



INTERNATIONAL FOUNDATION FOR ELECTORAL SYSTEMS

RFP-20-036

Questions and Answers

March 23, 2020

1. Related to the requirement “*Proven experience in the CISS development, as required for the public information systems*”. **Question:** We know that KSZI (Комплексная система защиты информации) / CISS (Complex System of Information Security) is quite specific process applied according Ukrainian legislation. Our company have rich experience with state registers and information systems worldwide, Information Security requirements usually are just an integral part of a whole information system which must be complied with. Our question if how a foreign company can comply with this requirement and what proves it must provide? Does this require a specific experience in Ukraine performing CISS development? Or this can have any alternatives (if yes, what kind of)?

IFES Responds: To build CISS, the Contractor might use a service if a third-party company that has an expertise to build such a system, while the responsibility shall still remain on the successful Contractor. This does not deprive the Contractor of the responsibility for developing CISS. In this case, the Contractor should include information about this company in its proposal. Total cost of the proposal should include expenses on such company’s services. Please note that, according to the RFP, Contractor also should obtain a certificate from the State Special Communications Service of Ukraine and cover all relevant expenses. That expenses should also be included in a proposal cost.
2. Related to the requirement “*Existence of established secure software development process within the bidder company*”. **Question:** Could you inform in what form our company must confirm the requirement “Existence of established secure software development process within the bidder company”? Will it be enough to write in a free form letter? Do we need to translate copies of the confirming/ certifying documents in English?

IFES Responds: A free form letter is enough. If you have any confirming/certifying documents, please provide their copies. There is no need to translate them if they are in English.
3. In the section 4 «SCOPE OF WORK/GOODS/SERVICES» (file: RFP-20-036_Electronic Party Finance Declaration System) on the mandatory tasks list, that must be fulfill in the project declared: «To provide maintenance services of the System during the next 12 months from the date of acceptance». The question is if these services include:

- 1) Daily maintenance of database management system on server equipment, where will be located the Electronic Party Finance Declaration System in Ukraine (System), providing smooth operation of System components, tracking unconventional situations during System exploitation;
- 2) Daily maintenance, monitoring and timely update of System application software;
- 3) Daily maintenance and monitoring of automated exchange of data with State register and information Database, which will be connected with System;
- 4) Monitoring and updating of state of references, catalogues, which are used in work of System;
- 5) Monitoring and resuming of technological processes health, which are implemented in System and connected with procedures of applications of means of qualified electronic signature (QES);
- 6) Implementation of automated exchange with new State registers and information Database after amending legislation, taking relevant decisions by National Agency for the Prevention of Corruption, conclude interdepartmental protocols of data exchange, etc;
- 7) Urgent fail recovery of functioning of automated exchange with State register and information Databases, quick resuming of work;
- 8) Change of System software when formats and structures of data exchange with State register and information Databases, requests and responses options, communication channels settings change;
- 9) Change of user interface, application software, System Database and other functional components of software due to amending legislation, relevant decisions of National Agency for the Prevention of Corruption, necessity of providing technical capabilities for National Agency for the Prevention of Corruption to complete its assigned tasks;
- 10) Correction of System software documentation;
- 11) Resolving technological emergency situations and software fail recovery during System exploitation;
- 12) Providing information and advisory support and offers on System workability issues:
 - providing relevant and smooth software operation;
 - system software, its update and settings;
 - hardware of System, its update and/or retrofitting.

IFES Responds: From the list above, items 7-12 fall under the task «To provide maintenance services of the System during the next 12 months from the date of acceptance». It also includes fixing bugs and mistakes found during exploitation of the built software including those that appeared after system software updates. Monitoring and daily maintenance (items 1-6) is the responsibility of the NAPC staff.

4. According to 3.3.2 (file: RFP-20-036_Electronic Party Finance Declaration System), namely: «Prospective vendors should notify IFES of any discrepancies, errors, or omissions that may exist within this solicitation. Prospective vendors should recommend to IFES any enhancements to the work described in the solicitation which might be in IFES' best interests» the following is proposed:

In the section 7 «PRICING» (file: RFP-20-036_Electronic Party Finance Declaration System) is declared: «Pricing must be in Ukrainian Hryvnia (UAH) and should clearly indicate if any taxes are included in it.».

Proposal.

Due to financial instability in Ukraine and significant period of service provision, to eliminate potential risks within executing the project, it is proposed to fix participant's price in US dollars. However, payment for services for implementation of the contract will be in national currency of Ukraine at the official exchange rate of the National Bank of Ukraine on the day of signing the acts of acceptance and transfer of provided services.

IFES Responds: Agree. All proposals can be submitted in USD and should clearly indicate if any taxes are included in it.