BBRFP52819: Provision of Police Management Information System (PIMS)

Questions and Answers

Please Note that the submission deadline is March 15th, 2019 at 4pm EST.

The deadline for submission of queries is February 25th , 2018 at 4pm EST.

QUESTION:	ANSWER:
1. Please confirm the expected date of commencement of contract, since the listed in the bid docs is March 18, 2019 and the bid submission deadline is March 15, 2019?	**Deadline for Bid submission is March 15^{th,} 2019 at 4:00 PM EST. Contract commencement will be changed to April 1, 2019.**
2. Can you confirm who owns the 'code' developed as part of this project?	**The code will be owned by the Project Sponsors: UNDP / CARISECURE / Member Governments.**
3. Are projects in the "Support" phase, for which Implementation is completed acceptable under this criterion?	**UNDP will accept as Past History/Experience projects which are currently engaged which are in the "Support Phase".**
4. Can you share an indication of the engagement value or budget at this stage? This will help us to provide only projects of "similar value".	**UNDP can provide no details with respect to the budget under this solicitation.**

5.	We are aware of two potentially similar applications in use now - OTRIS and PATRIOT… is this project in any way related to these?	**CariSECURE is not related to projects being referenced.**
6.	Separate system for each target country will be developed, deployed and hosted in respective country. System functionalities will be applicable uniformly to all the countries. Is this correct assumption?	**One System will be developed. The system will be deployed as different instances, in each target country (SLU, SKN, GUY). Each instance across countries should be identical.**
7.	In case we use copywrite product and the customized part codes are shared, is this enough for source code sharing, or all the application codes, including all used copywrite protected licensed software source codes should be shared?	**Any technology stack or configuration proposed must meet two basic criteria. [1] there are no on-going software license fees to be paid [2] the code can be accessed and modified by project sponsors without encumbrances.** **Quoting from the TOR under the Section "Overview of Functional & System Requirements" and Sub-section "Open Source Platform" it states:** **"**The system will be developed using Open Source technologies as opposed to proprietary systems. This will eliminate the requirement for payment of annual software license fees and will ensure that, on hand-over, the primary stakeholder organisations can access the system's code base and APIs to further build and/or modify the system as new needs arise."(Pg 32) **On pg 35 Section "Proposed Software Architecture/Technology Stack" sub-section" System Software Architecture" the TOR fur ther states:** "The proposed Police IMS should be built upon an Open Source technology stack as mentioned in previous sections of this RFP. In this regard the Linux, Apache, MySQL and PHP (LAMP) architecture is preferred; however, the chosen firm may propose an alternative

		technology stack, or mix and match the above preferences with other open source technologies. <u>In the event that the Company proposes other technologies, detailed and specific reasons for the choice/s should be communicated [incl. of an explanation of how such technologies meet pre-set requirements as per above]</u>."
8.	Are there any exceptions to the IP ownership? For example, Commercial Off the Shelf (COTS) products.	**See response to Question 9 above.**
9.	Please confirm if the Overall project should be completed within a period of nine (9) months	**Yes. This is the intention. As such bidders should propose at a resource level which will allow the project to be completed in this timeframe. Unforeseen delays are indeed just that. Unforeseen. But the project should be planned and proposed to allow it to remain on the schedule indicated in the TOR.**
10.	Rephrasing: 1. The criteria "Previous Experience: Minimum 3 contracts of similar value, nature and complexity implemented over the last 3 years"... would UNDP accept citations for projects which are through implementation but still in support phase?	**UNDP will accept as Past History/Experience projects which are currently engaged which are in the "Support Phase".**
11.	¿Is it possible to build a consortium in this phase of the tendering process? If it is yes, we understand that for a Joint Venture, compliance with the criteria about Section 4 (Evaluation Criteria-Qualification), will be calculate by adding the individual data of each participant. Is that correct?	**Absolutely.** Potential bidders are permitted to form consortiums to respond to this solicitation. Kindly reference to Section 2. Instruction to Bidders, sub-section 14 "Joint Venture, Consortium or Association.
12.	There will be one deployment or 3 deployments (that 3-application instance)?	**There will be one application and three application deployments. See response to Question 8 above.**

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13. Pricing for this RFP will not include cost towards Support of 3 year and implementation of any country other than 3 targets mentioned in this RFP.	**Bidders will provide two (2) components in the financial proposal as follows:** **(i) Provision of the Police Management Information System (PIMS); and** **(ii) Three (3) year support service.**
14. Who would be responsible for providing infrastructure for deployment and hosting of application. Who would be responsible for establishing high availability environment.	**All infrastructure will be supplied by the host country in collaboration with the UNDP. The bidder will not be responsible for the provision of hardware or any equipment infrastructure at the deployment sites.**

15. Is submission only through e-tendering or can it also be done through an e-mail/ If by e-tendering do you require a password for the submitted documents?	**Yes. Submission is only through eTendering. Kindly see attached guidance re. eTendering:**
	    1. **eTendering Registration Form**
	    2. **eTendering Presentation**

16. For the evaluation of "organizational commitment to sustainability", please clarify if the higher weighting for ISO 14001/14064 compliance means that an organization that meets the ISO standard and at least one of the other criteria could gain a maximum of 20 points (i.e. 15 bonus points).	**The higher weighting on this criterion will be applied to organizations who possess ISO standard and at least one of other criteria indicated.**
17. We understand "PIMS' in each country will act as a central repository and facilitate information sharing with other external system in future. There will not be a separate Central system for data exchange among different entities within each country or for UNDP users to access data across the 3 countries and generate reports, etc.". Please confirm	**The bidder will be responsible only for delivery of the PIMS application along with relevant API / web services / data exchange capabilities which will allow the Police to share information with other allied agencies, stakeholders, and countries.** **The bidder will not be responsible any other system.**

	There will be a "separate Central system for data exchange among different entities within each country or for UNDP users to access data across the 3 countries and generate reports, etc.", **however this is a separate project.** **See also response to Question 27.**
18. Clarification - UNPD is responsible for all costs associated of the hardware/OS infrastructure to support the application. Vendor is only responsible for installation of application on UNDP's infrastructure.	**Yes. See response to Question 16 above.**
19. Related question as you are speaking about...We need to build capabilities to integrate, but any modification in the external system is not current scope	**Bidder will not be required to interfere with external systems. See response to Question 19 above.**
20. Can you please advise on envisioned number of concurrent users?	**It is envisioned that there will be 50 concurrent users anticipated per country.**
21. Is the Prison project just mentioned currently underway? If so what vendor was awarded that contract?	**UNDP expects to publish EOI within the very near term.**
22. Rephrasing- Build integration capabilities in PIMS is under scope, while any modifications required in external system to be integrated is not in scope?	**See response to Questions 21 and 19 above.**
23. Reconfirming- Whether we need to provide 3-year support cost (as optional) for 3 target countries in our price proposal?	**Bids must be submitted on both line items under this solicitation.**

24.	And of the 4 work packages (police, prisons, DPP & integration), police is the first? what is the timeframe for issuing the other rfp's?	**UNDP will publish all solicitation within a 30 day period.**
25.	Can we assume that there will be no external concurrent projects impacting the execution of this PIMS project, other than implementing the data integration you just discussed? e.g. critical dependencies downstream.	**There are four projects which will be underway within roughly overlapping periods. These are software build / deploy projects for Police, Prisons, DPP, and a fourth for Connectivity across all applications.** **During the business requirements phase the PIMS vendor will ascertain the data exchange requirements with regard to the other institutions (DPP, and Prisons) and will liaise with the Connectivity project.** **Once the business requirements have been approved the application will be expected to facilitate the data exchange requirements ascertained.**
26.	Can you please specify whether there are envisioned site visits for assessments and trainings? And whether this should be included in the price proposal?	**Yes.**
27.	Digitization of Current Offline Data. It is our understanding that the bidder will provide a bulk upload facility as well as a specified electronic template to capture the historical data, however actual data entering/upload will be carried out by UNDP (or any entity identified by UNDP for this work).	**The TOR states that the vendor is responsible for the "** • Design of formatted bulk upload sheets and / or the definition of the acceptable format for data-sets that will be used to bulk upload historical and currently offline data onto the system. • The digitization (as required) and upload of at least one (1) month of currently off-line existing data from at least one of the pilot countries for use as test data." **The UNDP may be in a position to assist in gathering this data. However, the bidder should take ownership of this requirement.**

28.	Can UNDP share estimated Data to be digitized for Pilot (One Month Data)?	**UNDP will provide data for Pilot purposes but not from Criminal Investigation Department (CID).**
29.	Does an application instance for each country also have to be deployed in a DR site as part of the scope?	**Yes. If your solution includes provision for a Disaster recovery site, and such a site is prepared and available in-country, then an instance must be deployed and relevant fail-over / backup procedures put in place.**
30.	Has the DC and DR sites already been identified for each country?	**These sites are currently being identified and assessed. Further information on the location and current state of the sties will be communicated to the successful bidder.** **For proposal purposes however, the bidder should assume sites are available. (see also response to Qu 33)**

31.	Does the deployment at DR site to be done in 1:1 active: active mode? Who will be responsible for backup policies and doing the actual backup.	**As per the TOR the following is required:**
		• "A discussion of the provisions related to security, data confidentiality, and data inter-operability
		• A discussion of the general configuration of proposed solutions w.r.t. these following aspects – i.e.:
		    ▪ Document management System
		    ▪ Mapping
		    ▪ High Availability
		    ▪ Business Continuity
		    ▪ Disaster recovery
		    ▪ Cluster architecture (if recommended)
		Provision for these should be discussed as part of the bidder's proposed solution and any optional cost implications of providing same should be itemized and clearly modularized as far as possible such that evaluators can be advised of the nature, need and cost / benefit for each."
		
		Also under the section "Bidder Network Configuration and Hardware Recommendations" it states:

	"Bidder should suggest / recommend and discuss network configuration principles which would meet the objectives and nature of this project."
32. We understand UNDP will provide deliverables signoff and approvals for all payments. Will there be role of Target Countries (local Police department) in sign-off process?	**UNDP will provide signoff and approval of all payments.**