Ministry of Home Affairs
Cayman Islands Government

Tender CTC/14-15/MHA/027
Data Storage for the Government of the Cayman Islands

Question and Answer Round 1

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1. Do you have a preference for a specific software package?

   - No preference for any software solution – however vendors are encouraged to document the benefits if their solution such as: security, maintenance, performance/scalability, inter-operability and market share/live deployments.

2. Are there any software packages that you would prefer to stay away from?

   - Not specifically, however robust vendor support and security weaknesses and ongoing costs are factors that would be considered for suitability.

3. What are your thoughts around cloud based solutions?

   - Private cloud solutions would be considered - Data protection and other related concerns are mitigated.

4. Will you need disaster recovery built into the system?

   - Disaster recovery and high availability are desirable aspects of the this project. Vendors are encouraged to detail DR/HA options along with costing details of each option.

5. Do you have a disaster recovery plan in place today that this could be incorporated into?

   - Yes – additionally the government operates two data centres connected by high speed networking and dark fibre.

6. Based upon your earlier answer, can disaster recovery be based in the cloud?

   - Yes – based on agreed private cloud – particularly for encrypted offsite data backups.

7. What are the skill sets and backgrounds of your employees, both in IT and in business operations?

   - Two business analysts are employed by the Immigration department, other IT and process experts are available, along with subject matter experts.

8. Are there any preferences to software packages that you are using today?

   - Interoperability with existing oracle databases is required – but the solution can be non-oracle.

9. Will you be implementing new hardware with this solution?

   - Only if necessary

10. Are you leveraging current technologies?

    - Yes where possible, Example the payment gateway, oracle Database and Oracle

ECM

11.   Do you anticipate, or are you aware of legacy system interfaces that will need to interact with the new system?

- Described in the tender

12.   If so, what are those and what release of those packages are you currently running?

- Bespoke except for Oracle ECM

13.   Will this system need to incorporate desktop and mobile applications?

- Yes – external facing webpages should be responsive.

14.   Also, I wanted to see if it would be possible to arrange a meeting with yourself or those involved to discuss the project. To avoid any potential perceived conflicts or favoritism, minutes of our discussions could be published to those who received the RFP so that all parties would have access to the same information.

- Not possible unless all vendors are present.