RFP/ODI/04/2018
Questions and answers

Question 1:
What is purpose of Project Beneficiary field? Is it the name of the mission?
Answer 1:
It is one of 6 options: Albania, Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo, Montenegro, or Serbia, i.e. where the respective Election Observation Mission was deployed.

Question 2:
What is source of the content we need to import to the database? (Word, Excel other sources) Can you provide an example? How many recommendations do you expected to import to Database?
Answer 2:
The source is an excel sheet which compiles Word data. This data includes the recommendations from OSCE/ODIHR election observation reports and European Union election observation reports for Kosovo. Links to these reports are in Chapter 4.

Question 3:
How many users do you expect to have?
Answer 3:
Chapter 10 provides 5 types of users. The numbers by category are
   i.   Users: viewing rights only: hundred at peak times, but difficult to estimate
   ii.   Data Entry Clerk: 2
   iii.   Administrator(s): 7
   iv.   Validator: 3
   v.   System Manager: 2

Question 4:
Can you explain what do you mean by PCL (Page 3 point 9.6), in other place you mentioned that pages should be printable and also PDF exports are required. So what do you need, any other type of printing?
Answer 4:
PCL stands for Printer Command Language (https://en.wikipedia.org/wiki/Printer_Command_Language) which is a de-facto standard in printing (developed by HP during the 80s).
PostScript and PDF are closely related to, albeit not the same as, the Printer Command Language. By exporting PDF, you're not implementing printing: you're implementing export to another format.
PCL comes into play when one clicks the print button in the browser (all browsers have this functionality to my knowledge). Therefore the browser will communicate in PCL with a printer (with the help of the printer driver) rather than export. It's a completely different medium/device.
The reference to PCL is there to raise awareness that:
   -   PDF export and printing the page could have the same outcome, but are not the same thing at all;
   -   Printer friendly web pages (styled accordingly for the 'print' media type) will get you a long way even without PDF export. Also, PDF export can be implemented by using a virtual printer.

Question 5:
What browser versions should be supported?
Answer 5:
11.2 states **"**support popular browsers such as IE, Chrome, Firefox and Safari."

Question 6:
What "transparent access logs" means? (Page 12)
Answer 6:
Logs containing the access requests to the system made by various HTTP clients should be available. These are useful in sniffing out bots or malevolent parties. The logs should not contain personal data.
Please have a look at the Apache HTTPD access logging facilities or Microsoft's IIS logging facilities.

Question 7:
What "Early election" means? Is it boolean field with Yes/No options?
Answer 7:
Early election is an election which took place earlier than expected. See https://en.wikipedia.org/wiki/Snap_election
Correct: it is yes/no option.

Question 8:
What is "Media news item" (Page 5 xvii) what type of it is? Text, url? Do you need single or multiple values for that?
Answer 8:
It is text + hyperlink. See example https://www.osce.org/odihr/elections/338721

Question 9:
What is Comment Box, is it just a text field (single per recommendation document) or comments system? What do you need?
Answer 9:
A box to include text + possible hyperlink.

Question 10:
What is "the final evaluation of implementation"? Do you need to have separate document type in the system? Or can it be achieved by adding final note to the recommendation? Can you provide how this should look like?
Answer 10:
The ODIHR recommendations are to be addressed / implemented by the project beneficiaries (Albania, Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia, Kosovo, Montenegro, or Serbia). The progress of addressing these recommendation is assessed in one category within 4.1 The database should contain reference to / recommendations should be divided by the following categories:… Fully, Mostly, Partially or Not Implemented.

Question 11:
How the users should be added? We suppose that Administrator will add users, is that correct?
Answer 11:
The system manager will be adding users.

Question 12:
On page 10th you wrote that the interface of the database should be externally accessible? What does it mean? Do you want to have an API? Or just option export some data to a file (e.g. CSV, Excel)?
Answer 12:
Simple reporting/SQL views over the database should be enough. So CSV/Excel or a user friendly admin page that can be exported via print/pdf.

Question 13:
In point 11.1 you wrote the minimum requirements of the system. Can you confirm if Azure WebApllication/Database meets these requirements?
Answer 13:
Running on an Azure plan will grant you a container for the application. Typically this will be a web application hosted on an IIS server managed within Azure itself. Microsoft claim to deploy their latest technologies on Azure, therefore the requirements of a decade ago should be met with any Azure configuration.
The databases provided as an Azure offering are SQL 2016+.

Question 14:
We can't understand "securely provide performance counters to specific groups of people (developers and IT/operations personnel)" - what should be monitored? What kind of monitoring do you need? Can you give a few examples please?
Answer 14:

This pertains to the implementation, therefore the answers should come from the implementing party. Depending on various times, one might have to monitor certain areas of the website more closely.

At a bare minimum, one would start by monitoring the time consumed in the database level, the time to access the cache (assuming there is one), the time to process the web request and the total time (from start of a web request until rendering is complete).

Question 15:
Hosting, you wrote that the hosting will be renewable on annual basis, should we include payment for first year in the offer, what about the next years?
Answer 15:
The financial offer should be for the period of 12 months with 2 (two) years of extension (three years in total).

Question 16:
Page 4 in TOR has the following info: The database should contain reference to / recommendations should be divided by the following categories:
•   Follow-up Activities text box (Who, What, When, Where, Why, How): e.g. Official Response; Date of Official Response; Method of Official Response; relevant document."
The Objective says: The ongoing assessment of the implementation of recommendations, subject to updates based on ongoing developments, will be reflected in the restricted-access side of the database and serve as a basis for planning and prioritization of activities to be undertaken.
Based on the above we understand that users will enter the recommendations and Enter Follow up activities when an Election Observation Mission is ongoing and same data will be used further for planning the activities. What is the scope to capture the activities undertaken? Will it be enough if we propose a text box that will allow free text as an input?
Answer 16:
Yes - a box to include text + possible hyperlink.

Question 17:
What are the other requirements for the usage of CMS for this application?
Answer 17:
The entire project is a CMS.

Question 18:
Reference Requirement 9.6:
The system should:
•   have the ability to export content as PDF;
•   Provide PCL directly when clicking the print button.
Do you need the system to have the ability to export each recommendation separately as a PDF? Or would it be enough if we provide 1 report for each observation Mission as a separate PDF?
Will it be sufficient if we provide a print view on clicking print button? Can you please elaborate why you want to use PCL from print button click?
Answer 18:
The system should provide for the possibility to identify and print the status (of the implementation) of a recommendation (s) by one single recommendation, by observation mission, by project beneficiary - by several categories etc. For example, to identify how many recommendations from Albania / from 2008 and 2012 / on Voter Registration / were partially implemented. And print that info.

Question 19:
Reference Section 10 in TOR:
•   Administrator(s)
        o   System will allow adding/deleting/editing/validating recommendations and categories 1-10
        o   System will allow adding categories 11-15
Is there a restriction that only administrators can add 11- 15 categories?
Answer 19:
Administrators, Validator and System Manager

Question 20:

Our understanding is that the Data entry clerk will enter recommendations data. They can save the data while they enter it. Once they complete entering, they can submit it to Validators. Validators will then review it and can send it back with their comments for further corrections. Once Validators are done with validating, the data is ready to be published. The Administrator can come in and update the data while any of this process is ongoing.

Could you please confirm if our understanding is correct?

Answer 20:

Yes, it is correct.

Question 21:

What is the expected load on this system? How many users per day are expected to use the system? How many Simultaneous Users are expected? This will help us size the hosting infrastructure better.

Answer 21:

It will vary by periods. It will be higher when the public interest is increasing closer to an election day in a specific country. At peak can be estimated at not more than 100, with 10-20 simultaneous.