March 25, 2015

OSCE Request for Proposal RFP/SER/11/2015 Software database and website development

**Summary of clarifications**

1) Could you please tell us if there is any measures hierarchy? How many levels of sub measures can exist?

A: No hierarchy measures exist

2) Would you able to communicate a budget so we can propose a proportionate bid in accordance with OSCE needs?

A: No

If you cannot communicate us that information, we are considering 2 options:

1- Fully customized software

a. Administrator will be able to manage the workflow and customize it as desired if future workflow changes are required.

b. Users management to easily add, edit and remove users to the site.

c. Possibility to use user roles to define the access and permission of any set of users.

d. Future features would be easier to develop.

e. Easier to maintain in the long term.

2- Predefined workflow software

a. Workflow would be predefined and any change to it will have to be planned and developed.

b. Simple user access control.

A: Fully customized/customizable software is preferable as the work flow depends on governmental organizations and is prone to change

3) What is the planned solution for hosting? For selection of the appropriate implementation technologies we need information regarding where the application is going to be hosted ad what are supported technologies / available licenses in hosting environment?

A: Hosting will be provided by governmental IT department. Server with appropriate operating system will be purchased specifically for this system and will depend on requirements of the system.

4) Does the system need to be implanted both as web solution AND standalone application, or it is up to us to choose the solution type where both solutions are equally acceptable?

A: The bidders are invited to propose the solution they feel is most appropriate, all solutions will be equally acceptable

5) Modifications of database structure, form client side (i.e. some sort of administration panel) imply modifications of data query logic (queries for storing and fetching data) as well as modification of forms for input and view of data so this functionality alone can be very complicated. To be able to precisely understand the scope of this request, could you please elaborate in more detail what do you assume by: “it will allow for the authorized users to enter, edit, view and process data available in the database, as well as modify the database structure if necessary.”

A: Enabling the database structure modification pertains mainly to the ability to add more attributes in the existing data tables without intervention of the developer in such a way that those new attributes be available in the input masks and custom queries. Aside from that it is expected from developer to deliver detailed description of database structure and source code of the system, so that it can be modified if needed by third party developers in case of disagreement with or dissolution of the company which originally developed the system

6) In which language(s) should technical documentation describing the system, system database, server and client software be provided?

A: It should be provided in Serbian language only.

7) In which language(s) should user manuals be provided?

A: It should be provided in Serbian language only.

8) In which language(s) should training and exercises, as well as technical support be provided?

A: It should be provided in Serbian language only.

9) As an output “Assisted LSGU employees in data import into the database” is expected – could you please elaborate in more details what falls under the scope of “assisted”?

A: The scope of "assistance" is help with understanding the mechanics and functionalities of the system in order to help LSGU employees import and input data into the system. It is not expected from the bidder to do the actual work on data import/input

10) Please confirm our understanding that server equipment with installed operating system will be provided by OHMR for installation. Please provide the specification of the server equipment and OS version.

A: Hardware and operating system will be purchased specifically for this system, so we expect the developer to have some leeway in that sense. On the other hand we expect the developer to keep the hardware requirements on a reasonable level.

11) Please clarify the currency of bid – EURO or Serbian Dinar RSD.

A: EURO

12) Annex E, Pricing format, Table Item 1 description refers to points 1) to 1f) in Annex D; those points do not correlate to Annex D.

A: The table in Annex D is updated to:

1) OPTION A: Software design/development

 or

 1) OPTION B: Provision of the off-the-shelf product

1a) The system should be based on a client-server model (IT department of the Government of Serbia) with server accessible through the internet and available for clients located in every municipality/city in Serbia. The system must have capacities to support at least a hundred clients working simultaneously

1b) System database will include different sets of data containing at least the following data: Global data, Census data – stored for every census starting with the one in 2011, Data entered every year for each city/municipality, Data entered every 6 months (based on operative action plan), Data entered every month (based on monthly reports on activities from operative action plan) – indicators, achieved results for the reporting period)

1c) Client side of the system will be developed to run through a standard web browser or as a standalone application

1d) The System server will be set up in such a way to allow for data access only through intranet and internet

1e) Software for both server and client will be chosen by the contractor. In case of commercial software ownership, all required licenses will be transferred to the OHMR

The table in Annex E is updated to:

1 OPTION A: Design/creation of a Monitoring System software using elements and attributes provided as per Technical Compliance Form ANNEX D including points 1a) through 1e)

 1 OPTION B: Off-the-shelf Monitoring System software as per Technical Compliance Form ANNEX D including points 1a) through 1e)

13) Is the company eligible to apply if it’s registered and operates less than 3 years in the market?

A: No, the company needs to exist and operate for more than three years

14. We are asked to provide Financial Statement for the last two years – will you consider this request fulfilled if we provide Audited Financial Reports for the years 2012 and 2013? We could provide the data for the year 2014, but only in the form of Statement, since the submission and audit of this report are in progress.

A: 2012 and 2013 reports are sufficient

15. We are asked to provide minimum two references with names and contact details. Could you clarify if the references should be provided by end users (clients) in the form of Recommendation letter, or they could be provided in the form of Statement on the Company’s memo, signed by the authorized legal representative and stamped?

A: References should be provided by end users (clients) in the form of Recommendation letter

16. As for the proposed personnel – does OSCE have and official template or predefined format for CV’s? If yes we would appreciate if you could send it to us. Do you expect other proof of competencies for the proposed personnel, such as diplomas, master degree diplomas, certificates etc.?

A: OSCE has no official template format for the CV’s; reference only to diplomas and certifications is sufficient, no need for copies

17. Vendor Registration Form – Section 4, question 2 asks for the Quality Assurance Certification Number. Do you expect us to provide the certificate number which proves compliance with ISO 9001 standard? If yes, should we provide in our Offer the copy of the certificate as well?

A: Please provide the information on certificate number which proves compliance with standard you are in compliance with; yes, you can provide us with the copy of the document when submitting the offer

18. In the Instruction to Bidders – Request for proposals (services), we downloaded from your web site, in more than one place you give reference to Section II Bidding Data Sheet. We did not obtain the document we are referred to for the detailed information (Bidding Data Sheet). Could you clarify and/or provide the missing document (if applicable)?

A: The document you are referring to is obsolete, thank you for noticing we’ll erase from the Instruction to Bidders

19. In the Request for Proposals it is not specified if we should provide copies of the Offer, nor how many. Could you please give us the answer?

A: No copies of the offer is required; one original is sufficient, please bear in mind that you need to separate the Financial from Technical offer

20. While the website is specified to be in Serbian and Roma language, what about the monitoring system should it be in these two languages too?

A: It is specified that only website will be in Serbian and Roma languages, therefore the system should be only in Serbian

21. What is the amount of data to be integrated and what format are the data sets?

A: Amount of data is unknown at the time. Mass data import procedures are expected to exist for future import. As such it is expected of the developer to at least enable import from text and excel files but the developer is free to define detailed composition of import formats to be used for the procedures

22. Will you be so kind to describe your request for: “enabling database structure modification (if necessary)” after an operational start of a project?

A: Enabling the database structure modification pertains mainly to the ability to add more attributes in the existing data tables without intervention of the developer in such a way that those new attributes be available in the input masks and custom queries (which will be addressed in the answer to question 3). Aside from that it is expected from developer to deliver detailed description of database structure and source code of the system, so that it can be modified if needed by third party developers in case of disagreement with or dissolution of the company which originally developed the system.

23. You state that a “contractor should develop procedures for mass data import”. Can you give us some information about an input data formats(s)?

A: Mass data import procedures are expected to exist for future import. As such it is expected of the developer to at least enable import from text and excel files but the developer is free to define detailed composition of import formats to be used for the procedures.

24. You state that “Client software will allow for creation of new queries and reprots as well”. Can you give us some informtion regarding this issue?

A: It is expected for the system users to have a need for generating reports for view and print based on the data in the system by request from higher instances or other institutions. The contents of some of those reports can be predicted and will be delivered to the developer during system development. However, there is a possibility that there would be request for non-standard reports from time to time and the users must be able to generate them without the need to contact the developer. It is not expected to have data export at this stage.

25. Please state what is the probability for a hundred clients working simultaneoisly having provided information that the system will be available for clients located in every municipality/city in Serbia but only LRC’s of 53 municipalites will ne responsible for regular collection and data entry. This information is cruical for prcing model.

A: Probability of having a hundred clients working simultaneously at the beginning of the project is almost zero, however - it is expected that this system will in future be used by all the municipalities and therefore it may happen that there will be that many users working at the same time.

26. Please state what hardware (servers etc) will be at our disposal for the implementation of the monitoring system.

A: Hardware will be purchased specifically for this system, so we expect the developer to have some leeway in that sense. On the other hand we expect the developer to keep the hardware requirements on a reasonable level.

27. What is meant by technical support for 1 year after the delivery of the system? What do you mean by “making additional small changes as required and help regarding the use of the system”?

A: Technical support during one year of delivery of the system will include making small adjustments to user interface if necessary in order to adjust it to the needs of the users. Help regarding the use of the system would best be described as a help using the functions of the system like creating custom queries. It can be regarded as an extended education on use of the system.

28. Functionalities

• Which kind of monitoring should we provide? We understand there may be a set of items/measures to be followed, with a current status assigned to it. Is that correct? Should we provide support for a customized workflow?

A: You understand correctly, there is a set of measures that will be followed/implemented. The monitoring should provide status in a sense of is it in implementation or finished and for some measures there will be quantative presentation of expected and achieved results.

• If a workflow has be developed, should we develop a workflow management page as well. This feature would give the possibility to manage states, actions to trigger (send emails, SMS, change other item status, etc) instead of having fixed ones.

A: The workflow has not been developed and at this stage it is preferred to have manual operation of connected actions if there are any.

• We understand file upload as documents to be assigned to the different items/measures. Is that correct? Do you expect any additional file upload mechanisms?

A: That is correct. In addition it would perhaps be good to have possibility to scan a document directly to data base instead of using external application for scanning. This is not a must

• Should we provide search functionality?

 A: Search functionality would be very welcome

• Is mobile version required?

A: Mobile version is not required.

• Is there any requirements for a specific framework (ie. Drupal, Wordpress) or is the bidder free to choose any existing technology.

A: Bidders are free to choose any existing technology they feel would be best suited to the task

• Is there any software in place right now that the new version will replace? Is the any data to be migrated?

A: There is no existing system, nor data migration. Mass import procedures are required for future use

29. Infrastructure

• About authentication, do you already have a user authentication mechanism or directory service that we should integrate with?

A: System authentication should be independent of other authentications in place because of diversity of work environments in local offices

• Is the website to be accessed from an intranet or will it be publicly accessible? Should we provide additional security measures? We understand SSL will be the minimum required.

A: Website will be accessible through internet, while only parts of it will be published for public use and others for authenticated users. SSL is the minimum required, but feel free to suggest additional security measures you think appropriate.

• Should we provide hosting?

A: Hosting will be provided by the Governmental IT department, there is no need for you to do it

30. We have a question regarding «Qualifications of Bidder» requirements that are listed in ANNEX C, TERMS OF REFERENCE for the monitoring system of the implementation of local measures for Roma inclusion through specifically designed software for a database and website: "at least one staff member with working knowledge of Serbian language» - is this a mandatory requirement or not?

A: If you currently don’t have staff member with working knowledge of Serbian language, it is mandatory to hire such staff member.