**Questions and Answers**

**RFP No. 48-18**

**Development of Software for Courts Subsystem with migration of data and platform for exchange of data**

1. Da li je potrebno u okviru ove nabavke obezbediti licence za 2000 korisnika aplikacije, ili samo za korisnike u pilot sudu?

**Q:** Is it necessary to ensure licences for 2000 users of the application within this procurement, or only for the users in the pilot court?

A: Da, licence su neophodne za sve korisnike

**A:** Yes, licences are necessary for all users

1. Molim vas za tačnu specifikaciju IBM hardverskih resursa koje ste naveli, kako bismo videli da li njihova jačina može da podrži rešenje koje bismo ponudili, kao I da bismo ispoštovali licencna pravila za softver (količina RAMa, broj CPU, veličina storage-a)

**Q:** Please provide the exact specification of IBM hardware resources that you listed, so that we could see if their power can support the solution that we would like to offer, and to comply with the licence rules for the software (RAM, number of CPUs, size of storage)

A: Specifikacija hardwarea koji će biti korišćen za ISP za sudove:
- IBM Flex system x240 - 3x (Intel Xeon 12c E5-2650v4, 320Gb TruDDR4) - proširivo u slučaju potrebe
- IBM Storewize v7000 v2 - 30Tb (10k/flash drives, easy tier) - proširivo u slučaju potrebe
Sistemu se može dodijeliti još jezgara (Core(s)), RAM-a i Storage-a, koliko bude potrebno, a ne preko trenutno raspoloživih resursa. Smatramo da je jedan blade, imajući u vidu njegovu snagu, više nego dovoljan za rad cijelog sistema, a drugi se može korisitit za HA, ali ovo ostavljamo izvođaču na procjenu.
Za virtualizaciju koristimo VMware vCentar 6.5.

**A:** Hardware specification that will be used for JIS for courts:

IBM Flex system x240 - 3x (Intel Xeon 12c E5-2650v4, 320Gb TruDDR4) – extendable as needed

IBM Storewize v7000 v2 - 30Tb (10k/flash drives, easy tier) - extendable as needed

The system may be assigned Cores, RAM and Storage as much as it might need up to the limit of currently available resources. We think that, given its power, the one blade is more than sufficient for the operation of the entire system, while the other one can be used for HA, but we leave this to the bidder to assess. We use VMware vCentar 6.5 for virtualization.

1. Prilaganje dokaza o realizovanim projektima od strane Ponuđača: molim pojasnite šta podrazumijevate pod „prilaganjem dokaza“, u kom tačno obliku/formatu bi oni trebalo da budu.

**Q:** Submitting references for the projects implemented by the Bidder: please clarify what “submitting reference” means and in what form/format it should be done.

A: Reference od klijenata kod kojih su izvršili radove sa kratkim objašnjenjem namjene sistema i relevantnim kontaktom za provjeru referenci.

**A:** References from the clients that they worked for with brief elaboration of the purpose of the system and relevant contact person so that the references might be checked.

1. Članovi projektnog tima sa traženim iskustvom, dokazi: da li je dovoljno poslati CV sa detaljno objašnjenim referentnim projektima i navedenim iskustvom i da li je potrebno i dodatno, na neki drugi način (molim pojasnite na koji način), dostavljanje reference koja se odnosi na iskustvo konkretnog člana projektnog tima.

**Q:** Members of the project team with required experience, evidence: is it sufficient to send a CV with detailed explanation of the important projects and experience, or should we add something to this and submit other references for the experience of a concrete member of the project team (please explain what and how).

A: CV sa detaljnim opisom poslova koji su obavljani, a poželjno je da za ključne reference koje će se ocjenjivati budu dostavljeni i kontakti osoba koje mogu potvrditi reference.

**A:** CV with detailed description of the works done, and as for the key reference that will be assessed, please submit a contact person with contact details where the references can be checked

1. Molimo vas za sledeće podatke:

**Q:** Please provide the following data

* + Prosečna veličina skeniranih dokumenata – Trenutno se ne vrši skeniranje u postojećem sistemu. Standard struke i cifra sa kojom vršimo procjene (nije obavezno da u realnim uslovima bude tačna): 50kb.
	+ Average size of the scanned documents – Currently scanning is not done in the existing system. The standard of profession and the figure that we use for assessment (it is not mandatory that in real circumstances it is accurate): 50 kb
	+ Prosječan broj dokumenata na dnevnom i godišnjem nivou – oko 800.000 dokumenata (bez sudova za prekršaje).
	+ Average number of documents on a daily and annual level – about 800.000 documents (without misdemeanour courts)
	+ Prosječan broj strana u dokumentu – nemamo tačan podatak (na osnovu uzorka došli smo do zaključka da većina dokumenata – više od pola, ima samo jednu do dvije stranice)
	+ Average number of pages in the document – we do not have exact data (on the basis of a sample we concluded that majority of the documents – more than a half has only one to two pages)
	+ Broj predmeta koji se zavedu godišnje – procjena za 2018 je između 140.000 i 150.000 (Tačan podatak za 2017.godinu je 141.518).
	+ Number of cases to be entered in the registry on an annual basis – we asses that in 2018 there were between 140,000 and 150,000 documents (the exact data for 2017 is 141,518)
	+ Podjela korisnika po ulogama u sistemu. Da li je ovih 2000 korisnika ukupan broj korisnika aplikacije i kako su raspoređeni (pisarnica/sudije) kako bi pretpostavili konkurentnost i broj aktivnih korisnika sistema – Podaci iz 2017.godine: Sudije 313 (2017), savjetnici u sudovima 200 (2017), sudsko osoblje 1143 (2017). Od sudskog osoblja navjeći broj otpada na zapisničare (kojih orjentaciono ima nešto manje od broja sudija ) i upisničare. Trenutno je taj broj oko 1650 korisinika, sa tendencijom povećanja, pa je iz tog razloga traženo da bude 2000 licenci, kako bi imali dovoljno licenci za buduća proširenja.
	+ Distribution of the users through the system. Is the number of 2000 users the total number of the users and how are they distributed (registry office/judges)? We need these data to assume competitiveness and the number of active users of the system

Data from 2017: Judges 313 (2017), advisers in the courts 200 (2017), court staff 1143 (2017). Among the court staff there is the largest number of typists (approximately a bit less than judges) and registry clerks. At the moment their number is around 1650 users, with the growth trend and therefore we propose that the number of licences is 2000 so that we can have sufficient number of licences for future extensions.

1. Da li je trenutno rešenje centralizovano i da li su vrijednosti šifarnika unificirane ili

je potrebno uz migraciju radit i konsolidaciju podataka?

**Q:** Is the current solution centralized and values of the codebook unified or we need to do

consolidation of data along with the migration?

A: Trenutno rjesenje jeste centralizovano, ali sa prilicno losom arhitekturom aplikacije i baze podataka. Većina šifrarnika je centralizovano, ali postoji prilican broj sifrarnika koji su bili uredjivani od strane sudova (cesto je postojala mogucnost da ih sud uredjuje samo za sebe), pa je tu potrebna konsolidacija podataka.

Takodje postoji niz atributa koji moraju biti sifrirani, a u postojecoj bazi je bio dozvoljen

slobodan unos. I u ovim slucajevima je potrebna konsolidacija.

**A:**

Current solution is centralized, but with a rather poor architecture of the application and database. Most of the codebooks are centralized, but there is a large number of codebooks(tables) that were personalized by the court (they frequently had the option to adjust them for their own purpose) and that is where we need consolidation of data. There is also a number of attributes that have to have codes, while in the existing database free entering was allowed. In such situations consolidation is also needed.

1. Da li je potrebno predvidjeti štampu omota spisa?

**Q:** Should we envisage printing of the case files?

A: Odgovor na ovo pitanje ce dati detaljna analiza, a radna grupa će zauzeti konačan stav.

**A:** Answer to this question will be given through a detailed analysis and work group will take the

final stand

1. Da li je za šablone mora zadržati format doc (stari Word) ili je moguće koristiti noviji

format docx (Word 2003 ili noviji)

**Q:** When it comes to the templates, do we have to keep the format doc (old Word) or it is possible to use a newer docx format (Word 2003, or newer)

A: Dokumentacijom je predvidjeno postojanje HTML editora, da bi se izbjegla zavisnost od

klijentskih platformi. Eksport iz HTML editora u popularne formate mora da postoji (PDF, Word).

Nije neophodno da eksport bude u doc formatu, čak je I poželjno da primarno to budu docx I pdf.

**A:** The documentation foreseen for the existence of HTML editor to avoid dependence on the client platforms. Export from the HTML editor to popular formats has to exist (PDF, Word). It is not

necessary that export is in doc format, it is even desirable to use primarily docx and pdf.

1. Da li je moguće za modul Help Desk koristiti neko gotovo rešenje ili mora da se razvije rešenje bazirano na BPM koji će se koristiti?

**Q:** Is it possible to use a ready-made solution for the Help Desk module, or it is necessary to

develop the solution based on BPM that will be used?

A: Važno je da sistem obezbjeđuje tražene funkcionalnosti I da bude pristupačan korisnicima,

a način realizacije određuje izvođač, a odobrava ga radna grupa za praćenje novog sistema.

**A:** It is important that the system ensures the required functionalities and user-friendly interface. The manner of implementation can be defined by the Bidder and approved by the workgroup for monitoring of the new system.

1. **Q:** Can you please specify number of CPU cores in whole VMWare cluster where virtual machines for this solution will be running?

**A:** Total: 36 cores in 3 CPUs, dedicated for this system. This number could be larger if such need emerges.

1. **Q:** Can you please specify vCenter version that is being used?

**A:** VMWare vCentar 6.5

1. **Q:** U dijelu “Technical Evaluation Criteria” pod tačkom 2.4 je navedeno sledeće: *"Description of available performance monitoring and evaluation mechanisms and tools...”.* Da li se u ovom dijelu misli na performanse timova i razvoja ili se misli na performance softvera i inf. sistema?

**Q:** In the part of “Technical Evaluation Criteria” item 2.4, the text reads: *"Description of available performance monitoring and evaluation mechanisms and tools...”.* Does this refer to performances of the teams or performances of the software and information system?

**A:** It is related to the performances of the teams.

1. Ukoliko je ponuđač konzorcijum, da li se Form A (Tehnical Proposal Submission Form) popunjava od strane svake kompanije koja je član kozorcijuma?

**Q:** If the Bidder is a consortium, does every company that is a member of the consortium have to fill in the Form A (Technical Proposal Submission Form)?

**A:** “Form A” is filled in by the lead company in the consortium/joint venture

1. U Form B se traži dokument “Duly notarized Agreement among the legal entities, if the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal”. Kako se u praksi izraz “Notarised” može dvojako prevesti, molim Vas da me uputite da li je neophodno da ovaj dokument bude ovjeren od strane notara?

**Q:** The Form B requires the following document: “Duly notarized Agreement among the legal entities, if the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal”. Since the term “notarized” can be translated in two different ways, please advise if it is necessary that this document is certified by a notary.

**A:** The documentation should be notarized by public notary or any other authorized institution (in MNE could be notary, solicitor or court)

1. U poslednjoj stavci u Form B (Bidder Information Form) se traži dostavljanje punomoćja (Power of Athorney). Ukoliko je ponuđač konzorcijum, da li se misli na ponomoćje za lice koje zastupa konzorcijum ili se ova stavka odnosi na punomoćje ovlašćenom licu za svako pravno lice u konzorcijumu pojedinačno?

**Q:** The last item of the Form B (Bidder Information Form) requires a Power of Attorney. If the Bidder is a consortium, does this mean a Power of Attorney for the person that represents the consortium, or this item refers to the Power of Attorney for authorized person in each of the legal entities within the consortium?

**A:** Power of Attorney can be nominated the representative of consortium or the lead partner within the consortium

1. **Q:** Can you please specify number of CPU cores in whole VMWare cluster where virtual machines for this solution will be running?

A: Total: 36 cores in 3 CPUs, dedicated for this system. This number could be larger if such need emerges.

1. **Q:** Can you please specify vCenter version that is being used?

A: VMWare vCentar 6.5

1. **Q:** Would it be possible to provide the bidder with the data model of PRIS and the existing document templates during the tender process?

A: Data model will be provided to the contractor once selected.

1. **Q:** Concerning the data migration, would it be preferred if the bidder’s team is on location to gather information about the data model of the existing system PRIS and investigate the data quality of PRIS or would it rather be possible to provide the bidder with remote access to PRIS over VPN?

A: We prefer bidder’s team on location. Please have in mind that according to our regulation it is impossible to provide VPN access outside Montenegro.

1. **Q:** Is the migration of documents from Oracle system also part of data migration? Are those documents ready in full format or should they be generated from data in database based on templates.

A: Yes. They are ready, in .doc format.

1. **Q:** Can you provide 3 examples of processed that BPM would be managing, as detailed as possible: what are the process steps that are changed by rules, what BPM should manage and how is that reflected in UI.

A: Please see the TOR as there are all the processes described in detail form through the documentation.

1. **Q:** What kind of reports and data should be sent to Monstat? And what is the format they should be sent using (just PDF reports or structured data)?

**A:** Structured data. Reports similar to those described in Management support (Developing reports) section of technical documentation.

1. **Q:** Regarding the ownership of the code and licences – after acquiring ownership of the source code do you have any intentions to use it outside of Montenegro?

**A:** No. Our only intention for ownership of the source code is to be able to change it if needed without external support.

1. **Q:** Is there an expected deadline for conclusion of pilot phase?

**A:** One year after signing the contract with bidder.

1. **Q:** What is the total number of staff in the pilot court (clerks and judges)?

**A:** OS PG – Judges 41, Staff 142.

1. **Q:** How many administrators are in each court?

**A:** 1 to 3 per court, depending on the size