

BBRFP52819: Provision of Police Management Information System (PIMS)

Request for Clarifications

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

Question	Response
<p>1. Please specify the user roles and the total number of all system users.</p>	<p>a) Please specify the user roles The RFP states the following: <i>"Security & Auditing The system should employ multiple security layers to eliminate unauthorized access to any part of the system itself or information held within it. The Vendor should configure the software to allow the user to control access within the system by the assignment of different roles with various levels of associated access privileges.</i></p> <p><i>The assigning of a role shall entitle the user to access parts of the system or information within the system associated with that role. For example, a data entry clerk may have access only to that part of the system that allows the input of new data, whereas the manager of an investigation team would have access to all information associated with cases held by his or her team."</i></p> <p>In other words, the Vendor needs to assign and specify proposed user roles.</p> <p>b) The total number of all system users.</p> <p>It is expected that the maximum number of concurrent users will be one hundred and fifty (150) in total. Roughly 50 per country.</p>

<p>2. Please specify the following:</p> <ul style="list-style-type: none"> • Attachment average size • Audit history retention frequency (weekly/monthly/yearly) • Audit history retention period (how long should the data be retained) • Recovery Time Objective – system recovery time (after crash the system should be up - hours) • Recovery Point Objective – acceptable data loss (hours) • High availability requirements 	<p>a) Attachment average size For the purposes of calculation of storage or bandwidth requirements, it is reasonable to assume an average attachment size of 1000KB</p> <p>b) With regard to the issues of auditing – which cover the following questions:</p> <ul style="list-style-type: none"> • Audit history retention frequency (weekly/monthly/yearly) • Audit history retention period (how long should the data be retained) <p>The RFP states the following: <i>“Security & Auditing The system should track and log all activities carried out within the system. This may be done through an audit trail using timestamps and user credentials and recording the names of individuals who have accessed any part of the system or changed any information on any case, including the time the changes were made.</i></p> <p><i>This feature ensures that comprehensive audit trails are available to system administrators and management at all times. Furthermore, and prior to saving any change to any existing record, an image of the older version of the data is captured. This allows an immediate auditing and comparison between records before and after changes.”</i></p> <p>To be clear, audit log entries should be made in real time (which speaks to frequency). Audit logs should also be retained on the system for a minimum period of on (1) year.</p> <p>c) With regard to issues of business continuity, disaster recovery and high availability - which cover the following questions:</p> <ul style="list-style-type: none"> • Recovery Time Objective – system recovery time (after crash the system should be up - hours) • Recovery Point Objective – acceptable data loss (hours) • Please specify Backup Retention Policy
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	<ul style="list-style-type: none"> • High availability requirements <p>The RFP requires the Vendor to include the following in their proposal:</p> <ul style="list-style-type: none"> • <i>A discussion of the general configuration of proposed solutions w.r.t. these following aspects – i.e.:</i> <ul style="list-style-type: none"> ▪ <i>Document management System</i> ▪ <i>Mapping</i> ▪ <i>High Availability</i> ▪ <i>Business Continuity</i> ▪ <i>Disaster recovery</i> ▪ <i>Cluster architecture (if recommended)</i> <p><i>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.</i></p>
3. Please specify Backup Retention Policy	See response to question 2. part (c)
4. In the RFP section reporting Requirements, the following is stated: "One of the beneficiary countries is Suriname. As such the application will also be required to be bi-lingual (i.e. English and Dutch)". Our question is this: since the PIMS product will initially be launched for St Kitts, St. Lucia and Guyana, which are not Dutch speaking countries, how should pricing be presented to include the bi-lingual Dutch-English version . Please clarify.	The application will NOT be required to be bi-lingual at this time. English ONLY is needed for initial roll-out.
5. As per the shared RFP (Provision of Police Management Information System PIMS), Page 32 – Under Section: <u>Overview of Functional & System Requirements</u> – Page 32. There is requirement of an opensource technology but request you to kindly confirm if this bid is open for a proprietary BPM (Business Process Management) based solution platform?	<p>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.</p> <p>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</p>

	<p>stakeholder organizations can access the system's code base and APIs to further build and/or modify the system as new needs arise.”(Pg 32)</p> <p>On pg 35 Section “Proposed Software Architecture/Technology Stack” sub-section” System Software Architecture” the TOR further 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></p>
<p>6. Please answer the following question regarding Form B: Bidder Information Form. Please clarify the requirement for attaching a Power of Attorney to the proposal.</p>	<p>A Power of Attorney is required if Application is not signed by the Bidder but by a legal representative to act in this capacity.</p>
<p>7. Please clarify the definition of the term “Association” and “Consortium” in the RFP. As I read this term, UNDP defines Association differently from Joint Venture and Consortium. Please explain.</p>	<p>Section 2: Instructions to Bidder, General Provision 14 does not distinguish between JV, Consortium or Association, but generally references these entities to convey the type of groups which can be constituted to respond to the EOI. Kindly refer to this Section for guidance.</p>