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## Questions and Answers

of 09 September 2013

### RfP "Development of the Petition Information Management System of the Parliament of the Republic of Moldova (E-Petition)" RfP13/00703

- Q.** 1) **Digital Signature:** Could you provide some more information regarding the public key infrastructure in place as well as the interfaces available to interact with M-Pass.
- 2) **Time Stamping:** Could you provide some more information regarding the time stamping service infrastructure and the interfaces available to interact with this service.
- 3) **Authentication service:** Could you provide some more information about the authentication service provided by the Centre for Special Telecommunications as well as the interfaces available to interact with it.
- 4) Should the ePetition system rely on a M-Pass service to grant access to the users? If so and in order to automatically map roles to users, could you provide the kind of attributes this service can return.
- A:** The bidding requirements state expressly that Offerors shall possess experience in developing governmental IT solutions. The Questions 1-4 from above are related to the strategies and solutions promoted by the Center for Electronic Governance (e-Governance), consequently it is desirable that the Offerors are acquainted with these. You may get known of the above mentioned by following the below links:
- [http://particip.gov.md/public/documente/143/ro\\_781\\_Proiect-HG.pdf](http://particip.gov.md/public/documente/143/ro_781_Proiect-HG.pdf)
  - [http://particip.gov.md/public/files/Proiect\\_Strategie\\_Tehnologica\\_Operator.pdf](http://particip.gov.md/public/files/Proiect_Strategie_Tehnologica_Operator.pdf)
  - [http://particip.gov.md/public/documente/143/ro\\_412\\_Proiect-Program-Interoperabilitate.docx](http://particip.gov.md/public/documente/143/ro_412_Proiect-Program-Interoperabilitate.docx)
- More details may be provided by the Center for Electronic Governance and/or I.S. "Centrul de Telecomunicatii Speciale".
- Q.** 5) **UC35. Notify users and public authorities:** what are the notification channels the ePetition System should support?
- A:** Notification will be made by e-mail message to the address provided by the petitioner as well as to the institution. In the case of institutions/authorities that will be responsible for examining the petition it will be the case to place such notifications in its virtual cabinet/room (such as once connected to the system the user be able to see the new-coming petitions).
- Q.** 6) Please confirm that – as mentioned during the pre-bid conference - Data migration is not anymore part of the scope.
- A:** Right. There is no need the migration to be done. The system will start from zero.

**Q:** 7) Please confirm that – as mentioned during the pre-bid conference - Data archiving is not anymore part of the scope.

**A:** Digital archive is not part of the scope. By digital archive the change of the petition status is meant. Thereby, when the petition's status is changed to "Closed" it has to appear in a different part which will serve as a virtual archive.

**Q:** 8) Please confirm that – as mentioned during the pre-bid conference - Digital processing (Scanning and OCR) is not anymore part of the scope. In that case, what should be the new processing scenarios involving paper documents?

**A:** e-Petition will not have an internal mechanism for OCR-ization. For digitizing document the external solutions will be used. The process of digitizing the petitions received in hard format is outside of the e-Petition System's objectives.

**Q:** 9) Please confirm that – as mentioned during the pre-bid conference - warranty period is now reduced to 12 months.

**A:** The warranty is of 12 calendar months.

**Q:** 10) TOR Pg. no. 5 specifies that the Integration with internal and external sub systems is required. Could you please clarify if these sub systems expose web services for integration or not?

**A:** Please, consult the TOR.

Referring to internal subsystems the integration with the Web page of the Parliament of the Republic of Moldova and Active Directory solution must be developed. Also, the Web services listed in Deployment diagram must be developed that will be further integrated with other IT subsystems.

Referring to external subsystems in the TOR there is explicitly mentioned: State Population Register, State Register of Legal Entities, M-Pass, M-Signal, Time Stamping.

**Q:** 11) Is there need for maintaining versions of a document or files?

**A:** The document versioning functionality is not required. The final version of the document only will be inserted in the Petition sheet.

**Q:** 12) Is there a requirement to import any existing electronic data into the newly developed application?

**A:** The data migration from the current version of the system is not required (will be taken into consideration only values defined in metadata catalogs and classifiers).

**Q:** 13) Does UNDP have any preferences for document management?

**A:** No. But it is welcomed the use of the Parliament of the Republic of Moldova software restrictions. A solution based on Microsoft Share Point is welcomed.

**Q:** 14) Could you please provide the expected performance criteria? How many simultaneous users the application is expected to support?

**A:** Please, consult the TOR (Table 6.35.).

**Q:** 15) Are you open to work with Third Party controls like Telerik? The development licenses will be barred by the UNDP.

**A:** The Offer must include the cost of licenses that will, also, be part of the contract. As well, the delta costs due to increase in the number of users must be reflected.

**Q:** 16) Is there any preference on technology platform like Microsoft or Java that can make use of your existing IT infrastructure?

**A:** Please, consult the TOR (SHC 011).

**Q:** 17) Is there a Central Database currently existing from where the application needs to get the information? For example - the staff personal details, their designations, division etc.

**A:** Please, consult the TOR. This data will be taken over from Active Directory.

**Q:** 18) Is there a requirement to design application that will also be used by visually impaired?

**A:** No. Such a requirement was not set explicitly. But there should be possible to adjust the text size.

**Q:** 19) Are the templates accessible to all users or it will be based on access rights? If yes, are the different types of templates configurable based on user types?

**A:** The system must allow configuration of access rights to the user interface and data (including categories of documents) for concrete user groups and users.

**Q:** 20) Is the multilingual requirement only for the web interfaces or it is also for the data? If yes is there a requirement for data translation?

**A:** It refers to the user interface. The content will be exclusive in Romanian. However petition text could be in Russian, also.

**Q:** 21) Please elaborate more on IDNP and IDNO codes.

**A:** IDNO – Identification Number of Organization. IDNP – Identification Number of a Person. These codes are assigned to the economic agents and/or individuals/citizens by the competent state authorities. One of the TOR requirements to the Offerors states that the applicant must be aware of the Peculiarities of the Republic of Moldova.