



RFP/LBY/PSJP/2019/0000005048 - Development and Implementation of the Integrated Case Management and Tracking (ICMT) Information System for the Libyan Ministries of Interior and Justice

Dear Offeror,

Please be advised that below questions were raised and responded by UNDP Libya in connection to Request for Proposal for “Development and Implementation of the Integrated Case Management and Tracking (ICMT) Information System for the Libyan Ministries of Interior and Justice”.

Question (Q) & Answers (A):

Questions about sizing, on the ECM and Content management part:

a) *What is the number of users connected simultaneously?*

The ToR didn't specify number of concurrent or simultaneous users in purpose; because:

A) The ICMT system won't be based on license per user or per processor model for the whole stack including DBMS and ECM;

B) Hosting of system and data during production stage is not the responsibility of the Contractor. Contractor will be provided by all needed information of concurrent and simultaneous users during the first stage of the project (i.e. the preliminary works stage) to be used for designing plans and requirements of hosting, backup and business continuity.

Nevertheless, number of “named users” is around 5000 users; number of “active users” is 500 users; number of “concurrent users” is 50 users.

b) *What is the volume of data to be injected daily / Monthly in the target solution?*

Number of Incidents or Crimes Reported to all Police Stations per day is around 200; number of Cases transferred to all Prosecution Offices per day is around 150; and number of Cases filed at all courts per day is around 300. So, monthly rates will be: 6000, 5000, 9000 consequently. The final size of each case file is 50 Mega Byte in average. Taking into account the pipeline nature of the Justice Process in which only part of The Police cases will be forwarded to the Prosecution and only part of the Prosecution cases will be forwarded to Courts. However, cases of some types such as civil and family cases can be filed at courts directly.

c) *Will there be a migration of the legacy content?*

Currently, there is no system that needs to be migrated except for one legacy desktop system for Criminal History Records which has a non-SQL-complaint database. There is also a paper based archive for Criminal History Record Cards that will to be entered to the new ICMT system manually



by end users of the beneficiary. Responsibility of the Contractor regarding the later one will be limited to developing, testing and implementing the entry, reviewal and quality assurance workflow for manual entry of these cards. Details about this requirement are available in the “Criminal History Records Management System” workbook of the “System Requirements” excel sheet.

1. Questions on archiving section:

d) What is the volume to archive?

The only one paper based archive to be migrated is the Criminal History Record cards. The Contractor has no responsibility regarding its migration except for developing, testing and implementing the entry, reviewal and quality assurance workflow for manual data entry of these cards. The actual data entry and supervision of the archive migration process will be the sole responsibility of the beneficiary. Details about this requirement are available in the “Criminal History Records Management System” workbook of the “System Requirements” excel sheet.

2. On the Dematerialization section:

e) What is the number of pages to be scanned and OCRized per day?

All data entry, paper scanning and OCRing works will be the sole responsibility of the beneficiary. Number of pages to be scanned and OCRized per day at one Police Station are around 100-200 pages; at one Prosecution Office are around 100-400 pages; and at one Court are around 100-600 pages.

f) What is the number of hours per day devoted to the Scan?

All data entry, paper scanning and OCRing works will be the sole responsibility of the beneficiary. Working Hours in Libya are 8:00 to 3:00 on Working Days Sunday-Thursday.

g) Will there be a scan and OCR for the legacy documents?

The only one paper based archive to be migrated to ICMT system is the Criminal History Record cards. The Contractor has no responsibility regarding its migration except for developing, testing and implementing the entry, reviewal and quality assurance workflow for manual data entry of these cards. The actual data entry and supervision of the archive migration process will be the sole responsibility of the beneficiary. Details about this requirement are available in the “Criminal History Records Management System” workbook of the “System Requirements” excel sheet.

3. On the Workflow part:

h) What is the number of users connected simultaneously?

The ToR didn't specify number of concurrent or simultaneous users in purpose; because:

A) The ICMT system won't be based on license per user or per processor model for the whole stack including DBMS and ECM;



B) Hosting of system and data during production stage is not the responsibility of the Contractor. Contractor will be provided by all needed information of concurrent and simultaneous users during the first stage of the project (i.e. the preliminary works stage) to be used for designing plans and requirements of hosting, backup and business continuity.

Nevertheless, number of “Named users” is around 5000 users; number of “Active users” is 500 users; number of “Concurrent users” is 50 users.

i) What is the number of workflow instances launched per day?

Number of workflow instances launched per day (not including the archive data entry, supervision and quality assurance workflow) is around 6000 instance.

j) What is the average number of integration in a Workflow?

The Contractor shall create and propose during the First stage (i.e. Preparatory Works) of the project an Integration Plan with some other external systems. Some of the systems intended for integration are functioning currently; such as: the National Civil Registry and the National Biometrics Registry while others are under construction such as the Criminal Biometrics and others are still in planning stage such as the National Registry of Vehicles and the National Registry of Firearms and the Foreigner’s Biometrics Registry. The Integration task will be implemented through a Data Exchange Hub based on an Enterprise Service Bus. Specifications of this Data Exchange Hub are listed as part of the System Requirements and Evaluation Checklist worksheet.

4. What is the average number of steps in a Workflow?

Number of steps in a workflow varies depending on the purpose and model of the workflow from one to ten or more. Please refer to System Requirements.

5. Could editable electronic copies of Forms B-D be provided?

Forms are available as Annex 3 in eTendering Event.

6. Could sample forms for each application (e.g., Criminal Notice, Warrant System, Property Evidence, etc.) be provided?

Yes, they will be provided as a separated attachment in the next days.

7. Could the vendors propose additional personnel?

Yes, the vendor can propose additional personnel. However, only the required key personnel will be evaluated.



8. ***Given the fixed price, fixed time and detailed requirements that will be defined during engagement (i.e., data rules, workflow definition, report design, forms, data schema), will the Libyan Government prioritize the requirements to be deployed within 12 months and to stay within the budget.***

Requirements and Deliverables are prioritized according to the Schedule of Deliverables and Payment listed in ToR of the bidding.

9. ***Please consider extending the proposal due date to January 23rd.***

Yes, proposal due has been extended till January 20th.

10. ***Are the procedures documented? Do they have standards procedures? Or if it has to be developed in the proposal?***

The System Requirements work sheet explains in details all functions of the system.

11. ***Is the estimation of integration required?***

The Contractor shall create and propose during the First stage (i.e. Preparatory Works) of the project an Integration Plan with some other external systems. Some of the systems intended for integration are functioning currently; such as: the National Civil Registry and the National Biometrics Registry while others are under construction such as the Criminal Biometrics and others are still in planning stage such as the National Registry of Vehicles and the National Registry of Firearms and the Foreigner's Biometrics Registry. The Integration task will be implemented through a Data Exchange Hub based on an Enterprise Service Bus. Specifications of this Data Exchange Hub are listed as part of the System Requirements and Evaluation Checklist worksheet.

12. ***About the technical support after the contract is finished, how would it be considered?***

Once the project is finalized, it is required a warranty of eight months for any mal function of the system.

13. ***Is it possible to include trips to the site?***

Yes, it is requested that the selected company travels to Tripoli. Please refer to the Schedule of deliverable and Payments.

14. ***In reference to the technical team to train, it is mentioned that they be recruited by the beneficiaries. Since they have to be involved from the early stage of the project: How and when are they going to be recruited?***

The Joint Technical Team (JTT) of about 30 persons has been already selected from personnel of IT departments of the two Ministries of Justice and Interior. All JTT members have at least Bachelor's degree in Computer, IT or related fields (and some have Master degree) and have experience in Programming, Database Management, Networking Security, ...etc. Members of the JTT will be provided by preliminary (refreshing) technical training provided and funded by the UNDP in coordination with the beneficiary. The Contractor has nothing to do with training except



for reviewing or suggesting training plans. The Contractor is responsible for the specialized technical training and training of trainers on his own product.

Additionally, a team from the Libyan Ministries of Interior and Justice comprises of domain experts in the fields of Police, Criminal Investigations and Records, Prosecution, Courts, Financials of Courts, Judicial Inspection and Performance Measurement and Correctional Institutions will be available during the life of the project for answering any questions might arise during the development and for testing and approving the compliance of the developed system to the Libyan Laws and Regulations.

15. *Considering the short delivery time, do beneficiaries have template and procedures ready to give the information required? Or should the company have to do the collection and documentation?*

The collection of information is ongoing. The selected company will develop the system with this information. There are technical experts that are working in the project in order to support the implementation of the contract.

16. *Related to data Migration, Does Criminalistic data have to be migrated?*

Currently, there is no system that needs to be migrated except for one legacy desktop system for Criminal History Records which has a non-SQL-complaint database. There is also a paper based archive for Criminal History Record Cards that will to be entered to the new ICMT system manually by end users of the beneficiary. Responsibility of the Contractor regarding the later one will be limited to developing, testing and implementing the entry, reviewal and quality assurance workflow for manual entry of these cards. Details about this requirement are available in the "Criminal History Records Management System" workbook of the "System Requirements" excel sheet.

17. *Integration procedure and forms should be available in order to understand the procedures. Is it possible to provide samples?*

Yes, the project will provide samples of all paper forms as a separated attachment in the next days.

18. *On page 33 of the RFP document it is detailed: "The main task of this RfP is to develop an Integrated Case Management and Tracking (ICMT) Information System, fulfilling all the Functional, Non-functional, Transitional and Integration requirements specified by this RfP". By saying Functional, Non-Functional, Transitional and Integration requirements, do you refer to the Excel worksheets of System Requirements?*

Yes, it is referred the excel worksheets of System Requirements.



- 19. On page 35 of the RFP document it is detailed: “Integration with other systems in use”.
If the integrations are included in the scope of the current project, please provide the full list of external systems so that we budget for this work. Otherwise, we will show how our system can be integrated with third-party systems, while the cost will be calculated once the Contract is signed.**

The price of all tasks of the project has to be provided since the beginning and cannot be changed. The Contractor shall create and propose during the First stage (i.e. Preparatory Works) of the project an Integration Plan with some other external systems. Some of the systems intended for integration are functioning currently; such as: the National Civil Registry and the National Biometrics Registry while others are under construction such as the Criminal Biometrics and others are still in planning stage such as the National Registry of Vehicles and the National Registry of Firearms and the Foreigner’s Biometrics Registry. The Integration task will be implemented through a Data Exchange Hub based on an Enterprise Service Bus. Specifications of this Data Exchange Hub are listed as part of the System Requirements and Evaluation Checklist worksheet.

- 20. On page 35 of the RFP document it is detailed “The proposer must include in the proposal for hosting the system for the period of development, training and testing free of charge. As of the Production stage, the system will be hosted by the National Data Center of the Libya Government operated by the IT Center of the General Authority of Telecommunications and IT (GATIT).” Please confirm that no cost for hosting (for any stage of the project) should be included in the budget.**

The Contractor is responsible for hosting the system for the period of development, training and testing free of charge. As of the Production stage, the system will be hosted by the National Data Center of the Libya Government operated by the IT Center of the General Authority of Telecommunications and IT (GATIT) and the Contractor won’t be responsible for the cost of this hosting.

Procurement Unit

UNDP Libya