Assume that Functional Specifications report is mentioned in RFP page number 28 in Features of the MIS Section. Please confirm  | Confirmed.   |
| 31. | 31 |   | Acceptable opening/download times: Application pages should be designed and implemented so that there are acceptable opening times and   | Please elaborate , Need more details on this   | Given a minimum internet DSL connect of 5MB the system should take no longer than 5 seconds to upload.   |
| 32. | 49 | <b>System Specification for a Web- Based Integrated Crime and Justice Information Management System.pdf</b><br>Reporting Capability             | It is recommended that the proposed crime information system offer a very flexible yet robust reporting capability. The reporting module should offer a rich list of reports grouped by operational requirements (investigative purposes, management, statistics, etc.)  | We assume that services or database will be accessible for future use. Please confirm.   | <p>1. Must produce reports on the CariSECURE indicators and other indicators requested by countries.</p> <p>2. Must produce basic COMPSTAT application for management (Police). 3. Type of reports expected: management reports (for chief) and tactical reports.</p>  |

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| 33. | 52 | <b>System Specification for a Web- Based Integrated Crime and Justice Information Management System.pdf</b><br>Proposed Hardware/<br>Software Architecture | The proposed crime and justice information system should be built using the Linux, Apache, and MySQL and PHP (LAMP) architecture. | We assume, the objective can be full filled by using other open source software like Java, Node JS, Python, PostgreSQL, MySQL, and Angular JS to develop proposed crime management information system.<br>Is it acceptable? Kindly confirm.   | This is acceptable.   |
| 34. | 54 | <b>System Specification for a Web- Based Integrated Crime and Justice Information Management System.pdf</b><br>Network Architecture                        | System Physical Configuration   | Proposed configuration is showing only one Application Server & one Database Server. We assume that,<br>1. There is no HA (High Availability) configuration is required<br>2. No Cluster configuration is required in application and database level<br>3. No document management system (DMS) functionality is required<br>4. No separate DC and DR requirements are there Kindly confirm our understanding. | The Bidder may propose a different configuration.   |
| 35. |    | <b>Generic</b>   | Concurrent User   | Please indicate Number of concurrent users in the proposed system.  | Approximately 300 concurrent users.   |
| 36  |    | <b>General</b>   |   | We understand that the system will be web based system and a central instance shall be hosted at one place and will be accesses by all the countries. No separate system for each country will be developed and hosted at each country.   | Each country namely, Barbados, Guyana, St. Kitts and Nevis and St. Lucia will have independent CIMS systems.  |
| 37. |    | <b>General</b>   |   | Please confirm that UNDP will nominate a central team with whom the selected consultant will coordinate for all sign offs, finalization of requirements and the same team will give one sign off for entire system. The selected consultant will not be getting sign off from each country independently  | UNDP will identify a Project Personnel for coordination of sign offs, finalization of requirements.   |
| 38  |    | <b>General</b>   |   | Please confirm that if all countries do not join the system in the beginning, the go live will not be withheld due to the fact that every country have not joined the project   | UNDP will not faultless the Bidder if the countries do not join the system  |
| 39  |    | <b>General</b>   |   | Please confirm that any changes in the system will be applicable uniformly to all the countries and country specific instances of the system shall not be built<br>Developing a common system with one single database will help in   | Changes in the system will be generally applicable uniformly to all countries with some variation.<br>We confirm data sharing among countries is the overall objective. |
| 40  |    | <b>General</b>   |   | Please confirm that approvals for all payment shall be done by central UNDP team and the selected consultant will not be required to visit each country for getting payment approval  | UNDP confirms payment approvals will be done centrally.   |
| 41. |    | <b>General</b>   |   | Please confirm who will provide database management services during contract duration, if selected consultant need to provide these services  | The bidder is expected to provide database management services.   |
| 42  |    |  |   | For bidding purposes, how do vendors determine the number of historical documents to be ingested into the Web Based Integrated Crime Information System? For example, 10 active cases per the 4 pilot countries?  | No historical data anticipated for the CIMS.  |
| 43  |    | <b>General</b>   |   | Data collection and correction and any kind of verification are not the part of our scope.  | Data collection and correction is not part of the scope of the Bidder.  |

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| 44 |  | General |  | The Application related data/all the required inputs that will be required, will have to be provided by the client  | UNDP to provide all data/inputs.  |
| 45 |  | General |  | Finalization of specific reports will be done at the time of user need assessment.  | This is accurate.   |
| 46 |  | General |  | Regarding the existing web based application, could you let us know about its existing architecture (such as multi-tier, or 3-tier), development language used (such as C Sharp, .Net....) and DBMS used (SQL, Oracle....). | There is no web based application except the Police Incident Form and Prison Record Management Form.<br>The development language is PHP and DBMS is MYSQL |

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| 47 |  | General |  | As it is an UNDP RFP we believe there would be no tax components as UNDP would be exempt from tax. Please clarify if you would be deducting any taxes while making the payments to international  | No taxes will be deducted.  |
| 48 |  | General |  | DS C.15.1 Required Documents that must be Submitted to Establish Qualification of Proposers (In “Certified True Copy” form only): Local Government permit to locate and operate in the current location of office or factory. Does this apply to the local companies only and if not please specify what exactly should be submitted?   | Certified copies of documents outlined in Request for Proposal should be provided for all companies responding to the solicitation.   |
| 48 |  | General |  | Line item 25 of the Data Sheet states “Required Documents that must be Submitted to Establish Qualification of Proposers (In “Certified True Copy” form only)”. Please clarify the “Certified True Copy” form only” comment? Can you please confirm whether the scanned copies of the requested documents (audited financials, certification of incorporation, good standing etc) is sufficient.? | Scanned copies will be adequate for the submission of the Bid. However, if the a Bidder is successful, the expectation is that UNDP will be provided with certified original copies of documents. |
| 50 |  | General |  | Please specify the preferred hosting environment (on premise hosting or cloud-based).   | Premise hosting.  |
| 51 |  | General |  | Are there any local taxes to be considered in the Financial Proposal for the foreign companies?   | Local taxes are not applicable.   |
| 52 |  | General |  | Please confirm that the Vendor should provide the hardware specifications only. The purchase of the hardware is the responsibility of the Client.   | Vendor to provide hardware specifications only. UNDP is responsible for hardware.   |