



## Clarifications & Queries

| S.No. | Query Reference                      | Queries  | Response from UNFPA   |
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| 1     | Integration with Existing Systems:   | Can you provide a detailed list of all existing systems, including the technical stack, with which the Import Module needs to be integrated?                                       | See the functional requirements: FR 11.05, FR 11.06, FR 11.07, FR 11.08   |
| 2     |                                      | Are there any specific protocols or APIs required for integration with the State Registers and other governmental systems?   | The shared government services must be integrated directly (using SAML protocol). The state registries will be integrated through MConnect Government Service Bus (see the Figure no. 2.1 and <a href="https://mconnect.gov.md">https://mconnect.gov.md</a> ) |
| 3     |                                      | Should the Import Module have its own UI, or will it integrate with existing NBS systems? If the latter, are there any UI frameworks or design standards that need to be followed? | Yes. A dedicated UI must be implemented   |
| 4     | Data Security and Compliance:        | Could you specify the data security and compliance requirements for handling personal data during import and integration?  | All these requirements are contained in the sections 1.2 and 6.9  |
| 5     | Data Migration:                      | What is the expected volume of data to be migrated, and are there any specific formats (CSV, XML, JSON) required?  | More than 3 millions of records. According to the ToR the format will be common agreed between NBS and Vendor.  |
| 6     |                                      | What is the expected size of the data to be migrated?  | There is no estimation regarding the size of the data to be migrated, the expected number of records to be migrated is more than 100 million records.   |
| 7     |                                      | Will the data provided in structured or unstructured format?   | Only in structured using a common agreed format   |
| 8     |                                      | Will test data or a staging environment be provided for conducting the data migration?   | All the migration activities will be done in NBA environments (see the requirement MIG 009)   |
| 9     | System Architecture and Scalability: | Are there any specific requirements for the system's architecture, such as cloud-based vs. on-premise deployment?  | See the requirements included in the section 6.2  |
| 10    |                                      | What are the expected concurrent user volumes, and are there any scalability benchmarks we need to consider?   | See the requirements included in section 6.5  |
| 11    | Technology Stack:                    | Is there a preference for a specific technology stack (e.g., frontend, backend frameworks, database)?  | See the requirements included in section 6.3  |
| 12    |                                      | Are there any restrictions on the use of open-source software for the development?   | See the requirements included in section 6.3  |

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| 13 | Post-Implementation Support:            | Can you clarify the type of support expected during the 12-month post-implementation phase? Will this be solely for bug fixes, or will there be requests for minor feature enhancements as well?                            | Only bug fixes and minor enhancements.  |
| 14 | Training and Knowledge Transfer:        | How many users and administrators are expected to participate in the training sessions?   | See the requirements included in section 7.7  |
| 15 |   | Is there a preference for training delivery mode (in-person, virtual, self-paced)?  | See the requirements included in section 7.7  |
| 16 | Development Methodology:                | You mentioned using an Agile approach. Are there any specific Agile tools or methodologies (e.g., Scrum, Kanban) that the team prefers or currently uses?   | A hybrid approach is requested (Agile with a phase of business analysis). No mandatory requirements for Agile methodology to be used. |
| 17 | Acceptance Criteria and Testing:        | Can you provide detailed acceptance criteria and testing protocols for each phase of development?   | See the requirements included in section 7.8 and 9.2  |
| 18 |   | Are there any specific tools or environments that we need to use for testing and quality assurance?   | See the requirements included in section 6.7 (UI 003)   |
| 19 | Localization and Language Support:      | Are there any requirements for supporting multiple languages or locales for the user interface or documentation?<br>Does the system need to support localization for different languages, time zones, or regional settings? | User interface in Romanian (UI 003). Documentation in Romanian or English (MG 011)  |
| 20 | Additional Licenses and Software Costs: | Are there any additional software licenses or third-party tools required? Should their costs be included in the financial proposal, or will they be procured separately?  | Yes. Any licenses of commercial software must be included in the financial offer (TS 015 and TS 016).                                 |
| 21 | Budget Allocation:                      | Is there a specified budget range for the development and implementation of the Import Module?  | UNFPA does not disclose budgets, bidders are asked to present their best possible offers  |
| 22 | Resource Allocation and Costing:        | Could you specify if there are any limitations or preferences on the number of resources assigned to the project?   | No, there are not   |
| 23 | Data Handling and Processing:           | What specific types of administrative data will the Import Module handle (e.g., demographic data, health records, migration data)?  | See the requirements for UC11 (Table no. 5.11)  |
| 24 |   | Are there any specific data transformation or cleansing requirements prior to import and integration?   | Yes. See the requirements MIG 005 and MIG 006   |
| 25 | System Performance and Response Time:   | Are there defined performance benchmarks for response time, data processing speed, or API call limits?  | See the requirements included in section 6.5  |
| 26 |   | What is the acceptable downtime for the system, and are there specific requirements for high availability and disaster recovery?  | See the requirements of the section 6.9 and 8.2   |

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| 27 | Interoperability and API Management:        | Will there be a need to support multiple versions of the APIs for backward compatibility?   | No. Will be used mostly the endpoints provided by MConnect GSB  |
| 28 |   | Are there any existing middleware or API gateways (e.g., MuleSoft, WSO2) that need to be utilized, or is there flexibility in choosing new ones?        | MConnect Government Service Bus developed based on WSO2   |
| 29 | Data Validation and Error Handling:         | Are there specific data validation rules or workflows for handling errors during data import and processing?  | Yes. See the requirements MIG 005 and MIG 006   |
| 30 |   | Should the system support automated notifications or alerts for data validation errors or inconsistencies?  | Yes. See the requirements included in Table 5.4   |
| 31 | User Roles and Permissions:                 | Could you provide more details on the user roles and permissions that need to be implemented (e.g., administrator, analyst, data importer)?             | The system must provide a dynamic toll for rights configuration. The roles and rights will be configured before putting into production. See the requirements included in Table 5.7 |
| 32 |   | Is there a requirement for role-based access control (RBAC) or integration with an identity management system (e.g., LDAP, SSO)?                        | Yes. As SSO the MPass shared government service must be used.   |
| 33 | Deployment and Infrastructure Requirements: | Are there any specific infrastructure or hardware requirements for on-premise deployment, or preferred cloud service providers (e.g., AWS, Azure, GCP)? | MCloud (common government technological platform) must be used as a cloud service. Kubernetes will be used as a deployment solution.  |
| 34 | Audit Trails and Logging:                   | Are there any requirements for detailed logging, audit trails, or data provenance to track data changes and user actions?                               | See the security requirements (section 6.9) and section 5.15  |
| 35 |   | Should logs be stored in a centralized logging system (e.g., ELK Stack, Splunk), and are there retention policies for the logs?                         | See the requirements included in Table 5.14 and Table 6.14  |
| 36 | Integration with Third-Party Systems:       | Will the Import Module need to integrate with third-party software for additional functionalities such as reporting, analytics, or data visualization?  | Only shared government services (MPass, Mlog, Mnotify)  |
| 37 |   | Are there any specific third-party services or data providers that the module should connect with?  | See the requirements specified in Table 5.11  |
| 38 | Scalability and Load Testing:               | Are there predefined criteria or tools for conducting load testing and ensuring the scalability of the module?  | No. The vendor must provide the methodology and develop the test cases. See also the requirements included in section 6.5   |
| 39 |   | Should the module support dynamic scaling based on traffic and data volume?   | Yes   |
| 40 | Compliance and Regulatory Requirements:     | Are there any country-specific regulations or compliance standards (e.g., Moldovan laws on data protection, ISO standards) that need to be adhered to?  | Yes. See the sections 1.2 and 6.9   |
| 41 |   | Should the solution support encryption for data at rest and in transit, and what are the specific encryption standards to be used?                      | Yes. To be discussed with NBS during the business analysis stage  |
| 42 | Data Backup and Recovery:                   | What are the data backup and recovery requirements for the Import Module, including frequency, retention, and recovery point objectives (RPO)?          | No. The backup generation must be configurable.   |
| 43 |   | Are there specific guidelines for automated backups or manual interventions in case of data loss?   | There are no specific guidelines regarding the back-up. The back-ups must be set on the MConnect platform   |

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| 44 | Experience:   | It is mentioned that It is preferable for the Bidder to have experience in developing and implementing complex solutions intended for CPAs and LPAs in line with e-Government initiatives in the Republic of Moldova - Would it be an disadvantage if the bidders like us have not worked with Moldovan Government on such initiatives in past but we are keen to work with them on the merit of our technical strength? | If the technical and financial offers will be the best, we think no impediments to win the project  |
| 45 | Experience:   | Are any specific areas of Statistics required to have experience in? Per "Proved experience in software development in statistics [...]"   | No specific preferences. But it will be easier to interact with NBS if there is existing experience in demographic statistics.  |
| 46 | Bid Evaluation  | The Bid Opening is public?   | No, Both the technical and financial bid opening are done internally by an UNFPA evaluation panel   |
| 47 | "Duty Station: Republic of Moldova" - What does this mean?  |  | It means that the official workplace is in Moldova.   |
| 48 | Talks about 8 major tasks but listed only 6. Please clarify.  |  | There are 6 major tasks as per Terms of reference: Task 1: Project Preparation; Task 2: Design and development of IM ADS; Task 3: Data migration and population; Task 4: Users trainings; Task 5: Finalization and stabilization of the IM ADS; Task 6: Post-implementation Support and Maintenance |
| 49 | "Post-implementation support and maintenance" (pg. 29) vs 12 month warranty (pg. 30)  |  | The post-implementation support and maintenance activities shall be performed during twelve (12) months and the 12 months warranty is the same timeframe.   |
| 50 | The source Document has conflicting information on the number information system that provided data integration points please verify the correct no of systems  |  | Please use the information from the translated taskbook   |
| 51 | Can we assume these APIs are readily available?   |  | MConnect platform will provide APIs for external systems, rest must be developed onsite   |
| 52 | a) How much of a data volume is available for data migration, also what is the database and data source   |  | There is no estimation regarding the size of the data to be migrated, the expected number of records to be migrated is more than 100 million records.   |
| 53 | b) If paper-based data sources how will digitisation happen?  |  | No paper data sources   |
| 54 | we cannot find the functional and non-functional content for the rfp please provide assistance.   |  | The functional and non-functional content is available in the Technical Specification document. Chapters: 4, 5 and 6  |
| 55 | Could you please share the forecasted budget for this project to prepare the financial proposal accordingly?  |  | No budget is disclosed, each company should estimate on its own the necessary workload and price for requested services   |
| 56 | This project can be achieved with a hybrid module of On-site and Off-site resource plan for a cost effective approach, in this case may I please know your expectation in On-site visits during the project period? |  | The visits on-site will be required to ensure proper integration of the admin data. Each company should estimate how many visits there may be necessary   |
| 57 | Is it possible to extend some more time to raise clarifications?  |  | Was agreed to extend the deadline for submission of questions until October 18, 2024  |

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| 58 | This tender requested all the materials to be in English. We believe even the final solution should support only English language. If this understanding is different, please clarify.  | The final solution is not necessary to be in English. The mandatory language supported by the solution in the end should be Romanian  |
| 59 | If the project is awarded, will you be assisting us to receive VISA for the Vendor?   | No VISA assistance will be provided.  |
| 60 | Our Human Resources are not fluent in Romanian or Russian language but well versed to coordinate in English. Will this be a problem for International Vendors to participate in this tender?  | This is not a problem, as English is the main language for participation.   |
| 61 | Objectives require to integrate IM ADS with a number of existing systems with Stage Registers, IT systems, Statistical units, etc. We would like to know whether these entities already have any APIs developed and any common data interchange system like an ESB is available. Also please advise whether this information is in Files or available in Structured Databases. Is the M Connect system connecting all of the entities ? | MConnect is like a proxy-service between systems. All State Register data is stored in databases. As long as a particular set of data is available to MConnect, it can be consumed by a third-party system. |
| 62 | The RFP outlines the usage of an open and interoperable data model – We assume that you are referring the data model we would use to store the data collected by the different entities. Do you have any reference data models which should be used or can we stick to the model outlined in the Task book  | We stick to the model outlined in the Task book   |
| 63 | The Diagrams in the Task book are still not translated. At least if we could have the main diagrams translated it would be easy to understand the overall architecture – Specially the Diagram “Architecture of Computer System Figure 2.1. MISDA architecture.   | Please check the unofficial translation of the task book  |
| 64 | Sometimes the data arriving from the source systems might be different from the data structure at the destination. How do we perform the required transformations. Is M-Connect having these capabilities and will we have access to M-Connect to design custom transformation of data ?  | The transformation or mediation of the message is done by MConnect. The end consumer receives the same response structure each time, as described in WSDL   |
| 65 | Is M-Connect having capabilities of getting the real time events (E.g Message Queue or Kafka) related data for the events outlined in the RFP (E.g Events of Health Statistics, social protection) ?  | There is MConnect Events, based on the CloudEvents specification. Each institution can publish events and consume events through MConnect Events  |
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