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Description of the Project: Appointment of Service Provider to establish a Business Intelligence (BI), Market Data Analytics (MDA) and Data Warehouse (DW) Platforms to meet the data and information storage, processing, management, and governance needs of the Special Investigating Unit (SIU).

Tender Number: RFP: 017/02/2024/ICT

Closing of Date of the Tender: 04 March 2024

NO	QUESTIONS	SIU RESPONSES
1	<p>Current SIU Infrastructure:</p> <ol style="list-style-type: none">1. SIU utilizes a middleware platform to ingest data from external sources, including government departments and other providers.2. Please provide us the view of Response times for data retrieval through this platform.	<ol style="list-style-type: none">1. The response times for data retrieval through the middleware platform utilized by SIU vary depending on the complexity of the investigations (data to query) and size of the dataset.2. Also performance metrics are important to assess the actual response times accurately

2	Data Requirements: <ol style="list-style-type: none"> The SIU seeks both structured and unstructured data sets to build a comprehensive Data Warehouse (DWH). To understand the expected daily volume and characteristics of transactional data to be processed 	<p>The SIU is not the data custodian of external data collected. However, the expected daily volume of transactional data to be processed for structured, semi-structured and unstructured will vary from one investigation to another, and range between a few MB's and 100 GB.</p>
3	Scoring Models: <ol style="list-style-type: none"> The SIU desires near real-time scoring models, but alternative frequencies or thresholds might be considered based on feasibility and requirements. 	<p>The SIU indeed requires near real-time scoring models for efficient data analysis. The frequencies maybe vary as well from hourly, daily, or weekly depending on the data analysis requirement.</p>
4	Data Modeling and Scoring Tools: <ol style="list-style-type: none"> Please clarify whether the cost of licensing scoring/data modeling tools should be included in the tender proposal or if the SIU's ICT team will handle their procurement. 	<p>The cost associated to any licensing for the components of the solution proposed must be included in the pricing schedule.</p>
5	How many environments must we consider for sizing then pricing?	<p>The service provider must consider multiple environments for sizing and pricing to accommodate development, testing, and production stages of Data Analytics, BI and all Data warehouse platforms at the SIU.</p>
6	what are the current data volumes we must size for? and if DR is being considered what % of production data will it have?	<p>Currently we sitting with between 5TB – 8TB and looking to extend on the size. We also looking between 70% - 80% of production data to be replicated in the DR environment. This will also cater for the sensitivity of the data we working with.</p>

7	How many users and concurrent users must we consider?	The expected initial concurrent users will be 30 members; however the proposed solution must be scalable to accommodate more or less users as the need changes in the organisation.
8	What are the estimated data sources we are considering?	SIU will be integrating with both internal and external sources into the Data warehouse to determine the necessary connectivity and integration capabilities of the platform. The internal data sources from general operations are based on Microsoft SQL Databases and Scanned/OCR's documents.
9	In regards to data ingestion, should we consider both batch and streaming sources?	The proposal should at minimum cater for Batch, Secure FTP, and streaming sources for data ingestion. This is to support real-time analytics and reporting requirements at the SIU. Refer section 1.2.4 of Appendix A.
10	Apart from Analytics, are there ML use cases considered?	The SIU may consider Machine Learning use cases for predictive modelling, anomaly detection, and Artificial Intelligence (AI) technique in the future. Refer to section 2.2.9 of Appendix A
11	<p>The RFP looks to me as being primarily about purchasing a data platform for the SIU as the requirements talk mostly to platform functionality rather than services. Do you expect the service provider to build the data warehouse and reporting as well?</p> <p>If the answer is no, or are the services aspect of it going to be subject to another RFP?</p>	It is important to consider both the platform functionality and services, as they work together to provide the necessary infrastructure for storing, managing, and analysing data. But the SIU has the right to consider the software or hardware component first that speaks to the functionalities stated in the RFP.

12	Item	Clarification Questions (To Customer)	<p>The SIU prefers On Premises or a Hybrid deployment for storage and processing, however, not to exclude possible cloud solutions the SIU will evaluate cloud solutions should they have progressed to the technical evaluation stage.</p> <p>Microsoft SQL is the internal applications databases. Microsoft is the preferred technology for the SIU.</p> <p>Training will be required for: 5 x Administrators 30 x Super users / Analysts Cannot accurately state the number of Report consumers, this may require a train the trainer approach.</p> <p>Initial take on will be approximate 8 TB</p> <p>SIU will be integrating with both internal and external sources into the Data warehouse to determine the necessary connectivity and integration capabilities of the platform. The internal data sources from general operations are based on Microsoft SQL Databases and Scanned/OCR's documents.</p> <p>A decisioning engine (anomaly detection) capability is a requirement for the system.</p>
	1.1.1	Point 1.1.1 stipulates Cloud and/or Hybrid point 1.1.2 stipulates all and processing on prem therefore the solution must be on prem	
	1.1.14	Is Microsoft SQL Server for the data storage platform or the applications internal database	
	1.1.15	Is this the application database of the Data warehouse	
	SOW	Training: Confirm # users to be trained: a. Administrators b. Super users / analysts c. Report consumers	
	SOW	What are the current data volumes, i.e. what is the initial take-on data volumes?	
	SOW	How many data sources will form part of the initial scope is to integration? What type of data sources are these?	
	SOW	Does the SIU need a decisioning engine to create rules to detect anomalies etc	
	SOW	How many business rules will need to be configured as part of the initial configuration?	

	SOW	Does the scope include developing any reports, dashboards or data models. If so please specify detail and quantity?	<p>The Scope of Work does not require the development of any reports, dashboards or data models, however the proposed solution must provide the ability to do such. Also the training provided to the SIU must enable the SIU resources to develop such outputs.</p> <p>The SIU does require workflow as part of the solution. (<i>find reference</i>)</p> <p>Case management is not a requirement of this tender, if you choose to showcase your ability in this space it will not be evaluated.</p> <p>There are no use cases that have been identified to be delivered as part of the scope.</p> <p>The expected initial concurrent users will be 30 members; however the proposed solution must be scalable to accommodate more or less users as the need changes in the organisation.</p> <p>SIU confirm that the total bid price should be based on the 3 years pricing.</p> <p>The SIU will evaluate the responses in line with the published criteria.</p>
	SOW	Does the SIU require a case management solution; this is where the workflow will be configured.	
	SOW	How many workflows are required to be configured?	
	SOW	Can SIU please provide the data, table and/or columns sizing volumes so we can size our effort accordingly	
	SOW	Are there any specific use cases that have to be delivered as part of the scope or is this just a technology implementation/data warehouse project?	
		Can we please have the exact number of users (Business, Technical, Managers etc)	
		Please confirm that the total bid price should be based on the 3 year pricing. The optional 2 years should be priced separately and will not form part of the total bid price for the purposes of tender evaluation?	
		Please confirm if SIU will accept publicly available reference sites that can be verifiable through a website link that will be shared with SIU?	

13	<p>Licensing – they require comprehensive detail costing.</p> <ol style="list-style-type: none"> 1. How many users for reporting? 2. Require on prem reporting or cloud (determines license options) 3. Is ongoing software license management required? 4. How many data sources does the SIU have/use? 5. Does the solution have to be on premises or off premises? 6. What are the volumes of data we are looking at? 7. Does an ETL procedure document exist? 8. Are there any reporting requirements? 9. How does/will support and maintenance look like? What will be the length required? Will hypercare be needed? 10. Will real-time data extracts be need? 	<p>The expected initial concurrent users will be 30 members; however the proposed solution must be scalable to accommodate more or less users as the need changes in the organisation.</p> <p>The SIU prefers On Premises or Hybrid deployment for storage and processing, however, not to exclude possible cloud solutions the SIU will evaluate cloud solutions should they have progressed to the technical evaluation stage.</p> <p>Software license Management would be a nice to have but was not part of the scope or requirements.</p> <p>SIU will be integrating with both internal and external sources into the Data warehouse to determine the necessary connectivity and integration capabilities of the platform. The internal data sources from general operations are based on Microsoft SQL Databases and Scanned/OCR's documents.</p> <p>The SIU prefers On Premises or Hybrid deployment for storage and processing, however, not to exclude possible cloud solutions the SIU will evaluate cloud solutions should they have progressed to the technical evaluation stage.</p> <p>Currently we sitting with between 5TB – 8TB and looking to extend on the size. We also looking between 70% - 80% of production data to be replicated in the DR environment. This will also cater for the sensitivity of the data we working with.</p>
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		<p>The ETL process is not defined.</p> <p>The Scope of Work does not require the development of any reports, dashboards or data models, however the proposed solution must provide the ability to do such. Also the training provided to the SIU must enable the SIU resources to develop such outputs.</p> <p>Software maintenance and support services as referred to by the SIU are the activities performed to ensure the smooth functioning, improvement, and troubleshooting of applications after deployment. The SIU prefers in-country and onsite support. Support and maintenance will be required for the duration of the contract.</p> <p>No, real-time data extracts are not a requirement.</p>
14	What is the response format for comply and not comply. Do we need to add a technical write-up for each point we comply or not comply to?	This is a "Yes" and "No" answer with a write-up to demonstrate a partial "Yes" or partial "No"
15	The demo, there will be certain aspects that are not "demonstrable" as a straight forward example. As an example, some items are coded into the capability of the system. How is this expected to be demonstrated and in what format?	Not all aspects of the solution may be demonstratable in a traditional sense. But Clear communication and documentation on how to showcase capabilities coded into the system will be crucial for the demo process.
16	We confirm our intention to respond to the bid. In so doing, we will include software for which we either own outright or for which we are an authorised distributor and / or authorised to use in our solution.	Noted

17	<p>Please confirm that customer understands the following:</p> <ul style="list-style-type: none"> ✓ ·We have no discretion to amend any of the software terms of use (which includes an End User Licence Agreement as well as other obligations). ✓ ·Accordingly, our contracts which must be accepted for the software to be activated and used. ✓ ·The software terms of use will therefore take precedence over any conditions in the tender if the tender is awarded to Adapt IT. <p>The items above apply to both use of the software and the provision of support services</p> <p>Kindly confirm if we should produce a technical proposal or only answers to appendix A.</p>	<p>Acknowledging the software terms of use and licensing condition is crucial and compliance is mandatory for software activation and usage. Also both technical proposal and answers to Appendix A may be required to provide a comprehensive response to the RFP</p> <p>SIU expects that the vendor signs a NDA, typically the NDA is reciprocal in nature. I do not believe there would be any reluctance by the SIU to sign.</p>
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