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# Request for Proposal CARICOM Watch Listing Web- based Application



CARICOM IMPACS

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## Summary and Background

CARICOM Implementation Agency for Crime and Security's (IMPACS) through its sub-agency The Joint Regional Communications Centre (JRCC) located in Barbados is currently accepting proposals to design and develop a new Watch Listing web based application. The existing watch listing application was developed and launched in 2010 and is in need of enhancements to meet demands of the current agency mandate. The main purpose of the watch listing application is to facilitate the listing of entities of interest (persons, documents, vessels, etc.) in a manner conducive to easy analysis and query by other applications and analyst. The user base for the system consists of internal and external parties representing numerous law enforcement agencies from participating CARICOM countries.

Using the existing watch listing application as a reference system here's what we don't like about the current deployment:

Limitations of the Current Watchlisting Database:

- Outdated security
- Poor User / Account management and modification capabilities
- Absence of Security Classifications
- Weak Validation & Verification of entries
- Disparate databases and user interfaces
- Inadequate logging / auditing (successful and non-successful activities)
- Unscalable in Nature
- Limitation in Generating Reports for Analytical and Intelligence Purposes
- Inability to generate rules for analytical purposes

In an effort to provide a better experience with the web based application for both internal and external users, it has been determined that a new platform/application is needed, one that includes and not limited to an integrated reporting environment and a standard set of reports that can easily be customized and augmented to suit the Agency's internal & external requirements. The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction CARICOM IMPACS wishes to go.

## Project Purpose and Description

The purpose of this project is to completely replace the current web based application that was implemented in 2010 which has been determined as limited in scope, capabilities, ineffective and insecure. The new system must improve and / or include the requisite design and development to remedy the concerns listed above and should be able to facilitate the capturing, storing and enhance the Agency's screening process for the elimination of risk and the reduction of false positives. The replacement watchlist application should when combined with optimization techniques ensure higher levels of accuracy in the screening process.

### Project Description:

CARICOM IMPACS is seeking a provider to utilize the latest web-based technology to create a web based application that is secure, user friendly, simple to use and includes work flow to enrich the experience of both internal and external users. The system should have a proper case management feature enabling the Analyst to manage subjects flagged or potential matches to progress in a structured way. The case

management feature should provide a comprehensive audit tool that will enable attachments to be appended to capture a full history of all cases and decisions/dispositions.

The agency manages an Internal and Regional watch list system, both having their own independent user interfaces and databases. A significant deliverable of this project is to consolidate the database and provide a common user interface for these systems. However, the other design mechanisms must be used to provide logical and secure separation of the systems.

For emphasis, the site must be completely secure against intrusion. Detailed requirements are articulated in the Project Scope section.

## Project Scope

The scope of this project includes all design, development, coding and licensing required to bring the new system to a production state. The following criteria must be met to achieve a successful project:

### Non-Technical

1. All software and licensing requirements should be included as part of this project
2. Application should be compatible with all current web browsing technology and easily upgradeable
3. Application should be accessible via smart phones and tablets.
4. Application should support multiple languages.
  - a. English
  - b. Dutch
  - c. Spanish
  - d. French
5. Hosting of both the web site and pertinent database which collects and tracks site visitor information to include:
  - a. Pages visited
  - b. Length of page visit
  - c. Visitor origin URLs
  - d. IP Address
  - e. Browser name / type
  - f. Device type

### Technical

1. Flexible Security Classification at Country, Agency, User & Data levels
2. Granular Access Control List (ACL)
3. All key activities auditable (Add / Edits / Deletes)
4. Capture of pertinent details for Positive matches (HIT Table (s))
5. Statics of positive matches must be maintained
6. Data sovereignty considerations observed
7. Database design to accommodate entities of interest (persons, documents, vessels)

## Data Sovereignty

The JRCC is mandated to retain all Watch Listing data within the region. To this end, no sensitive / personal identifiable data must be retained off-premise and this must be demonstrable on demand. Where watch list entries are made with errors, the site must only retain for purposes of allowing the user to make corrections. A reasonable time must be given to make same corrections and where that time has exhausted, the user notified, and entry discarded. The timeframe allowed will be confirmed as part of the discovery phase.

While, actual watch list data can't be retained on a hosted site, there is no objection to hosting of relevant databases containing meta data relevant to the entries and users respectively for performance considerations.

## Development Environment / Programming language

The JRCC is technology agnostic and willing to explore options put forward by the bidder for the User Interface component. The database component shall be hosted on SQL 2017 Enterprise in an existing SQL cluster. The technology must allow for easy / rapid modification of design and content by JRCC ICT staff.

## Private Cloud Hosting vs On Premise

Hybrid Hosting solution will be considered where User Interface and limited metadata on transactions can be maintained off-premise. However, ALL sensitive / personal identifiable data must be maintained in a database on-premise.

Or

All components hosted on-premise. Full hardware and software requirements must be articulated in response with associated pricing.

Full outsourcing NOT allowed as there will be data sovereignty concerns.

## Browser Support

The application should support new secure browsers for security reasons and there is no need to support legacy browsers. The successful vendor should be knowledgeable on the versions of browsers available across PC's, laptops and smart devices (android & iOS) and provide recommendations on what would be deemed secure.

## Case Management Feature

The system should have a proper case management feature enabling the Analyst to manage subjects flagged or potential matches to progress in a structured way.

The case management feature should provide a comprehensive audit tool that will enable attachments to be appended to capture a full history of all cases and decisions/dispositions.

The system should be able to link a subject with several other watchlist subjects (Subject A is linked to B & K). The relation data should be linked with the alert and case data by the alert key and case key.

The system should be able to link a subject with several records/antecedents into the same alert and flagged the subject for admissibility assessment.

### Management Reporting/ Report Generation Feature

The system should have a proper management reporting/ report generation feature enabling the Analyst to generate reports based on risks/current trends, patterns etc. The system should provide graphical view of the screening results.

### User Account Management

The system must provide the following functionality:

- Accounts should be an agency /organization
- User access must be verified by two factor authentication
- All user accounts must be verified (email verification to be considered) as part of the registration period.
- Log / audit successful & unsuccessful logins
- Facilitate password policy enforcement
- Identify dormant accounts and notify users (automatically disable if no responses). Seasonal submitters will be for period no more than 180 days, whereas all other submitters no more than 90 days.
- Securely, allow users to reset passwords / reactivate accounts
- Provision of ACL (Account Control Level) privileges for all users, for example “Admin”, “Manager” and “User” (to be finalized as part of Discovery phase)

### Match and RiskScoring Feature

The system should provide an option for a risk scoring feature/module to complement its match score capabilities.

The Analyst will be in a position to generate reports based on match score versus risk score from within the case management system

### Security

The web site must support and maintain up-to-date security protocols as required by the chosen platform. SSL encryption and https protocol must be used. Http requests must not be accepted.

Communication to the JRCC primary and DR sites shall be facilitated via site-to-site VPN tunnels between the respective locations and the hosting location if a hybrid solution is accepted.

### Databases and Maintenance tables

Development of appropriate databases / tables for reference data such as Country list, Law Enforcement Agencies, Security Calssifications, Crime Classifications, Action List and other pertinent meta data / statics will be required and must ensure easy upgrade of these reference tables / information.

## Disaster Recovery & Business Continuity

The system must account for maximum uptime and use of modern technology must be intrical to the design. Services should be automatically transferred / accessible from both the DR site and be transparent to the user.

## Data Migration

Data from exsiting watch listing systems must be migrated to the new database environment. Tools / scripts to attain this migration must be included as a deliverable.

## Discovery Period

The successful tenderer should plan for and include a one-week discovery period to conduct interviews / gather any further supporting information relevant to the design and development of the application. This period will be used to ultimately firm up all technical and non-technical requirements included in the scope.

## Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until **23:59 hrs. EST (Barbados), August 1, 2019**. Any proposals received after this date and time will not be considered for evaluation. All proposals must be submitted in PDF format and signed by an official agent or representative of the company/vendor submitting the proposal. *We encourage submission of relevant supporting information where applicable.*

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by CARICOM IMPACS and will include scope, budget, schedule, and other necessary items pertaining to the project.

## General Comments

By submitting a proposal, vendors acknowledge that CARICOM IMPACS reserves the right to reconsider any proposals at any phase of this procurement process. CARICOM IMPACS also reserves the right to meet with select vendors at any time to gather additional information.

CARICOM IMPACS will not be held responsible for the failure of any email communication intended to deliver the Vendor's proposal response. It is solely the Vendor's responsibility to: (1) ascertain that they have all required and necessary information, documents and addenda, prior to submitting a response; (2) ensure that the response is received to the correct email address on or prior to the date and time listed. Late responses, regardless of delivery means, will not be accepted. Submissions received by hand delivery, telephone, or facsimile will not be accepted.

## Submittal Instructions

Proposals must be sent electronically in PDF format to **project\_proposals@impacsjrcc.org** by 23:59 hrs. EST (Barbados), **August 1, 2019**

The Subject Line of the email should state – Response to RFP – Watch Listing System

All communications should be addressed to Mr. Ricardo Mason – ICT Manager

Bidders should provide responses as articulated in **ANNEX A – RFP PROPOSAL FORMAT.**

When responding to this RFP, please follow all instructions carefully. Proposals must address all the questions and requirements of the RFP in the order and format specified in each section. It is the Vendor's responsibility to ensure its Proposal is submitted in a manner that enables the Evaluation Team to easily locate all response descriptions and any exhibits or attachments for each requirement of this RFP.

If the Responder is providing attachments, it is important to specify the associated Section and Tab number directly on the attachment.

## Request for Proposal and Project Timelines

The timelines governing the RFP process and overall project are stated below

### RFP and Selection Process Timeline

- Request for Quotation Published – July 10, 2019
- Clarification (Submission & Responses) – July 24, 2019
- RFP Responses Due – August 1, 2019
- Short List for presentation – August 2, 2019
- Presentations by Vendors – August 6 & 7, 2019
- Final Evaluation and selection – August 8, 2019
- Planned Contract Award Date – August 9, 2019

### Questions

Any Vendor requiring clarification of any section of this RFP or wishing to comment or take exception to any requirements or other portion of the RFP must submit specific in writing no later than Wednesday, July 24, 2019 at 16:00 hrs. EST (Barbados). Comments and questions shall be e-mailed to **project\_proposals@impacsjrcc.org**.

Any objection to the RFP or to any provision of the RFP that is not raised in writing on or before the last day of the question period is waived.

Every effort will be made to have responses emailed in the form of an addendum by **July 26, 2019 at 16:00 hrs. EST (Barbados)**, contingent on the number and complexity of the questions. A copy of all questions or comments and responses will be posted on our website: <https://www.caricomimpacs.org/procurement>

### Project Timeline

The project has been allocated [time line in months/ weeks] for delivery which runs from award of contract to final deliverable of site. However, this will be negotiated with the successful tenderer.



Notwithstanding any variance in delivery period, all expenses for this project must be committed and expended by **March 31, 2020**.

## Budgets

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC). All cost must remain valid and unchanged from submission of proposal to completion of contract. Pricing should be listed at minimum for each of the following items in accordance with the Cost Proposal format as articulated in **ANNEX A – RFP PROPOSAL FORMAT**.

## Payment Structure

A phased payment structure shall be applied where a 50% deposit shall be made available on award of contract, 30% shall be paid on delivery of all components for UAT and the final 20% due on successful completion of the UAT. Invoices will be settled on terms of Net 30 days.

## Bidder Qualifications

- Technical Proficiency – Ability to understand all of the security systems involved and make recommendations.
- Proactive – Ideally, we'd like to find a firm that understands our needs and makes recommendations based on their experience with similar security systems
- Communication – Communication is important, we shall have a fully dedicated project lead on our end and would appreciate the same. Formal weekly reports and meetings shall be convened for sharing of information. This is important so that we can coordinate with other stakeholders as required.
- Customer Service – Provide evidence of ongoing robust and healthy ongoing customer related relationships with several existing clients.
- Experience – Demonstrate the relevant experience and expertise of successful deployments and maintenance of related security systems
- Intellectual Property – CARICOM IMPACS shall retain all rights to the components developed for the system and the successful bidder must be capable of signing a Non-Disclosure Agreement. While CARICOM / CARICOM IMPACS / JRCC can be referenced for future work, the actual work completed cannot be referenced without our specific consent.
- Warranty – The successful tender must offer a minimum of one (1) year warranty on all works completed.

## Proposal Evaluation Criteria

To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Bidders will be evaluated on examples of their work pertaining to web site design and hosting as well as client testimonials and references

- Value and cost: Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project
- Technical expertise and experience: Bidders must provide descriptions and documentation of staff technical expertise and experience

## Award of Contract

CARICOM IMPACS reserves the right to award to a single responder deemed to be fully qualified and best suited among those submitting proposals based on the evaluation factors included in this RFP. Price shall be considered but shall not be the sole determining factor. CARICOM IMPACS shall not be bound to accept the lowest bid or any bid received. Selection will be made based on the best cost-value combination as agreed by the evaluation committee.

Once the proposals are ranked and the most qualified firm(s) are determined, CARICOM IMPACS may conduct further negotiations, and shall request presentations from those firm(s) shortlisted to further assist in the clarification of information and selection process.

However, do note that negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that: (i) deprives the Vendors or potential Vendors of a fair opportunity to compete for the contract; and (ii) would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals.

*END*

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