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Minutes of the Pre-proposal conference
for
RfP-21/02332: Development and Implementation of the Forensic Case Management System (FCMS)
September 2, 2021, 15:00 hrs
Online Zoom Meeting

Ref. no: RfP-21/02332

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-21/02332: 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 obtained 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 business processes that should be highly configurable which will allow to configure and adapt the business processes and workflows for each 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 for a certain case of judicial expertise, but also the input and output documents.
4. **Notification and alerts** – each user has to be notified by the system when a new task is assigned to him/her and further steps in the system outlined.
5. **Business intelligence reporting component** – which will allow users to develop and design their reports depending on needs.

6. **System administration** through which the system administrator will manage the system, the roles, will configure the business processes, the reporting templates etc.

The ICT system will be hosted in the governmental cloud – MCloud – and will be connected to the national interoperability platform – MConnect, and other external resources such as the IS from the National Prosecutor Office or the IS from the Courts. The ICT System should be capable to connect to other relevant information systems if needed.

The ICT System shall use and integrate the already existing e-governance services such as MPass (national authentication service in Moldova), MSign (official electronic signature in Moldova), MLog, MNotify (to be used as a notification service). Examples on how to integrate the e-governance services will be provided by the E-Governance Service 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-21/02332: 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 the UNDP Moldova tender announcement page: <https://sc.undp.md/tnddetails2/2203/>
- **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> .
- **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: Evaluation 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
Should the financial statements and balance sheets be presented in USD? Should they be translated in English?	The financial statements and balance sheets shall be presented in the currency of the country of Bidder's registration. There is no need to translate the documents.
Is the key personnel proposed by the Bidder in his/her proposal binding for the implementation of the future contract? Or is there any possibility to change it during contract implementation due to unavailability of staff?	The evaluation of personnel is done based on the submitted CVs of the team members. Therefore, it is expected that the Contractor will maintain the same key personnel from the proposal, based on which it was evaluated and assigned points within the technical evaluation. Only in very exceptional cases, changes in the team members that cannot take part in the assignment shall be discussed case by case and allowed if deemed reasonable. The new team member shall have similar qualifications to the member withdrawn from the team.
Is there any possibility to increase the threshold for subcontracting from 30%?	The 30% subcontracting threshold cannot be changed. Bidders are encouraged to formalize the relationship with their partners through consortiums, joint ventures or associations and apply to the current tender.

<p>In case of associations, joint ventures, consortiums, who should register in e-Tendering and post the proposal – the leader or both the leader and the partners?</p>	<p>The proposal and overall communication regarding the proposal submission and clarifications shall be done by the Leader. However, the proposal should incorporate all requested documents of the joint venture, associations, consortium partners.</p>
<p>Does the scope of work include a Virtual Cabinet for citizens to submit their requests?</p>	<p>The TOR presents the Requestor’s Virtual Cabinet. The component will include several functionalities, which will allow the requestor to submit his/her request and track the application. The system will generate a unique ID and the requester shall be able to track his/her application by this unique ID. In accordance with the Moldovan legislation, the submission of the application for requesting judicial expertise shall be made currently in paper format. However, upon receipt of the paper application, a unique ID will be generated in the ICT system (FCMS). Additionally, the Virtual Cabinet must allow users (requestor and forensic institution representative) to communicate with each other and attach additional supporting documents to the request.</p>
<p>Should the proposal include one System Administrator or based on the number of forensic institutions served, there shall be included dedicated System Administrators for each institution?</p>	<p>For the moment, it is planned that the ICT System is to be managed based on a centralized System Administration manner. However, the system must have the functionality to add several administrators, so that each administrator might be in charge of different forensic institutions’ business processes or user roles. The ICT System shall be hosted in the governmental cloud (MCloud) and a separate entity will be responsible for the administration of the ICT system in terms of user administration, passwords and other related issue.</p>
<p>Regarding system’s notification component, the requirements mention the MNotify component. which could be integrated. What are the expectations in terms of using this component? It can be used fully or partially?</p>	<p>There are no restrictions on the use of MNotify component. The Bidder can solely decide how to integrate this e-governance service in the proposed solution. The Terms of Reference present a brief description of the MNotify to assist the Bidders in this sense. The Bidder may decide to implement all requested functionalities of the ICT System (FCMS) through its own notification module or sub-system, in order to ensure the successful completion of the project and</p>

	<p>compliance with the requirements listed in the ToR As such It is up to the bidder to decide how to develop and implement the requested technical requirements in line with the ToR..</p>
<p>How do you envisage the system structure? Should there be separate system modules for each of the forensic institutions or the users from those institutions should be registered in the FCMS and access the system with their user credentials?</p>	<p>UNDP is not planning to implement separate (different) systems for different forensic institutions.</p> <p>Please treat all the modules listed in the chapter 8: Conceptual Architecture of Section 5: Terms of Reference as logical and conceptual components and not physical ones. This means that the bidder shall propose only one ICT system (platform), fully integrated with a single database and interconnecting all 3 forensic institutions mentioned in the ToR, with possible extension in the future to add new entities that conduct judicial expertise.</p> <p>The importance of one single database lies in the fact that there will be cases when a judicial expertise involves several forensic institutions. This means that the same information will be accessed by users from different forensic institutions.</p>
<p>Is the procurement of user hardware equipment (e.g. printers and scanners) included in the scope of work of the tendered assignment? Or should the Bidder provide recommendations with regards to the specifications of the equipment to be procured?</p>	<p>The procurement of user hardware equipment shall be done through a separate competitive process. Therefore, the Bidder should include in his/her proposal only recommendations regarding the necessary equipment and corresponding specifications for the successful functioning and use of the ICT system proposed through the submitted bid.</p>
<p>Will the MConnect facilitate the integration of the FCMS with other governmental databases or not?</p>	<p>Yes, MConnect is an interoperability platform developed in order to facilitate the integration of governmental information systems which use various databases and other software resources managed by the government of RM. It supports connections to different databases and use of various formats.</p> <p>A brief description of MConnect is included in Section 5: Terms of Reference and more details regarding technical aspects shall be provided to the selected Contractor.</p> <p>The use of MConnect in bidder's proposed technical solution could make the integration of the aforementioned solution easier versus the integration through external systems.</p>

<p>The TOR mentions 300 concurrent and registered users for the FCMS, however there is no mention of the number of requestors.</p>	<p>It is not possible to provide an exact number of requestors as this number varies every year and it cannot be predicted and no limitations can be imposed in this sense. The bidder shall take into account that every year new requestors may be registered and stored into the database.</p> <p>The Virtual Cabinet must be developed as a web-portal – as a separate component from the entire FCMS and shall allow connection with various (external) users through internet.</p>
<p>Are there any preferences on the database: should it be open-source or not?</p>	<p>UNDP doesn't have any restrictions regarding the database platforms that can be proposed by the bidders for their FCMS solutions. Commercial or open-source database software is acceptable, with the condition that the proposed DBMS fulfils the ToR requirements.</p> <p>UNDP is open to all commercial databases and open-source and freeware as well.</p> <p>However please note that in the case of a commercial software DBMS, the technical solution offered shall be fully covered by licenses (to be included in the financial proposal).</p>
<p>Are statistics on the average number of cases per year registered available?</p>	<p>The activity reports of the forensic institutions include such type of information, and they could be found on the website of each forensic institution. However, the reports are in Romanian.</p> <p>It should be taken into account that the number of cases per year depends on the developments in the country and the number of offences.</p> <p>The links to the websites of the above-mentioned institutions, where the activity reports could be found are presented below:</p> <ul style="list-style-type: none"> • https://cnej.gov.md/ro/content/rapoarte-planuri • http://medicina-legala.md/ro/rapoarte/ • http://ctcej.politia.md/
<p>How the integration of existing ICT systems should be done and how the existing ICT systems should be used?</p>	<p>Chapter 9: Interoperability of Section 5: Terms of Reference presents data regarding integration.</p> <p>UNDP has identified at the stage of ToR elaboration, 2 external ICT systems, mainly "Criminal investigation: e-File System" (ICT System from the General Prosecutor's Office) and the Integrated</p>

	<p>Case Management System (PIGD) implemented in the courts to be integrated with the FCMS. Furthermore, there are the already mentioned shared e-governance services described in Chapter 8: Conceptual Architecture.</p> <p>The main purpose of data exchange through the system is to allow the Prosecutor’s Office and court judges to submit documents and communicate with the experts from the forensic institutions on specific judicial expertise cases and track case progress.</p> <p>The named stakeholders (General Prosecutor Office and Agency for the Administration of Courts) were preliminary consulted during the initial stage of the project on technical possibilities to realize the electronic data exchange with the FCSM. The relevant technical details regarding data exchange will be provided to the selected company.</p> <p>Unfortunately, more detailed technical information cannot be disclosed at this stage (at the tender stage) due to confidentiality and security issues.</p> <p>In case Bidders identify that the proposed solution could be integrated with any additional external information systems at later stages of the project, the information should be described by the bidder.</p>
<p>Could information regarding the tendered assignment budget be shared?</p>	<p>The information cannot be disclosed. The Bidders are invited to estimate their efforts associated to the development and implementation of FCMS in accordance with the set requirements from Section 5: Terms of Reference.</p>

<p>How many trainings for users and requestors are envisaged to be delivered during the implementation of the assignment? Should the trainings be carried online or offline?</p>	<p>An estimation regarding the number of necessary trainings cannot be made at this stage. However, the categories of persons to be trained could be presented:</p> <ul style="list-style-type: none"> - Internal users or staff of forensic institutions - Technical staff, selected and appointed for system administration <p>Please note that the number of trainings will be decided between the selected company, beneficiary institutions and UNDP based on the proposed technical solution and its complexity. UNDP envisages as most efficient approach for carrying out the trainings the on-site modality. However, in case of limited possibilities to travel or on-site working restrictions due to COVID-19 epidemiologic situation within the country, the trainings shall be organized online.</p> <p>Please note that the trainings shall be carried out in Romanian language. All costs associated with the organization of trainings online or on-site (such as travel costs, per diems, interpretation etc.) shall be included in the financial proposal.</p>
<p>Should the proposed solution have a mobile application?</p>	<p>The Bidder could propose a mobile application at his/her own discretion. However, please note that it is not required by the technical requirements. Section 5: Terms of Reference include requirements for a responsive web-based GUI which shall be supported by the Desktop PCs as well as by laptops, tablets or other mobile devices.</p>