Sunday, October 9, 2016

Request for Proposal

Correspondence Management System



Contents

[Executive Summary 3](#_Toc463903012)

[Project Objectives 4](#_Toc463903013)

[Responsibilities and Duties 5](#_Toc463903014)

[CMA Responsibilities and Duties 5](#_Toc463903015)

[Contractor Responsibilities and Duties 5](#_Toc463903016)

[Scope of Work 6](#_Toc463903017)

[CMS Product Features 6](#_Toc463903018)

[General Features 6](#_Toc463903019)

[Draft Correspondence Management 6](#_Toc463903020)

[Incoming Correspondence Features 7](#_Toc463903021)

[Outgoing Correspondence Features 7](#_Toc463903022)

[Signature Features 8](#_Toc463903023)

[Administration 9](#_Toc463903024)

[Backup and Restore 9](#_Toc463903025)

[Configurations and Customizations 9](#_Toc463903026)

[Training 9](#_Toc463903027)

[Project Management Methodology 10](#_Toc463903028)

[Project Duration 10](#_Toc463903029)

[Project Deliverables 10](#_Toc463903030)

[Project Management Methodology 10](#_Toc463903031)

[Acceptance Criteria 11](#_Toc463903032)

[Interviews & Product Demonstrations 11](#_Toc463903033)

[Support, Maintenance & Warranty Requirements 12](#_Toc463903034)

[Proposal Structure 13](#_Toc463903035)

[Volume I: Technical Proposal 13](#_Toc463903036)

[Volume II: Financial Proposal 14](#_Toc463903037)

[Bill of Quantity 15](#_Toc463903038)

[Product Licenses 15](#_Toc463903039)

[Training Cost 15](#_Toc463903040)

[Support & Maintenance 16](#_Toc463903041)

[Appendix I: Product Specifications Compliance 17](#_Toc463903042)

# Executive Summary

Capital Markets Authority (referenced within as CMA) in the State of Kuwait is calling for a proposal from local IT companies to propose a complete comprehensive correspondence management system (CMS).

The required CMS solution will be used to create, manage and track all CMA internal and external official correspondences.

The CMS must be web based built on top of Microsoft collaboration stack of products, and being accessed from both CMA internal network and users’ external connections via supported browsers on all types of devices from PCs to tablets and mobile devices.

CMA did a remarkable investment in both Microsoft Collaboration Framework (basically SharePoint Server and related technologies) and OpenText framework.

As a successor of the current OpenText solution, CMA want to take the system to the next era, which is tolerated around easier collaboration and cutting edge user experience.

The current OpenText solution will be used as archiving backend to the live data which will reside in the new solution.

The underlying document is meant to clearly state CMA requirements for the required solution including functional and non-functional requirements.

The document covers the duties and responsibilities of the contractor, scope of work, proposal submittal requirements, proposal structure, BOQ and additional appendixes of related information.

It is required from the contractor to provide a specialized CMS product built by a team with extensive experience in developing, support and maintaining Government correspondence systems to submit their proposal which covers CMA requirements completely, achieve the required goals and provide outstanding level of quality with reasonably cost and timeframe, accordingly CMA will review the proposal very carefully and pay attention to slight details.

# Project Objectives

**CMA** targeting by this project to acquire a cutting edge Correspondence & Digital Signature product which provides a complete solution for internal and external correspondences with a user-friendly cross platform web interface.

**CMA** targeting to have a solution which utilize the current investments in both Microsoft and OpenText products and services.

**CMA** targeting to provides an essential competitive advantage that is critical to allowing CMA employees to work more efficiently and to engage more effortlessly and help in driving a transformation to digital business through an automation strategy that meets users where they are collaborating day to day activities.

# Responsibilities and Duties

In this section, we are going to elaborate the **Contractor** and **CMA** responsibilities, which will help to have a clear understanding and accurate project scope of work boundary.

## CMA Responsibilities and Duties

For the sake of project success **CMA** grantee full collaboration with the contractor team, CMA responsibilities is summarized as per the following list

* **CMA** will assign a **Product Owner** role in place who has authority over the features and services included in your product and will communicate and align the long-term vision with the product backlogs.
* Provide all details about the **Correspondence & Digital Signature** System business functionalities.
* Provide required development and testing **Servers** for the contractor team
* Provide **Source Control Server** for the Contractor Team
* **Qualified Development Team** for the training & knowledge transfer

## Contractor Responsibilities and Duties

The Contractor throughout the project shall carry out all tasks described in **Section 3 Scope of Work** and shall be responsible for the following duties:

* The contractor must provide an **Experienced Project Manager** during the whole engagement to act as a single point of contact with CMA.
* **Submitting all the Deliverables** listed under the scope of work section based on the approved project plan provided by the contractor.

# Scope of Work

CMA is requesting a Correspondence Management System product which includes the required features listed later in this document plus the required configurations and initial information entry and 1-year standard support.

## CMS Product Features

### General Features

The product must include the required features across all components:

* Support for IE, Edge, Chrome, Safari and Firefox on both PCs and Mobile Devices.
* User authentication must be done via Active Directory in a secure fashion.
* The product must provide innovative notifications module which can be configured to deliver the notifications over SMS, email or in-app notifications utilizing CMA Microsoft Exchange Server or third party SMS gateway.
* The product must provide the ability to follow or track specific correspondence and notifications to be generated automatically in case an action has been tacking on the correspondence.
* The product must provide integration with Microsoft Skype for Business Server for presence and conferencing capabilities, in which the user can see the online status of another user and initiate a IM or conference call from the app to the Skype for Business client.

### Draft Correspondence Management

The product must provide the ability to create, track and manage draft correspondences for both the official memos and letters document types, the required minimum features are:

* Custom templates for the letters and memos with the ability to change the template in Microsoft Word (.docx) format.
* The ability to add additional templates which inherits the functionality of memo or letter.
* The templates must provide the functionality of automating the information inside Microsoft Word Content Place Holders.
* The applied place holders must be synced automatically by the system whenever the metadata changes.
* The product must utilize Microsoft Office Online Server as the main Microsoft Office Documents viewer.
* The product must provide a web based viewer for additional file types (attachments) like PDF, Images. Etc.
* The product must provide an innovative way to add, delete and update attachments to a draft.
* The product must provide the ability to add comments within Microsoft Office Documents.
* The product must provide the ability to edit Microsoft Office Documents within their respective desktop applications.
* The product must provide the ability to share a document or a whole draft correspondence for editing or approval.
* The product must provide the ability to add comments on the whole correspondence as a mean of discussing a specific subject.
* The product must provide the ability to notify the users on changes done to a shared correspondence.
* The product must provide the ability to create a task related to a specific correspondence and the ability to track work done based on the task.

### Incoming Correspondence Features

The product must provide the ability to create, track and manage incoming correspondences for both the official memos and letters document types, the required minimum features are:

* The product must provide the ability to generate automatic incoming serials (based on predefined formula).
* The product must provide a complete innovative view of incoming correspondences including:
  + Main document
  + Attachments
  + Actions (list of actions on the current thread)
  + Audit log
* The product must provide the following actions on each incoming correspondence
  + Forward to a user or group
  + Selecting which attachments to be forwarded including the incoming correspondence main document
  + Replying to the sender
  + Reject the incoming correspondence (return to sender)
  + Download the whole correspondence as standard zipped file
  + Email the correspondence to one or multiple emails
  + Selecting which attachments to be included in the sent email
  + The ability to password protect emailed files (user can send the password in separate email)
* The product must provide the ability to share a document or a whole incoming correspondence for viewing.
* Each incoming correspondence must be locked as a record with no changes allowed neither on documents nor metadata.
* The product must provide the ability to add comments on the whole correspondence as a mean of discussing a specific subject.
* The product must provide the ability to create a task related to a specific correspondence and the ability to track work done based on the task.

### Outgoing Correspondence Features

The product must provide the ability to create, track and manage outgoing correspondences for both the official memos and letters document types, the required minimum features are:

* The product must provide the ability to generate automatic outgoing serials (based on predefined formula).
* The product must provide a complete innovative view of incoming correspondences including:
  + Main document
  + Attachments
  + Actions (list of actions on the current thread)
  + Audit log
* The product must provide the following actions on each incoming correspondence
  + Forward to a user or group
  + Selecting which attachments to be forwarded including the outgoing correspondence main document
  + Resend an outgoing correspondence
  + Send a copy of the outgoing correspondence to a user or group
  + Download the whole correspondence as standard zipped file
  + Email the correspondence to one or multiple emails
  + Selecting which attachments to be included in the sent email
  + The ability to password protect emailed files (user can send the password in separate email)
* The product must provide the ability to share a document or a whole outgoing correspondence for viewing.
* Each outgoing correspondence must be locked as a record with no changes allowed neither on documents nor metadata.
* The product must provide the ability to add comments on the whole correspondence as a mean of discussing a specific subject.
* The product must provide the ability to create a task related to a specific correspondence and the ability to track work done based on the task.

### Signature Features

The product must provide both electronic and digital signature capabilities, with the following features:

* The ability to place electronic signature on the main correspondence document based on the predefined template utilizing signature image defined within the user profile.
* The ability to add digital signature to the main correspondence document utilizing a digital signature defined within the user profile.
* Both electronic and digital signatures must be encrypted by a user pin code.
* Digital signatures may be applied in attachments based on user preferences.
* The product must provide an innovative way to register both electronic and digital signature of a user.
* Due to the sensitivity of user signatures information, no third party signing solutions are allowed, all signature information must be stored securely within the product inside CMA premises.
* The product must support standard digital signatures format which is supported by the Public Authority for Civil Information (PACI).
* The digital signature module must comply to the Kuwaiti Law number 20/2014 for electronic transactions and its executive regulations.

### Administration

The product must provide a complete backend administration module in which all aspects of the product configurations with innovative easy to use interface.

### Backup and Restore

The product must provide a complete and partial backup method for all the components and data.

## Configurations and Customizations

The contractor must include the following customizations and configurations within his proposal:

* Product infrastructure preparation, installation and components deployment.
* User profiles sync background service with the Active Directory and the current HR system.
* Initial correspondence templates.
* Organization structure creation.
* Electronic and digital signature registration.
* OpenText integration as an archiving backend.

## Training

The contractor must provide the necessary training for CMA team in the following topics:

* Product configurations (5 administrators)
* Product usage super user training (train the trainer) (10 users)

# Project Management Methodology

Within this section, CMA is going to show all the Project management related topics such as project duration and resources requirements and Project management methodology the contractor should follow:

## Project Duration

The total duration of the project must not exceed **Three Months** including the time required go live and users’ training.

## Project Deliverables

In this section, CMA is listing all the expected deliverables from the contractor during the project different phases

|  |  |  |
| --- | --- | --- |
| # | Deliverable | Description |
| 1 | Detailed Project Plan | English |
| 2 | Detailed Communication Plan | English |
| 3 | Detailed Architecture Document | English |
| 4 | Detailed User Guide | Arabic |
| 5 | Operations and Maintenance Guide | English |

## Project Management Methodology

Regarding to the project priority and sensitivity and regarding to the short duration of the project CMA require the contractor to follow the Scrum framework during the project phases to help CMA team in following up the progress and request for corrective actions in case of any issues happened.

The contractor must use an Agile project management methodology (Scrum is preferred), in which the application requirements will be converted in a product backlog and the tasks of implemented the application will be planned into sprints.

At the end of each sprint, the contractor must conduct a presentation and live demo on the finalized components, which will allow CMA to supervise the project implementation in proper way and make sure that the implementation aligned with CMA vision.

## Acceptance Criteria

In this section, we are going to show the CMA acceptance criteria:

1. Passing the UAT done by the CMA Team
2. Training complete

## Interviews & Product Demonstrations

The contractor must be prepared to give a live demonstration to demonstrate the technical and functional capabilities of the proposed product. **CMA** will invite the contractor after the initial proposal evaluation to clarify the proposal contents and provide a demonstration for the proposed product. The purpose of this interview will be to allow the contractor to do a brief presentation about the proposed product, allow **CMA** project team members to ask questions and to view the proposed product features. The contractor presentation & demo will be limited to a maximum of three hours including the questions and answers period. Representatives of the contractor for this interview should include the proposed project manager and the other project key stuff members that will directly involve in this project, contractor will be notified by a letter/fax or a call from **CMA** as to the exact time and location of the interview including the required scripted demo.

# Support, Maintenance & Warranty Requirements

In order to provide operations’ support and maintenance the contractor is required to perform the following activities in addition to any other activities necessary during post-implementation:

* Support and maintenance. Provide support and maintenance of users and systems after project signoff to perform operations and maintenance as well as support for users, performed by remote team locally based in Kuwait.
* Warranty. The contractor will provide warranty for product, solution components and technology provided under this project as indicated in this RFP for 12 months as of the date of handing over and acceptance by CMA.
* For Software: Software patches and fixes management, major upgrades and Including installation and configuration of upgrades.
* SLA and OLA: Describe the Contractor service support arrangements when the solution is transferred into the live environment for all the solution components.

# Proposal Structure

This section outlines the structures for the Technical and Financial proposal to be submitted by the Contractors as well as its format. It is a must that the Contractor follows the structure defined in this RFP. Not complying with requirement will lead to a disqualification.

## Volume I: Technical Proposal

The contractor Technical Proposal must be divided into the explained sections below and should not miss any sections

**Cover Page**

**Table of Contents**

**Section 1: Executive Summary**

This section should include an overview of the requirement, the proposed solution and approach, key differentiating factors and benefits to CMA.

**Section 2: The Contractor teams and Roles**

This section describes the Contractor, consortium, partners, teams and roles in the project, and key strengths.

**Section 3: Project Approach and Schedule**

This section covers in detail the proposed solution, components, how it addresses the CMA RFP requirements, implementation strategy and specifications. In this section, Contractors will also include a detailed project schedule, with full details of timing, duration, deliverables and milestones, in line with the proposed implementation plan. A detailed Gantt chart for the overall project duration including operation and maintenance phase should also be presented.

**Section 4: Configurations and Customization Services**

This section should include all the details related to the implementation phase of the project with deep details regarding to any used tools (development tools, source code repository, testing tools, etc.) and team’s collaboration (roles and activities).

**Section 5: Solution Details (Features, Architecture and Deployment)**

This section discusses in detail the proposed solution architecture & the integration with the backend. The architecture should be on a high level and detailed level. The integration between the different solution components will also be thoroughly discussed.

The Contractor will explain how the solution will be deployed and the deployment rollout in detailed.

The Contractor will explain his product features in details.

**Section 6: Training**

This section discusses the RFP training requirements, how and when they will be addressed, instructors and experience and delivery methods

**Section 7: Warranty and Maintenance Services**

In this section the Contractor will explain in detail the services provided for the warranty period and how the services will be delivered.

**Section 8: Assumptions**

The Contractor will list and discuss any assumption made throughout the project life cycle.

**Section 9: Software and Hardware Requirements**

In this section, the Contractor must include all the needed hardware and software needed for the whole solution, CMA will be responsible of providing the required hardware and any Microsoft Licenses which is covered by the Kuwaiti Government Enterprise Agreement, any other third party licenses must be included by the Contractor in the BOQ section.

**Appendix I: Resumes (assigned to phases and activities)**

This section will include the resumes for all the Contractor key team members to engage at any stage during the project. The resumes will include names, qualifications, experience, skills, and references. Each resume will be assigned to a specific task / activity in the project schedule.

**Appendix II: Product Brochures, Specification Sheets, etc.**

This appendix will include all brochures, specifications, and other information related to the proposed solution components.

## Volume II: Financial Proposal

The Contractor shall submit a total lump sum fee for the performance of the services required in this RFP. The fee shall include all costs associated with such services using the Bill of Quantity Section.

# Bill of Quantity

The Bill of Quantity based on project Scope of work detailed above. All Amounts are should be quoted in Kuwaiti Dinars (KD).

## Product Licenses

The contractor must include all the product licenses required for the solution based on the contractor design, the contractor must provide a detailed explanation of his pricing model(s) for proposed software.

The product licenses must not include any limitation for users, servers, number of documents, etc.

The software cost proposed by the Contractor must be filled as per the following table:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Software License** | **No of License** | **Unit cost (KD)** | **Total Cost (KD)** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| **Total** | | | |  |

## Training Cost

Unit price of the training courses must be filled as per the following table including all overheads (course materials, instructor accommodation, air trips, etc.).

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Course Title** | **No of days** | **Course Cost (KD)** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| **Total** | |  | |

## Support & Maintenance

Unit price of support and maintenance must be filled as per the following table including all

overheads (accommodation, air trips, etc.).

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Task Description** | **Unit** | **Total Cost (KD)** |
| 1 | Annual Maintenance Cost after implementation and warranty period for 1 year | Lump Sum |  |
| Total cost of support and maintenance | | |  |

# Appendix I: Product Specifications Compliance

|  |  |  |
| --- | --- | --- |
| Feature | Comply (Y/N) | Notes |
| Support for IE, Edge, Chrome, Safari and Firefox on both PCs and Mobile Devices |  |  |
| User authentication must be done via Active Directory in a secure fashion |  |  |
| The product must provide innovative notifications module which can be configured to deliver the notifications over SMS, email or in-app notifications utilizing CMA Microsoft Exchange Server or third party SMS gateway |  |  |
| The product must provide the ability to follow or track specific correspondence and notifications to be generated automatically in case an action has been tacking on the correspondence. |  |  |
| The product must provide integration with Microsoft Skype for Business Server for presence and conferencing capabilities, in which the user can see the online status of another user and initiate a IM or conference call from the app to the Skype for Business client |  |  |
| Custom templates for the letters and memos with the ability to change the template in Microsoft Word (.docx) format. |  |  |
| The ability to add additional templates which inherits the functionality of memo or letter. |  |  |
| The templates must provide the functionality of automating the information inside Microsoft Word Content Place Holders. |  |  |
| The applied place holders must be synced automatically by the system whenever the metadata changes. |  |  |
| The product must utilize Microsoft Office Online Server as the main Microsoft Office Documents viewer. |  |  |
| The product must provide a web based viewer for additional file types (attachments) like PDF, Images. Etc. |  |  |
| The product must provide an innovative way to add, delete and update attachments to a draft. |  |  |
| The product must provide the ability to add comments within Microsoft Office Documents. |  |  |
| The product must provide the ability to edit Microsoft Office Documents within their respective desktop applications. |  |  |
| The product must provide the ability to share a document or a whole draft correspondence for editing or approval. |  |  |
| The product must provide the ability to add comments on the whole correspondence as a mean of discussing a specific subject. |  |  |
| The product must provide the ability to notify the users on changes done to a shared correspondence. |  |  |
| The product must provide the ability to create a task related to a specific correspondence and the ability to track work done based on the task |  |  |
| The product must provide the ability to generate automatic incoming serials (based on predefined formula) |  |  |
| The product must provide a complete innovative view of incoming correspondences including:   * Main document * Attachments * Actions (list of actions on the current thread) * Audit log |  |  |
| The product must provide the following actions on each incoming correspondence   * Forward to a user or group * Selecting which attachments to be forwarded including the incoming correspondence main document * Replying to the sender * Reject the incoming correspondence (return to sender) * Download the whole correspondence as standard zipped file * Email the correspondence to one or multiple emails * Selecting which attachments to be included in the sent email * The ability to password protect emailed files (user can send the password in separate email) |  |  |
| The product must provide the ability to share a document or a whole incoming correspondence for viewing. |  |  |
| Each incoming correspondence must be locked as a record with no changes allowed neither on documents nor metadata. |  |  |
| The product must provide the ability to add comments on the whole correspondence as a mean of discussing a specific subject. |  |  |
| The product must provide the ability to create a task related to a specific correspondence and the ability to track work done based on the task. |  |  |
| The product must provide the ability to generate automatic outgoing serials (based on predefined formula). |  |  |
| The product must provide a complete innovative view of incoming correspondences including:   * Main document * Attachments * Actions (list of actions on the current thread) * Audit log |  |  |
| The product must provide the following actions on each incoming correspondence   * Forward to a user or group * Selecting which attachments to be forwarded including the outgoing correspondence main document * Resend an outgoing correspondence * Send a copy of the outgoing correspondence to a user or group * Download the whole correspondence as standard zipped file * Email the correspondence to one or multiple emails * Selecting which attachments to be included in the sent email * The ability to password protect emailed files (user can send the password in separate email) |  |  |
| The product must provide the ability to share a document or a whole outgoing correspondence for viewing. |  |  |
| Each outgoing correspondence must be locked as a record with no changes allowed neither on documents nor metadata. |  |  |
| The product must provide the ability to add comments on the whole correspondence as a mean of discussing a specific subject. |  |  |
| The product must provide the ability to create a task related to a specific correspondence and the ability to track work done based on the task |  |  |
| The ability to place electronic signature on the main correspondence document based on the predefined template utilizing signature image defined within the user profile. |  |  |
| The ability to add digital signature to the main correspondence document utilizing a digital signature defined within the user profile. |  |  |
| Both electronic and digital signatures must be encrypted by a user pin code. |  |  |
| Digital signatures may be applied in attachments based on user preferences. |  |  |
| The product must provide an innovative way to register both electronic and digital signature of a user. |  |  |
| Due to the sensitivity of user signatures information, no third party signing solutions are allowed, all signature information must be stored securely within the product inside CMA premises. |  |  |
| The product must support standard digital signatures format which is supported by the Public Authority for Civil Information (PACI). |  |  |
| The digital signature module must comply to the Kuwaiti Law number 20/2014 for electronic transactions and its executive regulations |  |  |
| The product must provide a complete backend administration module in which all aspects of the product configurations with innovative easy to use interface |  |  |
| The product must provide a complete and partial backup method for all the components and data |  |  |