



International Organization for Migration (IOM)
The UN Migration Agency

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Development of special software “Register of readmission and transit applications”

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The Bids Evaluation and Awards Committee of IOM Ukraine hereby issues Bid Bulletin No. 1515-03 to answer the following requests for clarifications:

I. For the Terms of Reference (hereinafter – ToR)

- 1. General system requirements contain information on the need to implement an integration module to provide automated information exchange with departmental systems such as GART-5 in the SBGSU, electronic document system "Megapolis" in the SMSU (page 11 of the ToR). What level of integration is planned? How many entities, what are the entities, the number of attributes, the composition of the data?**

IOM’s Official Answer:

Detailed requirements for the information exchange, such as exchange format, exchange regulations, request / response attributes and other requirements, shall be specified by the chosen service provider at the stage of development of detailed technical specification.

- 2. Please clarify whether it is planned to develop or purchase licenses for secure communication channels that should provide a reliable level of protection of confidential information by using software or hardware encryption tools certified in Ukraine, as well as encryption tools that will be used and which should provide the possibility of convenient installation in remote workplaces of EU countries (page 12 of ToR) or are these protected communication channels and encryption tools already built (purchased)??**

IOM’s Official Answer:

Creation of the secure communication channels, including purchase of equipment, is not foreseen under this TOR and shall not be a task for service provider selected upon results of this tender.

- 3. In accordance with the list of components and their main features, the access control module should maintain a register of access parameters to the system modules physically located in different competent authorities in order to organize the access of remote users to the modules in accordance with the functions assigned to such competent authorities (page 12 of the ToR). According to the scheme in picture 1, there are two access modules. Does this mean that each of**

these modules must maintain a register of access parameters to system modules, or there is one common access control module for the entire system?

IOM's Official Answer:

The scheme shown in picture 1 is an indicative top-level architecture. Selected service provider shall develop the target architecture taking into account the above-mentioned requirements at the stage of development of the detailed technical specification.

- 4. In accordance with the list of components and their main characteristics, the supplier should analyze the current methods of providing access for users, that are used by beneficiaries, identify and agree with the beneficiaries access control standards, specify these standards and their detailed description in the project documentation (page 12 of the ToR). At which stage of the service (works) provision shall this analysis take place?**

IOM's Official Answer:

In accordance with the ToR, this analysis must be performed at the second stage of the services during development of the detailed technical specification.

- 5. Requirements for development of the system architecture (page 13 of the ToR) indicate that the System should be integrated with the System of Identification of Ukrainian Citizens, Foreigners and Stateless Persons (SMS) in order to provide biometric verification and identification of individuals and the subsystem «Biometric control» of the ITS PC «Gart -1» (SGBS, accelerated readmission and transit traffic). What level of integration is planned? How many entities, what are the entities, the number of attributes, the composition of data?**

IOM's Official Answer:

Detailed requirements for information exchange for the purpose of biometric identification of persons such as exchange format, exchange regulations, attributes of requests and responses, and other requirements, should be specified by the selected service provider at the stage of development of detailed technical specification. Please note that the step of biometric identification is optional within business processes and is possible only if the requesting party provided the relevant biometric parameters of the person.

- 6. Requirements for development of system architecture (page 14 of ToR) foresee that for the purpose of control of the System's performance, it is necessary to implement the integration of the System with existing monitoring systems used by the beneficiaries. The service provider should analyze the monitoring systems used by the beneficiaries, specify in the project documentation the requirements for the formats, protocols, standards of integration and indicators to be monitored. At which stage of service (works) provision shall this analysis take place?**

IOM's Official Answer:

In accordance with the ToR, this analysis shall be performed at the second stage of the service during development of the detailed technical specification.

- 7. System designation indicators (at the page 14 of ToR) indicate that the system should provide for the simultaneous operation of up to 1000 users through secure communication channels. The expected number of requests for a standard readmission procedure is 2000 per year. Could there be a technical error in the numbers in this phrase?**

IOM's Official Answer:

No, there are no technical errors. The number of requests according to the procedure does not directly determine the number of users involved in the operation of the system.

- 8. According to the Requirements for adaptation of the Systems to changes (page 15 of the ToR), the instruments of biometric identification should be integrated into the software of the National System for Biometric Identification and Verification of citizens of Ukraine, foreigners and stateless persons. Does this imply the means of biometric data collection (scanning) or biometric data search tools, since according to the ToR glossary biometric identification - is one-to-many search procedure (facial features, fingerprints)?**

IOM's Official Answer:

Integration with the National System for Biometric Identification and Verification of Ukrainian citizens, foreigners and stateless persons is defined in the context of person identification, that is searching for biometric data of a person.

- 9. Do these services include creation of data processing center and in particular purchase of hardware?**

IOM's Official Answer:

No, this ToR does not include requirements to create data processing center or purchase of hardware and will not be required from selected service provider.

- 10. Is purchase and / or instalment of anti-virus protection tools included into the scope of services (page 18 of the ToR)?**

IOM's Official Answer:

No, this ToR does not include requirements to purchase / install anti-virus protection tools and will not be required from selected service provider.

- 11. Is purchase and / or instalment of general system licensed software included into the scope of services (page 18 of the ToR)?**

IOM's Official Answer:

No, this ToR does not include requirements to purchase / install general system licensed software and will not be required from selected service provider.

- 12. According to the system software requirements (page 20 of the ToR), during development of the software it is necessary to take into account that the SBGSU uses the operating system of Windows Server family and the MS SQL database, the SMSU uses the OS of Linux family of and the PostgreSQL database; the provider's solution must use an appropriate compatible stack of technologies for the components that will be installed in the SBGSU and the SMSU, respectively. Does it mean that the software that will be developed as a result of services' provision should run on all of the mentioned operating systems and with all databases?**

IOM's Official Answer:

Quoted requirement means that the components of developed software must function in accordance with the technology stack of the beneficiary (SMSU or SBGSU) to which they will be installed.

- 13. According to the requirements for programming languages (page 20 of the ToR), the stack of technologies used by public authorities processing the requests for readmission (SMSU and**

SBGSU) should be followed at the stage of considering proper technologies stack (due to the fact that the individual components of the System will be installed in each of these authorities, which means that the implementation of all or part of the components of the System must be applied in the computing infrastructure of the authority in which the following components are installed). Are there more specific requirements for programming languages and could IOM provide any examples?

IOM's Official Answer:

The programming language used to develop the application software for the SBGSU is .NET, for the SMSU it is Python.

14. Which communication modules (such as e-mail) could be involved in accordance with the Functional requirements to the system (Table 1)?

IOM's Official Answer:

ToR does not impose any restrictions to the means of implementation of communicational functionality.

15. Which file format provided in UC.04 Processing of the requests (Table 1) to files of the selected format? Is PDF, CSV file formats compatible to the requirements?

IOM's Official Answer:

Specific file formats must be defined at the stage of development of detailed technical specification. Typically, PDF, CSV formats suit users requirements.

**Bids Evaluation and Awards Committee
IOM Ukraine**