

CLARIFICATIONS to RFP ODI/02/2021 – BATCH 3

17. What technology was used for the development of the public part? It is not Vue.js?

Please check the ToR and provided document on HIRP architecture.

18. Can we get a screen map or screenshots of the admin panel? How to access it? Do you have a Description of functionality, what it contains/implies?

Please check the provided user manual.

19. What user roles are there?

Please check the provided user manual.

20. Does language management apply only to the public part of the site or also to the admin panel?

To both parts of the system – public part and the admin panel.

21. On the current website, there are only Russian and English, while the documentation lists several languages, what is the reason? When reporting an incident, who translates into all languages, the administrator?

As per ToR - the system is provided with pre-installed language packs and translations in English, Polish, German, Bulgarian, Croatian and Russian languages. A Civil Society Organizations (CSOs - end users of HIRP who have their own instances of the system) may decide to use the platform in one or more languages. Please check the provided user manual – part on translations.

22. As Laravel migration is required, it is necessary to send a list of packages and dependencies used to estimate how long it would take.

Please consult the document on system architecture we shared earlier. Packages and dependencies are listed there.

23. Please clarify the sentence for separating the public and admin front end part: When performing the re-implementation, the task Separation of the public-facing Front-End and the Admin Panel should be taken into consideration. What does task separation mean here? Are the public site and the admin panel separate applications?

The public facing front-end and the administrative panel are separate applications. The process is to introduce an architectural separation between the two, so they can work in separate containers or different servers if necessary.

24. Can we get an npm package list to check which package number is not supported?

Please consult the document on system architecture we shared earlier. The NPM package list is included there.

25. Where can the geo-locations of the incident be seen on the current site? How are they marked, does the user pin when logging in?

Please check the user manual for details. The front-end part – reporting form includes question on the incident location and if Google service is enabled – based on user input the system suggests the exact location. No login functionality is available in the front-end part of the system.

26. For the GDPR- please write what is currently kept from user data and which would be removed upon request?

This may vary in each instance of the platform as Civil Society Organizations may decide to enable some questions or add their own but in principle the data would include names, email addresses and other data which can be included in the description of incidents.

27.

a) Are there currently data validations?

All fields in the forms are validated through Laravel Validation provided by the Illuminate\Http\Request object.

b) How is the error displayed to the user?

The errors are displayed to the user using the vee-validate-laravel package through the Vue template.

28. Does the current public page have anything to do with backend API?

There are approximately 70 API endpoints that allow the communication between the Laravel engine and the Vue.JS front-end part.

29.

a) Where should everything be validated submit and responded to?

The forms submitted via the public facing front-end should be validated at point of submission into the data storage. This data storage can be a separate MySQL, PostgreSQL or even a SQLite entity.

The data should be also sanitized at point of inclusion into the main database, where data is read from temporary storage, processed and added to the main database via automated (cron) task.

b) What can a user on a public page do?

Publicly available front-end part provides incident reporting form – users can submit information on incidents through the form. Users submissions are then analysed in the admin panel.

30. User-friendly update - are you thinking about future updates or the first transition to a new version of the application?

As per ToR introducing user friendly installation and update is a part of stage 3 so it should be developed as a part of this stage. The mechanism will be used for future updates as the installation and deployment of changes made a part of this assignment is a responsibility of a company - the winning supplier. However, to test out the user friendly installation, ODIHR together with a company may decide to use the mechanism to install some of the changes developed as part of stage 3 or 4 this way.

31. Which RDBMS is and which version (Is it MySQL ?)

MySQL is used, the versions can change based on the installation.

32. AWS is mentioned, so we are assuming preferred cloud partner is AWS, please confirm

AWS is not a preferred partner, other similar well-established solution could be used.

33. Would e-Zest manage or OSCE manage the hosting infrastructure?

No, hosting services are to be provided by the winning company. Having the hosting infrastructure is taken care by respectively – ODIHR for our test platform and by CSOs implementing HIRP – in case of their platforms. Some support with proper configuration of the hosting infrastructure or choosing right solutions may be needed.

34. We prefer deploying Laravel on ubuntu flavour of Linux, is ubuntu allowed in OSCE Environment?

Please note that there are different instances of the Hate Incident Reporting Platform – one test platform for ODIHR purposes and several implementations of the system by Civil Society Organizations co-operating with ODIHR. The nature of the project is that platform functions and is deployed on different environments.

35. Please state preferred Database?

MySQL or MariaDB.

36. Please state preferred project methodology

If the question is about whether Agile/Scrum or other project methodology is preferred/required, there is no such requirement. The development process is though divided into stages as per ToR.

37. Will all stages be delivered sequentially or can some activities run parallelly?

The stages shall be delivered and deployed sequentially. Some preparations to the next stage can run parallelly though.

38. Web and Mobile view – Are different views required?

Our preference is for single responsive mobile-first view that would automatically adapt to the screen size.

Preferably six breakpoints - <576px, ≥576px, ≥768px, ≥992px, ≥1200px and ≥1400px.

39. SSO – what is the authentication and authorization method? Any kind of SSO Integrated?

No SSO integration present at this moment. The authentication and authorization are implemented via Laravel out of the box App\User model and LoginController controller.

40. Could we get a Sample report?

To see how reporting form can look like - please find a link to the Reporting Form part of the HIRP of the ODIHR's test instance – <http://hatereporting.odihr.pl/> Please use it as reference only - note that it's a test platform and it is not fully in line with the current state of the application (as per code repository). Please find also a sample export document from the admin panel attached.

41. Could we get any documentation for current platform?

Please check the user manual and document on system architecture which were shared.

42. GDPR compliance – we are assuming the hosting environment will already have Features to enable compliance with GDPR

Please check the ToR on requirements concerning GDPR.

43. Please state target environment for installation

It should be possible to install the platform on any Laravel compatible system.

44. Please clarify which automatic site installer will be preferred, is there any preferred tool?

Any well-established open source tool.

45. “Installation on Other Systems – The current implementation of the platform can be Installed only on LAMP systems. A new installation script should be developed that will Guide users through the installation of the platform on other popular PHP Environments, such as XAMPP.” – Clarification, Provide List of environments

Any Laravel compatible system.

46. “Automated Back-Up System” – To be configured by hosting facility

Please check the ToR on requirements concerning automated back -ups.

47. Multi-factor authentication (MFA) – what is the type of MFA used?

Currently no MFA is used.

48. ‘Installing the project’ Please explain more about the installation process and which project will install? Current project developed in Laravel or else?

When referring to the installation process in ToR, we mean the installation of the Hate Incident Reporting Platform – consisting of two applications - reporting form and the admin panel. Please check the part of ToR on User Friendly Installation and Update for information on the installation process.

49. Project will be installed separately for different countries.

Please check the ToR on requirements concerning installation. The platform is used by Civil Society Organizations (CSOs) co-operating with ODIHR (operating in different countries) and by ODIHR (for test and training purposes only).

50. How many API endpoints are there in the current system?

Currently there are approximately 70 registered endpoints in the system.

51. Do you want any other new filters to be introduced?

Please refer to ToR on requirements concerning filters.

52. How many reports are there in the existing system?

We do not have information on exact number of reports stored in the systems of Civil Society Organizations (CSOs) co-operating with ODIHR, we can safely assume though that no more than several hundreds of reports are stored in any of the systems.

53. This filter applies to all existing reports?

If the question pertains filters as referred to in ToR point 5.1.5 D – yes, the filter should be applicable for both existing and newly created reports.

54. Should we add new reports during this phase?

If the question is whether new data – reports can be added within the time when the development process will be ongoing, the answer is yes – the CSOs are actively using HIRP.

As per ToR, we do not plan to add another reporting form beside the currently used one – hate incident reporting form. Please check ToR – points on Front-end - Additional Questions and on “on demand question form” which if implemented aims at increasing the flexibility in terms of how many questions of which type are available in the hate incident reporting form.

55. Should we allow the uploading of background images in colour management?

No, just changing color of the background should be supported.

56. Any language file will be uploaded for existing language placeholders?

Please check ToR part on language management for details.

57. Should we allow to download language files template with existing placeholder? So that admin can download and add placeholder value for new language.

Please check ToR part on language management for details. Yes, as per ToR - the system should provide a possibility of exporting the existing translations in a single human-readable data-serialization language file - one per language.

58. If language is disabled, should we hide that language field from submission from and admin panels from all forms?

Please check ToR part on language management for details. The language management should be updated to allow functionality of installation, removal and disabling of the languages within the platform. If a given language is disabled, the reporting form and admin panel in this language should not be visible for users.

59. If we remove language, it will be hard delete or soft delete?

Preference is for a soft delete by default with a possibility for administrator users to perform a hard delete, with proper warnings displayed.

60. If hard delete, will remove all language related placeholder files from the server if any.

As per answer above.

61. Which format should we allow for export? csv/excel, json, xml?

Please check ToR part on export – CSV/Excel and JSON should be supported.

62. Should we allow users to change language at front side?

Yes, front-end should be available in given number of languages and switching between language versions should be possible.

63. What format will be for human-readable data-serialization language file csv/excel, json or xml?

CSV/Excel.

64. Do we have a translation review system for admin in the existing system?

Yes, please check user manual for details.

65. We assume that translation review and adding missing data from the admin panel will be developed in this phase.

Please check the ToR for requirements per phase.

66. Installation process will ask for database configuration fields, database migration process, permission on require public folders or cache folder, Main language selection process etc. with proper error and success message, right?

Please check the ToR on requirements on User Friendly Installation and Update.

67. Update in terms for latest versions for Laravel and Vue.js?

Please check ToR which includes information on what should be done to address technical debt.

68. Should we allow the admin to restore from existing backups?

Yes, the purpose of making backup is that data can be restored.

69. Should we allow the admin to download backups from browsers? Or we just give the path info to the admin through the success mail.

Preference is for administrative users to be able to download the backups from the system itself, using the browser and passing all authentication steps. The success email with download link should be considered a Plan B.

70. "The submitted forms should be stored in a separate data entity, to be later incorporated into the main database." On which event or when these data will be incorporated into the main Database?

No events or triggers, only an interval based process. As described in step B. Introduction of Queue Mechanism for Data Incorporation, on a periodic basis the sanitized data should be incorporated into the main database.

The reason for the process is to introduce an architectural separation between the public facing front-end and the main administrative panel, so the two can work in separate containers or different servers if necessary.

71. When incident data is submitted, it will be stored in a separate database. Once the sync process completes it will load to the main database.

Please check ToR on separation of the public facing Front-End and the Administration Panel.

72. As per this process, after sync with the main database, should we remove data from frontend database?

Yes.

73. Is there any preferred authentication factor?

Please check ToR on Multi-factor authentication.

74. We can implement OTP which will sent to logged in user's registered email, Captcha, I am not Robot etc,

Please consult ToR for the requirements.

75. Which type of document to be updated? Developer guide or End user manual or both or any other?

End user manual, technical documentation, relevant installation instructions, Documentation of API Endpoints to be prepared.

76. Any preferable unit test tool or default Laravel's tool

Laravel's default integrated testing tools.

77. How CSOs will communicate to WiA?

Communication with CSOs is in principle WiA's task, we are in regular communication with CSOs who implement the platform. In case of communication concerning platforms deployment or other technical support concerning the platform provided to CSOs (as per point 6.3 of the ToR – other tasks), WiA will facilitate of the communication between the supplier and CSOs.

78. Even if we provide installation document, they do not complete the installation process, what will be the next step to complete installation? Will they communicate through email or any other media?

As per ToR - After each stage, implemented changes should be deployed to the ODIHR's test platform and to the platforms used by Civil Society Organizations (CSOs) co-operating with ODIHR. CSOs need to provide necessary accesses and information to make this possible. In terms of new organizations installing the platform after the development is finalized, if they need support with installation process this support will be offered as part of 'Support to CSOs' service as described in ToR point 6 (Other tasks).

79. Will prepare a platform where organization can enter their basic information and be able to download source code with installation and usage guide, right?

If you're referring to Open-source distribution requirements – details are to be discussed once decision on implementation of stage 4 is made but in principle yes, that's the concept. Maybe instead of providing possibility of downloading, we would provide access to a repository, to be decided.

80. For on demand question form require more information

Each CSO may have slightly different needs in terms of how their hate incident reporting form (main part of the front-end application) should look like. In case the solution described in point 5.1.4 D of the ToR (additional questions) do not prove sufficient, we may decide to proceed with on demand question form. This solution would offer more flexibility in deciding how the reporting

form would look like – in particular it would allow for adding new questions from a certain question type, like text field, drop-down elements, checkboxes, etc. – the number of the questions which are a part of the hate incident reporting form would not be limited and varied formats of questions would be available.

81. Export of structure of public facing report form will be in which format? Csv/excel, json, xml or Any other

No export functionality on front-end application is planned.

82. Export features will be public or for admin only?

Export feature is and should remain available in the admin part of the system only.

83. Import of form will create a new report form for the public?

No, the import functionality concerns import of data not a form. Imported data should be available and editable as all other incident data via admin panel.

84. Who will import the from end users or admin users?

Both import and export functionalities are a part of admin panel only, not available in the front-end application.