

Enterprise Case Management System

Request for Technology (RFT)

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Product Requirements

Product Requirements for Enterprise Case Management System

1. Functional Requirements

Core Product Capabilities:

- Unified Case Management:** Ability to centralize and streamline case management for diverse case types including but not limited to Social Services, Healthcare, Legal, and Financial.

Enterprise Architecture Requirements

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1. Architecture Patterns & Design Principles

Required Approach:

- Adopt a modular, microservices-based architecture to ensure flexibility, scalability, and maintainability across

Engineering & Technical Quality Requirements

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1. API Design & Development Standards

To ensure seamless integration, scalability, and maintainability of the Enterprise Case Management System, the following API standards and practices must be adopted:

- **API Design Patterns:** APIs must follow RESTful principles with JSON payloads, and support GraphQL for complex queries.

Security & Compliance Requirements

Security & Compliance Requirements for the Enterprise Case Management System

1. Compliance & Certification Requirements

- Certifications:** Vendors must hold internationally recognized certifications including ISO 27001 (Information

Commercial & Procurement Requirements

Commercial & Procurement Requirements for Enterprise Case Management System

Pricing & Cost Structure

- Required Pricing Model Clarity:** Vendors must provide transparent pricing models, specifying whether costs

Delivery & Implementation Requirements

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1. Delivery Methodology Requirements

- Acceptable Methodologies:** The vendor must propose a delivery approach using Agile (e.g., Scrum or SA