Minutes of the Pre-proposal conference

for

RfP-21/02375: Development and Implementation of the Forensic Case Management System (FCMS)

October 15, 2021, 11:00 hrs (Moldova local time)

https://undp.zoom.us/j/82532574223?pwd=eGRPdVI3bStFZmcrVnltRG95T3hBZz09

Meeting ID: 825 3257 4223 / Meeting Passcode: 159949

Online Zoom Meeting

Ref. no: RfP-21/02375

Agenda:

    I.   Introduction of participants
    II.   Presentation and description of technical requirements and procurement procedures
          i.   Presentation and description of technical requirements
          ii.   Presentation and description of procurement procedures
    III.   Questions and answers

I.   Introduction of participants

The Pre-bidding conference was opened by Ms. Victoria Muntean, Project Manager, who welcomed and thanked the representatives of the companies who joined the meeting for their interest for the tender and presented the agenda of the event.

Ms. Muntean introduced the members of the UNDP team: Mr. Eugen Platita, UNDP IT Consultant, and Ms. Cristina Gnaciuc, UNDP Moldova Country Office Procurement Associate, all present at the event. The meeting proceeded with introduction of the participating companies.

II.   Presentation and description of technical requirements and procurement procedures
i.   Presentation and description of technical requirements

Ms. Victoria Muntean continued the meeting and briefly described the scope of work of the project incorporated in the Terms of Reference for the tendered assignment (please see Section 5: Terms of Reference of the tender document Request for Proposal no. RfP-21/02375: Development and Implementation of the Forensic Case Management System (FCMS)).

The Project Manager continued by stating that the tendered assignment - Development and Implementation of the Forensic Case Management System (FCMS) – is being implemented within the UNDP "Strengthening Efficiency and Access to Justice in Moldova" Project (A2J Project).

The UNDP project "Strengthening Efficiency and Access to Justice in Moldova" (A2J) is a multi-year institutional development project designed to contribute to an increased efficiency of justice services and to improved access to justice of men and women in Moldova. The Project has 2 major components:

- one component is addressing the institutional capacities of the forensic institutions to which the tendered assignment is related;
- the second component relates to cooperation and enhancement of the response of justice chain actors to barriers related to access to justice of men and women.

The Project key beneficiaries are the following three institutions: the National Centre for Judicial Expertise (NCJE), Forensic Centre of the General Police Inspectorate (Police Forensic Centre) and Centre for Legal Medicine (CLM). However, it should be noted that the forensic system includes 2 more public institutions: the Border Police and the National Anticorruption Center.

In the context of the A2J Project, UNDP is providing support to the system of forensic institutions from the perspective of review of normative framework, institutional development, strategical planning, capacity building and optimization, efficiency increase and automation of processes that take place within these institutions.

Mr. Eugen Platita continued by briefly describing the key product to be obtained as a result of the tendered assignment.

The Forensic Case Management System (FCMS) must contribute to the improvement of the process management and keeping of records of all data, documents related to judicial expertise and evidence or to the objects subject to the judicial expertise.

UNDP is planning to bring together in a single information space all processes and data of all three forensic institutions. However, the solution should be configurable so that other forensic institutions are added in the future.

Mr. Platita continued by presenting the modules (logical functionalities linked to each other) of the solution to be developed and implemented as a result of the tendered assignment that can be found in chapter 8: Conceptual Architecture (part of Section 5 – Terms of Reference):

1. **Case management** – dedicated to the management of workflows/business-processes that are related to the cases of forensic expertise and that can be to configured (adapted) and re-configured (adjusted) for each forensic institution separately. The business processes for each institution are incorporated in Section 5 – Terms of Reference.
2. **Evidence management** – dedicated to the management of all data and records of all objects that are subjects of the forensic expertise and to ensure the custody of evidence in the process of judicial expertise.
3. **Document management** – dedicated to management of all documents related to a certain case of judicial expertise, but also the input and output documents.

4. **Notification and alerts** – each user have to be notified by the system when a new task is assigned to him/her and further steps in the system outlined.
5. **Reporting component** – a Business Intelligence (BI) tool which shall allow users to develop and design their own reports depending on their specific needs.
6. **System administration** – through which the system administrator will manage the system, the roles, will configure the business processes, the reporting templates etc.
7. **Requester's Virtual Cabinet** – a web-portal which must enable the requesters to submit various documents in electronic format to the forensic institutions, to track their case(s) based on unique ID(s), Submit communications with the forensic institutions if so required, etc.

The ICT system (FCMS) is planned to be hosted in the governmental cloud "MCloud" – and will be connected to the national interoperability platform "MConnect", and other external information resources such as the IS from the National Prosecutor Office (*e-Dosar: Urmărire Penala*) or the case management system used by the Courts of Justice (*PIGD* system). The ICT System should be capable to connect to other relevant information systems if needed.

The ICT System (FCMS) shall use and integrate the already existing e-governance shared services such as *MPass* (national authentication service in Moldova), *MSign* (the official electronic signature in Moldova), MLog (logging service), MNotify (can be used as a notification service). All needed technical details and samples on how the e-governance shared services can be integrated, can be provided by the Moldovan e-Governance Agency to the selected Contractor.

For detailed information on the scope of work and technical requirements please see Section 5: Terms of Reference of the tender document Request for Proposal no. RfP-21/02375: Development and Implementation of the Forensic Case Management System (FCMS)).

ii. Presentation and description of procurement procedures

The meeting proceeded with the presentation and description of the important aspects related to the solicitation documents and procurement rules in UNDP by Ms. Gnaciuc:

- The **procurement package** (solicitation documents, UNDP conditions of contract) and information regarding deadline, contact person for clarifications and inquiries as well as links to the resources available for Bidders on the submission of proposals can be found on:

  UNDP Moldova – https://sc.undp.md/tnddetails2_1/2375/
  UNDP Procurement Notices – https://procurement-notices.undp.org/view_notice.cfm?notice_id=84312
  UNGM – https://www.ungm.org/Public/Notice/147524

- **Allowable Manner of Submitting Bids** – electronic only,
- via the **e-tendering system (**https://etendering.partneragencies.org**)**. After deadline expiry, the system will automatically close, and no more offers will be accepted (guide published). Please note that the time zone displayed in e-tendering is the New York time.

- **Bidders are encouraged to register and upload their offers one day before the deadline**, to avoid last moment technical problems that could impede them successfully submit their offers. For easy reference, on the UNDP Moldova tender announcement page, besides the PDF application guides, there are available videos in Russian and English to help bidders with the electronic submissions. Additional documents related to the eTendering module can be found on the page:
e-Tendering Resources for Bidders
https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html
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- **Bidders are encouraged to read through the Request for Proposal document** with emphasis on **Section 3. Bid Data Sheet** that includes main requirements and required documents related to proposal submission and **Section 4: Evaluaiton Criteria** that presented the main criteria against which the proposals shall be evaluated.
- **Format of proposal:** The offer, comprising a Technical and Financial Proposals, shall be submitted in accordance with "Section 3: Bid Data Sheet" of RfP document. The bidders a required to pay attention to the submission requirements, especially to the fact that **technical and financial proposals shall be submitted in separate files, while the financial proposal shall be password protected**. **The password shall not be disclosed unless required in written by UNDP.** The bidders have to ensure that **no other documents are disclosing their financial proposal apart from Forms F and G which are password protected**.
- **Bidders are requested to use the Returnable Bidding Forms included in Section 6** to the Request for Proposal **for the presentation of their proposals**. All proposals shall be signed and stamped.
- **A performance security is mandatory for the winning company** as a condition of contract validity (10% of contract value). The form of the performance security (bank guarantee or retention money) shall be agreed before contract award between UNDP and the Contractor.
- **Clarifications/questions regarding procurement and technical requirements**, may be addressed during the pre-proposal conference, as well as in written form to the e-mail of the UNDP focal point mentioned in the Request for Proposal document. If relevant, answers will be published on tender announcement pages and/or disseminated to interested companies via e-mail. Companies are encouraged to register and accept the invitation for this tender on e-tendering as soon as possible, to get notifications directly from the system.

III.   Questions and answers:

Further, companies were encouraged to address questions/comments regarding procurement procedure or technical aspects.

Question	Answer
Are there any preferences about the framework used for the front-end and back-end? Or shall the Bidder offer its best solution?	UNDP doesn't have any preference to be used for the front or back-end and cannot impose any restrictions or recommendations for the technologies to be used. Bidders are encouraged to propose their best solution and in case of use of commercial platform requiring software licenses, they shall be included in the total proposal price.

Question	Answer
Is the Contractor required to perform the designing of the user experience and user interface mock-ups? If yes, are there any guidelines for designing the mock-ups.	The Contractor has to perform the design of the mock-ups during the activities of the detailed analysis and design phase of the project. The design of the mock-ups shall be included in the SDS (System Design Specification including a UI/UX Design Guide) to be presented under Deliverable no 2. For more information on deliverables of the future contract, please check Section 6 – Returnable Bidding Forms / Form G: Financial Proposal Form / Table 4: Breakdown of Price per Deliverable/Activity. There are no restrictions or standards to be imposed with regards to designing of mock-ups or the tools to be used for this purpose.
Does UNDP have any guidelines regarding used web browsers and their minimal versions on which the FCMS will operate? Does the Bidder have to include old browsers such as Internet Explorer or browsers starting 2018 will be acceptable?	The Bidders should use the most popular web browsers. Currently, the National Forensic Institutions use Windows as operating system and browsers such as Microsoft Edge, Google Chrome or Mozilla Firefox are available on the users' workstations. Therefore, the Bidder should ensure through his proposal compatibility with the mentioned browsers.
Is there any requirement to store the source code on an independent infrastructure dedicated to the project? Or is there any possibility to use a cloud solution without all interface such as Bitbucket or GitHub?	The software solution itself will be hosted in the governmental cloud "MCloud", relevant space and virtual machines being ensured for the entire solution. In terms of managing the source code it is advisable to use tools like GitHub or similar. To note, the source code shall be handed over only to the Beneficiary.
Is there any external audit of the FCMS planned, in terms of security Who will choose the auditor – UNDP or the Contractor?	It is too premature to talk about independent external audits. The testing of FCMS will be made in two phases: the Pre-commissioning Testing dedicated to the performance testing (stress and load testing) and security testing. Further to the successful pre-commissioning testing, will follow the Operational Acceptance Testing stage or the functional testing to be performed by the Beneficiary, UNDP and with the assistance of the Contractor.

Question	Answer
Is the similar experience of proposed subcontractors being accounted and recognized within the evaluation process?	In accordance with the Minimum Eligibility and Qualification Criteria set in Section 4. Evaluation Criteria of the Request for Proposal, the evaluation process shall take into account the experience of the Joint Venture/Consortium/Association as a whole and/or the experience of the Lead Partner for different criteria. The experience of the subcontractors is not being taken into account during the Minimum Eligibility and Qualification Assessment.
Are there any restrictions related to the Business Process Manager (tool to allow the modification of processes by designated person (Administrator or representative of the Beneficiary))? Creating a tool that is performing BPM workflows is a challenge. Are external licenses allowed for these workflows or the tool should be developed from scratch.	The Project envisages a Business Process Management (BPM) tool to be able to configure the workflows for each forensic institution separately. Even though the workflows are relatively similar, each forensic institution has its own specifics and FCMS must allow to implement the workflows for each institution separately. Moreover, the tool shall be used for re-configuring of the workflows in time upon necessity (i.e. as result of changes in the working procedures, document templates changes, etc). UNDP doesn't impose any restrictions on the technology or the software platforms to be used for this purpose. COTS, existing BPM solutions or Bidder's own re-configurable platform are acceptable. For any commercial solution which requires licenses, the last ones shall be included in the total proposal price.
What kind of licensing can be included in the source code? Is APACI ok?	The proposed software solution (FCMS) and any related software must be fully covered with licenses (if so required) according to the manufacturer licensing policy which will be granted to the Beneficiary of the System). The Contractor shall deliver perpetual licenses to the Beneficiary that allow FCMS users to use the software for as long as the Beneficiary complies with all terms of the license agreement. There must be no additional or hidden licensing costs for the proposed FCMS solution. All needed licenses for any software used in FCMS shall be provided by the Contractor, included in the Total Price and reflected in the Financial Proposal.

Question	Answer
FRQ032 *"The FCMS must be able to provide simultaneous access of assigned users from different forensic institutions to a certain case"* isn't the opposite of FRQ021 *"The System must keep in its DB the configuration of the experts and departments for each of the involved forensic institution. When the case distribution process will be launched for a certain case in a forensic institution, the System will consider automatically only those departments, laboratories and experts, as well as other users pertinent to the respective forensic institution. i.e. The System MUST NOT allow the assignation of a user as responsible expert if this expert is not employed in the forensic institution which received the original request/application and which is responsible for the said expertise case."*?	The functional requirements FRQ032 and FRQ021 do not contradict. FRQ032 means that a unique FCMS software solution will be used by all three forensic institutions, while FRQ021 explains that all users shall be logically structured in FCMS. In other words, each user shall be associated with a certain department which is part of one of the forensic institutions. In addition, the System (FCSM) shall store the information about the users' roles and their specialisation, as various experts are specialised in different type of forensic expertise.
Question regarding the API the system should provide to other public institutions. There is a mention about the WSDL, which translates that UNDP wants to go ahead with the SOAP web services, is it correct?	The WSDL is mentioned as an example. Such extended information regarding this aspect cannot be disclosed at the tender stage due to security reasons. The relevant technical information will be provided to the successful Contractor. The main integrations shall be foreseen with the Prosecutor's Office (*e-Dosar: Urmărire Penala*) and with the Case Management System used by the Courts of Justice.
Do the public institutions with which the FCMS will be integrated have specific API or will the Contractor have to enter deeper in their systems to take the information out of their databases.	At the moment, both public institutions have different levels of integrations with different information systems at the national level. Some of them may perform direct data exchange while others are connected through the MConnect (National Interoperability Platform). As result of several consultations with the concerned stakeholders, it was concluded by all parties that the integration with the FCMS can be technically realised, however all technical details will be provided to the selected company at the relevant stage of the project.
What is the role of the local partner mentioned under Section 4. Evaluation Criteria/ Minimum Eligibility and Qualification Criteria/ Eligibility/Legal Status and Section 5. Terms of Reference/Institutional Arrangements. Does the	The term *local* shall be treated as being from Moldova and the purpose of such presence is to ensure rapid local response (including presence of staff) to any of the contract related requests (whether though a local branch or office, through a local consortium partner or a local subcontracted

Question	Answer
term *local* mean being from Moldova or can it be from Romania?	consultant or company or other – all relationships to be documented through official documents and valid contracts submitted with the Proposal).
Do the Bidders need to translate all documents related to their registration, financial standing into English language?	The registration documents, as well as financial statements and balance sheets shall be presented in the language of the country of Bidder's registration. There is no need to translate the documents. However, the Proposal itself incorporating all forms under Section 6. Returnable Bidding Forms from the Request for Proposal and any other supporting documents related to the technical solution proposed shall be translated into English language.
What type of ICT projects can be accepted as previous experience of similar complexity?	An ICT project of similar complexity can be any Information System related to Case Management Systems, workflows management, document management and BPM.
Does UNDP require a monolithic application or a micro-service application?	UNDP opts for a multi-layer/multi-tier architecture, Section 5. Terms of Reference presenting an example of a 3-tier architecture. However, UNDP doesn't impose any restrictions regarding the number of layers or the architecture itself as UNDP doesn't want to limit the potential software solutions or the number of Bidders. Each Bidder shall decide on the most appropriate architecture for its proposed FCMS solution.
Do the Returnable Bidding Forms have to be signed by hand or electronic signatures can be accepted? Is there a mandatory requirement for the documents to be stamped?	UNDP accepts signatures by hand and electronic signatures. In case the company doesn't possess a stamp in accordance with the provisions of the country of incorporation, then the Returnable Biding Forms shall be duly signed by the Bidder or the person(s) duly authorized to commit the Bidder.
In case the Bidder opts to propose Consultants as Key Personnel, what information shall be provided in the Proposal?	Please note that as per Form E: Format of Technical Proposal/SECTION 2: Proposed Methodology, Approach, Technical Compliance and Implementation Plan/Paragraph 2.1. Bidder's Approach and Methodology of the Request fir Proposal, the Bidder shall explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the nature and roles of the proposed sub-

Question	Answer
	contractors and how everyone will function as a team. Availability for the proposed personnel (irrespective if employees of the Bidder or hired Consultants) confirming participation in the project at the level and duration specified shall be provided. To highlight, subcontracting shall not exceed 30% of the contract value.
Does the Performance Security imply that the Bidder shall pay an additional fee to UNDP? Or is shall be used as a guarantee for services completion?	The Performance Security is a guarantee to be furnished by the Contractor for due performance of the contract placed on it. There is no requirement for an additional fee to be paid to UNDP. The Performance Security form to be used shall be agreed before contract conclusion between UNDP and the Contractor and can take one of the below forms: i. bank guarantee or irrevocable letter of credit, issued by a reputable bank in the amount of 10% of the contract amount (see Section 6, FORM H: Form of Performance Security) Performance Security shall be provided by the selected bidder within (7) days upon issuance of letter of intent/contract and before issuance of the notice to proceed or upon UNDP request. Performance Security shall be valid until a date - 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor. It will be returned to the contractor within 30 days of final completion of the Contract. ii. 10% of total payment held as retention money until final certification of acceptance of all contract outputs/deliverables. The term "acceptance" shall not be equated with "mere receiving" of outputs/deliverables.
With reference to the solicitation documents and specifically to Section 5. Terms of Reference/Section 12.1. Requirement regarding the System's Architecture, it is mentioned: • NFRQ017 – "The Data Layer of the System's Architecture shall support relational database management systems that have at least the following modern capabilities…" and	Please note that according to Section 5. Terms of Reference, specifically the non-functional requirements to the Architecture's Data Layer listed at NFRQ012 to NFRQ019, FCMS shall be implemented using a relational database management system (RDBMS). These requirements have been carefully analysed and consulted with the Beneficiary of FCMS and with other relevant national stakeholders during the

Question	Answer

• NFRQ019 – "The System's DBMS will provide at least the following general features:
 	
   o Be able to identify and resolve deadlock situations;
   o It shall allow primary key and foreign key constraints; …."
 	
Please kindly confirm if the Bidders can offer a Graph Database such as Cassandra or Hadoop which can be easier to visualize evidences from different cases, and correlations of events in different dimensions.
	process of Section 5. Terms of Reference preparation.
	The Graph Databases such as Cassandra and Hadoop are qualified as NoSQL databases and these are non-relational databases, a fact which unfortunately contradicts with the requirements set by the Beneficiary in Section 5 Terms of Reference.
	The aforementioned requirements are derived from the existing situation and conditions of the regional and local IT market and HR capacity.
	Please also note that there are no preferences in terms of the DBMS brand/vendor, however it is expected that this shall be a relational database type as it is expressly indicated in Section 5 Terms of Reference.