



Request for Proposals Amendment no. 1

Ref. no. RFP13/00665

Date: 13 June 2013

Subject: RFP for the development of the Petition Information Management System of the Parliament of the Republic of Moldova (E-Petitions)

1. Pursuant to Clause 11.1 of the Instructions to Proposers, and for reasons specified below, UNDP Moldova is hereby amending the solicitation documents.
2. As a response to the clarifications requested by potential Proposers, UNDP Moldova is hereby revising the Article 10.1 (Requirements for the institutional capacity of bidders) and the Article 7.2 (Non-functional requirements of the information system), Annex 1, Section 3 (Terms of Reference).
3. In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, UNDP Moldova is extending the deadline for submission of Proposals; the **new deadline is on 25 June, 16:30 (Moldova local time)**.
4. All other terms and conditions of the solicitation documents, except as amended herein, shall remain unchanged and shall continue in full force and effect.

TERMS OF REFERENCE
For the development of the Petition Information Management
System of the Parliament of the Republic of Moldova
(E-Petitions)

7.2 Non-functional requirements of the information system

7.2.1 General and performance requirements of e-Petitions

The general system requirements and the performance requirements for defined by the policies and strategies adopted in the Republic of Moldova as well as in the ICT Strategy of *The Parliament of the Republic of Moldova* for the period 2011-2015. It is also important to mention that these acts are based on the best practices in the industry and include many logistical measures as well as a series of technical measures.

The developer will provide the possibility of ensuring public access (website of PRM: <http://www.parlament.md>) to the public reports generated by **e-Petitions** and to the interfaces for writing and filing petitions online. These interfaces will be accessible through the website of *The Parliament of the Republic of Moldova*.

The general system requirements specific for e-Petitions are described in table 7.35.

Table 7.35. The general system requirements of e-Petitions

Identifier	Mandatory	Description of performance requirement
TGEN 001	M	All the program interfaces and the contents of the database will be in Romanian language with the use of Romanian diacritics.
TGEN 002	D	The system will provide a multilingual interface (at least an alternative version in Russian language) with the possibility of editing the labels of user interface.
TGEN 003	M	The elements of the user interface must be compliant with Level A of the <i>Web Content Accessibility Guidelines (WCAG) 2.0</i> .
TGEN 004	M	e-Petitions will include the possibility of adapting the user interface to the gadgets used (notebook, netbook, desktop PC, smartphone, tablet, etc.)
TGEN 005	M	e-Petitions will ensure compatibility with W3C XForms standard.
TGEN 006	M	e-Petitions can be integrated with the office applications used in the PRM
TGEN 007	M	e-Petitions will ensure the functionality is necessary for using the digital signature and the mobile ID for all categories of actors.
TGEN 008	M	The information system must integrate search functions on a petition metadata, profiles of <i>Petitioners and of the authorised users (such petitions, documents, notifications, resolutions, etc)</i> , such money type of petition; search by time period, search by result of petition processing etc. The procedures for retrieving information and entries will be performed my simple searches (specification of a search string) or higher complexity searches which can perform a more exact filtration of information (QBE forms). Irrespective of the nature of the searched information, the user will use the same query and retrieval method for any section of the information product.
TGEN 009	M	In addition to the search module based on the QBE principle which will enable the system to define sophisticated queries in a visual way, the interface must provide the possibility of refining the search results by ensuring the possibility of filtering the information from the list of search results.

Identifier	Mandatory	Description of performance requirement
TGEN 010	M	The user interface of the information system must ensure the filtration of entries which match the search criterion presented to users depending on their access rights.
TGEN 011	M	It must be possible to filter indexed values (values from classifiers, nomenclatures) by choosing values from redefining the lists. For number fields or calendar date there must be a possibility of filtering by the exact value of the searched characteristic (Ex: 01.01.2009 - all entries with this date) of by logic criteria (Ex: <01.01.2010 – all entries with the date before 01.01.2010, >01.01.2008 – all entries after January 1, 2008).
TGEN 012	M	There must be a possibility to filter results by mask (ex: filtration by IDNP) according to the model: 09815122* - all sequences starting with the string of signs „ 09815122 ”, *ESCU - all sequences pending with the string of signs „ ESCU ” or *PRIVAT* - all sequences which include the string of signs „ PRIVAT ”.
TGEN 013	M	The contents of any table with results must be exportable in either of these formats: XLS, CSV and PDF.
TGEN 014	M	The System will guarantee an agreed level of service (SLA), with a general availability of minimum 95%.
TGEN 015	M	e-Petitions will be developed based on an architecture with minimum three levels (UI, BL, DAL).
TGEN 016	M	e-Petitions must provide web interfaces for external access.
TGEN 017	M	e-Petitions will be based on a service-oriented architecture (SOA).
TGEN 018	M	The potentially variable information in the solution (ex: different parameters, ways of data storage, ways of connection with external services, classifiers etc) will be configurable and will NOT require the recompilation of the solution or direct interventions into the database.
TGEN 019	M	Information system will use open standards for formats and communication protocols.
TGEN 020	M	The parts of the service exposed to the public of e-Petitions will be technologically neutral (Operation System, Internet browser, etc.).
TGEN 021	M	e-Petitions will integrate with corporate messaging servers (Microsoft Exchange, Microsoft Lync, etc)

The specific performance requirements for **e-Petitions** are described in table 7.36.

Table 7.36. Performance requirements for the system

Identifier	Mandatory	Description of performance requirement
PERF 001	M	The average response time of the server will not exceed 3 seconds from the nominal load of the system.
PERF 002	M	The system must be capable of allowing the activity of over 500 users from the categories of Administrator, Senior Consultant, Chief Consultant Principal, Management PAD, Leadership PRM, Civil Servant Competent Body.
PERF 003	M	The system must be capable of allowing the access of over 100 000 Internet users with public or authorised (digital certificate) access annually on the website of <i>The Parliament of the Republic</i>

Identifier	Mandatory	Description of performance requirement
		<i>of Moldova.</i>
PERF 004	M	The system will allow the concurrent activity of minimum 150 users of the following levels : <i>Administrator, Senior C Superior, Chief Consultant, Management PAD, Leadership PRM, Civil servant Competent Body</i> and over 1000 Petitioners (Internet users).
PERF 005	M	The system will process over 5000 petition files a year.
PERF 006	M	Prior to the delivery of the information solution performance tests of e-Petitions will be carried out.
PERF 007	M	The performance testing will include minimum two components: load testing and stress testing.

7.2.2. Security and protection requirements

The system must comply with the technical requirements for Information Systems stipulated in the *Standard of the Republic of Moldova SMV ISO/CEI 27002:2009 Information Technology. Security techniques. Code of best practices in information security management.*

The information solution will comply with all security and protection requirements described in table 7.37.

Table 7.37. Security and protection requirements for e-Petitions

Identifier	Mandatory	Description of functional requirements
SR 001	M	The information system guarantees the integrity of petition files.
SR 002	M	Public information is accessible to anonymous users.
SR 003	M	Access to the functions provided to unauthenticated users is controlled with means for protection against system overload by one or several nodes of the network.
SR 004	M	All fields in forms to be filled in by users must be mandatorily validated by type both on the client and on the server.
SR 005	M	When communicating with other systems, the system will use digital certificates for identification.
SR 006	M	In the case of sensitive transactions, immediately after their completion the time stamping service will be applied.
SR 007	M	The system will be secured against <i>OWASP Top 10 vulnerabilities</i> .
SR 008	M	The system will ensure confidentiality of data transmitted - received on communication channels.
SR 009	M	The access to the information system is done in a controlled mode.
SR 010	M	The access to the functions provided to internal users is done through authentication.
SR 011	M	Data sharing within the system is done on secured channels only.
SR 012	M	User actions are logged in log files.
SR 013	M	The system emits a signal periodically to indicate its functional state.

7.2.3. Requirements for software, hardware and communication channels

The developer will indicate the licensing costs of all suggested software components as well as the delta cost of licensing for:

- doubling of the number of users;
- doubling of the number of processing units (CPUs or CPU cores);
- doubling of the number of nodes of that type.

Table 7.38 describes all requirements for software, hardware and Location technology for the **Information System e-Petitions**.

Table 7.38. Requirements for software, hardware and communication of e-Petitions

Identifier	Mandatory	Description of requirement for software, hardware and communication solutions
SHC 001	M	The system will be installed on the server cluster of <i>The Parliament of the Republic of Moldova</i> .
SHC 002	M	The system is accessed on communication channels of at least 128kbps.
SHC 003	M	The system will be developed on the basis of widely accepted platforms in the industry for which there are specialists in the Republic of Moldova.
SHC 004	M	The system will provide a stronger mechanism for securing procedures for user authentication and authorisation with a mandatory implementation of the Active Directory Technology.
SHC 005	M	The system is capable of being virtualised on software -hardware level.
SHC 006	M	It is necessary to demonstrate the virtualisation capacity by delivering to the beneficiary an image of the system which can be loaded and which becomes functional with minimal configurations on one of the virtualisation solutions available on the market.
SHC 007	M	The system will tolerate errors and provide report for clustering and fail over for the entire platform and its components.
SHC 008	M	It is necessary that on the client level the information system functions at performance parameters acceptable on the reference configuration (the reference configuration is a <i>HP Compaq 8510</i> with a 2GHz processor, 2Gbyte RAM, <i>Windows XP SP3</i> , <i>Firefox 3.6</i>).
SHC 009	M	It is necessary that the technological parts exposed to the public be technologically neutral.
SHC 010	D	The verification will be done by inserting a set of modern platforms with the expectation that the performance parameters be similar or better than the ones on the reference configuration.
SHC 011	M	It would be preferable for the bidder for the server solution to not limit the beneficiary in using some specific software platforms. It is appropriate that the Information System be functional on both <i>Windows</i> and <i>Unix (Linux, Free BSD, Solaris, etc.)</i> . It would be appropriate for the IT solution to be built using open source solutions , not proprietary ones, specific to web applications (<i>XML, XSL, XHTML, WSDL, SOAP, LDAP, J2EE, etc.</i>) so that the Beneficiary be able to further develop it.
SHC 012	M	Preferably , the Bidder for the IT solution should develop the information system on the basis of software limitations which

Identifier	Mandatory	Description of requirement for software, hardware and communication solutions
		<p>exist on the cluster server of <i>The Parliament of the Republic of Moldova</i>:</p> <ul style="list-style-type: none"> ■ Operation System: Windows 2008 Server; ■ Server WEB: Microsoft IIS 7; ■ Development platform: Microsoft .NET 4; ■ DBMS: Microsoft SQL Server 2008; ■ WEB applications platform: Microsoft Share Point Foundation ■ Encoding: UTF-8.
SHC 013	M	The generic program recommended for operating and interacting with e-Petitions is the Web browser.
SHC 014	M	The System will be compatible with at least 2 most recent versions of the following web browsers: <i>Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Opera</i> .
SHC 015	M	The compatibility with <i>Microsoft Internet Explorer</i> is mandatory.
SHC 016	M	e-Petitions will incorporate a Heart-beat service which will communicate regularly the normal functioning state of the system.
SHC 017	M	The system will include configurable means of logging.
SHC 018	M	The system is capable of producing at least the following levels of logging: <i>info; warning; error</i> .
SHC 019	M	The developer will list the means to be used for the troubleshooting of the system.
SHC 020	M	<p>The Developer will prepare means that facilitate system administration functions:</p> <ul style="list-style-type: none"> ■ starting system components; ■ stopping system components; ■ restarting system components, ■ creation of backup copy of the database, ■ data recovery from the backup copy, ■ refreshing operational memory of the system.
SHC 021	M	The system will operate in TCP-IP and especially HTTPS networks.
SHC 022	M	The developer will suggest other networking and utility for system operation.

7.2.4 Documentation requirements for the information system

The information solution will be accompanied by a complete set of documentation of the information system which includes the components included in Table 7.39.

Table 7.39. Documentation requirements of Information System e-Petitions

Identifier	Mandatory	Description of documentation requirement of e-Petitions
DOC 001	M	The developer will prepare and publish interactive guidance materials included in the interfaces of e-Petitions in the Romanian language.
DOC 002	M	The developer will develop and deliver the user manual in the Romanian language.
DOC 003	M	The developer will develop and deliver the administrator's guide in the Romanian language.

Identifier	Mandatory	Description of documentation requirement of e-Petitions
DOC 004	M	The developer will develop and deliver the installation and configuration guide of the system (which will include at least the code compilation, application installation, hardware and software requirements, platform description and configuration, application configurations, disaster recovery).
DOC 005	M	The developer will develop and deliver the technical specifications of the information system based on which will be done all activities for developing /accepting the information system (SRS and SDD).
DOC 006	M	The developer will develop and deliver the documentation of System Architecture with description of models in UML language, which will include a sufficient level of detail of architecture in several sections (including the logical and physical models of the data).
DOC 007	M	The developer will develop and deliver the documentation of API exposed for integration with other information systems.
DOC 008	M	The developer will deliver the updated technical design during the system development.
DOC 009	M	The developer will deliver all necessary electronic means for the description and validation of interfaces in WSDL language.
DOC 010	M	The developer will deliver the source code for the applications and components developed as part of the project.

7.2.5 Warranty and post-delivery technical support requirements of the information system

The bidder shall provide warranty and post-delivery technical support which shall include the sections in table 7.40.

Table 7.40. Warranty and post-delivery technical support requirements of the Information System E-Petitions System-Petitions

Identifier	Mandatory	Description of warranty and technical support requirements
GMS 001	M	The Developer shall provide warranty ant technical support for a period of 24 months after signing the acceptance sheet of the information system.
GMS 002	M	The warranty and the technical support shall meet the national standard SM ISO/CEI 14764:2005 – Information Technology. Software maintenance.
GMS 003	M	The Developer shall make available to the Beneficiary a Help Desk service, available in all working days of the year.
GMS 004	M	The Beneficiary shall call the Help Desk service on a national telephone number (according to the national numbering scheme of the Republic of Moldova).
GMS 005	M	Language of communication with the Help Desk service – Romanian
GMS 006	M	The Beneficiary shall be able to report technical problems via the ticketing mechanism, Email or instant messaging.
GMS 007	M	The Developer shall provide the Beneficiary with documentation support for technical problems and their traceability.
GMS 008	M	The time for responding to critical or blocking problems shall not

Identifier	Mandatory	Description of warranty and technical support requirements
		exceed 2 hours.
GMS 009	M	The time for responding to ordinary problems shall not exceed 4 hours.
GMS 010	M	The developer shall motivate the estimated time needed for solving the incident reported by the Beneficiary and report on the progress of solving critical or blocking problems every 4 hours, and for an ordinary problem every 8 hours, until the final resolution of the incident reported by the Beneficiary.
GMS 011		Changes made will be introduced into production/work using Parliament of Moldova Intranet only, in accordance with the requirements of the Regulation of change management of the Information Security Management System of the Parliament of the Republic of Moldova
GMS 012	M	The Developer shall demonstrate the capability to provide post-delivery technical support in line with the requirements GMS 001-GMS 011.

10. Bidding requirements

10.1. Requirements for the institutional capacity of bidders

Eligible to bid are companies specialized in the provision of IT services with minimum 5 years of experience, able to provide maintenance services for 24 months as per requirements specified under p. 7.2.5 Warranty and post-delivery technical support requirements of the information system. Preferably, the bidders have experience in developing and administering economic Information Systems.

The legal entities interested to apply should send technical and financial proposals which should include:

- Detailed description of the company (experience, human resources, management capacities and technical capacities in this field, etc.)
- Copy of registration documents;
- Company portfolio, specifying similar projects implemented;
- Reference of beneficiaries of the company for the last 4 years
- CVs of key staff involved in the project;
- Brief description of similar IT solutions;
- The detailed technical proposal, including functional hardware limitations, estimation of activities and their duration.
- Warranty and technical support period;
- Detailed financial proposal;
- Other relevant documents.