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28 August 2018

Pre-Bid Conference Meeting Minutes

Supply, Configuration, Implementation, Maintenance and Support of an e-filing and Case Management System (CMS)

Mode of communication	Bluejeans web-based portal https://bluejeans.com/3044684192 . Physically present at UNDP Conference Room
Attendees from UNDP Fiji, Department of Judicial, and Legal Aid Commission	<p>UNDP Fiji: Programme Manager, Access to Justice, Rule of Law and Human Rights Procurement Team leader, Joint Operation Centre Deputy Programme Manager, Access to Justice, Rule of Law and Human Rights IT Associate, Joint Operation Centre Junior Specialist, Access to Justice</p> <p>Judicial Department: Chief Register Deputy Register IT Officer</p> <p>Legal Aid Commission: Acting Director Finance Manager IT Officer</p>

Attendees from Bidders:

No.	Name of Company
1	Synergy International System.
2	CrimsonLogic Pte Ltd.

Introduction:

Following a round of introduction the following was presented:

- Purpose of the pre-bid meeting
- Overview of Legal Aid Commission and Fiji Judiciary Systems
- RFP Administrative Requirements
- Questions and Answers (Refer below)

Pre-Bid Conference Q&A

Supply, Configuration, Implementation, Maintenance and Support of an e-filing and Case Management System (CMS)

RFP No.: RFP/FJI10-07-18 (CMS)

S/No.	Clause No.	Questions	Clarifications from UNDP
1	Access Channels (Pg. 28)	Can the system operate in Intranet mode or propose other alternatives to replace offline mode?	The system needs to be able to function without connection to internet, with syncing ability once online.
	BR_1.08 (Pg. 30)		
	CM_FR_1.09 (Pg. 33)		
	NFR_1.16 (Pg. 38)		
2	Data Migration (Pg. 40)	At what stage is the data migration for Fiji Judiciary is expected to commence? Is it going to be done after the pilot launch?	Pilot will be conducted starting with new cases. Data migration will take place after the system has been tested and is up and running.
3	Primary Objectives (Pg. 41)	Do we expect the go-live date to be 1 Oct 2018? Is this a typo?	Go live date is 1 January 2019.
4	Access Channels (Pg. 41)	Can the system operate in Intranet mode or propose other alternatives to replace offline mode?	The system needs to be able to function without connection to internet, with syncing ability once online.
5	Data Migration (Pg. 50)	At what stage is the data migration for LAC is expected to commence?	When the system has been tested and LAC are happy with it.
6	Table 2 - Lot 1	When does the 'warranty/technical support requirements' commence?	Once the pilot starts.
7	Table 3 - Lot 2	When does the warranty/technical support requirements' commence?	Once the pilot starts.
8	Requirements and System Specifications P.g. 41	Is the pilot for Lot 1 only as requirement does not indicate a pilot for Lot 2. If pilot is required for LOT 2, what are the details?	Lot 2 is not a pilot but has testing integrated into it.
9	On page 16, line-item 16 of the BDS	States "Password for technical proposal must not be provided to UNDP until the date as indicated in No. 14 (submission deadline)". Can you please clarify whether the password for Technical Proposal should be requested by UNDP on September 7, 2018?	Passwords for technical proposal will not be requested by UNDP. Bidders are requested to provide the password before the closing date for submissions via email which is 14 September 2018
10	On page 17, line 20 of the BDS	States "that UNDP will award the contract to ONE BIDDER ONLY. UNDP reserves the right to award either LOT 1 or LOT 2 or both the LOTs as suits UNDPs requirements". Is it possible that different vendors are awarded Lot 1 and Lot 2? Please clarify how many contracts will be awarded by UNDP.	Ideally, the same vendor will be awarded Lot 1 and Lot 2. However, based on the evaluation of the technical, financial and presentations, UNDP could choose to issue two separate contracts.
11	On page 20, Item 1.5	Lists the total obtainable points as 10. Could you please explain the scoring for the subpoints? (10+5+5). Please clarify if these are actual requirements.	The total obtainable score for item 1.5 is 10 points. Note this is a mandatory weighting. The breakdown is just an example that the bidder can submit inreponse to the this criteria.

12	On page 22	States a Bachelor's Degree or equivalent in computer science is required. If our strongest business analyst has a Masters Degree in Business Administration, will this qualify as a "similar field?"	The Bachelors degree is preferred qualification not a minimum. Other related qualification is acceptable and will be weighted based on relevance.
13	On page 26	Please provide a glossary to the acronyms in the table on page 26 (PVT Pros, DVRO, Tins, LTA)	PVT Pros – private processes
			DVRO – Domestic Violence Restraining Order
			LTA Tins – Land Transport Authority Traffic Infringement Notice
			Police Tins – Police Traffic Infringement Notice
14	On page 27	In the Technical Architecture diagram, e-mail is mentioned as one of the access channels. Please clarify this.	This is mainly for sending notifications and rather not a separate channel.
15	On page 29 (G08)	The RFP requires 4 environments – namely testing, training, development and production. Given that there are 2 systems, 8 different environments need to be prepared. Can you remove at least development environment given that the development activities are going to be carried out in our premises and it will cut the costs for hosting? User training can also be done on staging/testing environment instead of dedicated training environment. Is this acceptable? In this case, only two environments will be required in the cloud environment.	This is for the bidders to decide and come up with innovative ideas that is able to provide the solution as required as well as be cost effective.
16		Please clarify whether the CMS for Judiciary and CMS for LAC are going to be connected? Is it possible to have one single system with different interfaces for the Judiciary and LAC?	It will be one platform with two watertight, separate compartments with different accessibility
17		Please specify on how many instances the Client will need to have offline mode available?	Up to the Bidder to propose how it will be structured. The RfP lists 1,200 operational users, which includes lawyers. This breakdown includes 250 LAC users (subject to growth), and 1,200 Judicial Department users.
18	On page 29 (G19)	An online help suite needs to be provided. Whenever changes are made to the system, we will update the help section. Does this match the requirement? or do you need a customizable form for the judiciary to perform ad-hoc edits to the help section?	Updates to be full updates and no ad hoc edits.
19	On page 31	We assume that the Help and Service Desk will be administered by the beneficiary and that the contractor will be responsible for training but not for the staffing and equipping of the Help and Service Desk. Please advise.	Judicial Department will provide staff for Help and Service Desk

20	HSD_FR_1.07 on page 37	Requires the setup of the help and service desk hardware. Should the hardware costs be budgeted for, or will the contractor just advise on the hardware necessary to setup the support desk?	Hardware to be provided outside of this contract by the beneficiary. This need not be quoted.
21	On page 31	If the application can already export to PDF, Excel and Word, is it necessary to also export to PPT and RFT?	PDF, Excel, Word and PPT are necessary.
22		The Client requires cloud hosting throughout the RFP. In case the Vendor has its own cloud environment, can this be suggested as an option? Or only international cloud hosting options (MS Azure, AWS) are acceptable?	No limitations, with security as the predominant concern together with continued functionality. Security includes physical and preventing illicit access by third parties.
23	On page 35	The CMS should have an e-payment module that will enable payments via credit cards, debit cards. Usually the system is integrated with a payment gateway rather than directly with various financial institutions/banks. Is there an existing payment gateway (such as Stripe, etc.) to which the system can be integrated?	Would need to identify if we will need a third-party payment platform or deal directly with the banks. Not applicable to LAC.
24	On page 37 (HSD_FR_1.08)	The RFP requests a ticketing system. Please elaborate and clarify if you require hardware/software for this?	For internal purposes not external.
25	On page 37, INT_FR_1.01	Please clarify the requirement.	Integration with other entities, such as police, city council (paying tickets and fines). There will need to be a system extension to reach these partners. Up to the bidder to propose options for systems to talk to each other.
26	On page 38	The RFP requires that the system must be able to interface with common tools such as Microsoft Office. Can you please clarify this?	This is for the generation of reports. It needs to be able to conform to the systems currently being used by the government.
27	On page 38 (NFR1.11)	Could you please provide some examples of what types of conflict-of-interest checks should be conducted before assigning a case?	<p>People with different names; therefore the system needs to provide room for various forms of identification to allow for multiple inputs depending on availability of client.</p> <p>For the Judicial Department, conflict of interest can vary in different situations such as: one of the parties may be known to Judicial Officer; etc, however it is something not binary in nature and in individual situations conflict has to be noted, sometimes ruled on by Court during recusal application.</p>

			As for the Legal Aid Commission, conflict checks will include checking the CMS to determine whether the applicant is an existing client or has been a client in the past. LAC would then also make a check on the name of the opposing party to determine whether the other party has already applied or is an existing client, or has been a client in the past. These checks would be carried out for Family and Civil law matters mostly.
28	On page 39, (NFR_1.28)	To save costs, would it be possible to train one of the court staff to provide first line support and have offshore backup support?	Bidder required to have a person in Fiji for pilot support for first 3 months.
29	On pages 39 and 49 the RFP (Timeframes)	The contract signature date is anticipated in October 2018 with an overall contract duration of 12 months. However, the desirable go live target date for Lot 1 is 1 January 2019 and for Lot 2 is 1 October 2018 (page 41). Please clarify these dates.	The contracting is anticipated to be 01 st October 2018 (3 months testing and development) and go live dates for the two lots is 01 January 2019. The pilot phase then continues for the next 9 months from)1 Jan 2019.
30	On page 40	"Training" - What is the number of TOT trainees for Judiciary and LAC?	At the Judiciary we anticipate 150 TOT trainees at various levels including judges and magistrates, support staff, officers of DPP, members of private bar, etc For the LAC, from the Receptionist all the way up to the management/executive management including the Director. This is because staff at all levels will be required to update their own case files and be able to operate the system or check for case files, etc. Currently the lawyers are not using the system, however, with the new CMS replacing the existing one, the lawyers will be required to use the CMS. So the number we are looking at is around 180. This includes all Receptionists (who screen clients and are the first point of contact), Registry Officers (who close and index case files), CIOs/paralegals (the main users), Statistician, Admin (for brief out cases, island court sittings, etc), Finance (limited access to determine costings for brief out cases and island court sittings), IT staff, all lawyers, including the Director.
31	On page 40	Under Data Migration, the RFP states that, "There is also a large amount of physical casefiles that will need to be digitized (scanned) and entered	Inputs to be done by the experts, scanning can be done locally.

		into the new CMS.” We assume the digitization will be done by the beneficiary and the data migration will be done by the contractor. Please advise if this is correct, and if so, please advise on the number of cases and average size of the files per case.	
32	On page 44	Under “Data Migration” the RFP requires a process for cleaning data to maintain unique client information. Could you please elaborate on this requirement and if it will be the vendors responsibility or the beneficiary’s responsibility?	Needs to provide room for various forms of identification to allow for multiple inputs depending on availability of client.
33		Please specify the legacy data format from both Judiciary and LAC systems that need to be migrated into the new system.	Judicial Department use Excel and Access databases, LAC has SQL programme.
34	Financial Proposal:	For suggesting appropriate hardware and software requirements and costs for cloud hosting, please specify the following (both for the pilot, and for the fullest implementation envisioned within 3 years):	Bidders to share averages from other jurisdictions of size of files.
		· Expected number of system users	Judiciary – 1,200 LAC – 300 for the time being with option of adding new users.
		· Expected number of system concurrent users	Judiciary – 1,200 LAC – between 180-200 or so at any given point in time.
		· Number of monthly / yearly registered cases	Judiciary – 35,000 (pilot), 100,000 (nationwide) annual LAC – Annually, 16,000 persons formally apply for assistance. On average, there is a 20%-30% increase in the number of persons seeking assistance every year. In addition, 22,000 persons seek legal advice and 5,000 Duty Solicitor cases are undertaken annually, which are not captured in the existing CMS.
		· Audit history retention frequency (weekly/monthly/yearly)	For LAC, regular quarterly audits are carried out on case files.
		· Attachment average size per case	Bidders can use their past experience/expertise on this as it is difficult at this stage to assess the size of a case file as it entirely depends on the case and on an individual case by case basis.
		· Recovery Time objective (system recovery time)	Ideally instant would be good otherwise a few minutes.

35	Financial Proposal Form:	<p>As stated on page 25 of the RFP (8. Exit Strategy), The current CMS will be a pilot phase and will be supported by UNDP till the end of the contract (12 months) that will be signed as result of this procurement process. Any further SLAs and agreements should be discussed with the beneficiaries.</p> <p>However, there is a separate line item for the Warranty/Technical Support Requirements in the Breakdown of Cost (Lot 1 and Lot 2). We assume this warranty period is parallel with the development of the system, and that the cost for each of the subsequent 3 years should be outlined in the section labelled: Cost for next 3 years following the pilot phase for continuation of service by Fiji Judiciary for Lot 1 (provide breakdown by years).</p> <p>Please confirm if this is correct? Also, should these 3 years of support costs be added into the total cost for scoring purposes, or are they just illustrative?</p>	<p>Warranty period starts from the Go-live date from 01 Jan 2019. Prior to this it will be development and testing. The warranty shall be incorporated for 9 months for the pilot phase. Separate columns shall be added for the next consequent 3 years which would represent the overall lifecycle cost.</p> <p>The request for additional 3 years of warranty/support is correct. The total cost will be considered for scoring purposes.</p>
36		<p>Are the prototypes meant to be presented online or in person in Fiji? Are they meant to be the final version, or are they a presentation subject to discussion and development.</p>	<p>The presentations is expected to be done via online as a standard process for all shortlisted bidders. The date/time and confirmed mode will be relayed to the shortlisted bidders. No investment is expected for the presentation. We would be looking at the type of software and expect customisation once the contract is awarded.</p>
37		<p>Is there a Government policy or regulation regarding hosting sensitive information and data or to have such data hosted in a particular jurisdiction?</p>	<p>This is at the discretion of the LAC and Judicial Department. It is up to the Bidder to explain how security will be guaranteed.</p>
38		<p>Can date be extended for date of Bidder submissions, i.e 7 September?</p>	<p>Yes, a one-week extension will be given until 14 September.</p>
39		<p>In relation to Lot 2 at page 45, CMS FR 1.11- Is this applicable to litigants also or not?</p>	<p>Pilot limited to lawyers and lay litigants through the Helpdesk. LAC limited to internal users and limited access to lawyers under the brief out scheme.</p>

40	Page-41: User Groups Page-45: CMS_FR_1.11	<p>Please clarify if the Litigant is part of User Group for LOT2.</p> <p>In page-42, User Groups lists users as LAC lawyers, Client Information Officers, admin and finance officers; In page-45: CMS_FR_1.11 specifies "Lawyer and litigants shall be able to query, retrieve and download the "Fees" report which shows billing information".</p>	<p>For LAC, the litigants/clients will not have access to the CMS. Only the LAC staff will have access. In some cases where the matter has been briefed out to a private lawyer, then that private lawyer <i>may</i> be given limited access to the CMS for purposes of uploading and updating the case after each court sitting. Fees report is for Admin and Finance staff to be able to determine the amount payable to the private lawyer for undertaking conflict matters under the brief out scheme.</p>
41	Financial Proposal (Form G)	<p>For the 'Preliminary testing and sign-off – 30%', given a product implementation approach, can we define the Preliminary testing and sign-off to be for the default product base installation?</p> <p>For the 'Final implementation and acceptance – 40%', can we define the completion of this deliverable as per clarified go-live pilot target date (i.e. 01-Jan-2019)?</p> <p>For the 'Training– 30%', can we define the completion of this training deliverable date prior to the clarified go-live pilot target date (i.e. 01-Jan-2019)?</p>	<p>Preliminary testing and sign-off is the 3 months period prior to go-live. Hence sign-off shall be done before the go-live ie ready for installation.</p> <p>Final implementation and acceptance is at the end of the pilot phase of 9 months ;</p> <p>Training is prior to go-live date of 01 Jan 2019 upon training the TOT etc. However note there are ongoing training and support during the pilot phase.</p> <p>These are tentative and can be discussed/negotiated with the successful bidder before signing the contract and based on UNDP/beneficiaries needs.</p>

End of Questions