QUESTIONS AND ANSWERS TO RFP

RFP for developing a government web platform and e-registry for Ukrainian veterans

PROJECT: Development of E-Veteran Web Platform and E-Veteran Registry

ORGANIZATION: IREX

DATE: June 23, 2020

The International Research & Exchanges Board (IREX) has received the following questions in response to its *Request for Proposals (RFP) for developing a government web platform and e-registry for veterans in Ukraine.* Responses to these questions are being provided publicly to all possible candidates. Please see below the list of questions and answers related to the RFP issued on June 4, 2020.

IMPORTANT: On Wednesday **July 8 at 10:00 am (Kyiv time)**, IREX will hold a live streaming session on the IREX in Ukraine Facebook page, during which all bids that have been submitted will be opened and IREX will announce the names of all companies that have applied to develop a government web platform and e-registry for veterans in Ukraine. The deadline for the submission of bids is **6:00 p.m. on Thursday July 7, 2020 (Kyiv time).**

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SUMMARY OF CLARIFICATIONS:

1) Please note that both scope of work documents that were provided with the RFP are draft versions and are not final. As described in Phase I: Discovery and Requirement Gathering, selected vendor(s) will be required to update and finalize both draft scope of work documents as part of their deliverables.

2) API regulations:

- **E-veteran web platform:** The vendor is expected to build REST API (GET method: list and retrieve) to be able to get a list of services or a description of a particular service.
- **Veteran e-registry:** The vendor is expected to build an API for the e-registry which must be compatible with Trembita. The documentation for Trembita can be obtained on the official Trembita website.
- **Interactions with other state registries and datasets:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs (hereafter MoVA or Ministry) is responsible for signing an agreement to facilitate work with Trembita, gaining access to the needed registries and providing the vendor with test access. During the Phase I Discovery and Requirement Gathering stage, the vendor is expected to work closely with MoVA to decide which APIs are needed and then MoVA will be responsible for obtaining access.

3) CISS regulations:

As stated in the RFP (page 4, phase 4) the vendor must pass state security requirements, and prepare a plan for the Ministry to make the e-registry CISS compliant, and during phase 5 support the Ministry, which might take up to 6 months. More information on CISS compliance can be found on the official website.

4) Hardware and third-party licenses:

Purchasing hardware or cloud solutions for hosting is not a part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the product(s) beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of needed hardware/cloud solutions and a list of needed licenses for the developed web platform and e-registry to work correctly and sustainably.

E-VETERAN WEB-PLATFORM

Requirements, mentioned in RFP	Q&A
Site Structure and Presentation Requirements, p. 4	
Registered Users should have the ability to view and obtain personal data (by digital signature or login and password) from the E-Veteran profile online using computer, Internet and mobile communications (WEB and WAP resources)	**Question:** this protocol is developed and ready for use in special wap-browsers. The last update of this protocol was in 2002. For 20 years, Mobile Internet has gone far ahead, and uses standard HTML-language and standard mobile browsers Chrome, Safari, etc. We believe that there is no need to develop the project using WAP. **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables. The necessity of using WAP can be analyzed when finalizing the scope of work.
Example of a Possible Site Structure, p. 5	
Database of veteran services	**Question:** Do we take this database from the veterans' registry (part 2)? If not, where does it come from? **Answer:** Veterans services are described in legislation, and are published on the Ministry website mva.gov.ua.
Requirements for Website usability, p. 7	
Page size may not exceed 100-120 KB.	**Question:** We can't fit in 100-120 Kb, with modern technologies this is unreal, if you don't just do pure HTML without animations, scripts and images. For example: https://design.gov.ua/ua - page size 1.8 MB, screenshot: https://take.ms/e0sOL https://www.kmu.gov.ua/ - page size 4.6 MB, screenshot: https://take.ms/pyqfk **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.
Simple drop-down menus should be used to represent the content of each section.	**Question:** Drop-down menus is an outdated UX pattern and should be avoided if possible. Is there a particular reason for that requirement? **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery

	and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.
Website Software Requirements, p. 8	
The software must provide concurrent (parallel) usage by 1,000 (one thousand) users of the Website, without any denial of service and without impairing the page load time.	**Question 1:** The number of competing (parallel) users depends on the hardware, on which the software will run, as well as on the nature of users' work. Therefore, the following questions: • Will the Customer be ready to provide the equipment necessary to fulfill the above requirements? **Answer:** Purchasing the hardware or cloud solutions for hosting is not a part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably. • Is it the responsibility of the contactor to supply equipment of appropriate capacity? **Answer:** Purchasing the hardware or cloud solutions for hosting is not part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably. • Please provide information in what way will be checked the fulfillment of the above condition? For example, information about the nature of the load (downloads by users of the home page of the site, something else). **Answer:** The load can be tested during the White Hacking Day (phase 4). The software developed by the vendor and the suggested hosting solutions must fulfill the expected high load. **Question 2:** This strongly depends on server hardware provided by the customer. Should we just provide customer server requirements for handling such a load?

	Answer: Purchasing the hardware or cloud solutions for hosting is not part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably.
The Website's software should enable the Website Administrator to conveniently and automatically create new sections of the Website, restructure the existing content by sections, and access the corresponding section in the data storage.	**Question:** What exactly can a moderator create and restructure: should the administrator create complex content on new pages such as forms, infographics etc? **Answer:** It is preferable for a moderator to be able to add content based on preset templates (such as news, services, articles). The final decision will be made by the vendor and the Ministry after the discovery phase.
The System must be capable of importing/exporting information streams and editing certain Website data	**Question:** What is information stream in this context? **Answer:** In this context the information stream is the dynamic content of the website (benefits data, user data etc.).
Requirements for the transfer of ownership, p. 10	
The developer must be licensed to provide cryptographic security services (other than electronic-digital services) and licensed to provide technical security services.	**Question:** Must the applying organization have this license directly? Could the developer partner with a licensed security/cryptographic company to fulfill this requirement and apply with a consortium? **Answer:** Per the RFP, companies may apply alone or as a consortium.
The Contractor must provide support to the State examination of the CISS System and to obtain a certificate of compliance with the CISS issued by the State Service for Special Communication and Information Protection of Ukraine.	**Question 1:** In which datacenter will the platform be hosting after the end of its development and transfer to the balance of MoVA? **Answer:** Purchasing the hardware or cloud solutions for hosting is not part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably. Specific datacenters/servers could be included in the list, however the Ministry may choose suitable alternatives. **Question 2:** How is it planned to provide operational cyber security (Incident Detection and Response) of the platform after it is transferred to the MoVa balance within 6 months of the support period?

	Answer: The vendor must make sure that the registry meets state security requirements; fix bugs after the White Hacking Day event organized by IREX; and prepare a plan for the Ministry to become CISS compliant and support the Ministry during the examination process, which may take up to 6 months. **Question 3:** How is the customer planning to conduct security testing other than The Hack Day? **Answer:** The vendor must prepare a plan for the Ministry to become CISS compliant and support the Ministry during the examination process, which may take up to 6 months, as described in the RFP (page 4, phase 5).

DRAFT SCOPE OF WORK FOR E-VETERAN REGISTRY

Requirements, mentioned in RFP	Q&A
Chapter 1. General information, p. 4	
1.5. System development purpose	
Updating Veterans' profiles in the E-Veteran Registry according to the State Civil Register (closing the profiles at physical or legal of death)	**Question:** An API description from the State Civil Register is required to estimate the development time. Is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the needed registries and providing the vendor with test access.
Data exchange with ODA (and Ministry of Social Affairs within the Order #719):	**Question:** Is it necessary to implement own protocol (according to data from e-Veteran to Region State Administration (ODA) and Ministry of Social Policy) or do you need ready APIs? If there are any, please provide them. **Answer:** Interactions with other state institutions must be done through Trembita (using protocols defined by Trembita). The vendor is responsible for building Trembita-compatible API for the register. It is not necessary to build any other protocols than the ones used by Trembita.
Data exchange with the centralized database on disability issues (hereinafter referred to as CDI)	**Question:** To estimate development time, there is a need of an API description from centralized database on disability issues. Is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with the Pension Fund of Ukraine about pension rights	**Question:** To estimate development time, there is a need of an API description from the Pension Fund of Ukraine, is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with the Social Protection Departments, information	**Question:** To estimate development time, there is a need of an API description from Social Protection Departments, is it possible to

about pensions, assistance, benefits, subventions	provide it? Or interaction with Ministries and other Registers will go through TREMBITA?? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with the State Employment Service (SES), information about registrations for social services and received services concerning employment-related issues (professional training)	**Question:** To estimate development time, there is a need of an API description from State Employment Service (SES), is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA?? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with the Ministry of Justice (Register of Real Estate Property rights), information about requests for land or housing and received land and housing	**Question:** To estimate development time, there is a need of an API description from Ministry of Justice (Register of Real Estate Property rights), is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA?? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with agencies that provide travel tickets to Veterans	**Question:** To estimate development time, there is a need of an API description from Ukrzaliznytsya (or Ministry of Infrastructure) + busses, is it possible to provide it? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with the Office of the President concerning awards received by Veterans	**Question:** To estimate development time, there is a need of an API description from Office of the President), is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA?? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.
Data exchange with institutional commissions on granting/denying status of war Veteran	**Question:** To estimate development time, there is a need of an API description for State Authorities on the exchange of information on the status of veterans, is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA?? **Answer:** Interactions with other state registries have to be done through Trembita. The Ministry of Veterans' Affairs is responsible

	for getting the access to the needed registries and providing the contractor with test access.
Data exchange with the Ministry of Education and Science about Veterans and their children who have received education at public expense	**Question:** To estimate development time, there is a need of an API description from Ministry of Education, is it possible to provide it? Or interaction with Ministries and other Registers will go through TREMBITA?? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access.

Chapter 2. Characteristics of automation objects, p. 7

2.1. Characteristics of external users, p.7

The following information should be included in the E-Veteran Registry:	**Question 1:** Does the requirement mean that the Developer, within the framework of this contract, independently determines all the specifications and conditions for connecting to the indicated datasets, designs a functional model and independently implements integration for each of them (25 pcs.)? **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables. **Question 2:** Should all datasets be connected before the end of the active development phase, or can they be additionally connected during the support period? **Answer:** The datasets can be connected after the active development phase according to the road map prepared by the vendor, and depending on the availability of datasets through Trembita. **Question 3:** Does the Customer have legal agreements with the owners of all these datasets? How will the Contractor access this data (including legally)? **Answer:** Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the vendor with test access. **Question 4:** Can all of the datasets be connected via Trembita? **Answer:** The availability of the datasets through Trembita and access to them will be discovered during phase 1 in close cooperation with the Ministry of Veterans' Affairs. **Question 5:** Are all datasets upgradable, or is some of the information should loaded only once?

	Answer: Upgradability of the specific datasets in Trembita as well as access to them will be discovered during phase 1, in close cooperation with the Ministry of Veterans' Affairs.

Chapter 3. System requirements, p. 12

3.1. General System requirements, p. 12

Saving the data in the single DBMS	**Question:** Modern complex applications often need complex data storage system based on combining of different technologies. Is there a particular reason for this limitation? **Answer:** The draft scopes of work that are attached to the RFP are not the final technical specifications; they are drafts which the selected vendor(s) will use for preparing the final technical specifications during phase 1.

3.1.1. System structure and functionality requirements, p. 14

WEB, WAP interfaces of E-Veteran portal—for Veterans (cabinet for Veterans' requests)	**Question 1:** Do the WAP access is really needed? It is an obsolete technology and is used for old phone models and is not massive in use. Please clarify if support for WAP interfaces of E-Veteran portal is required? **Answer:** WAP is a requirement of the Ministry of Veterans' Affairs, however the necessity of supporting WAP can be discussed during phase 1. **Question 2:** This protocol is developed and ready for use in special wap-browsers. The last update of this protocol was in 2002. For 20 years, Mobile Internet has gone far ahead, and uses standard HTML-language and standard mobile browsers Chrome, Safari, etc. We believe that there is no need to develop the project using WAP. **Answer:** WAP is a requirement of the Ministry of Veterans' Affairs, however the necessity of supporting WAP can be discussed during phase 1.

3.1.4. Requirements for software of WEB-clients of the System, p. 15

WEB interfaces of the System must support the following browsers: • Microsoft Internet Explorer 9.0 and higher • Mozilla Firefox and higher • Opera 31.0 • Chrome 44 and higher WEB/WAP interfaces of the E-Veteran portal support the following browsers: • Microsoft Internet Explorer 9.0 and higher	**Question 1:** Too old browser versions are indicated, they need to be updated to modern ones and in which vulnerabilities which were found earlier are closed. We suggest indicating the following: WEB interfaces of the System must support the following browsers: • Microsoft Internet Explorer 11.0 and higher • Mozilla Firefox 68 and higher • Opera 65 • Chrome 80 and higher **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required

- Mozilla Firefox and higher - Opera 31.0 - Chrome 44 and higher - Mobile browsers (smartphones, tablets, phones)	to update and finalize draft scopes of work as part of their deliverables. **Question 2:** Microsoft Internet Explorer 9.0 is an outdated version of the browser, the latest version of which was released in 2014. After IE 9, Microsoft released IE 10,IE 11, Edge, and 1/16/2020 released a new version of the Edge browser based on Chromium. If you want to support versions 10 and below, we need to develop a degrading layout specifically for these browsers, which do not support modern standards. **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize draft scopes of work as part of their deliverables. **Question 3:** - The question about WAP, asked above - Internet Explorer 9 and 10 has coverage of 0.3% total, it is outdated, is not supported by Microsoft for many years and has almost no modern libraries. This makes this requirement a huge technical restriction. Is there a particular reason for this or can it be skipped? - Opera current version is 68, all versions prior latest have 0.3% coverage combined. Is there a particular reason for this or can it be skipped? - Chrome current version is 86, versions prior 70 are extinct at all and it makes sense to support 80+ only. Is there a particular reason for this or can it be skipped? **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize draft scopes of work as part of their deliverables.
3.1.7. Reliability requirements, p. 16	
The requirements for hardware reliability are: - high-reliability hardware should be used - in case of failure, the system hardware and software can be recovered within an optimum time frame - the system must have complete automatic backup of both system and information databases	**Question:** How the contractor will be able to fulfill the requirement «3.1.7. Reliability requirements … - high-reliability hardware should be used»? **Answer:** Purchasing of the hardware or cloud solutions for hosting is not a part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud

	solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably.
The System must ensure that: • at least 2,000 users can operate simultaneously using the Web interface • operation 24 hours a day, 7 days a week	**Question:** This strongly depends on server hardware provided by the customer. Should we just provide customer server requirements for handling such a load? **Answer:** Purchasing of the hardware or cloud solutions for hosting is not a part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably.

3.1.9. Requirements for protection of information from unauthorized access, p. 16

For information security, a Comprehensive Information Security System (CISS) must be developed as a separate project, based on separate requirement specifications. This System requirement specification includes only the most common requirements for CISS.	**Question 1:** Should the Participant include building of Comprehensive Information Security System (CISS) into the Proposal (both technical and financial) and later perform this work as a part of the whole project? If yes, should the Participant include the state examination of the CISS into the Proposal? **Answer:** No, there is no need to provide the plan in the proposal. The vendor must prepare a plan for the Ministry to become CISS compliant and support the Ministry during the examination process (phase 4 and 5 of the development, see RFP pages 4-5). **Question 1:** In case the CISS specification requires purchasing of additional software and hardware will the Contractor or the Customer be responsible for delivering of these CISS components? **Answer:** Purchasing of the hardware or cloud solutions for hosting is not a part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably.

3.2.17. Development of data analysis subsystem

This section (desktop mode) is restricted to users of the System (Administrators). In this mode, an administrator should have the ability to run analytical processes:	**Question:** Does this stand for a standalone desktop application, not a web browser based? **Answer:** It's preferable to use browser-based software for registry management, however applicants can offer desktop solutions. Please note that both scopes of work that were provided with the RFP are

• Selection of duplicates (repeated data on specified registration parameters, on IDs). • Control of the terms of granting Veteran status, services (professional adaptation, etc.), checking • the date of granting the status and receipt of an ID, receipt of services, and absence of the ID. • Selection of incorrect data (01/01/1920> date of birth >01/01/2002; date logical errors in different • values). • Selection of data on persons who have not registered in the Automated and Unified Register of • Beneficiaries. • Ability to select data in a complex filter. • Backup of data on closed profiles (separation of closed profiles that are more than 3 years old).	not final. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize draft scopes of work as part of their deliverables.

3.3.2 Information requirements, p. 31

Technical means should be able to integrate with existing software and perform the technological operations provided for by the software.	**Question 1:** There is no clear information whether it is the contractor's responsibility to supply according to RFP. Does it include the supply of equipment (servers, workstations, network equipment, information security equipment, etc.) and system software (Data base management system, Database server operating system requirements, information security software, etc.) in the duties of the contractor according to the RFP? **Answer:** Purchasing of the hardware or cloud solutions for hosting is not a part of this Project. However, as part of the application process the vendor is expected to provide rough cost estimates related to sustaining the products beyond the life of the Contract with IREX. These estimates will be finalized after the discovery phase (phase 1) and before the beginning of phase 4, and the vendor will provide the Ministry with a final list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably. **Question 2:** If supply is not included, then: Will the Customer be ready to ensure the availability of the necessary equipment for the operation of the system and system software no later than the end of phase 2? **Answer:** After the discovery phase (phase 1) and before phase 4, the vendor will provide the Ministry with a list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably.

3.3.4.4. Requirements for the workplaces of remote users of the System, p. 32	
Workstation operating system—Windows XP SP3 or higher, which supports modern versions of web browsers. The bandwidth should be at least 128 KBPS.	**Question:** The operating system Windows XP SP3 is outdated, not supported by the manufacturer and does not support modern versions of browsers that are required for the system to work. Please, replace this requirement with the following: «Workstation operating system—Windows 8 or higher, which supports modern versions of web browsers» **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.
3.3.5.1 Recommended minimum requirements for the Customer workstations hardware, p. 32	
Processor core at least eighth generation i3 with integrated video adapter. • RAM—at least 8GB (no worse than DDR4); with at least two memory slots, at least 50% of slots • should be free • ability to set at least 32GB of RAM • SSD hard drive with at least 120GB capacity • I/O external ports (min): 1 x LAN (RJ45) port, at least 5 pcs • USB, at least 4 pcs. USB 3.0 • display-port and HDMI for monitor connection • combined or separate audio I/O for microphone/headphones • network Adapter (not worse than) RJ-45 built-in LAN 100/1000 Mbit/s • trusted Platform Module (TPM) version no lower than 2.0 • ability to disable USB ports in the BIOS • keyboard with Cyrillic letters (Ukrainian/Russian) (from workstation manufacturer), type of • connection—wired, interface—US Optical mouse with scroll wheel (from workstation manufacturer), type of connection—wired, interface—USB. Display: backlit LCD monitor, at least 21.5 inches visible; viewing angle (horizontal/vertical), at least 178°/178°; resolution at least full HD 1920x1080; variable angle of the monitor; response time—5ms.	**Question:** What is the purpose of such detailed characteristics of workstations «3.3.5.1 Recommended minimum requirements for the Customer workstations hardware»? Because some of the characteristics are not affects on the requirements for the application system, such as the number of memory slots (memory slots) and others. **Answer:** Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.
3.5. System support and maintenance requirements, p. 34	
DBMS support and maintenance of the System server complex, ensuring uninterrupted	**Question:** In general, the term «DBMS support» means support from the manufacturer (hotline, providing updates…). The system developer or other contractor may perform DBMS administration at the request of the customer. As a rule, maintenance of the System

performance, tracking of non-standard situations during System operation, etc.	server complex, especially its initial adjustment, is carried out by the supplier of the equipment. Therefore, the following questions: 1) Please, clarify what tasks are meant by the wording «DBMS support»? Does the contractor require the purchase through the service provider DBMS support, from the manufacturer (for example, standard Oracle practice), or any other support by the provider (for example, setup and administration)? **Answer:** After the discovery phase (phase 1) and before the phase 4, the vendor will provide the Ministry with a list of required hardware/cloud solutions and a list of required licenses for the developed web platform and e-registry to work correctly and sustainably. 2) Please clarify what tasks are meant by the wording «and maintenance of the System server complex»? **Answer:** As per the RFP (page 4, phase 5) the contractor must provide technical support as needed, within reason, and within the available Level of Effort (LOE), for a period of roughly six months after delivery. Maintenance efforts can differ depending on proposed hosting solutions by the contractor.

OTHER QUESTIONS

Question 1: As reads in the document, website should rely on veterans and services data, both stored and handled by registry (p.34). But development order is website first and registry second, that doesn't make sense in the case website relying on registry data. Why is development has this order and can it be flipped?

Answer: The website (knowledge base) is described in the draft scope of work (Annex 1) and it is not required to connect it to the actual registry at the moment of delivery. However it is required to connect it to the actual data in the registry once the registry delivered.

Question 2: There are many mentions of a WAP client. But WAP isn't used anymore and lost adoption in early 2000s due to phones switched to html render and fully html and is capable smartphones. Is there a particular reason for that or can we skip this requirement?

Answer: Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.

Question 3: Is there a difference between the concept of "prototypes" and "user interface prototypes"?

Answer: Prototype is considered to be the architecture of the platform (system design). User interface prototype is a graphic representation of the user interaction aspect of the platform (sketches, wireframes and mockups).

Question 4: Many places in document about "data analysis capabilities". Can a developer use a ready-made solution for an analytics module, e.i. Microsoft BI?

Answer: BI module is not required. Filtered searches should be enough to fulfil this requirement. However, the vendor can propose the use of BI.

Question 5: Regarding communication with other systems of other governmental platforms: Shall the Veteran's data, updated or created in E-Veteran System, be sent to databases (or tools) of other state bodies (via API or exchange protocols)?

Answer: The registry must have API and be compatible with Trembita. Specific API endpoints have to be designed during phase 1.

Question 6: The RFP mentions the system called 'Trembita' which should be used to integrate with e-services from Ministry of Health, Ministry of Defense and Ministry of Social Policy. Will/Can we obtain an API and its description to estimate the integration?

Answer: The documentation for Trembita can be obtained on the official Trembita website.

Question 7: Please provide the list of items/data that will be imported/synchronized from the e-services? For instance, names, birth dates, available services, etc**.**

Answer: Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.

Question 8: Should the user be able to register a completely new account (without using digital signature or other verification) and if so, how will the system verify this account? Should we validate the account manually or automatically (e.g. via API of a governmental service) based on entered personal information?

Answer: Once the registry is developed, verification should happen automatically if there is a match for personal information in the registry, or otherwise be done manually by a representative of the Ministry. A detailed process should be described in the finalized scope of work prepared by the vendor(s) in a cooperation with IREX and representatives from the Ministry of Veterans' Affairs during phase 1.

Question 9: Will we have access to the API specified here prior to the development?

Answer: Interactions with other state registries must be done through Trembita. The Ministry of Veterans' Affairs is responsible for obtaining access to the required registries and providing the contractor with test access.

Question 10: What should be the functionalities of "User support module":

- Shall this be a section with FAQ on technical issues / website navigation only, or
- Shall there be additional functionality allowing to automatically prioritize user requests that have not been addressed within a set timeframe (e.g., 24 hours) by assigned agency.
- Please, clarify to how the Ministry is going to identify and handle any issues related to user requests that were not addressed in a timely manner.
- Shall there be available live chat with the support experts to address user related technical and non-technical issues?

Answer: Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.

Question 11: Please clarify if displayed available veteran services should be personalized to each user based on his/her profile information/status?

Answer: It should be possible to filter information based on profile information. For example, if a veteran is married, they should be able to see services available to family members. Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize draft scopes of work as part of their deliverables.

Question 12: Shall displayed personalized services be managed manually or via configured logic (e.g. in admin tool/CMS)?

Answer: It should be possible for the platform administrator(s) to set the rules via CMS. Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering stage, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables. Detailed functionality will be described in the finalized scopes of work.

Question 13: Should Veterans have the possibility to submit requests via E-Veteran Registry, or via the Web-Platform only**?** What other state bodies/agencies should have access to requests generated in the Web-Platform and/or E-Veteran Registry (if any)?

Comment: Web Platform seems to already have the functionality to cover requests, services overview, etc.

Answer: Veterans should have access to the data in the registry only via the web platform. State institutions listed in the draft scope of work (Appendix 2, page 10) should have access to the registry via Trembita. Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.

Question 14: What is meant by "depersonalized data"? How this data is going to be used and how is it going to be classified?

Answer: Depersonalized data is data that cannot be classified as personal data according to legislation. The specific usage and functionality should be described in the finalized scope of work.

Question 15: Can there be a situation when veteran does not have a valid ID, but he/she can still create an account that needs to be verified either using other credentials or verification elements?

Answer: Anybody should be able to create an account on the web platform, however in order to obtain verified status, the account must go through the verification process either automatically by an exact match from the registry, or manually by an administrator of the web platform. Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.

Question 16: How exactly do you plan on changing the UI (look and feel) of the system over time? What degree of flexibility and customization is expected from the system in terms of UI?

Answer: It may be preferable to split frontend and backend parts of the web platform into separate applications to ease future changes on the frontend.

Question 17: What is "import protocol" (e.g. mentioned in Sections 3.2.3., 3.2.6 and others of the RFP document)?

Answer: In terms of this draft scope of work, the import protocol is a logical model of how data should be imported: access logs, error logs, reports endpoints, etc. Detailed functionality should be described in the finalized scope of work.

Question 18: How detailed the reports should be? Is this some general statistics or retailed reports on specific service listing all Veterans and their detailed info?

Answer: Section 3.2.16 (Appendix 2) describes the specific reports that should be developed. Please note that the draft scope of work that is attached to the RFP is not the final technical specifications: it is a draft for the selected vendor to use in preparing the final technical specifications during phase 1.

Question 19: How exactly do you plan on changing the UI (look and feel) of the system over time? What degree of flexibility and customizability is expected from the system in terms of UI?

Answer: It may be preferable to split frontend and backend parts of the web platform into separate applications to ease future changes on the frontend.

Question 20: What is the business need for editing Cascade Style Sheets and HTML directly when creating new pages? Will built-in features like WYSIWYG editor be sufficient?

Answer: Yes, WYSIWYG editor or alternatives should be sufficient. Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables.

Question 21: Shall the System have the possibility to export data into common file formats (TXT, XLSX etc)?

Answer: Section 3.1.3. (Appendix 2) lists the formats which are expected to be supported:

• Text formats—RTF (for the requests)

• Spreadsheets—XLSX, XLS, CVS

Please note that both scopes of work that were provided with the RFP are draft versions. As described in Phase I: Discovery and Requirement Gathering, the selected vendor(s) will be required to update and finalize the draft scopes of work as part of their deliverables

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Question 22: Is there a recommended template for the budget? Does it make sense to use a template recommended by DRL? Are there any more simple options?

Answer: There is no requirement to use certain budget templates. You may use any format as long as it addresses the requirements set forth in Section C: Financial Proposal.

Question 23: What is a difference between Part 1 "Summary of Relevant Experience" and Part 3 "Past Performance References" of the proposal as described in pages 9 and 10 of the RFP? They look quite similar to some of my colleagues.

Answer: Past Performance References do *not* need to be related to relevant experience (work with state registries), while the Relevant Experience Summary should include only experience relevant to registry development. For example, work on software for the other state institutions, or registry development.

Question 24: Does the project include only preparation for CISS (ToR creating and approving in State agency) or all cycle of certification?

    Answer: The contractor should prepare a plan for the Ministry to become CISS compliant and support the Ministry during the examination process.

Question 25: Project time plan suggests that we have only 1 month for a) bug fixing after users tests, b) environment deployment and transfer product to the MoVa productive area c) CISS certification. But the certification alone usually takes at least 2 months. If the project involves CISS certification on the MoVa productive area, how is it supposed to fit in the project schedule (page 7)?

    Answer: The contractor should prepare a plan for the Ministry to become CISS compliant and support the Ministry during the examination process.

Question 26: How detailed should the communication strategy be for a product that is not delivered yet?

    Answer: Applications can include a communications strategy or a description/strategy of how a vendor would create the communication strategy.