Date: 09 August 2012

Clarification Note # 2

Request for Proposal No. 03/UKR/2012 - Development of Software, Integration, Deployment and Maintenance of the Election Commissioner Recruitment and Training System

I. In accordance with paragraphs 8.2 and 8.3 of the Instructions to Bidders, the OSCE would like to provide the following clarifications to the Bidding Documents:

Question 1: The RFP doesn't address the subject of the training content. Am I correct in assuming that the OSCE and Ukraine will provide the content?
Answer 1: Yes, OSCE PCU contracted election training experts which are developing training content in partnership with the CEC.

Question 2: How the stages defined in the "Proposed Delivery Schedule" match the dates defined on page 42, points 124 to 126?
Answer 2: Points 124 to 126 describe the sequence of delivery for different ECRTS modules.

Question 3: How will the working samples of the software requested be used in the assessment of the proposals?
Answer 3: The samples of software will be used as practical demonstration of the Bidder's experience (please see part II.(i) of the Evaluation methodology, page 13)

Question 4: Which entity will have to upload training contents into the tool? The CEC?
Answer 4: After the ECRTS delivery, all content management will be done by the CEC. However, during the system development, the training content of the Online Training System will be created and uploaded by the OSCE PCU experts with the help of the winning Bidder.

Question 5: The financial proposal has a request to "seal" it. Can we use a scanned version of a real seal, as our company is located outside Ukraine, but we will print our response in Kyiv?
Answer 5: The bidders may use the scanned version of their seal to stamp the bidding documents in the respective parts where necessary, however, the bidding documents shall be also signed either by the authorized representative of the bidder or the person signing them shall have a power of attorney. The name(s) and title(s) of the authorized signatory shall be also indicated in the bottom of the Technical Submission Form.

Question 6: Must the Administrative interface be in Ukranian? Or it could be in English?
Answer 6: All interfaces of the final product must be in Ukrainian. At the development stage, the administrative interface may be in English; however, it should be translated into Ukrainian before the delivery of the product.

Question 7: Where the system must be installed? Could you please provide the specifications of the servers? Dedicated?
Answer 7: The specifications of the servers depend on the architecture of the proposed solution.

Question 8: Could you specify the typical formats of the training contents which you already have available?
Answer 8: The training content will include text with hyperlinks, graphics, animation and video.

Question 9: With regard to Points (14, 92), will the CEC provide an email server (with an official e-mail domain) that can be used to send notifications?
Answer 9: The CEC can provide such server if it is required according to the architecture of the proposed solution.

Question 10: With regard to Point (95), which are the characteristics of the staging/testing environment that the CEC will provide?
Answer 10: Characteristics of the staging/testing environment depend on the architecture of the proposed solution.

Question 11: (Point 79) What is considered by the CEC as an "equivalent operating system" to FreeBSD? Could it be a Windows server?
Answer 11: FreeBSD is offered free of cost and under terms of the BSD license. If the solution requires the use of some specific components (database software, different operating systems, etc.), their licensing conditions should be provided in the description of the system components, as set forth in the terms of reference (137), (138).

Question 12: In the "Proposed Delivery Schedule", Stage 3, it is mentioned that data from the Vybory system must be imported into the tool. Can you provide further details on the data that will be exported and its format?
Answer 12: The CEC plans to import to the tool the data on election commissioners from the past elections (such data is currently maintained in the "Vybory" system). It can be exported from the "Vybory" system using standard database file formats, such as XML, DBF, and DAT, as described in point 28. The bidder is expected to propose a solution which will allow the administrators of the system to construct fields of the database of the election administration.

Question 13: (28) Could the CEC provide sample files of the data they foresee that will be imported?
Answer 13: No.

Question 14: In the evaluation process, it is stated that the "Fail/Comply" requirements will validate that "the proposed solution meets ALL the mandatory requirements of the TOR". But the TOR does not define which requirements are mandatory and which are not. Could you please specify?
Answer 14: Meeting all mandatory requirements in this case means that the technical proposal should:
- contain solutions for all the modules and functional requirements listed in the ToR (parts A-J);
- contain solution for issue tracking system (point 103);
- contain solution for training of system users (points 114, 115);

- meet the main requirements to the use of the web technologies (points 71, 77, 79) and operating environment (point 79).

Question 15: With regard to Point (54), what events is this audit meant to track? Forum type questions and answers or training content changes? If the events being audited changes to training content, are they viewed by the proposed trainees or trainers?

Answer 15: Since most (or even all) of the contents published will be editable, we intend to provide a public record of those edits. There is no need to track changes of the contents that cannot be changed by the system users. If a comment is added or a forum-like facility is used, a message like "X has posted a comment <link> to Y on H:M" is sufficient if the contents cannot be changed later. This feature should be available to all system users (including anonymous viewers).

Question 16: With regard to Point (66), what is considered subset of data is considered to be "public"? Who will be able to access, and would they need a login or would this be available anonymously?

Answer 16: Public profile is, in fact, a record in a database of election administration. It can be linked to user's personal profile in case if the person from a database has registered as a system user. Due to the changing legal environment, the ECRTS custodian should be able to change the level of access to the database on its discretion.

Question 17: Point (57): It should be possible to correlate public access log information with the content published with the ECRTS and not with individual profiles of users. What do you mean by "public access log information"? That statistics about which contents have been visited shall be available?

Answer 17: "Public access log" is the pseudnymous facility described in the terms of reference section (56). It does not require the system to generate statistics, only the raw data to generate summary of access data is required.

Question 18: Point (81): Which kind of virtualization and/or physical servers has the CEC available to deploy the system development environment?

Answer 18: It will depend on the architecture of the proposed solution.

Question 19: Point (101): Which are the conditions by the CEC to determine who will maintain the ECRTS code?

Answer 19: System maintenance is not the subject of this contract. It is required to provide all tools and documentation at the completion of particular stage of the project which allow to perform maintenance functions internally or externally.

Question 20: Point (102): Could the CEC provide details on the characteristics of the servers that would be used to test the performance requirements?

Answer 20: It will depend on the architecture of the proposed solution.

Question 21: Point (106): What would happen if some third-party component used in the ECRTS does not allow to provide its source code?

Answer 21: If there is a system component for which there is no source code for the documentation it should be made available for version tracking in the form provided. For example, as a PDF document.

Question 22: Point (114, 115), is the training required for each stage (each release)? Or only for the ones that will be deployed in production?
Answer 22: Training will be required after delivery of every operational release.

Question 23: Points (116 to 120): which kind of post-delivery support is expected by the CEC? Must this be included in the current pricing or will it be considered in a different contract?
Answer 23: The deployment workflow described in points (116-120) should be used for initial deployment during various stages of this project, as well as in the acceptance process (for example bug reporting). It is required to provide tools and the platform for the maintenance process, but the process will be owned by the business owner of the solution. After the project is completed an additional support and maintenance contracts may be considered.

Question 24: In "Online Training System" we understand that system should have capability to upload video training material. Please confirm the video upload limit and if it will be having live streaming. (If yes for live streaming we need input about video streaming server).
Answer 24: The files with video materials will be created taken into account capabilities of the proposed solution. Video materials will be short (up to a few minutes) and preference will be given to the speed of work online, not to the quality of the video.

Question 25: In "Online consultation system and the knowledgebase" we understand that knowledge base should be searchable by the full text query, should this search functionality be secured?
Answer 25: Yes, this functionality should be secured in order to ensure protection from coordinated attacks.

Question 26: In section "Target Audience of the ECRTS" the list has 'Voters' in it. Can you please us the probable number of voters using the system.
Answer 26: It is expected that the ECRTS will be used only by voters who are interested to become members of election commissions or election observers. We estimate this number as up to 2 mln. people. This figure includes those of them who will be selected as election commissioner or observer.

Question 27: From the details provided in RFP, we understand that system will involve different types of user. We have identified the following types of users:
a. System Administrator
b. Users with capability to post questions
c. Expert User
d. Registered User
e. Unregistered Users
f. Trainers
Please let us know if any other roles will be involved in the system.
Answer 27: There are following types of users:
    1. Unregistered Users
    2. Registered User
    The registered users are differentiated as following:
- Self-registered users – with access to the online training system (reading mode), the knowledge base system (with the right to post questions), and the online qualifications assessment system;

-       Identified users – users, whose account is linked to their public profile (for example profile of election commission member in the database)
-       Experts – identified users, assigned expert role to manage content of the knowledge base and the online consultation system and online qualification assessment system
-       System Administrators - responsible for management of ECRTS users and personal profiles

Question 28: Requirement number 19 of Module C 'Online qualifications assessment system' states as follows:

It should be possible to obtain summary information about how many times a particular test has been taken as well as analyze answers. The following indicators should be reported by the application for every instance of the test taken:

Number of times the particular test and the question has been taken

Number of correct answers given for a particular test instance

Proportion of test participants that have given a correct answer to a particular question (test complexity).

List of the most common incorrect answers to a particular question.

Will this facility be available to all the users? Please confirm.

Answer 28: No, this facility should be available only to the experts managing content of online qualification assessment system and evaluating test results and to System Administrators.

Question 29: Requirement number 14 of Module B 'Online consultation system and the knowledge base' states that 'A notification system should be provided whenever new content is provided on the specific subject of interest (for example, a question posted in the system or a keyword)'. Can you please explain in detail how notifications will work? Who all should be notified about the update in content?

Answer 29: If a system user, for example, posted a question within "Online consultation system" in relation to a specific topic, he/she should be notified (by e-mail or other means that may be proposed by Bidders) whenever a new content appears in relation to this topic. Also experts should be notified whenever a new content or a question appears in relation to the topic(s) managed by them.

Question 30: Requirement number 22 of Module C 'Online qualifications assessment system' states that 'it should be possible to mark a particular test as work in progress or draft for further improvement'. Can you please elaborate the scenario?

Answer 30: E.g. if the system user can't finish the test for some reason, he/she can be given an opportunity to postpone it marking it as "work in progress or draft for further improvement". Of course, this opportunity should be given only in some cases (e.g. if the user is doing self-evaluation), while it should become inactive for other cases (such as official testing).

Question 31: Requirement number 35 of Module E 'System Users' states that 'The ECRTS user can be allowed to manage personal profiles of other parties'. We are assuming that this facility will be available only for the system administrator. Please Confirm.

Answer 31: Yes.

Question 32: Requirement number 27 of Module D 'Database of election administration structure' states that 'The system should maintain election administration composition data from the past elections'. Are we using any existing system for recruiting and training election commissioners?

Answer 32: No. At present the CEC has just a database containing information on election commissioners from the past elections which was filled post-factum (i.e. after election commissions were formed). As described under point 28: "There should be a possibility to import the election administration and management data from the election system of the Central Election Commission of Ukraine through standard database file formats, such as XML, DBF, DAT, etc."

Question 33: Should system have the ability to create custom reports?
Answer 33: The required minimum capability of the system to produce reports is listed in the TOR. You may offer a solution that allows for custom reports, but it is not required.

Question 34: Should the system single sign-on for authentication methods?
Answer 34: The system should use single sign-on property for authentication. Thereby, it should be enough for a user to log in only once in order to have access to all ECRTS modules which he/she is authorized to use.

Question 35: Are there any existing systems with which this system will have to be integrated?
Answer 35: No integration with any other system is required.

Sincerely,

Csaba Csizmadia,
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