Date: 09 May 2024

To: **All Bidders**
From: **International Development Law Organization, Headquarters Procurement Unit**
Subject: **Clarification Questions – RFP N_96_2024_SOM**

<u>**Clarification No: 1**</u>

Reference is made to IDLO RFP N_96_2024_SOM issued on 19 April 2024 for the Development and Delivery of Integrated Electronic Case Management System for Somalia's Justice Chain Institutions through IDLO Tenders website.

Please find hereunder the queries received and IDLO's response to them.

1. **Please provide clarification regarding the designated system language insert query?**
   - The designated system language for the proposed IECMS includes HTML, CSS, and JavaScript for the front-end. For the back-end, there is a choice between Python with Django or Flask, PHP with Laravel, and ASP.NET using C#. This selection aligns with the project's goals and leverages the strengths of each web based technology to deliver a robust, scalable, and user-friendly system.

2. **Could you specify the average number of forms, legal templates, and procedural document templates that require digitalization?**
   - At this stage, we can provide a rough estimate of approximately 2500 forms, templates, and procedural documents in total. However, it's crucial to note that the precise number will be determined in collaboration with the technical team representing the user institutions during the upcoming design phase. Their input and detailed assessment will allow us to refine this estimate and ensure it aligns accurately with the specific needs of the IECMS.

3. **Have the business processes been thoroughly mapped out? If so, could you kindly provide the corresponding documentation for various entities such as the courts, prosecution, corrections, and any others involved? If available, it would also be beneficial to know the number of distinct process types that have been documented?**
   - Thank you for your inquiry about the thorough mapping of business processes. While we appreciate your interest, at this stage of the procurement process, we are unable to provide detailed documentation of business processes, including those of the courts, prosecution, corrections, and the police. Please understand that the information we possess may contain sensitive government processes. Therefore, to maintain the confidentiality and security of these processes, we will share the necessary documentation with the winning bidder once the bidding process is completed. This will include details on the number of distinct process types that have been documented.

4. **Kindly specify the average number of cases processed annually?**
   - At this stage, we can provide a rough estimate of approximately 72,000 cases a year.

5. **Could you please specify the types of cases that will be processed by the envisioned system (civil, criminal)? It is particularly important to gain an understanding of the various case types handled by courts, prosecution, police, and correctional services?**
   - Both criminal and Civil cases.

6. **In the RFP document, there is a mention of the system's capability to integrate with other systems, including the Ministry of Finance for e-payment integration and other Departments and Agencies for party identification. Could you please elaborate on the exact number and scope of required integrations, and if those are existing systems or envisioned ones?**
   - The requirement involves both existing and envisioned integrations, and the exact number and scope of these integrations will be determined at a later stage of the project.

7. **If the migration of legacy data is within the project's scope, kindly specify the volume of data to be migrated from the existing systems and the type of database involved?**
   - The migration of the legacy data is within the project's scope and specifics will be determined later.

8. **Please specify the anticipated number of concurrent and registered users from each participating institution?**
   - Number of concurrent users are envisaged to be an average of 500-1000 users.

9. **Regarding the Hardware related requirements in the RFP, is the vendor responsible for infrastructure construction, or is there an existing infrastructure in place, with a need only for end-user hardware acquisition?**
   - The vendor is not responsible for infrastructure construction.

10. **Considering the potential cost implications of infrastructure setup, could you provide information on the budget allocated for this project? Additionally, please clarify if there is an opportunity for a separate procurement process for hardware acquisition?**
    - The budget for this project is fixed and has been determined based on our assessment of project requirements. It is not open for negotiation or discussion. Additionally, please note that the hardware requisition is an integral part of the overall project development budget. We have carefully planned for all project expenses within this budget. We appreciate your understanding and encourage you to proceed with your proposal accordingly.

11. **Is there sufficient access to electricity and internet connectivity in the locations where the system is intended to be deployed, assuming the hardware has been procured?**
    - Yes

12. **Since the system is designed to be cloud-based, could you please provide details about the specific cloud specifications and preferences, such as location requirements and any vendor preferences that may exist?**
    - IDLO will be responsible for hosting the solution until the development is completed and implemented. After that, user institutions will have the autonomy to select the cloud services that best suit their needs. These services should include, but are not limited to, robust scalability and flexibility, a strong focus on integration, advanced data analytics capabilities, efficient performance in handling large-scale workloads, and an emphasis on security.

13. **Contradiction between Annex D and Part 12 (A1) Instructions?**
    - The clear instructions on the submission of the financial proposal are detailed in part 12 (A1). Submission of the financial should be in a separate email password protected to tender@idlo.int In this email bidders must quote as per Annex F2 and should include annex D as part of the financial proposal.

14. **Payment Milestones?**
    - The winnig bidder will have the opportunity to discuss this with IDLO once the biding process is completed.

15. **Request for Clarification on Liquidated Damages Clause Regarding Delays?**
    - If delays are causes by a government institutions, then the liquidated damages for delays will no apply. This is only if the delays are attributable to the contractor.
16. **Are audited financials required for both firms if they are a joint venture?**
    - Only lead firm is required to submit audited financials.

17. **The RFP does not indicate any Somali language requirement as part of the system that is being developed the systems or conducting the trainings. Can you kindly clarify if our assumptions are correct?**
    - The training materials and the primary interface of the system will be developed in the Somali language. Any additional language-related requirements or considerations be discussed during the design phase with the technical team representing the user institutions. Their suggestions on this will be considered (if any).

18. **What are the different sources of documents in your organization (email, post, fax, portal etc.) ?**
    - Email, Online Forms, Scanned physical documents,Photographs / images,File Sharing Services i.e. Google Drive,and OneDrive

19. **Please mention the number of individual users who would login into the solution.   Please mention the number of institute users that would access the system. Please mention how many of these users would access the system simultaneously?**
    - There are four institutes (Police, Prosecution, Court, and Correctional Services) with a total of 1,000 users, and the system can support between 500 and 1,000 simultaneous users at any given time.

20. **We understand integration is required with: Govt Accounting system, Ministry of Finance for e-payments, other Departments, and Agencies for identification of parties. Are there any other third-party systems with which integration may be required? How many touch points are envisaged for integration? Please elaborate on the Use cases of these integrations?**
    - The requirement involves both existing and envisioned integrations, and the exact number and scope of these integrations will be determined at a later stage of the project.

21. **We propose Training on Train the Trainer basis. Please confirm if ok. Training to be provided in Somali Language. Partner to confirm resources.**
    - Please note that the training of ToTs and the system adminstrators is an integral part of the overall project development budget. Training to be conducted in local language(Somali).

22. **We understand that the following environments have to proposed other than production:**
    -Test Environment
    -UAT Environment
    -Disaster Recovery . Please confirm.
    - This is correct.

23. **Do you require clustering of the servers to be provided?**
    - While IDLO is responsible for the solution until development is completed and implemented, we acknowledge that user institutions will have autonomy in selecting cloud services that best align with their specific needs. The decision regarding clustering of servers should ultimately be left to the discretion of the user institutions upon implementation of the solution. However, we recommend that any cloud services selected by user institutions should be evaluated against the following criteria: robust scalability and flexibility, a strong focus on integration, advanced data analytics capabilities, efficient performance in handling large-scale workloads, and an emphasis on security.

24. **What is your preferred OS and DB?**
    - Preferred OS: Ubuntu Server
    - Preferred DB: PostgreSQL

25. **Is backlog scanning part of the current project. If yes, please mention the volume of documents and files that need to be digitized.**
    - No it is not part of the project scope.

26. **Newgen does not provide Hardware. We understand that partner would be taking care of the Hardware requirements of the RFP. Please confirm.**
    - Please be aware that the hardware requisition is a critical component of the total project development budget, and the hardware costs should be included in the financial proposal.

27. **Kindly confirm do we have to propose for a subscription-based pricing as well? Microsoft Azure would be the cloud vendor. Please confirm.**
    - The financial proposal should include hosting and any necessary additional software expenses. However, the selection of the cloud provider vendor will be determined by the user institutions once the solution is implemented.

28. **Do you have any existing system to manage your cases currently? Do you want to replace it or integrate with it?**
    - This proposed IECMS solution will replace any existing fragmented systems currently in use.

29. **Is there any migration required from existing systems?**
    - The migration of the legacy data is within the project's scope and specifics will be determined later.

30. **What is the volume of new court cases that are registered every month?**
    - At this stage, we can provide a rough estimate of approximately 6,000 cases a month.

31. **Do you have an existing portal, or do you want us to create it?**
    Do you want the citizen to have access to the system via portal for status check etc. ?
    - This has been well explained on the general features of the system page 21 of the RFP document which states "The landing page should also provide a possibility for a public user self-registration (e.g., citizens wishing to file a complaint or advocates who want to track the cases where they are selected as legal representatives of a case party). "

32. **What are the approximate number of documents per case filed?**
    - The precise number of documents per case will be determined in collaboration with the technical team representing the user institutions during the upcoming design phase.

33. **Do you want Full Text Search for retrieval of documents from the repository.**
    - Yes, Full Text Search for the retrieval of documents from the repository, along with OCR (Optical Character Recognition) capability.

34. **After the documents are archived do you want to apply retention and disposition policy to these files.**
    - This will be determined by user institutions at a later stage.

35. **Please explain your current archival process. What is done with the documents once the case is closed?**
    - In the manual archival process, upon case closure, physical documents are organized and labeled for identification. These documents are securely stored to ensure their safety and preservation. For retrieval, a comprehensive index is maintained, facilitating swift document location when needed. Retention practices strictly adhere to relevant legal and regulatory requirements, ensuring the responsible and compliant management of archived documents.

36.

37. **What is the volume and frequency of these reports that need to be generated?**
    - Reports need to be generated at the following frequencies: weekly, monthly, quarterly, semi-annually (half-year), and annually. The volume of these reports will vary and needs to be specified later based on specific reporting requirements.

38. **Is an online meeting software a part of scope of solution?**
    - Yes

39. **It is assumed that the customer will provide hardware for electronic signature capture. Please confirm.**
    - This assumption is correct.

40. **Do you want to vendor to provide an electronic signature solution, or do you want the vendor to integrate with your existing electronic signature solution?**
    - To provide an electronic signature solution.

41. **As per the requirement integration is envisaged with the SMS gateway. Kindly confirm if SMS gateway would be provided by the Customer.**
    - Yes, the SMS gateway will be provided by the user institutions.

42. **Do you use an existing Active Directory?**
    - No

43. **In Section E, sub section 2, Point 1 Page 19: For Criminal Investigation Module, we have Biometric registration management as one of the functionalities: there is no further description of the functionality in the document like it is for the other functionalities in the criminal Investigation module.**
    - In both the criminal investigation and prosecution modules, biometric registration functionality is closely integrated with evidence management. As such, it was not separated as an individual component. Nevertheless, the following are the essential functionalities it should encompass:

    1. Biometric Enrollment:
       - Capable of capturing and securely storing biometric data, such as fingerprints.
    2. Identification and Verification:
       - Equipped to utilize biometric data for precise identification and verification, particularly for cross-referencing with criminal databases.
    3. Criminal Record Linkage:
       - Able to associate biometric data with existing criminal records to expedite access to an individual's criminal history.
    4. Evidence Correlation:
       - Empowered to link biometric data with evidence collected at crime scenes, thereby aiding in the establishment of chain of custody and ensuring the integrity of evidence.
    5. Forensic Analysis Support:
       - Equipped to facilitate forensic analysis by comparing biometric evidence collected at crime scenes with known individuals or suspects, contributing to the resolution of cold cases.

44. **In Section E, sub section 2, Point 1 Page 19: For Criminal Investigation Module, can we get the whole list of expected functionalities. It is mentioned in the respected point that it should include the mentioned 5 functionalities and is not limited to them.**
    - In the realm of an Integrated Electronic Case Management System, which encompasses components the Criminal Investigation, Public Prosecution, Judiciary, and Correctional Services modules, it is imperative to recognize that while the core functionalities lay the foundational groundwork, the dynamic nature of the justice system often leads to the emergence of smaller yet equally vital functionalities during the design phase discussions with technical user institution teams.
    This acknowledgment of evolving requirements highlights the necessity for adaptability and flexibility within the design and development processes. Such dynamic adaptability ensures that the modules not only fulfill their primary objectives but also seamlessly integrate emerging functionalities that align with the unique workflows, regulations, and demands of each sector within the dynamic justice system. This approach ultimately results in a more comprehensive and robust IECMS, capable of dynamically adapting to the ever-changing needs of the justice system.

    This is a combined answer addressing Questions 44, 45, 46, and 47 regarding various aspects of Integrated Electronic Case Management System modules, emphasizing adaptability, flexibility, and the dynamic nature of the justice system.

45. **We observed that this tender is identical to the one published in 2023, with the same functional scope, deliverables, and project timeline. Previously, we refrained from submitting a proposal due to the limited feasibility of developing the IECMS for the identified sector stakeholders, delivering the required end-user hardware, and hosting the system on MS Azure within a 7-month timeframe. Conducting a requirements analysis, developing and customizing the system, performing comprehensive testing, and training all beneficiaries cannot be achieved in 7-9 months. Additionally, a 6-month technical support period is not effective, particularly considering the diverse beneficiaries who would require time to adapt and may necessitate frequent system changes. What are IDLO's observations on the feasibility of the project timeline?**
    - Yes, the tender is identical as the need is still the same. As for the development timeframe, we understand that the suggested timeframe is ambitious but it can be done as advised by industry

experts. However, it is too early to discuss this now because there will be room for modifications at the time of contracting in consultation with the stakeholders.

46. **Given that Somalia is undergoing a legal reform that will likely affect the timeline for digitalization, has IDLO accounted for potential project extensions and the associated risks? Could you please elaborate on the risk management strategy in this regard?**
    - The scope for this tender is limited to the federal-level institutions in Mogadishu and therefore, we don't foresee any risks related to potential or ongoing legal reforms. Moreover, we don't anticipate quick legal reforms in the works now that will impact the implementation of this initiative.

47. **With the updated criteria, we recognize that local experience is no longer mandatory, which implies international vendors are well-positioned to apply. However, the international expertise brings unique challenges that need to be addressed. We would like to know whether IDLO has considered the financial implications arising from the project's complexity and scale? For international vendors, factors like developing IECMS software for sector institutions (including translation services into local language), delivering end-user hardware (with transportation costs), and hosting the system on MS Azure, all while accounting for taxes, could significantly impact the budget, making it a multi-million project.**
    - We understand that this is a big undertaking and international vendors are encouraged to apply. However, the evaluation is a multi-stage process and financial proposals come last. Therefore, we will let the process take its course and make decisions in due course in consultation with the stakeholders.

48. **Could you please confirm that the attached clarification responses are applicable to the current tender or provide us with the revised version?**
    - This revised amendment is applicable to the current tender.

49. **When is the deadline for clarification submission?**
    - Any clarification requests received before 15 May 2024 will be answered accordingly. Clarification requests can be sent through the email tender@idlo.int. Please mention Clarification RFP N_96_2024_SOM in the subject section of your email.

This letter serves to inform that Amendment No. 1 to RFP N_96_2024_SOM will be posted in response to questions raised by Bidders.

For your consideration while preparing your response to the above mentioned [RFQ/ITB/RFP]. All other terms and conditions of the tender remain unchanged and remain applicable in full force.

We appreciate your continuous interest with IDLO and looking forward to receiving your valued offer.
Headquarters Procurement Unit
IDLO