Pre-Bidding Conference Minutes

Elaboration of the Integrated Documents and Records Management System for the Local Public Authorities from the Republic of Moldova (RfP15/01026)

22 June 2015, 11:00

UN House Conference Room

Attendees: Representatives of >>> companies from Moldova
Agenda
1. Description of the RfP document
2. Questions and Answers

1. Description of the RfP document
JILDP/UNDP seeks a company to develop the integrated document and records management system for local public authorities from the Republic of Moldova, with initial piloting in 10 LPAs.

2. Questions (Q) and Answers (A) addressed during the Pre-Bidding Conference

Q 1. Could be the ToR modified after the Pre-Proposal Meeting or received answers to the clarification questions?
A 1: No, the RfP documents won't be changed.

Q 2. How many users are estimated per each local public authority? Are the structure of the LPA's involved in the piloting the same?
A 3: It is estimated from five up to ten users per each LPA. The institutional structure of the LPA's involved in the piloting is the same. In addition, the bidder should take into account that the total users estimated for the piloting phase is 100.

Q 3. Will each LPA have its own System Administrator?
A 3: No. The administration of the system should be performed in a centralized manner. For each LPA should be possible to be created separately workspace, archives and workflows, but it should be done by a System Administrator at the central level. The system is planned to be hosted in governmental cloud "MCloud". There will not be other servers for each LPA separately.

Q 4. Are the workflows of the LPA's similar to each other?

A 4: Yes.

Q 5. Are there some regulations or other documents available that describe the business-processes workflows?
A5: The information about the workflows to be implemented into the DMS will be available for the awarded company. Also, the winner company should perform the analysis and optimization of the business-processes workflows according to the possibilities of the proposed IT solution, during the Analysis and Design Phase of the Project.

Q 6. When the implementing company will perform the analysis and re-engineering of the workflows, who will approve the configuration of the system?
A6: JILDP, the State Chancellery and Electronic Government Center will be involved in the above-mentioned process.

Q 7. Could be project team provide more details regarding the electronic records management?
A7: The details are the subject of the Analysis and Design Phase. The ToR aims to provide a high-level description requirements for the solution not entering in too many details in order not to lead to a specific solution. The specific details should be identified and described by the applicant in the Software Detailed Design according to its proposed solution.

Q 8. Is it necessary to perform a presentation session of the proposed solution?
A8: No. There will not be organized presentation sessions for each bidder. The bidder should include all necessary information in its technical offer.

Q 9. Should the trainings to be conducted in any specific language?
A9: The trainings should be conducted in Romanian and Russian languages. If the case, the Service Provider should ensure translation.

Q 10. Which will be the database server that should be used by the system?
A10: The system is planned to be hosted in governmental cloud "MCloud". However in MCloud are available MS SQL Server, there are not any restriction regarding the technology and the database server. The bidder can propose any database, but it should be noted that in "MCloud" are available MS Windows Server operating system and MS SQL Server.

Q 11. What are the hardware specifications?
A11: The bidder should include in the technical proposal the specifications of the hardware needed for the proposed system. The needed resources specified by the winner company will be further requested from eGC.

Q 12. What about the integration with other information systems?

A12: The integration with other information resources should be performed through the governmental interoperability platform "MConnect", using web-services and secured standards/protocols such as XML, SOAP, and HTTPS. The data sets for the electronic data exchange should be defined during the analysis and design phase together with beneficiary. It should be noted that some of the data (i.e. data from State Registry of Population, State Registry of Legal Entities) are already available on the "MConnect" platform.

Q 13. How will the trainings be organized?
A13: The winner company will be responsible for the training process. The company should ensure classroom, catering, training materials and other necessary services, except transportation.

Q 14. How many workflows are planned to be implemented in the system for each LPA?
A14: It is planned to be implemented 5 up to 10 workflows.

Q 15. For how many LPAs could be extended the system after the piloting period?
A15: At this point it could not be estimated the number of the LPAs for which the system could be extended. The piloting phase will include 10 LPAs.

Q 16. Are the potential users from LPAs familiar with the PC and ICT?
A16: Yes. The users are familiar with the PC and ICT, as well with MS Office package or internet browsing. The company should not perform trainings on PC using.

Q 17. Is it necessary that the winner company to visit the involved LPAs during the Analysis and Design Phase?
A17: Yes and the bidder should estimate approximately 200 km go-back per each travel/LPA.

Q18: Is it necessary to include in the offer the price for the license per user?
A18: Yes. This information is important for further analysis if is it feasible to extend the system to other LPAs taking into account the costs per license.

Q19: The system should include the digital signature?
A19: It is important to note that the digital signature is provided by the eGC and the system should use this feature. The eGC will provide to the winner company the integration guide and code samples.

Q20: Should the system be only a web-based one or it is acceptable and other components or plugins?
A20: It is highly desired that the system to be a web-based one, but also it is acceptable other components, such as plugins for integration with MS Office applications.