Request for Proposal
QUESTIONS AND ANSWERS

Date: 16 September 2021

Ref. no. **RfP-21/02332**

Subject: RfP-21/02332: Development and Implementation of the Forensic Case Management System (FCMS)

No	Reference	Question	Response
1	Tech. Require. FRQ103 The FCMS solution must allow the generation of synthetic reports with aggregated data.	Please elaborate more on this requirement or provide an example of a synthetic report.	A synthetic report is a report obtained by synthesizing of information from other more detailed levels though aggregation of more detailed data. In other words, this kind of report provides a more concise or general representation of a topic. Further details on the specific scope of report, considering the needs of the stakeholders shall be clarified during the Detailed Analysis and Design Phase of the assignment.
2	Tech. Require. NFRQ012	Please elaborate more on this requirement.	In the context of an ICT system a business entity or simply 'entity' is a logical component that describes a real thing, its attributes and relationships with other

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	Access to business entity components will be done through business workflow components.		entities. An entity can be a tangible, physical object such as forensic institution, forensic expert, report, etc. The concerned requirement means that the access to any entity and changing of its characteristics may be done only by respecting the sequence activities of the workflow through system's functionalities. Under no circumstances the users may change any attributes of an entity bypassing the agreed scenario or business-process. i.e. no direct intervention of a user in the database to change an entity. Everything shall be done through system's functionalities and tracked accordingly in logs.
3	8. Conceptual Architecture The 'Requester's Virtual Cabinet' component is intended to provide a dedicated virtual workspace in the FCMS for the requesters. This component is seen as a public web portal connected to the FCMS platform.	- Please specify the average number of requesters per year or if possible, please provide statistical information of previous years. - What is the envisioned concurrent usage of requesters? - Also, please specify the number of FCMS users who will have access to the portal dedicated for Requesters.	The following links to the websites of the forensic institutions, to their the activity reports provides the statistics of average number of cases/requests per year: - https://cnej.gov.md/ro/content/rapoarteplanuri - http://medicina-legala.md/ro/rapoarte/ - http://ctcej.politia.md/ However, please take into account that the bidder shall not limit somehow, at the stage of technical proposal development, the performance of the Virtual

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			Cabinet web portal to the average number of cases or requests per year, as this number may significantly vary periodically and cannot be predicted. The bidder shall take into account that every year new requesters may be registered and stored into the database. Further details on the number of can be clarified during the Detailed Analysis and Design Phase of the assignment. 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 though internet. The Virtual Cabinet web-portal shall support an unlimited number of users to be registered in the future.
	Tech. Require. NRFQ105 The Requester's Virtual Cabinet (public portal) component designed for the external users (applicants and public internet users) must allow an unlimited number of users	Please specify the followings: - The data retention requirements for the virtual cabinet - The scope of activities of users - Please confirm that unlimited number refers to the number of registered users on the virtual cabinet.	The Requester's Virtual Cabinet shall serve as a contact point of the requester with the forensic institution. It must facilitate bi-directional communication between parties. The System shall notify the requester through the Virtual Cabinet and/or an e-mail message about the status of the forensic examination, any needed additional clarifications or materials for the case, completion of the forensic examination and about the need to pick up the evidence (object of the forensic

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			examination), as well as about any other relevant information to the case. Detailing of such functionalities shall take place during the analysis and design phase activities by approaching each stakeholder. The Virtual Cabinet web-portal shall support an unlimited number of users to be registered in the future.
4	15. PRELIMINARY IMPLEMENTATION SCHEDULE Establishment of the configuration/development and testing environments.	As mentioned, only development and testing environments are required in the RFP. What about the production environment? This information is required to estimate hardware and software specifications.	The production environment will be deployed on the governmental cloud "MCloud". Necessary resources (i.e. virtual servers) will be allocated by the IT and Cybersecurity Service (ro: STISC). The FCMS supplier shall prepare and submit the specification of the ICT resources needed to deploy the production environment.
	Tech. Require. NFRQ103 The architecture of the System (except requestor's "Virtual Cabinet" component) proposed by the Bidder must assure the following minimum levels of performance for:	The number of concurrent users will highly affect the required hardware. Kindly confirm that the number of concurrent users of the FCMS is envisioned to be 300 as stated in the RFP.	The estimated number of the concurrently connected internal users (except users of the Virtual Cabinet) is 300. The FCMS supplier must guarantee the system's performance for the abovementioned number of concurrently users.

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	• Management of a number of 300 accounts of users; • Management of up to 300 simultaneous user connections. This number includes only users from the forensic institutions. The requesters are not included; • The response time to a transactional request user / external service must not exceed three seconds (note: it does not refer to generation of reports)		
Other questions:			
5	If the migration of legacy data is in scope of the project, specify the data volume that should be migrated and the type of the database.		As it is described in the ToR, currently all three forensic institutions do not use any ICT system for management of the forensic expertise cases. There are no such CMS-like outdated systems from which to migrate the data.
6	Please specify if Disaster Recovery is required in scope of this project.		Preparation of the Disaster Recovery and Business Continuity Plan is out of scope of the project. However, the FCMS supplier will have to provide instructions for the System Administrators on how to

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			perform system/database backup and recover. Please also refer for details to section 13.7" Deliverables of the ToR.
7	What is the intended maximum Internet bandwidth for the system?		This aspect shall be discussed based on the characteristics of the chosen ICT solution, with the participation of beneficiary forensic institutions.
8	Please specify the total maximum size of the attached documents per case that should be uploaded into the FCMS.		This aspect shall be clarified separately with each forensic institution during the Detailed Analysis and Design Phase.
9	Given that the system is expandable, please provide yearly plan on: • Number of Registered Users • Number of Active Sessions (concurrent users) • Data Size		As it was state in the clarification above the number requesters cannot be predicted and the FCMS Virtual Cabinet shall not impose any limitations in this sense.
10	Is database failover needed?		The System shall be implemented using a single database management platform implemented in high-availability (i.e. failover cluster, mirroring or other).
11	Please specify the Audit history data retention period (years, months, etc.)		The retention period for the audit history logs shall be at least 5 years.

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12	Please specify database backup retention period.		As the retention period of a backup solely depends on the rules and regulations of the involved organisations, a common solution shall be agreed at the later stage with the participation of the FCMS supplier during the Detailed Analysis and Design Phase.
13	Do you already have a dedicated SSL/ Domain?		There is no dedicated domain at this stage. This aspect will be agreed on a later stage.
14	Do you already have an existing Antivirus/malware system?		The ICT security solutions are in place for the governmental cloud MCloud and the antivirus/malware systems are out of scope of this project.
15	Do you already have a Mail Server? If no, is our input needed to set the mail server up?		The Mail server will be provided by the beneficiary side and the FCMS supplier shall ensure the interconnection of its FCMS with the mail server. The entire configuration procedure shall be part of the administrator's manual.