REQUEST FOR INFORMATION (RFI)

Subject: Investigation Management System

Date of this RFI: 15 July 2021

Closing date of this RFI: 31 August 2021

Address RFI for the attention of: ICC Procurement Tender Box 3

E-mail address: [Tender.3@icc-cpi.int](mailto:Tender.3@icc-cpi.int)

ICC background

On 17 July 1998, 120 States adopted a statute in Rome - known as the Rome Statute of the International Criminal Court (“the Rome Statute”) - establishing the world’s first permanent international criminal court. The International Criminal Court (hereafter referred to as the ICC) investigates, tries individuals, and holds such persons accountable for the most serious crimes of concern to the international community as a whole, namely the crime of genocide, war crimes, crimes against humanity, and the crime of aggression when the conditions for the exercise of the Court’s jurisdiction over the latter are fulfilled.

The ICC is an independent international organisation and is not part of the United Nations system, but it maintains a cooperation relationship with the U.N. Its seat is at The Hague in the Netherlands. The ICC is composed of four organs: the Presidency, the Chambers, the Office of the Prosecutor and the Registry. The Court also includes several semi-autonomous offices, such as the Office of Public Counsel for Victims and the Office of Public Counsel for Defence. These Offices fall under the Registry for administrative purposes but otherwise function as wholly independent offices.

**Introduction**

This RFI aims to identify potential suppliers and gather ideas from the market for the replacement of an “Investigation Management System” for the ICC.

This RFI will serve to conduct market research to identify companies capable of providing solutions for the above-stated scenario. This market RFI shall be conducted at no cost to the ICC, and no contract will be awarded from this announcement. Market responses, as a result of this announcement, shall focus on providing recommendations for the provision of user experience research as detailed in the RFI.

Responses to this RFI should be submitted electronically to the following email address:

Responses are due no later than: 31 August 2021

**Service Description**

The ICC seeks information on a turn-key solution to replace the existing Investigation Management system. Sought services would include new software and migration services for the data existing in the current system.

ICC is looking to acquire a solution that will meet the following high-level requirements (amongst others):

Functional:

1. The system must be able to securely store information related to Investigations.
2. The system shall have default entities (i.e., actor, activity, location, documents, events, etc.) and allow the administrator to create custom-defined entities when necessary.
3. The system shall have a customisable metadata model, allowing administrators to add extra metadata fields to different entities.
4. The system shall allow for the creation of customised forms for user input.
5. The system shall allow for the management of tasks throughout an investigation.
6. The system shall have a workflow engine allowing the creation of new and customisation of existing workflows.
7. The system shall allow managing lines of inquiry and phase functionality allowing splitting an investigation into several phases.
8. The system should integrate and display major document formats such as: RTF, Text, Adobe PDF, Images, Microsoft Office files, etc.
9. The system shall be able to manage the disclosure process.
10. The system shall provide reporting capabilities and customisation of reports.
11. The system must have data import/export capabilities.

Non-Functional:

1. The system shall be web-based.
2. The system shall have granular role-based security over entities, documents and metadata.
3. The system must expose its functionality through API utilising standard protocols such as: REST API, GRAPHQL, while maintaining granular role-based security and allow the same transactions/services exposed via GUI to be made through API.
4. The system must be able to handle a large amount of data and allow for scaling.
5. The system shall use an appropriate database backend.
6. Business logic is separately managed from the data layer and the frontend layer.
7. The system shall expose it’s functionality/data for data analytics capabilities such as: Python or R.

Service Requirement:

The Court is interested in services to migrate data and workflows from its existing software into the new product.

The Software Application and related implementation services have to be provided by established and financially-sound companies whose principal activity is the provision of Investigation Management Software to other entities. Such companies will be asked, in case they would meet a minimum level of technical requirements, to participate in a tender process for the award of a contract for the provision of the Investigation Management Software which will have a fixed duration and a renewal option.

**Documentation to be submitted**

Interested suppliers shall include the following set of documentation in their responses to this Request for Information:

i. A brief profile of the company including size, location, areas of expertise, years in business, product range proving the capacity to supply and deliver the above mentioned goods.

ii. Product brochures (including detailed technical information) for one, several or all requirements specified in this RFI.

iii. Indicative product pricing.

iv. Reference to manufacturers of products offered.

v. Information on projects implemented earlier with these products, including geographical location of projects, project financial value, date of completion, etc.

vi. Complete contact details of the person(s) to whom any further correspondence must be sent, including name, position, email address and phone number.

vii. Clients references, if possible.