

## Specifications of goods (continuation)

### EDGE-G9: Unified Communication Tools and Government-wide Document Management System.

#### 1. Scope of Work

The functional specifications include:

##### **Type of Messaging Client**

1. A client (rich client, web client, mobile, Administration etc.) should be able to store and present information through a user interface, enforce security, replicate data, that is, allow many different servers to contain the same information and have many users work with that data.

##### **Access Messaging platform**

2. The user should be able to log on and open the messaging client software using the single sign-on credentials offered by the directory service and authentication credentials configured on the messaging server.
3. User accesses the messaging software using a personal computer, a phone, tablet, or any compatible device configured on for local or Remote Access via Authentication Services within the users' network.

##### **Compose and Edit Messages**

4. Upon access to the messaging environment, the user should be able to compose and edit a message to be sent, read messages, interact with other users through voice, video, and instant messaging.
5. The user should have common and message formatting tools to customize text according to user wishes. These include formatting text, paragraphs, employing text styles, proof reading features (spell checking, Thesaurus, word count) among others.
6. User is availed with search tools to search through reference materials such as online encyclopedias, dictionaries and translation services.
7. The user may type the addresses of the message recipients directly into the client's software or given opportunity to open names, phone numbers and email addresses in the text editor.
8. The user checks the email addresses and names typed to make sure that it is possible to send or communicate to the recipients
9. The user may attach an item such as a file, a business card, a calendar, an illustration (picture, Art, chart, screen short etc.), a table, a link, a symbol or even a signature to accompany the message.
10. The user may add tags to show importance and urgency of the message being sent (whether is high importance, medium, low, or otherwise)
11. The user may put permission to restrict received messages from being forwarded to other unintended recipients.
12. The user may send blind copies for the recipients who receive messages secretly to protect email addresses for other recipients.
13. The user may seek for opinions by adding a voting function to the message so that other users can respond to the email on the responses set.
14. Message re-direction can also be done where replies to the messages being composed go to a specific email address so that in case the sender is offline, or unavailable to reply their assistant may receive the message and respond
15. The user may schedule a date and time at which a Message should be sent
16. The user may activate a language translation tool to translate a word or a paragraph into different language by using bilingual dictionaries and or machine translations.

##### **Send and Receive Messages**

17. The user may want to show the status of sending or receiving messages. Also, the user is at liberty to cancel all pending send/receive requests.
18. When sending or receiving messages, a user has an option of downloading message headers (containing fields such as email address of the sender, subject and date) and marking or unmarking the headers for downloading purposes.



19. Preferences to work offline is available to the user. The user does not receive new emails in this state.
20. When a user received an email message, he/she replies to one or several and can use the received mail to respond with an instant message or call, or forwarding it as an attachment

#### **Organize Messages**

21. Group and Sort messages by many characteristics such as date, time, sender, recipients, categories,
22. Set tags to remind users to action on tagged mails later

#### **Manage massive distribution of messages**

23. Create distribution lists for massive delivery of mail messages at user and system level.
24. Avail easy access for uses to address books to look for names, phone numbers and email addresses.

#### **Categorize e-mail based on continuous learning of user actions**

25. Create email tags from a sequence of actions continuously done by the user. System should label emails with personalized importance ranking based on user actions preferences. The possible number of user's actions may vary but mainly falls into the following general categories i.e. Reply, Read, Delete or Mark as Spam.
26. Categorize emails tags based on these user actions
27. Provide appropriate feed back to the user

#### **Capability to avail smart virtual assistance to users of the system.**

28. Capability to avail smart virtual assistance to users of the system. Ability for the system to have rules and filters that you set up within your inbox to help users do daily inbox reviews, or even reply to individual messages.

#### **Calendar requests and Online meetings**

29. Create calendar requests and online meetings
30. Schedule the calendar activities
31. Share calendars with people by email and set permission

#### **Tasks**

32. Create tasks
33. Assign tasks to users
34. Set recurrence for tasks that will be repeated according to the users regular schedule
35. Send a status report about a task using an email address

#### **Contacts**

36. Create contacts
37. Assign tasks, call, or send an instant message to the contacts
38. Share contacts

#### **Document collaboration and co-authoring**

39. Co-authoring functionality that makes it possible for multiple users to share and work productively on the same document without intruding on one another's work or locking one another out.

#### **Presence and Instant Messaging (IM)**

40. Provision of presence and instant messaging capabilities for all users from their personal computers, and mobile devices with expansion to include capabilities such as web conferencing, file sharing, multi-party chat and others.

#### **Create Chat**

41. Provision of chat capabilities for all users from fixed and mobile devices

#### **Micro-Blogging and Discussion forums**



42. Status updates on people within a user's work network should be available for entry and display in the rich email Client so people can see at a glance, what their colleagues are working or what assistance they required.
43. Discussion forums: to enables users to post messages and questions, share answers and **ideas** with attachments (word, PDF, spreadsheet formats).

#### **Centralized File Sharing and productive work practices**

44. File sharing and user directories, and can be used to access databases such as document libraries and custom applications
45. The provision of centralized file storage capabilities, accessible from within the email client is required to reduce the need to send bulky attachments through email minimize storage costs and eliminate the storage of corporate documents within personal inboxes.
46. Provision of a storage capability external to the mail database – that stores a single copy of any document, image, or media instead of distributing a copy as attachments in emails sent.
47. Granting Permissions on Files - The user should able to apply sharing permissions to files; Private, shared with a user or a community or public, and what level of access to be applied; as a reader or author who can save back as a part of the copying process.
48. Provision of a single view of files – capability to view all files available to users (Public and shared) as well as those stored themselves (Shared, Private or Public) needs to be available in a single view in the email client.
49. Automatic Versioning to preserve data - Even with Author access files being replaced need to be saved as 'versions' meaning previous information is never lost.
50. Metadata associated with files need to be preserved as they are moved / copied into this centralized repository.
51. Notifications of actions needed - When files are shared in this way a message to the users that are being granted access to needs to be prompted, composed, and distributed as a part of this process.
52. Ability to share assignments and documents with 20-30 different users, groups, or teams from the inbox.
53. Compatibility between email clients – effectively same functions as above need to be made available in both the Rich email client and browser-based email clients to ensure the development of consistent working practices.
54. Automatic Granting of Access – when documents are dragged and dropped into an email, the permission for access to the file in the central library is automatically updated to include shared access to that new user.
55. Accessing Centrally stored files from within the email client – Once a user receives an email notifying them they have access to a file and what actions to take, clicking on that link should provide access to that file without taking the user outside the email client.
56. Collaboration captured on a file – Centrally stored files should be capable of being viewed without downloading. Feedback, comments etc. should be provided on the file (not stored within the document during creation) so that once finalized, other users can also comment upon it.
57. Useful Information on Files should be accessible and stored – such as versions available, creation date, modified, people who have downloaded, shared with others plus all comments made. The reason behind this capability is so that all collaboration is captured upon the actual knowledge record centrally stored, and not buried in emails in users' inboxes that can be deleted or archived and lost to the corporation and others.

#### **Managing meeting request**

58. Create, schedule, and keep track of meetings, appointments, all-day events, anniversaries, reminders, and event announcements.

#### **Storage and Retrieval**

59. The provision of centralized administration capabilities whereby a maximum sized attachment is specified for emails, with centralized storage of attachments exceeding this size being managed
60. Simple, effective administration of the environment including backup and restore capabilities are key requirements Assign tasks, call, or send an instant message to the contacts
61. Management of mobile devices storing mail to allow centralized wiping and tracking to ensure compliance with set security policies.



62. The messaging store should support Server and Client-side rules and unlimited number of user mailboxes per message store database and online addition of additional storage in to the System as and when required
63. Schedule message delivery, limiting size of mail box and prioritize sent messages by the user and administrator

#### **Delete and Restore**

64. Delete items and configure the email client to automatically purge the deleted items.
65. Able to recover Deleted Items

#### **Archive**

66. Archive is a way to reduce the size of message storage when the amount of email you keep starts to tax the storage resources, causing slow speeds. Archived items are moved to a separate file located on your device or on the corporate network and set aside to be accessed when needed.

#### **Manage the designer environment for the messaging client**

67. A Designer environment for creating client-server applications that runs within the collaboration suite
68. Enables use of software development environment and other tools to develop additional integrated applications such as request approval/workflow and document management

#### **Video Conferencing**

69. Enable users to work from home whilst still being fully engaged with teams, colleagues, and clients, wherever they are located and can collaborate and communicate just as they would if they were working from an office-based desk.
70. Enable users to connect with experts and advisors, face-to-face, no matter where they are in the country or the world.
71. Enable the in-house trainers to train in multiple locations at the same time.
72. Enable content to be recorded in the highest definition and accessed on-demand perfect for recovering/recapping a session, or for those who were unable to attend the training session in the first place.
73. Enable high level board meetings or room based professional video conferencing systems where everyone can meet face-to-face.
74. Enable Video based interviews with the ability to view posture, facial expressions, clothing choice which can all tell a lot about a person you may be hiring.

#### **Audio Conferencing**

75. Enable users to auto-connect with other users via Voice-over-IP (VoIP) or even automatically dial-out to other users.
76. Enable audio conferencing with users via desktop or mobile.
77. Provide visibility and feature access during conference calls, such as a list of participants; indicators of who is speaking and access to volume, muting and sub conferencing controls
78. Enable Hybrid audio support, which allows for seamless mixing of VoIP and traditional PSTN within the same call
79. Enable a seamless integration with the existing communications.

#### **Corporate Social Media Integration**

80. Enable users to publish easily searchable micro blogs and support user engagement/ collaboration within the platform.
81. Enable users to support the creation and management of user led discussion forums.
82. Enable users to integrate with third party authentication providers such as LinkedIn, Google, Facebook, etc.

## **2. Payment Structure and the Deliverables:**

Payments will be made as per the following schedules: -

The Supplier will be expected to submit the following deliverables:



Deliverable	Activity	Indicative Timing	Payment
1. Inception Plan	The Supplier shall host a kick-off meeting intended to review the goals, approach, scope of services, and deliverables in the Statement of Work.  At this meeting the Supplier will present an Inception Plan that describes the tasks, resources involved, and project timeframes for each deliverable.	2 weeks from contract signing	10%
2. Requirements Study	Completion and acceptance of the requirement study report.	Deliverable 1 + 10 weeks	15%
3. Detailed Design	Completion and acceptance of the detailed design report.	Deliverable 2 + 6 weeks	15%
4. Implementation of unified communication tools and Government-wide Document Management system	User Acceptance Testing completed for the functions and test results are to the satisfaction of the Purchaser.	Deliverable 3 + 20 weeks	45%
5. Completion Report and Knowledge Transfer	The Supplier will provide to the Purchaser a report on completion of the assignment, and conduct 1 workshop to discuss and close the activities.	Deliverable 4 + 4 weeks	15%

### 3. Qualification and Experience Requirements

- i) The Supplier should have at least ten years of consultancy experience in unified communication tools and Government-wide Document Management system for public sectors or large corporations;
- ii) Demonstration of previous continuous experience and expertise in unified communication tools and Government-wide Document Management system in at least three (3) assignments of similar type, scope, and nature in the last five (5) years;
- iii) The Supplier should have an Annual Turn Over of US\$ [insert amount] through their relevant and related Consultancy Services in ICT Fields;
- iv) The Supplier should have secured and successfully completed at least one Contract of a similar nature worth US\$ [insert amount]M during the last 5 years;
- v) International Suppliers (if selected) should include local partners with at least 5 years of total experience in providing relevant support services.

### 4. Qualification and Experience Requirements for Resource Persons

#### A. Unified communication tools and Government-wide Document Management system Experts

- A completed Master's degree in relevant subjects like Computer Science, ICT, or Mass Communication
- A minimum of fifteen (15) years' professional work experience.



- A minimum of ten (10) years' of demonstrated experience in unified communication tools and Government-wide Document Management system for government agencies and/or large corporations.
- Experience working in Government at senior civil service or ministerial level preferred.
- Demonstrated experience in large ICT projects will be an added advantage.
- Fluency in English and evidence of diplomacy and negotiation skills.
- Evidence of ability to work as an effective team leader.

## **5. Administrative Arrangements**

Reporting. The Supplier will report to the Project Director. The Supplier will be expected to prepare succinct and relevant documentation to support all recommendations, and to discuss recommendations with stakeholders in-country. All reports will be in English language (and in local language wherever required), and in Word, Excel and PowerPoint format, or equivalent. Draft versions of the documentation, in both English and Local languages, will be submitted electronically and successive versions of reports will be marked to show changes from the previous draft. Copies of all deliverables will be provided to the World Bank.

The Supplier will work in close consultation with the Project Director who will assist in arranging all meetings with other Government departments, communities, and stakeholders.

## **6. Data, Personnel, Facilities, and Local Services to be provided by the Purchaser**

The project will provide appropriate office space and other associated (data, information, furniture, stationeries, etc.) necessary to carry out the assignment. The Supplier will assist and report to the Project Director, under the general supervision and guidance of the respective team leaders/supervisors.