

Date: 24 May 2024

To: **All Bidders**

From: **International Development Law Organization, Headquarters Procurement Unit**

Subject: **Clarification Questions - RFP N\_96\_2024\_SOM**

**Clarification No: 2**

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.

1. **Usually, our clients issue recommendation letters not for each member of the team involved in the project, but for the entire project as a whole. Please confirm that a recommendation letter issued by our client for a project in which our expert participated (proposed as a key expert for this particular assignment) will be considered as meeting the qualification requirements?**
  - No, unless the recommendation letter shows the name of the expert. As detailed in page 14 of the RFP document, you should attach proof of certificates/ recommendation of past projects participated/ led by each expert.
2. **To make the offer more informative, we ask you to increase the volume of each email to 30 MB. This will allow us to include more information, including visualizations detailing aspects of our offer.**
  - Please compress your files when sending them as attachments and if necessary send more than one email for the submission. Unfortunately, if the email is larger than 30MB our servers will not receive it.
3. **Do we understand correctly that only fingerprints are meant by biometric information?**
  - This has been well explained page 39 of the RFP document which states "Ability to record the biometric data of the suspect including images of fingerprints, eyes, and face in the Party's record.
4. **Do we understand correctly that the system should be integrated with fingerprint scanners?**
  - Yes, the Integrated Electronic Case Management System (IECMS) is required to be integrated with fingerprint scanners as part of its Criminal Investigation Module.  
This integration is essential for automating and enhancing the process of capturing and managing biometric data, which includes fingerprints.
5. **Do we understand correctly that "complaint" means a "call for service" - an oral or written message from a citizen regarding an incident that emergency services or public safety organizations (such as police, fire departments, and emergency medical services) are assigned to resolve, handle, or assist with.**
  - This has been described 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).

- 6. Please confirm that API integration with the existing e-payment system is provided.**
  - This has been detailed page 27 of the RFP document which states “The system shall have the capability to integrate with other systems such as the Ministry of Finance for e-payments, other Departments, and Agencies for identification of parties.”
- 7. Please provide a link to the e-payment system for preliminary review.**
  - The requirement involves e-payment feature as detailed in the functional requirement section of the FRP document (page 22), the exact system that will be linked for e-payment will be determined by the user institutions at a later stage.
- 8. Please confirm that integration with external databases will be implemented through the API.**
  - 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.
- 9. Please indicate the number of external systems to be integrated within the project.**
  - The exact number and scope of these integrations will be determined at a later stage of the project.
  - The RFP does not specify an exact number of external systems to be integrated with the IECMS. However, it does indicate that the system should be capable of integrating with various external systems such as governmental accounting systems and other databases relevant to the justice sector.
- 10. Do we understand correctly that within the scope of the project it is necessary to ensure integration with the system of electronic signature, stamp seal?**
  - This requirement involves the system to have an electronic signature possibility to sign the electronic documents in the case files.
- 11. Please confirm that the SMS sending service will be provided to the project team as a benefit of the ready-made service with which it is necessary to integrate through the API.**
  - This means that the system shall have a feature that allows the staff to track the case and that they can easily receive notification automatically of all actions regarding the case.
- 12. Do we understand correctly that the email service is necessary only for sending system notifications, while each department involved in the process use its existing mail service for other communication tasks?**
  - Yes, the email service within the Integrated Electronic Case Management System (IECMS) is primarily intended for sending system notifications.
- 13. Is there an electronic state calendar to determine working days for integration with the new system?**
  - This will be determined by the user institutions during the upcoming design phase.
- 14. This requirement of a virtual/remote meeting can be implemented by various methods - meetings using video cameras, virtual courts, etc. Moreover, most of them require the use of equipment - cameras, voice recorders, etc. - which are not provided for in the current requirements. Please describe your expectations for this requirement in detail. Give examples.**
  - This requirement shall have session recording and video camera features.
  - The requirement for virtual or remote meeting capabilities in the IECMS includes providing

functionalities for virtual court sessions and remote case management meetings. These features should support secure, real-time video conferencing for various participants such as judges, lawyers, and defendants. It is essential that these capabilities integrate seamlessly with existing video conferencing tools

15. **Are there government requirements that would limit the storage or processing of personal or other sensitive data outside of countries?**
  - This issue will be determined by the user institutions during the upcoming design phase.
16. **Since the system involves many participants in the law enforcement process, we expect the beneficiary to appoint several Product Owners responsible for each step of the process.**
  - The service provider will closely work with a task force appointed by the user institutions.
17. **Do we understand correctly that access to Microsoft Azure Cloud storage will be granted to the project team by the beneficiary?**
  - No, the selection of the cloud provider vendor will be determined by the user institutions once the solution is implemented.
18. **Government Standards: Adhere to government data protection regulations and any institution-specific standards and guidelines for data protection, where relevant. Specify which standards are in question.**
  - The service provider will be guided by the national data protection regulations, and a copy of the regulation will be shared in case required.
19. **Do we understand correctly that the domain names will be provided by the beneficiary?**
  - Yes
20. **How much storage should be provided for hosting?**
  - This will be determined by the user institutions during the upcoming design phase.
21. **Given that part of the requirements can be implemented by different methods, we would be grateful for the provision of an approximate expected budget (range).**
  - As this is a competitive bidding, we cannot disclose anything related to the budget as it is not allowed by IDLO's policy.
22. **Are we correct in understanding that captured fingerprint images must be transmitted to an external Automated Biometric Identification Systems (ABIS) via API?**
  - Yes, it's correct, Captured fingerprint images need to be transmitted to an external ABIS via an API, this will allow to perform necessary identification or verification tasks and return the results to the system.
23. **Do we understand correctly that ABIS will return a unique identifier (index) of the recognized fingerprint, which will also be stored in the database of the new system?**
  - Yes, it is correct. When the ABIS processes the fingerprint images, it will return a unique identifier (index) for the recognized fingerprint then stored in the database to link the corresponding individual record for verification and identification purposes. This has been detailed page 27 of the RFP document which states "The system shall have the capability to integrate with other systems such as the Ministry of Finance for e-payments, other Departments, and Agencies for identification of parties."

24. Is there a database in Somalia that contains the status of a lawyer (license number, bar association membership, etc.)?

- No

25. Do we understand correctly that under monitoring is meant the consolidation of inmate's health insurance information via integration with the insurance database by API?

- No, we are not aware of existence of such database.

26. Do we understand correctly that the national authorization service (e.g. eID, BankID) will be used for authorization?

- No need of using national authorization service (e.g. eID, BankID) for authorization, standard login where users can access the system via their credentials is sufficient.
- No need of using national authorization service (e.g. eID, BankID) for authorization, implementing Multi-Factor Authentication (MFA) is a robust alternative for authorization in the Integrated Electronic Case Management System (IECMS).  
MFA enhances security and provides a flexible, secure method for verifying user identities.

27. Provide information on which electronic signature / stamp should be integrated.

- This will be decided during the design phase.

28. Does the current legislation provide for the use of electronic signatures and stamp?

- Practically the user institutions use electronic signatures and stamp.

29. Please indicate where the system should be deployed?

- The system is cloud-based and no need of deploying server.
- The Integrated Electronic Case Management System (IECMS) should be deployed in a cloud-based environment, leveraging services from reputable cloud providers.

30. Does the beneficiary have the ability to provide two geographically separated data centers to support the deployment of primary and emergency instances?

- As the system is cloud-based, no need of establishing data centers.
- As the system is cloud-based, there is no need for the beneficiary to provide two geographically separated data centers. Cloud services robust disaster recovery solutions by maintaining multiple data centers in various geographic locations. And this will handle all aspects of physical and operational security, data redundancy, and disaster recovery.

For your consideration while preparing your response to the above mentioned 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**

Headquarters  
Viale Vaticano, 106  
00165 Rome, Italy  
Tel + 39 06 4040 3200  
Fax + 39 06 4040 3232  
idlo@idlo.int

Branch Office  
Hofweg 9E  
2511AA The Hague  
The Netherlands  
Tel + 31 70 240 0870  
thehague@idlo.int

Office of the Permanent Observer  
to the United Nations  
336 East 45th Street, 11th floor  
New York, NY, 10017, USA  
Tel + 1 212 867 9707  
newyork@idlo.int

Office of the Permanent Observer  
to the United Nations  
23 av. de France  
1202 Geneva, Switzerland  
Tel + 41 22 734 41 40  
geneva@idlo.int

idlo@idlo.int  
www.idlo.int

 @IDLO

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