

Pre-bidding Conference Minutes
On the RFP: Integrated Information System for MFAEI
24 February 2010, 11:00
UN Conference Room

Agenda of the day:

1. Short introduction on RFP purpose
2. Qs & As

1. SHORT INTRODUCTION ON RFP PURPOSE

- Purpose:
- selection of one company to provide Information and Communication Technology (ICT) services for the implementation of an Integrated Information System for Ministry of Foreign Affairs and European Integration (MFAEI) of Republic of Moldova;
 - main goal is to develop the Integrated Informational System in order to create a modern, effectively working ICT infrastructure of the MFAEI which provides convenient, fast and safe range of workgroup services.

2. Qs & As

Question: Is the developed TOR based on an existing model of an integrated system or is it a result of internal analysis compared to similar activities of other ministries of foreign affairs?

Answer: The TOR of the integrated information is not based on an existing model and is elaborated in accordance to current business models of the MFA which need to be automated through software.

Question: Did you compare the proposed IIS of the MFAEI to Information Systems of other ministries of foreign affairs and tried to make an adjustment to the current project?

Answer: The current system is not based on analogy with other existing systems and it represents mainly the ministry' needs and necessities. The offeror has no limitations in providing solutions to these needs, the focus being to cover a wider area of services made available to MFA employees. The model of Baltic States integrated system was consulted during elaboration of TOR and the latest market technologies were taken into consideration as well.

Question: Do offerors need to take into consideration the existent hardware? If yes, what kind of hardware it is? Should the competitor come with a hardware offer? Should it take into consideration other equipment existent at the ministry?

Answer: The project objective is to achieve the software solution. Meanwhile, it is the offeror responsibility to indicate in the offer the suitable hardware to support the software solution. The consideration of ministry's existing equipment is not relevant at this stage.

Question: How is the software tested in case it does not correspond to the existent hardware? Is there available a list of the current equipment to be distributed to offerors? Should the offer comprise the equipment or should it take off the existing equipment and licenses as it will influence the financial proposal?

Answer: The offers are perceived as commercial systems and the software requirements will be evaluated and fulfilled at the moment of implementation. The offeror should provide the software solution and hardware specifications, whereas, if some of the existing hardware are to be used for the new software, this will not be considered as an advantage and will

not influence the evaluation of financial proposal.

Question: Should the system be integrated with other systems as e-Diplomat, e-Consul, Bookkeeping etc? If yes, is there a list of systems which are to be integrated? What about the integration with the Register of Persons, State Register etc?

Answer: The integration with other systems will be evaluated at a later stage. However, the offeror may stipulate some protocols in the offer which would allow the integration not just with the e-Diplomat and e-Consul but other systems as well. Even though some existent market services will be used, the priority will be given to the offer which allows extensibility. Referring to the integration with the State Register and Register of Persons, Ministry of Information Development has an integration structure well developed where following some specifications which are made public, the interested register may be integrated.

Question: Who defines the metadata structure? Are there any templates?

Answer: The metadata structure based on which the documents will be created is to be defined during an analysis stage before the implementation of each model. At that stage the desired templates and the document flow will be communicated. It is however envisaged that the solution will offer a mechanism to dynamically define new workflows and adjust existing ones to suit MFA needs.

Question: Will the search be done based on documents or records?

Answer: The search will be done through document and records both in metadata and content.

Question: Should the level of security for document access be the same as the level of security for portal and intranet? Will a certificate be used for the digital signature? Will the saved web pages (with images) be evidenced as document or as records?

Answer: The security levels should be the same for document access, irrespective if they are accessed using web interface or through other means (i.e. physical stores). The digital signature should be in total compliance with the Law on Digital Signature of the Republic of Moldova. Web pages will be evidenced as records.

Question: How will the final acceptance of the software be agreed? Will there be some tests for each module?

Answer: The final evaluation will be done by a mixed team of specialists from UNDP, MFAEI and consulting company. More details on project phases, reporting process etc. are presented in the RFP.

Question: Is necessary for messages and faxes to be registered as logs or is necessary for the audio to be registered as well and give the possibility to be listened to later? What kind of phone station is available?

Answer: It is necessary for the voice messages to be registered with metadata. The software should give the possibility to choose which messages should be registered. The entire communications infrastructure, including phone stations, is to be suggested by offerors.

Question: What mechanisms will be used to access IIS remotely? Shall the offerors consider the existence of a VPN server for such purposes?

Answer: It is expected that remote access mechanisms will be offered by the Center for Special Communications. The offerors are encouraged not to include integration costs in this particular case.

Question: Considering the complexity of the project, are there necessary funds for the project implementation in full?

Answer: Yes, there is a budget allocated for system implementation which can not be disclosed. The bidders must present their technical proposal in accordance with the requirements stipulated in the solicitations documents (ToR, Instruction to Offerors, Concept and Technical Requirement, etc.) and, separately, a financial proposal to cover the works proposed in the technical one. The winner will be evaluated against the evaluation criteria described in the solicitation documents, and the winning proposal shall present the best

combination of quality and price.

Question: Please clarify which hardware and software components supposed to be a part of "potential new IT infrastructure that is not in the current project scope" (ToR, "Scope of Work" chapter, last paragraph)?

Answer: As stated in ToR, the new IT infrastructure is potential and not in the current project scope. There is no clear roadmap for building such infrastructure. This statement intends to emphasize the fact that a bidder which will propose an extensible architecture based on modern technologies would have an advantage during offers' evaluation.

Question: Please provide us with a clear specification of existing software and hardware equipment which are in MFAEI ownership now and supposed to be used as a platform for new system deployment (Technical Requirements, Chapter 2 "General", paragraph #1).

Answer: The bidder should propose a hardware platform that would best suit the implementation of IIS that he is proposing. Reuse of certain hardware/software nodes will be decided during analysis and implementation stage.

Question: Please clarify is the Bidder is responsible for identifying "additional hardware and networking equipment that MFAEI needs to acquire in order to achieve all new system capabilities" (Technical Requirements, Chapter 2 "General", paragraph #1)?

Answer: The bidder is responsible for identifying all hardware and software requirements needed for implementing the IIS, irrespective of the equipment and licenses currently owned by MFAEI. The word "additional" in this context has rather a sense of complete without meaning a relation to the actual state.

Question: Does the Bidder need to include licenses for operational systems software into his financial proposal?

Answer: Yes, server side

Question: Does the Bidder need to include licenses for Database Management System software into his financial proposal?

Answer: Yes

Question: Does the Bidder need to include licenses for Application Server into his financial proposal?

Answer: Yes

Question: Does the Bidder need to include licenses (operational systems, web or proxy servers, etc.) for infrastructure servers (like Active Directory, proxy servers, etc.) into his financial proposal?

Answer: Yes

Question: Does the Bidder need to include licenses for mail server into his financial proposal?

Answer: Yes

Question: Is it necessary to implement automated image recognition procedure for electronic files captured by scanner or by fax?

Answer: The bid winner is required to implement or integrate an existing OCR engine into IIS. Note. The OCR feature is mandatory for any proposed Electronic Document Circulation software.

Question: What is the total number of end-users which must be provided with guaranteed simultaneous access to the system? (For example in case of concurrent licensing model the total number of named users accessing to the system could be much more than a number of licenses but guaranteed simultaneous access to the system will be provided only for the

number of users which is equal to the number of concurrent licenses)

Answer: For licensing purposes, we are looking at about 120 concurrent users.
The offer needs to specify the costs for adding extra licenses to the system. However, this cost doesn't have to be included in the financial proposal.

Question: *Regarding 7.6 "MFAEI Web Site integration" chapter could you be so kind to confirm the following:*

- a. Is it needed to substitute the existing MFAEI's Web-site with a new one?*
- b. It is required to upgrade the existing MFAEI's Web-site with mechanism of exchanging data with Government Portal through a portlet?*
- c. There is no need for substituting the existing Web-site's CMS with a new one*
- d. After implementation of the new IIS, the Web-site administrators will continue publishing all information to the Web-site manually*
- e. There is no need for implementing the function allowing Web-site administrators to publish selected information from new IIS to the Web-site automatically*
- f. Is it required to implement the collaboration workspace for Web-site administrators inside the new IIS where all documents to be published were gathered, stored and processed?*

Answer:

- a. There is no need to substitute the current MFAEI website
- b. At this point, the bidder should not consider any upgrade costs for integration with the Government Portal
- c. There is no need to substitute the current MFAEI CMS
- d. No automatic publishing features are considered at this stage
- e. No automatic publishing features are considered at this stage
- f. Yes, this is correct

Question: *Could you provide us with actual link to the Government Portal where the above mentioned portlet executing data exchange between the Portal and MFAEI's Web-site must be implemented?*

Answer: The link for Government Portal is <http://portal.gov.md>
More information might be found in the Government Portal Concept, adopted by the Government Decision No 916 as of 06.08.2007.

Question: *Who is supposed to be responsible for creating this portlet?*

Answer: The bidder should not include any costs for portlet elaboration for integration with the Government Portal

Question: *Who is supposed to be responsible for integrating this portlet into Government Portal platform?*

Answer: The Government of Republic of Moldova is the owner of the Portal and it will be responsible for designating responsible entities for integrating the portlet in the Governmental Portal

Question: *What if existing MFAEI's Web-site could not be upgraded with mechanism of exchanging data with Government Portal through a portlet by technical reasons? Does it mean that in such case the existing MFAEI's Web-site must be redesigned and substituted with a new one implementing necessary portlet based data exchange mechanisms?*

Answer: No website upgrade/redesign should be considered at this stage for the purpose of integrating with the Government Portal

Question: *Please provide us with a clear specification (models, supported data exchange protocols and formats of data) of new infrastructure for telephony, fax, voice Internet services, instant messaging that supposed to be incorporated into the new IIS (Technical Requirements, Chapter 7.7 "Instant Messaging, Voice and Fax integration", paragraph #1).*

Answer: These details are part of the IIS implementation analysis.
The bidder is asked to propose an infrastructure that would comply with requirements 7.7.1.1-7.7.1.4 in the Technical Requirements document.

Question: *Does the Bidder need to include a specification for telephony, fax, voice Internet services, instant messaging infrastructure into his financial proposal?*

Answer: Such specification should be part of technical offer only, as specified in Chapter 10 of RFP, page 4.

Question: *The submission of a security deposit is required for participation (Bid Bond). What is the guarantee of participation?*

Answer: There is no need to lodge a guarantee of participation.

Question: *What is the deadline for submitting questions for clarification related to TOR?*

Answer: The deadline for submission of clarification questions is two weeks prior to the deadline for submission of proposals, i.e. 5 March 2010 (please see page number 2, point 4 from RfP)

Question: *Do you have any preference for technology and hardware shipped in the project?*

Answer: No preference.