Pre-bidding Conference Minutes
On the RFP: Integrated Information System for MFAEI
21 December 2010, 10:30
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 Centre for Human Rights and National Preventive Mechanism (CHR and NPM) 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 CHR and NPM which provides convenient, fast and safe range of workgroup services.

2. Qs & As

Question: *What information should be included in Description of the Organization?*

Answer: The operational and technical part of the proposal submitted by every oferror should include company profile, previous experience related to this specific field of activity and activities carried out, successfully implemented similar assignments; any issues related to Litigations and Arbitrage should also be mentioned; as well as the organizational structure of the company. The Proposal Form itself contains a plan of Resources related to offerors' personnel, where the CVs of managers and other staff that will be involved in software development should be included; these will add points to the Proposal. Lack of CVs in the documents means no points will be scored on that.

Question: *What do you mean or what exactly should be presented in the section on Qualifications of the Company?*

Answer: Company Qualifications include minimum requirements an offeror should meet; points will be scored to the whole team working on the project in the moment when accompanying documents confirm that the team of the bidder is qualified enough to accomplish in due time the tasks and requirements specified in the request for proposal.

Question: *Could you please specify who's CVs should be submitted together with the Proposal?*

Answer: The offeror has to submit the CVs of those people that will be directly involved in the project, including name, surname, qualifications etc. as the Procurement unit has it's own means and methods to check this information. If the bidder has a team of 20 people it is better to present 20 CVs with detailed descriptions of qualifications and positions for every person.

Question: *If the offeror had previous similar experience should it be mentioned?*

Answer: If the offeror had any similar projects that are already finished or at a stage of 70-80% of completion it is encouraged to mention it and this information can be checked. As mentioned previously this is just a minimum list of documents that will help us in

examining the proposals. The offeror can attach any other document that is considered relevant as to provide as much information as possible. A special attention should be paid to the evaluation criteria that can be found in questions on pages 7-9.

Question: *What about if the bidder is part of a consortium?*

Answer: In case of consortium detailed information on each member should be presented, including company organizational structure, experience of each member; and it should be clearly stipulated who is the leader in the consortium as the contract shall be signed with the leader who assumes the overall responsibility for subcontracting other members' staff and services. If the consortium has previous experiences with other similar projects it should be clearly stipulated.

Question: *Another question related to consortium is about changes that could appear in the number of members, is it possible to include additional members to the consortium with no changes in the final price?*

Answer: The Procurement Unit is ok with this as long as the offeror presents the expected final product and no changes in price occur?

Question: *The implementing company has to prepare a detailed list of hardware and software that should be purchased, who covers the cost of that procurement?*

Answer: All procurement to be done for system implementation should be included in the financial proposal of the bidder; Annex 5 contains an example of logical distribution of expenditures, if the bidder has any other ideas/changes related to distribution of expenditures these can be presented and justified in the documents.

Question: *It is mentioned on the website that all documents should be submitted in English, is it mandatory?*

Answer: It is mandatory to submit in English the Annex 7 and Annex 8.
             But it is better to have as a guide the Romanian variant of the Technical Offer as this is the Original Document.

Question: *Considering the complexity of the project, what would be the budget of the project for the given activity?*

Answer: Yes, there is a budget allocated for system implementation which can not be disclosed, in case the sum exceeds our budget line no more than 20% from the total sum can be covered from another budget line. 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.) that makes 70% from the total score and, separately, a financial proposal to cover the works proposed in the technical one that makes 30% from the total score. That is why it is very important to submit as much information as possible about the qualifications of people that will be involved in the project as it is an essential part of the technical proposal. The winner will be evaluated against the evaluation criteria described in the solicitation documents.

Question: *Why it is so important to show detailed expenditures?*

Answer: It is important to observe expenditures separately in order to calculate the so called total cost of ownership. As a separate position the support services, security issues, etc. should be included. The Centre for Human Rights does not have a separate room for servers and taking into consideration the fact that at Government level the e-transformation project is being implemented it is more appropriate to put emphasis on cloud computing, as a result a small suggestion for bidders would be to offer a solution based on e-cloud or cloud ready or one that shall be easily converted to another platform.

Question: *Who covers the cost of licenses for software?*

Answer: All the costs for software licenses will be covered by the contracted company and therefore all these costs including hardware&software should be mentioned and included as a total sum in the financial offer. All expenditures for cables, servers, implementation and configuration services, e-mail server, data base server, etc. should be integrated into one single budget.

Question: *The equipment to be purchased from project budget will be subject to guarantee covered*

by the company that delivers the equipment and not the Bidder?

Answer: Yes, the equipment is under the guarantee of the company/brand name delivering the equipment?

Question: When transferring the ownership please specify who does it, the beneficiary under who's name the equipment was purchased?

Answer: From previous experience the winning company purchases the equipment under the name of the beneficiary.

Question: Does UNDP needs a specific Letter or Blank certifying the fact that guarantee and support services are carried out by the initial vendor of equipment?

Answer: It would be great if such a blank/document shall be drafted. As the bidder itself should find a supplier of equipment offering lowest price and this shall result in a smaller budget and lowest financial offer overall.
No partial bidding is accepted, a single company will be selected for both equipment and software solutions.

Question: Will there be any VAT exemptions for suppliers of hardware? Even if the suppliers are bidders' contractors?

Answer: Yes, UNDP project will submit the necessary documents. For detailed info concerning VAT exemptions please see the FRP.

Question: The technical room for servers should also be included in the proposal?

Answer: Yes, the bidders should include a company that would host CHR's servers during one year. And further the Centre would evaluate the costs of maintaining the equipment by themselves and allocate the necessary amount from state budget during the next years.

Question: The winning company will facilitate internet connection or the CHR already has all the premises?

Answer: The bidder has to perform all the range of works from local/internal network till internet connection. The Center holds around 25-28 employees with computers in place.

Question: Who participated at the developed the technical requirements?

Answer: Technical requirements were developed in accordance with the existing legal framework; users have actively participated in the process of development of technical requirements. The bid winner will have access to the CHR staff and discuss with them all related issues, in case something unforeseen appears, as mentioned earlier this sum can be raised up to 20% from the total amount. It is mentioned in the Technical Requirements that the system should be ready to be integrated with the state enterprise Registru or other organizational institutions, but at present this integration is not required yet (at the level of web services).

Question: What are the delivery terms?

Answer: There is a maximum term of delivery as procedures could take more time than expected, but it is around June-July 2011, and by the end of 2011 with small adjustments the system should be 100% operational. Any other changes regarding the delivery terms should be coordinated with the CHR.

Question: What about using the shared cloud on servers placed outside the country?

Answer: Data used by intra-net system are very sensitive and comprise personal and confidential information about different persons the Centre for Human Rights deals with. Further integration of the intra-net system with other services rendered by state agencies call for an increased level of security and confidentiality. These are the main limits why Cloud services should be delivered by a local company on contractual basis, which would comply with security and confidentiality requirements, redundancy and accessibility requirements for archived information.