

Questions & Answers [received via email after pre-bidding conference]

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: *How many branch offices (embassies, consulates, etc.) MFAEI has where the IIS is supposed to be used?*

Answer: 34, up to 40 expected totally

Question: *How many users are in every such branch office?*

Answer: 3-4 – in 50% of offices located abroad, 5-6 – in 30% and 8 to 10 – in the rest of them except 15 in Moscow and 25 in the Consular Department.

Question: *How many users are supposed to perform document registration with optical recognition activities?*

Answer: Max. 3 employees from the Secretariat and Diplomatic Archive Division

Question: *Please specify the average amount of documents to which OCR feature is applied now, per month for one employee*

Answer: Actually, OCR is used episodically. Due to the foreseen switching from fax to a secured messaging system in communication between Headquarters and its diplomatic missions, it is expected that the estimative number of the requiring OCR documents will not exceed 500 from the total of about 3000 incoming documents per month.

Question: *Whether successful bidder within the framework of the given project will be exempted from the tax of import of services, Royalty? If yes, please refer to the document.*

Answer: Taxes of import are not applied to goods/ services delivered for technical assistance projects (please refer to Fiscal Code of the Republic of Moldova and Government Decision Nr. 1357 of 6 December 2007 on Facilities Given to Imported Goods in the Framework of the Technical Assistance Projects)

Question: *Whether successful bidder within the framework of the given project will be exempted from duties? If yes, please refer to the document.*

Answer: According to the Fiscal Code of the Republic of Moldova, Title III, Chapter 5, Article 104 (c1) "a zero rate VAT is levied on commodities and services intended for technical assistance projects, implemented on the territory of the Republic of Moldova by international organizations and donor countries within the scope of duly ratified agreements and memoranda, to which the Republic of Moldova is a party, and the Article 124, excise duties shall not be paid for imported commodities, intended for technical assistance projects, implemented on the territory of the Republic of Moldova by international organizations and donor countries within the scope of duly ratified agreements and memoranda, to which the Republic of Moldova is a party". (please refer to Fiscal Code of the Republic of Moldova and Government Decision Nr. 1357 of 6 December 2007 on Facilities Given to Imported Goods in the Framework of the Technical Assistance Projects)

Question: *What is the total number of telephony and voice mail users in the organization?*

Answer: Up to 120 in Headquarters and about 150 abroad.

Question: *For how many users is expected to deploy a unified messaging system?*
Answer: Up to 300

Question: *What operating systems are installed on client workstations?*
Answer: Windows XP sp2-sp3, Windows 7

Question: *What PBX is expected to be used for integration with unified messaging?*
Answer: Not identified yet. The offerors are encouraged to identify solutions that best suit the MFAEI needs.

Question: *What is the total number of PBX in the organization? Could you please specify their suppliers, types (switched or based on IP), model and firmware version?*
Answer: A single one, Tadiran Coral II in Headquarters and a large variety in diplomatic missions: Panasonic KX-TEA308, Matra Nortel 6501-c, DTW Opencom 100, Samsung office 12, Belgacom324 and others.

Question: *Are PBX connected to the network? Are PBX centralized or located in different places?*
Answer: Distributed and separated, without network connection.

Question: *What voice mail systems are currently used in the organization? Could you please specify suppliers, types, models and firmware versions?*
Answer: None. This is something that we expect the offerors to identify and propose

Question: *How voicemail system is integrated with the PBX (analog link, T1/E1, PRI, Digital Set Emulation, VoIP, different technology)?*
Answer: Not applicable, see previous answer

Question: *Do you use voice over the network?*
Answer: No

Question: *What types of facsimile systems are used in the organization? Do they support routing incoming faxes to Exchange?*
Answer: Mainly XeroxWorkCentre 4118. It is not intended to provide fax routing software for every fax device used, but for central fax only.

Question: *Does the organization use auto attendant?*
Answer: No

Question: *Is it necessary to provide only phone support to users, only those users who do not need access to e-mail?*
Answer: Normally all users have both telephony and e-mail access

Question: *What is the estimated number of computers to manage?*
Answer: Up to 300

Question: *What is the version of SQL Server in organization, if it is used?*
Answer: The offerors are encouraged to propose the solution that would best suit MFAIE needs, irrespective of the existing infrastructure

Question: *Ref. requirement REQ 8.2.1.6: " The system should be tightly integrated with the organization's e-mail system in order to allow users to send records and aggregations electronically"*
In order to ensure a tightly integration with the organization's email we need to know what email system (e.g. MS Exchange, etc.) has been already implemented. Could you please provide this information?
Answer: The offerors are encouraged to propose the solution that would best suit MFAIE needs, irrespective of the existing infrastructure

Question: *Ref. chapter 7.8 Management of installed software licenses – Could you please provide the number of servers and workstation/laptops and servers which will have to be scanned for automatically discovery of all software installed? This will allow us to make an accurate estimation of the license cost.*
Answer: Up to 300

- Question:** *Does the Bidder need to include licenses for Antivirus software? If the answer is affirmative please provide the total number of workstations/laptops and servers that have to be protected*
- Answer:** Up to 300
- Question:** *There are discrepancies between Annex VII – “Technical requirements for the implementation of the Integrated Information System Concept for the MFAEI” and Annex VI – “Concept of the Integrated Information System Concept for the MFAEI”. Please advise whether Annex VI is presented only for information purpose for the Bidder to understand the Concept. The proposal should respond only to the requirements presented in Annex VII or it should incorporate any other requirements that can be extracted from Annex VI (not included in Annex VII)?*
- Answer:** In case of discrepancies between Annex VI and VII, annex VII should prevail. Requirements in both documents need to be taken into account when submitting the technical offers.
- Question:** *Please accept the usage of open source products internationally recognized.*
- Answer:** Such products are accepted as long as:
- a. all the specifications in Annex VI and VII are met,
 - b. the solution is well documented,
 - c. the vendor offers technical support for the product
 - d. there are no major known security issues in the product,
 - e. the vendor can offer specialized training upon necessity
- Question:** *Please list the existent systems – others than the ones that are called “specialized” planned to be integrated in IIS*
- Answer:** As illustrated in Figure on of Annex VI, the other systems that IIS will integrate with are MFAEI web portal and the Registry of Treaties
- Question:** *In order to design the solution, please specify how many types of documents are required at the beginning out of the ones (500) already regulated.*
- Answer:** The question is significant and demonstrates the necessity of additional explanation. Thus, firstly, the document type usually doesn't determine the applied procedure - all the documents are to be treated as an information content irrespective of its type or form. Secondly, the term “type” doesn't mean some specific form of the document. In fact, that 500 types refers to the document content classification by the subject criteria (e.g. relating to bilateral, multilateral, protocol, economic, consular etc. issues), but any type could be represented in different forms like Verbal Note, memorandum, agreement or even an informal letter. Normally, all the documents are processed in accordance with the Generic Document Workflow diagram shown in Fig. 3 of Annex VI.
- Question:** *Please specify what type of VoIP system is currently under implementation process and what are the technologies used*
- Answer:** The offeror needs not to rely on existing systems and propose solutions that are best fit for the IIS.
- Question:** *In order to design the solution, please clarify the regulation normative flows (e.g. hiring, transferring, petitioning) that need to be in place at the completion of this project.*
- Answer:** MFAIE needs a tool to define, manage and monitor workflows, as well as an initial set of workflows, which will be defined at the analysis stage but limited at about 10.
- Question:** *Please clarify if the management and the producing of the digital certifications shall be delivered at the completion of this project or the proposed solution only needs to offer the technical support required by the digital signature by using the qualified and/or non qualified certificates.*
- Answer:** The proposed solution needs to offer support for digital signature using qualified certificates. The management of digital certificates is done according to Law on Digital Signature of Republic of Moldova and is not in the scope of the current project.
- Question:** *In order to design the solution please specify if a certain document may have more than one associated digital signature as the number of users associated to the respective flows is higher, or, if a certain document has one single associated signature that qualifies it as “final, accepted and in the same time official” by qualifying it as a record.*
- Answer:** During a document lifecycle, it can have one or more digital signatures applied. Some documents will not require digital signature at all.
- Question:** *In order to design the solution, please specify the standard number of the configurable*

- reports to be covered by the reporting module.*
- Answer: MFAIE needs a tool to define and manage reports, as well as an initial set of reports, which will be defined at the analysis stage but limited at about 25.
- Question: *In regards of the digital signature, please specify if PKCS #7 encryption standard is accepted.*
- Answer: Any cryptography standard complying with the Law on Digital Signature of Republic of Moldova is permitted
- Question: *Please specify if the training can be organized in Romanian and English instead of Romanian and Russian*
- Answer: Yes, this is acceptable
- Question: *Considering the post implementation needs of training as part of a new agreement, please specify the number of trainees per type of employment contract expected to be part of the respective program.*
- Answer: At this point, it is premature to tell the number of trainees that will be part of a separate training agreement. The supplier should be able to offer such training upon necessity. For the current project, as stated in chapter 10 of the technical specification the offeror is expected to provide training for 4 target groups with a maximum of 10 persons per group.
- Question: *Please specify if the systems listed in section 9 from technical specification document have to be integrated with the delivered system by the completion of this project, or if the delivered system only needs to offer the integration mechanisms based on open standards allowing in this way the future integration.*
- Answer: Integration with systems listed in section 9 of the technical specifications is in the scope of the current project. The list of integration objects imported and used as reference in the system will be defined during the system design stage.
- Question: *Please specify if the system needs to offer support for the integration with OCR applications, and therefore the bidder is required to present all existing solutions that can be further integrated with the proposed solution, or if the bidder has to consider the integration of an OCR solution both from technical and financial point of view.*
- Answer: The IIS needs to integrate with OCR solutions as part of current project
- Question: *Please list the desktop applications planned to be integrated with IIS.*
- Answer: MS Office (Outlook, Word, Excel, PowerPoint), Acrobat Reader, as well as some default image viewers.
- Question: *Please clarify the scanner/fax integration level. Is it required to launch the scanning process directly from the application or just to receive/gather the results of the scanning process? Please also specify what type of scanner/fax equipments do you intend to use in this respect.*
- Answer: It is sufficient if the IIS would be able to receive scanning results. It is important for the system not to depend on a specific scanner/fax model.
- Question: *Please confirm that all the events that need to be managed through "task management" functionality are meetings.*
- Answer: The system needs to contain a mechanism of defining tasks with support for specific MFAEI activities as per ToR:
- a) organizing and publishing Ministry and Deputy Ministry Agendas;
 - b) program of MFAEI events;
 - c) organizing visits of MFAEI officials;
 - d) organizing international debates;
 - e) organizing economic missions;
 - f) negotiation of treaties etc;
- Question: *Please specify if the "Proposed methodology" as part of the technical offer refers to the proposed technical solution viewed as components, technology and/or methodologies used for project management, testing, etc.*
- Answer: The proposed methodology should also refer to specific methodologies used during project implementation as you point out above (project management, testing...)
- Question: *Please specify the evaluation criteria for organization reputation and personnel from paragraph 1.1 from RFP. Do you refer strictly to the experience of the bidder and to the personnel skills or there are other evaluation criteria too?*

Answer: Any other criteria that back-up the expertise and reputation of offerors would be an advantage (including expertise in similar projects, market share etc.)

Question: *Please define the evaluation criteria of the warranty and of the quality assurance procedures from paragraph 1.5 from RFP. Do these procedures need to be attached to the Technical Proposal?*

Answer: In order to obtain a maximum score for warranty and quality assurance, the offerors need to specify in the technical offer the measures to ensure quality/warranty and quality indicators specific to provision of warranty services.

Question: *Please specify the duration of the warranty period that fits with the maximum scoring (see paragraph 1.5 from RFP).*

Answer: The warranty and support period required in the technical requirements (section 11) is at least 6 months.

Question: *Please define "agenda" from "work plan and approach" criteria (paragraph 8 from annex 1).*

Answer: Activities that are distributed in time and have assigned executors

Question: *Please specify the selected/targeted technologies for the integration with the specialized systems? Are the interfaces needed for integration already defined?*

Answer: The use of web services is encouraged