



# UNODC

United Nations Office on Drugs and Crime  
Regional Office for the Middle East and North Africa

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## Terms of Reference

UNODC office in Jordan will develop a database for the retrieval and analysis of crime-related information for the Criminal Investigation Department (CID) branches across the country. The system will link the 120 branch into one integrated system that will insure better operational quality and unified working procedure. The system will also provide the ability for storing and analyzing information, reporting, extracting indicators and facilitating crime-related statistics and assessments.

### System Components

1. Legal investigation and complaint Creation (including serialization and/or indexing) process
2. memorandums Models Generation and Processing
3. Verification Process
4. Authorization Process
5. Finalization Process

### 1.1 Overall required activities

1. Project envisioning and planning.
2. Define and build software specifications document aligned with CID/Directorates business.
3. Conduct several design meetings with CID nominated staff members in order to reach a design that fulfills CID requirements.
4. Design and Develop the required solution.
5. Define Integration requirements with other system(s) (if any).
6. CMS Software testing and quality assurance.
7. Installation, deployment and implementation of the newly developed CMS application.
8. Provide full system technical documentations and end user manuals.
9. Training CID staff.
10. Training and sessions schedule.
11. Run test environment for CID QA team.
12. Installation, deployment and implementation of the newly developed application.
13. Setup and pilot the new CMS application.
14. Rollout the new CMS application to all CID departments and detachments according to rollout plan.
15. Application warranty and support for 1 (one) year.



## 1.2 Overall MANDATORY REQUIREMENTS

Identified below are a number of requirements that must be addressed by the vendor's bid for the core system. These requirements are considered mandatory in implementing the complete automated system as defined in this RFP. Together, they define a system that will operate efficiently in the proposed computer environment while providing a high level of flexibility in meeting CIS's current and future computing requirements.

### **a) Flexibility**

The new automated system must be designed with the recognition that CID will have ever-changing requirements. As such, it needs to utilize a Relational Database Management System (RDBMS) to Perform state-of-the-art computing functions.

Flexibility must be provided to meet external and internal management reporting requirements. This requirement can be met by providing user-controlled sequence, frequency, and content specification for production reports, and by either providing a modern report/retrieval system for ad hoc report requests or the availability of an end-user report/retrieval facility associated with the database product.

The new automated system must be designed to minimize impact on the overall system arising from additions, changes, or deletions to the database. The system should permit changes in database structure without requiring recompilation of programs not directly impacted by the changes.

### **b) Batch and On-Line Processing Environment**

CID intends to implement a distributed environment which provides the ability for users to take control and responsibility for their data. To accomplish this, the new system should provide end-users with the ability to enter data in an on-line interactive mode for key information and batch processing for other less important information with the ability for data processing begins at a scheduled time.

### **c) System Security**

The new system must provide system and application security controls to prevent unauthorized use of the database, restrict access to the database, maintain database process controls, and logs all database transactions. In addition, the system should provide security to limit availability to application software screens, data elements, and the contents of data elements where appropriate.

The security module should be designed to cater to the following aspects of security:

- Authentication: User Interface tier and Middle tier
- Authorization: The system should utilize a role-based security model, and each role should have a defined set of permissions
  - o Application Level
  - o Module Level
  - o Functionality/Action Level



- Data Level
- Auditing and Logging: an Auditing module should be considered to provide the services required to log every action performed by the user on the system.
- Sensitive Configuration Data Settings: all sensitive configuration settings should be taken into consideration when designing the system.

#### **d) Data/Systems Integration**

The new automated case management system must use an integrated database transcending functional areas. It must operate from a single data element dictionary addressing the entire system, with common update and query capability.

#### **e) Modularity**

The new automated system must be modular in design to accommodate a phased implementation. Once implemented, the system must be able to easily expand to include new functions without major impact on the system.

#### **f) Process Controls**

The system should provide the following process controls:

- Comprehensive edit controls which, for example, prevent incomplete or incorrect data from being processed
- Programmatic control of the process flow to prevent information from being processed in the wrong sequence
- Processing cycles completed in a logical, prescribed order
- Integrity of data entering the database, safeguarded through editing criteria

#### **g) System Documentation**

Specific elements of documentation which must be available with the system include:

- User and Technical Manuals - On-line and Hard Copy.
- Data Element Dictionary and ERD.
- Operations Manual.
- On-line "HELP" Text .
- installation and deployment Manual.

#### **h) Operational Efficiency**

Operational efficiency needs to be satisfied from both a technical and a functional viewpoint. Technical efficiencies can be achieved through modern development methodology and fourth generation programming techniques, and through the utilization of a well-defined applications specific database management system. Functional efficiencies can be achieved by providing input capabilities directly from CID into the system. Errors in input must be capable of being corrected by CID.



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## **i) RDBMS Technical Requirements**

(RDBMS) used to control the primary data storage for all software components. The vendor must recommend a RDBMS product or identify RDBMS products, which can be used in support of the vendor's software.

- Multi-Tasking - must permit simultaneous database access, permitting simultaneous access to files and queuing update requests at the record or field level when field contention prevents simultaneous updates. In addition, it must permit concurrent processing of batch and on-line jobs accessing the same data files and database.
- Independence - must be independent of terminal type or transaction type and be able to be accessed from any terminal in the network.
- Logging, Restart, and Recovery - must provide restart capabilities, as well as database access activity logging and blackout.
- Performance and Activity Statistics - must support performance monitoring tools and activity statistics reporting features. Statistics should be available on database access rates (both update and query) by program, terminal, and ID, and by time of day.
- Administrative Tools - should include a powerful set of administrative tools to monitor utilization, trace database access chains, optimize schema and sub-schema definitions, model, report areas/pages percent full, and to optimize file placement and layout.
- Relational Database Characteristics - should utilize the concept of user views whereby pseudo-schema are defined and stored for utilization by users without the users becoming involved in the actual schema and sub-schema structures of the database. The system should provide a security system to control utilization of user views by user ID, account, and activity.
- Data Dictionary Facility - The system should include an active integrated data dictionary. This dictionary should be an integral component of the data access capabilities, including the definition of both data attributes and values.
- Data Import/backup Facility - The system should include a data import facility which permits transferring data from other data files into the database.
- End-User Query Facilities - The system must have end-user query facilities which permit easy access to the information in the database.



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## 2. Deliverables

1. Source code.
2. Project Management Documents.
3. User manual for the application.
4. Application technical manuals.
  - Software Requirement Specification Document.
  - Software Design and architecture Specification.
  - Database Dictionary and Entity Relation Diagrams (ERD).
  - Installation and deployment manual.
  - Etc.
5. On-line Help

## 3. Project Team

The Vendor should appoint a qualified project team and a manager who will be responsible for managing the project team, risks, schedules, budget, and conflicts. Also, the vendor is required to identify project key personal and provide their qualifications and experience related to the requested project work as follows:

- Names of Key persons who will be performing the work and their responsibilities.
- Level of key persons' involvement on this project.
- Names of other persons who will have substantial involvement with the project.
- Qualifications including resume and relevant individual experience for all personnel.
- Short description of experience on similar or related projects.

## 4. Qualifications:

**The Bidder must fulfill these requirements to share in this bid. Un-fulfillment to any of the below may result to the rejection of the proposal:**

- The Bidders should provide an overview of its organization (e.g., parent, age, size, number of customers, offices, number of employees), Include ownership structure and provide an overview of the Bidder's organizational structure highlighting its footprint in the Middle East.
- The Bidders should provide a list of customer references specific to conducting similar projects, for the Government sector indicating the name, organization, and contact details, scope of work and contract volume.
- Participating Bidder must have at least 5 similar projects and related to the case and complaint management and implemented successfully
- The vendor should have solid experience in field of IT solutions.



- Previous experience in developing such kind of systems.
- Familiarity with the working environment and professional standards of UN/ UNODC and international organizations is an asset.
- 7-10 years of experience in the field.
- Ability to work and liaise with UNODC Project Coordinator and the concerned committee.
- Ability to maintain a positive and constructive attitude with all relevant parties ensuring positive
- Response to critical feedback and various view of points..
- Demonstrate commitment to UNODC's vision and values
- Demonstrates openness to change and ability to manage complexities

## 5. PROJECT PERSONNEL

- The Bidder must provide sufficient staff that is qualified, assigned, monitored and supervised to deliver the required services to CID. The Bidder shall specify the experience and qualifications of the staff who will be working on the project. Providing actual names and CV's of the proposed staff is required. The average minimum experience of the team members should be 8 years (in the proposed domain/similar projects).
- CID requires that a Project Manager be assigned to oversee the operation of the entire project. The Project Manager should have a minimum of ten (10) years' experience managing large scale projects involving the IT area subject of this RFP for accounts similar in scope and complexity to this project and must have demonstrated effective oral and written communications skills in English

## 6. Information Required From Vendors:

- Vendor requested to provide a description of its approach to provide the requested services.
- Vendor requested to complete table below (detailed specifications section)

Year Established	Main Activities (Software, Training, Consulting, Database support)	Company's experience in Software Development and Maintenance Services



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Number of employees (Full time)	Number of Developers & System analysts involved in Software Maintenance and Development	Number of Technical Support Team	Number Database Support	Number of Project Management
Technology		Narrative of Experience		
.NET programming language				
.NET Web Services including support for SOAP, WDSL, XML.				
SQL Server Stored routines, views, schemas, metadata, etc...				
Custom software workflow engine development				
Document management tools and integration, including scanning images, viewing images and integration with workflow solutions				
Judicial Automation Applications				

## 7. Software licenses:

The vendor shall provide the software licenses that required for the new solution and deliver the required performance, reliability and scalability needed for the project.



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The bidder shall separately list all costs associated with all software licenses required to provide the proposed solution

## 8. Minimum hardware requirements

The vendor shall provide the details of the minimum hardware requirements needed to guarantee the adequate performance of the software system.

## 9. Inspection and acceptance:

The software shall be subject to inspection and testing by CID its designated representatives, to the extent practicable, at all times and places, including the period of development and, in any event, prior to final acceptance by UNDP.

## 10. After sales service:

The vendor shall provide a one year warranty including free of charge maintenance of the software. Also, the vendor shall provide the maintenance services for the system after the expiration of the warranty.

## 11. Payment

UNDP shall, on fulfillment of the delivery terms, make the final payment within 30 days of receipt of commercial invoice, the prices shown vendors offer may not be increased except by express written agreement of UNDP.

The overall payment shall be divided into three installments paid as follows:

25%	After finalizing the contractual process and submitting the scope of the work.
50%	after finalizing the development of the software
25%	after the inspection and acceptance of the software





## 12. Technical Evaluation and selection process

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Institute/Organization.	30%	300
2.	Proposed Methodology, Approach and Implementation Plan.	50%	500
3.	Management Structure, Key Personnel, and Trainers related to this assignment.	20%	200
<b>Total</b>			<b>1000</b>

The Technical Proposal Evaluation Forms are:

**Form (1):** Expertise of Institutions/Organization

**Form (2):** Proposed Methodology, Approach and Implementation Plan

**Form (3):** Management Structure, Key Personnel, and Trainers related to this assignment.

Technical Proposal Evaluation		Points obtainable	Company / Other Entity				
Form 1			A	B	C	D	E
Expertise of firm / organization submitting proposal							
1.1	Reliability and history of the organization's competence, reliability, financial, technical and proof of sustainability	45					
1.2	General Organisational Capability which is likely to affect implementation (i.e. consortium, holding company or one firm, size of the firm / organisation, strength of project management support e.g. project financing capacity and project management controls)	65					
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.	30					
1.5	Relevance of:  - Specialized Knowledge  - Experience on Similar Programme / Projects	160					



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- Experience on Projects in the Region						
- Work for UNDP/UN/ major multilateral/ or bilateral programmes						
	300					

Proposed Methodology, Approach and Implementation Plan		Points Obtainable	Company / Other Entity				
Form 2			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the offerer understands the task?	70					
2.2	Have the important aspects of the task been addressed in sufficient detail?	40					
2.3	Are the different components of the project adequately weighted relative to one another?	40					
2.4	Is the conceptual framework adopted appropriate for the task?	70					
2.5	Is the scope of task well defined and does it correspond to the TOR?	180					
2.6	Is the work plan offered clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	100					
		500					



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Technical Proposal Evaluation			Points Obtainable	Company / Other Entity				
Form 3				A	B	C	D	E
3.1	Project Manager		100					
	Sub-Score							
	<b>General Qualification</b>							
	Suitability for the Project							
	- International Experience	10						
	- Training Experience	10						
	- Professional Experience in Managing team and IT domain	45						
	- Knowledge of the region	10						
	<b>Language Qualifications</b>		25					
			100					
3.2	Senior Experts		70					
	Sub-Score							
	<b>General Qualification</b>		50					
	Suitability for the Project							
	- International Experience	0						
	- Training Experience	10						



	- Professional Experience in IT Domain	35							
	- Knowledge of the region	5							
	<b>Language Qualifications</b>	20							
		70							
3.3	Junior Experts			30					
		Sub-Score							
	<b>General Qualification</b>	20							
	Suitability for the Project								
	- International Experience	0							
	- Training Experience	0							
	- Professional Experience in IT/Admin domain	20							
	- Knowledge of the region	5							
	<b>Language Qualification</b>	5							
		30							
	<b>Total Part 3</b>			200					

## 13. Financial Proposal Form

- The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.
- In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.