



**Minutes of the Pre-Bidding Meeting for
RfP24/02801: Development of a new contraventions case management software solution
“E-Dosar Contraventional” for the internal affairs system**

**January 25, 2024, 02:00 PM (GMT+2, Moldova Local Time)
ZOOM Meeting**

Ref. no: RfP24/02801

Agenda:

- I. Presentation and description of procurement procedures and technical requirements
- II. Questions and answers

I. Presentation and description of procedures

The Pre-bidding meeting was opened by Mr. Viorel Albu, Project Manager, who introduced the members of the UNDP team present at the event: Ms. Natalia Volcovschi/ Procurement Associate (Country Office), Ms. Elena Verdes/ Project Associate, Mr. Alexandru Cocirta, Portfolio Manager, Mr. Andrei Sontu, UNDP ICT Consultant and author of the ToR, as well as the representative of the Beneficiary: Mrs. Angela Sirbu, ICT Strategic Advisor of the Ministry of Internal Affairs, Head of MIA/STI Ion Botnari and Sergiu Strungaru, the National Project Coordinator.

Mr. Albu welcomed and thanked the representatives of the local and international companies who joined the meeting and their interest for the tender and passed through the agenda of the event.

Further, the Project Manager made a short presentation on the “Supporting the e-transformation of policing processes related to contravention cases” Project, implemented by UNDP Moldova and financed by the government of Sweden via the Swedish International Development Cooperation Agency (SIDA).

Mr. Albu emphasized some important aspects related **to solicitation documents and the submission process**, including the information on the mandatory bid security. **He mentioned that clarifications/questions** regarding procurement and technical requirements, may be addressed during the pre-bidding, as well as in written form via the Quantum tendering platform.

Further, Ms. Volcovschi offered some details regarding the **submission process**:

- **Deadline for applications: please check the deadline time set in the Quantum system so that there are no deviations in the system and published information after the official springtime change, to avoid bidding issues.** After deadline expiry, the system will automatically close, and no more offers will be accepted;

- New vendors are strongly encouraged to start their bid submission by **creating their accounts in Quantum** several days in advance; **A guide is available** on the tender announcement page.
- All **tender related communication between the bidders and UNDP shall be maintained via Quantum**. Clarifications shall be addressed not later than 5 days before the deadline expiration. Bidders will receive notifications via the platform for any provided answers and amendments.

Mr. Andrei Sontu provided a short summary on the ToR and expectations of the Beneficiary from the bidders regarding their technical proposals. **Mrs. Angela Sirbu** emphasized the fact that a scalable platform is expected.

II. Questions and answers:

Q1: If the participation bank guarantee is signed digitally, is it mandatory to present the hardcopy as per the tender document?

A1: Yes, companies shall bring the hardcopy.

Q2: Will the Performance security be signed after contract signing?

A2: Yes, the Performance security/ bank guarantee is mandatory and applicable only to the winner of the tender, and shall be presented within the term specified in the RFP, after contract signing.

Q3: Regarding the Qualification Criteria requiring similar experience: “Minimum 2 IT Projects of similar complexity (i.e. highly configurable case management systems, document and workflow management systems) with a cumulative value of USD 500,000, implemented over the last 5 years, and the development stage completed in the last 3 years”, shall the similar projects value approximately USD 250,000 each?

A3: Cumulative amount of two projects of similar complexity shall not be less than USD 500,000. Companies may join into a consortium and this criterion shall be met by the lead company only.

Q4: Shall the Bidders propose an existing platform that will serve as a basis for the customization of the informational system desired by the beneficiary, containing the functionalities described in the ToR?

A4: It is the Bidder's decision to propose an existing solution or the development of a platform from scratch.

Q5: Does the desired platform have any technological restrictions? Are there any limits to the use of open source tools?

A5: In general, there are no technological restrictions with the following exceptions:

- the solution must support Kubernetes (K8s) as orchestration environment and Helm to defining packages for installation in K8s environment (requirements TP14, SC 004).
- the solution must be implemented using commonly used programming languages (requirement TP 012),
- the solution must be cloud oriented because it will be deployed in the MCloud. (requirements LCR 001, TP 003)

It is also desirable to use ICT solutions from the list used by CGE and STISC to facilitate maintenance and further development.

There are no limitations to the type of commercial or open source solution.

Q6: Is the list of ICT solutions used by E-gov Center described among the annexes to the tender documentation?

A6: The scale of E-Gov is not described in tender documents it is with recommendation purpose.

Q7: Can the E-gov Center solutions scale be made public for bidders as it is a valuable information?

A7: This is the list of ICT solutions used by CGE:

- The programming language is C#.
- The ORM is Entity Framework Core.
- The backend technology is [ASP.NET](#) Core.
- The frontend technology is Blazor.
- The package manager for components is NuGet.
- The RDBMS is SQL Server.
- The container orchestrator is Kubernetes.
- The installation shall be configurable and automated using Helm charts.
- The caching server and session store, if used, is Redis.
- The file or blob storage, if used, is MinIO.
- The queue manager or event broker, if used, is Kafka.

The above list is as a recommendation one not a mandatory.

Detailed information, including specifications of the API will be provided to the winning company.

Q8.1: Though the ToR states that the Service provider may develop its own Release Management process (steps), in case M-cloud has its own Release Management process, shall the proposed release Management process be aligned to the one of the M-cloud?

A8.1: CGE for managing the deployment of solutions in the M-Cloud uses DevAzure. The use of DevAzure is not mandatory, the bidder can come up with a proposal for their own release management solution but must keep in mind that Kubernetes installation packages must be in the format supported by Helm.

The release-management process, as an organizational aspect, will be proposed by the Supplier and coordinated with the Beneficiary and the implementation unit. The release-management process

proposed by the Supplier must be aligned to the project phases and requirements specified in the ToR Implementation requirements are specified in Annex B "Requirements for the implementation of the Contravention e-Dosar CIS", the post implementation is described in Annex C" Requirements for warranty, maintenance and post-implementation support" chapter C4" Change management".

Q9: Will the Ministry give direct access to Service provider to the three environments mentioned above or will there be an intermediation via the E-Gov Center?

A9: It is most probably envisaged a direct access for the development and testing environments. Access to the production environment could be provided at the beginning for configuration and deployment of the piloted version of the platform, and then restricted.

Q10: The desired contraventions case management software solution "E-Dosar Contraventional" shall integrate a multitude of other platforms. Are all the platforms that shall be integrated with the "E-Dosar Contraventional" existent functional systems or are there any which have not yet been developed or are in process of development?

A9: All the platforms that shall be integrated with the "E-Dosar Contraventional" software solution is already functional.

Q10: Usually existent platforms suppose license fees that will be further paid by clients, usually per user. Thus, upon expiration of the warranty period, will the beneficiary be available to pay for the license?

A10: The licensing requirements are indicated in the ToR, *Annex A, Chapter 8.2. "Licensing and Intellectual Property Requirements"* where in particular it is specified:

- LCR 02: "The tenderer shall include in its bid the licenses for all COTS software products required for the implementation and use of the IS in the three environments provided by MIA. This includes, but is not limited to, the following: operating systems, database management systems, software libraries, utilities and other system software.
- The quantity of licenses offered must allow access and use of the IS (in any environment in which it operates) by an unlimited number of nominal users, as well as an unlimited number of external systems. There will be no restrictions on the number of documents, transactions or mode of access to the IS (e.g. limitations on concurrent access).
- The quantity of licenses offered must allow access to the IS application interfaces by any application and external system."
- LCR 03: " The licensing offer for all software components offered under the above terms will be on a "perpetual" basis."

Thus, where licenses are required, the licenses offered must ensure that the Beneficiary has the right to use the software for an indefinite period, for unlimited number of users, without restriction in return for a single upfront fee. The perpetual licenses should include software updates, core bug fixes for entire live cycle. Also, the software has to be supported for at least 5 years by the vendor.

Also, we draw your attention, for the COTS products there will be at least 3 local service provider companies for the proposed solution. Otherwise, the Bidder will provide source code for COTS products (LCR 006).

Q11: Will the WSO2 technology mentioned in the ToR support the E-Gov platform?

A11: There is no mandatory requirement that the WSO2 technology be implemented as part of the desired software solution, but M-Connect is based on WSO2, and all the internal and external connection will be performed via the M-cloud platform. Thus, it is necessary that the team of specialist have the necessary knowledge related to integration via WSO2 technology.

Q12: Does the ToR requirements regarding 24/7 technical support for 365 days/year mean the Service Provider must be available to provide support non-stop? Is it necessary for the technical support to be 24/7 and what type of support is envisaged?

A12: There are specific subdivisions of the Ministry of Internal Affairs that work 24/7, and the recording of contraventions falls into one of the activities requiring similar 24/7 technical support. The ToR *Annex C - Requirements for warranty, maintenance and post-implementation support* describes in details the type of support needed, classification of requests and required response time, requirements for the needed support, etc.

The Bidder should submit its vision of the Maintenance and Support Plan including the proposed SLA's.

Q13: The ToR requires the bidders to present a methodology for the platform audit. What shall it involve and who will the Audit for: the beneficiary or developer?

A13: The requirements for the AIS e-Dosar contravention recording and auditing mechanism specified in Table 8.17 relate to the capabilities of the system to ensure event recording and management of event records.

The requirements and legal requirements are, each platform / application should log and store all historical events done / performed by users in application. It should be taken into consideration the integration of the platform with MLog.

Q14: About the Document Management System (DMS), the ToR states it shall be provided by the Service Provider, while according to the available information the Ministry of Internal Affairs has its own DMS. What shall be the connection between the two systems?

A14: The AIS e-Dosar contraventional has to integrate with MIA's Document Management System (DMS). At the same time the current MIA DMS solution does not have the capabilities to digitize the document workflows required by the e-Dosar contraventional. That is why these capabilities have been requested in the ToR.

If the vendor can develop the MIA DMS solution the given capabilities can build in the MIA DMS. In another aspect it is expected that the e-Dosar contraventional solution will be a microservices based solution.

Thus, the application services (microservices) that relate to the management of documents related to the contravention process, developed within the e-Dosar contraventional can be further used in the MIA DMS. Any of these options is acceptable.

Translated with DeepL.com (free version).

Q15: About the warranty services, what services do they include? For example, during the warranty period the Beneficiary can ask an unlimited number of questions.

A15: Support services will be provided on the basis of a Service Level Agreement (SLA), which will be annexed to the Contract signed between the Parties. The SLA should be submitted as a part of the Maintenance and Support Plan document a part of the offer documentation and it might be a subject of negotiation upon contract signature.

It is to be noted, that in addition to the consultation the warranty services shall also include –preventing and corrective maintenance.

Likewise, the warranty period shall also include application development services in volume of 100 man/days. These are referred to as adaptive maintenance. If needed, these will be consumed upon Beneficiary requests for example but not limited to: improvements raised by the Beneficiary after the piloting period, changes in legislation.

Q17: Regarding training services, should this stage be provided before initiation of the production of the platform?

A17: The training of all users shall be made before the production phase starts, but after the final testing phase. The product has to be ready for use in production. The terms described in the RfP are deadlines. Training may start earlier. To be mentioned that there are two distinct groups of users: MIA testing team that shall be trained after each iteration/development of new functionalities, and regular users that shall be trained after the final testing phase. Supplier will propose a training plan, methodology and corresponding timeframes. The Supplier should provide also all trainings recorded.

Q18: Is piloting stage envisaged and when: post-testing, before production, or when precisely?

A18: Piloting (Pre-Production Testing) of the system is foreseen as part of the production release phase (Chapter B.4.6, Annex B to the ToR) and lasts 4 months. Milestone 7 "The production testing and system stabilization phase" specifies the acceptance criteria for completion of the production testing phase.

Q19: Does the piloting phase include only corrections without the development of any functionalities?

A19: Indeed, no development activities are envisaged under the piloting phase, just remediation of deficiencies and adjustments.

According to the iterative approach, each Sprint ends with the testing and implementation of the developed functionality. At the end of the development phase there is a final testing phase (Milestone 4: Acceptance testing phase completed) where the Supplier's team should demonstrate that the product is functional, no critical or major defects are found and meets all functional and non-functional requirements.

Final testing is more like integration testing, as functional testing was done at the end of each stage.

Q20: Based on ToR Production testing stage of the e-Contravention Case Management System Table called „Requirements for the production test period of the e-Contravention Case Management System” (Table 0.29, page 200 – Ro version of the ToR) “The provider will provide on-site support for a period of at least 6 months after the release to fix errors and deficiencies in the operation of the e-Contravention Case Management System. During this period the e-Contravention Case Management System shall be considered as tested in production. Is these 6 months period part of the warranty period of 12 months?”

A20: In accordance with the requirements of the ToR, Annex B:

The requirement CPI. 1: “the Bidder will provide warranty, maintenance and support services for the applications of the provided IT system for a term of 12 months **from the date of final acceptance of the IT system.**”

The requirement CSI 104.: „ Final acceptance of the implementation of the e-Contravention Case Management System will be recorded on the basis of the Final Acceptance Act signed by the Provider, the Beneficiary and the Buyer of the product, provided the following conditions are met:

- **the production test period (Piloting period) has expired;**
- all errors, deficiencies and severity 1 problems are removed;
- there are less than 10 errors and problems of severity 2 not removed.
- no test scenario will corrupt data integrity ...”

So, the production test period (Piloting) is not a part of the warranty period.

NOTE:

** The 6 months indicated in the CSI 102 requirement (Table B.29) will be corrected to 4 months as indicated in the RfP.*

*** Shall there be any differences between the ToR Ro and English versions, as mentioned in the RFP, please note that the Ro version of the ToR prevails over the English version of the ToR).*

Q21: In case of any unforeseen services or additional services will be required (deviating from the initial ToR) during contract implementation, will the overall term of implementation of services be extended without applying penalties?

A21: There may be changes in the assignment during contract implementation, determined by legislative factors of any European directives that may impact the ToR. Though not desirable, changes may occur and either affect or not the implementation term and/or contract amount. Any changes in the task of the Service Provider must be made within the limits of UNDP procedures and available budget. In case of “trade-off” situations (changing one functionality for another similar complexity functionality) the implementation term and contract amount might remain the same, while for additional tasks required by the beneficiary – the term and budget might be revised, shall the UNDP project budget and procedure allow this. All such changes will fall into the change management process.

Any changes in the ToR shall be agreed between parties: Beneficiary, UNDP and Contractor. No penalties are applicable for objective implementing term extension, agreed between parties.