



Terms of Reference

Document Management System
&
Supply, Install, Configuration of Scanners

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Company Information

Fiji Public Trustee Corporation(Pte) Limited (FPTCL) is transforming its Business to enable Compliance and Optimize Service Delivery internal and external for stakeholders, respectfully invites all qualified vendors to implement Document Management System. Offeror is requested to focus on the need of FPTCL to improve records management, retention, indexing, work flow, document access and retrieval of documents created and utilized by staff. The goal is to implement a system that stores digital images quickly and effectively for later retrieval by securely defined user or group access. The system must be able to export the digital information into various formats, and to allow quick, easy, and timely retrieval of records and information as needed. The system should have the ability to control the authoring, check in/out, and/or version control of documents being developed, managed or stored. It should also give users the ability to index or enter the "metadata" associated to the documents being entered into the system.

The DMS solution must be scalable to support the inclusion of existing documents into the system and to allow paper documents to be scanned and imported into the system. It is not uncommon to have multiple copies of the same document in various locations. In general, users need easier retrieval of information, search tools to locate the information and a workflow solution to efficiently process and route documents. FPTCL is looking to take the paper documents that will be archived for a specified period of time and scan them into a document management system. The system shall include document imaging, management, indexing, searching, workflow and document archiving/retention. This new modernized DMS system will improve the FPTCL's business processes, provide additional protection for records and enhance availability of records to the stakeholders.

FPTCL is seeking the option to have the DMS system on premises with the ability to access the system from any place on any platform (Windows, Mac, Android)

FPTCL is also procuring Scanners to enable in capturing all the documents of diverse types with reasonable volume containing varieties of information from extremely thin paper to passports and even heavy embossed Id cards.



Project Description

Project Goals and Objectives

FPTCL is seeking to install a Document Management System (DMS) solution and is currently looking for potential vendors, which can provide a turnkey system that includes necessary business functions and all associated interfaces.

The Document Management System (DMS) shall incorporate the latest technology available at the time of installation and must be easily upgradeable when hardware/software improvements become available. The proposing vendors shall keep in mind the following ideals that FPTCL is attempting to achieve in this RFP:

- System reliability
- System flexibility
- System scalability
- System interoperability
- System integrity – data security and user access levels
- Ease of mobile or remote system accessibility
- System user defined parameters

Project elements that the FPTCL will require proposals to include:

Part A DMS

- Application software
- Software implementation
- Computer hardware and setup
- System interfaces
- Software and hardware maintenance
- Project management
- Comprehensive training
- Establish a main repository for documents
- Reduce manual processes and increase productivity
- Increase integration and interaction between departments
- Improve workflow processes to streamline movement of documents between staff and departments to improve customer service
- Full text searching of documents stored in the DMS using Optical Character Recognition (OCR) technology
- All users will interact directly with the DMS to either enter/track their existing paper or retrieve documents as needed from other departments
- Reduce liabilities through effective management of multiple types of documents (scanned or electronically generated), and improving the tracking, retrieval, retention, and final disposition of these documents
- Share documents in both a structured and ad-hoc manner across the organization



Part B- Supply, Install and Configuration of Scanners

TYPES OF DOCUMENTS

Given the wide ranging interests in document management technologies it is not surprising to see that the types of documents that may go into a central repository is quite extensive. Examples of documents that would be considered for this system include, but are not limited to:

- | | | |
|--------------------------|-----------------------|---------------------------|
| • Agreements | General notes/minutes | Presentations |
| • Estate & Trust reports | Court Documents | Project plans |
| • Application Forms | Invoices/Receipts | Proposals |
| • Certificates | Letters | Purchase Orders |
| • Contracts | License agreements | Reports/papers |
| • Correspondence | Memos | Spreadsheets |
| • Electronic mail | Misc/Other | Word processing documents |
| • Faxes | General Documents | Vendor files |
| • Maps & Photos | Titles | Glossed paper Notes; |
- Documents handled by a typical department include but are not limited to: A3, A4, A5,A6 ,A7 in size, and can include both printed and handwritten text. These documents can be both single/double-sided; they can be folded, stapled, wrinkled, faded, and odd-size documents (e.g., post-it notes). Document types include, but are not limited to: TIF, PDF, JPG, Microsoft Office standard formats such as .docx and .xls
 - **Scanner features :**
 - **Duplex**
 - **Images per minute(duplex speed)**
 - **Paper sizes mentioned above A3 to A7**
 - **Normal paper size to Onion skin**
 - **Normal size feeder capacity**
 - **Daily Duty Cycle of approx 4000 to 5000 documents**
 - **Bitonal/Greyscale/Colour**
 - **Colour dropout**
 - **Colour detection**
 - **Auto cropping**
 - **Deskew**
 - **Auto-Rotate**
 - **Interface type USB,Fireware,SCSI**
 - **Twain/ISIS interface**
 - **Virtual rescan to improve the digital image**
 - **Good warranty and reliable service center**
 - **Detection of Handwriting,OCR,ICR**



- **Option to Buy and lease for backlog scanning documents**

FPTCL Network and Information Systems Architecture

Item	Description
Network Topology	Ethernet, TCP/IP, 10/100/1000
Authentication Protocols	Active Directory (In addition to AD, LDAP will need to be supported for future system use)
Network Server OS	Windows Server 20xx
Storage System	SAN, Hyper Virtualized System
Email System	Microsoft Exchange 20xx (SMTP is enabled)
Database System	Microsoft SQL Server 20xx
Network Client OS	Windows 7 and Windows 10)
Web Browsers	Windows: Internet Explorer 7 & 8, FireFox ,Chrome
Line of Business Applications	Account v premier v1.9(MYOB) ,Lotus 123

Section 1 – Enterprise Requirements

Refer to Functional Specification excel file in the www.fijipublictrustee.com/tender site.

Section 2 – Technical Requirements

The following are the technical requirements FPTCL has outlined for the DMS project.

Section	Requirement	Priority (M)andatory (D)esired (O)ptional	Comments
2.1.1	Server operating system support for Windows 2003 Server	M	
2.1.2	Windows client operating system support for Windows XP Pro, Vista and 7 with Internet Explorer 7 & 8 OR FireFox 3	M	
2.1.4	Microsoft 2005 SQL Server database technology	M	
2.1.5	Must be capable of complete data separation (multiple SQL databases) for multiple document archives	M	
2.1.6	Active Directory and LDAP authentication to control document access	M	
2.1.7	Must work with SAN for document storage	M	

2.1.8	Any web based technology used must be based on standard web platforms (IIS, Apache, Websphere)	M	
2.1.9	Email system integration via SMTP. FPTCL email system is Exchange 20XX.	M	
2.2.1	End user interface requirements (search , view, email and print documents from DMS) Zero foot print web access client for user activities (requires no additional software installed on the pc, including activex controls)	M	
2.2.2	Power user (all rights of end user plus scanning, indexing, deleting, records administration) Desktop client and/or web access client for user activities (may require additional software installed on the pc, including activex or similar technology)	M	
2.2.3	Administrative user (system administration and maintenance) Zero foot print web access for administrative activities ((requires no additional software installed on the pc, including activex controls)	M	
2.2.4	Document search and view via SharePoint WSS and MOSS 2007 (or above)	D	
2.2.5	Document search and view via Office 20XX interfaces	O	

Section 3 – Software/Vendor Experience Requirements

The following are Software/Vendor Experience requirements FPTCL has outlined for the DMS project.

Section	Requirement	Priority (M)andatory (D)esired (O)ptional	Comments

3.1	Ex: Is documentation available for end users in paper and electronic format?	M	
3.1.1	Ex: Are annual user group meetings held?	O	
3.1.2	Provide a typical test plan.	M	
3.1.3	Describe system acceptance testing process.	M	
3.1.4	Requirements of user acceptance testing documentation.	M	
3.1.5	Vendor project management requirements.	M	
3.1.6	Staff orientation and training requirements	M	
3.1.7	Technical support requirements.	M	

Section 4 – Administrative Information

4.1 Purpose

The purpose of the Request for Proposal (RFP) is to solicit proposals from qualified suppliers for furnishing, installing, and supporting Enterprise Content Management equipment. This system shall be bid as a turn-key installation by a prime vendor. This project has been funded with the goal to select, award, and install equipment that best meets the economic and technological requirements set forth in this RFP.

This RFP contains sufficient information and instructions to enable qualified bidders to prepare and submit bids and supporting material. To be considered responsive, vendors must submit a complete bid that substantially satisfies all requirements as stated in this RFP. This RFP contains all systems requirements, evaluation criteria, and vendor responsibilities if a contract is negotiated. This RFP also contains all major terms and conditions that the successful vendor will be expected to accept.

Due to short intervals associated with the schedule for this project, including preparation for the demonstration, it is suggested that vendors meet the requirements of this RFP with standard, currently available products and services. This approach will ensure that minimum time and effort is spent in developing new products and that the associated costs will be as low as possible.



This section provides the RFP administrative information and guidelines necessary for suppliers to respond to this request.

4.2 Proposal Submission Information

Proposals will be due with the following requirements for submission:

Due Date:	24 th May 2019
Time:	4:00pm Fiji Time
No. of Copies:	1 hard copy & 1 soft copy either email or USB
Place:	Fiji Public Trustee Corporation Limited 83-85 Amy Street Toorak, Suva Fiji Islands Email: tender@fptcl.com.fj

Bids must be sealed and not delivered in open packages or binders. Additional materials such as brochures, CDs, USB and other materials should be packaged separately but should be received with the proposals.

4.3 Relevant Dates and Schedules

The following table lists the activities relevant to this RFP process. FPTCL reserves the right to change these dates and will notify suppliers in such a case.

RFP Issued:	04-05-2019
Bid Questions:	06-05-2019
Question Deadline:	17-05-2019
Proposal Submitted:	24-05-2019
Vendor Demo:	03-06-2019
Site Visit:	07-06-2019
Vendor Selection:	10-06-2019
Contract Agreement:	13-06-2019
Begin Installation:	17-06-2019
Project Complete:	31-07-2019

4.4 Confidentiality

This document is released for the sole purpose of responding to this request for proposal (RFP) and must be considered confidential. Use, reproduction, or disclosure of the requirements, specifications, or other material in this RFP is strictly prohibited. Vendors who are not bidding on this RFP are requested to return this document to the address listed in section 4.2. Vendors are required to submit potential third-party subcontractors for approval before sharing details of this RFP.

Upon contract award, the winning vendor will be required to sign a non-disclosure agreement with FPTCL.



4.5 Retention of Proposals

All proposals submitted become the property of FPTCL. FPTCL will make all reasonable efforts to maintain proposals in confidence and will release proposals only to personnel involved with the evaluation of the project. Proprietary information should be identified in each proposal. After contract award, FPTCL will maintain one copy of each proposal and destroy all other copies.

4.6 Amendments to RFP

If this RFP is amended by FPTCL, the amendment will be sent to each vendor in writing. No oral amendments will be considered or acknowledged. Vendors are required to acknowledge each amendment received in their Letter.

4.7 Exceptions to the RFP

FPTCL requires each vendor to provide a list of exceptions taken to this RFP. Any exceptions taken must be identified and explained in writing. An exception is defined as the vendor's inability to meet a mandatory requirement in the manner specified in the RFP. If the vendor provides an alternate solution when taking an exception to a requirement, the benefits of this alternative solution must be explained.

4.8 Product Use Requirements

This RFP requires that all hardware and system software product bids be currently in use by at least one other customer and generally available by the vendor or subcontractor for a period of six months. System software is defined as that general software required by the hardware for the operation such as the operating system, database management systems, compilers, commercially available off-the-shelf software, and communications software. Unreleased or Beta Test hardware and software must have prior approval by FPTCL before it is proposed. It is understood that applications software required to be built is excluded from this provision. Vendor warrants to FPTCL that the goods and services provided shall be new, fit for the purpose intended and free from defects. Vendor shall be responsible for enforcement of any applicable manufacturer's warranties. Vendor warrants that any services provided hereunder shall be performed by qualified and competent personnel in accordance with industry practice and the high standards of care and practice appropriate to the nature of the services rendered. All goods and services provided by the vendor shall conform in all respects to all specifications and be fit for the particular purpose intended by the FPTCL.

4.9 Vendor Supplied Documentation/ Materials

All vendor-supplied materials, including the offer, become the property of FPTCL. All material submitted by the vendor in response to the request that the vendor considers confidential and proprietary information and which qualifies as a trade secret, must be clearly marked as confidential.

4.10 Vendor Communications

After the RFP issue date and thereafter, all communications between vendors and FPTCL must be in writing. No oral questions will be accepted. All questions concerning the RFP must reference the RFP page number, section number, and paragraph number. The question must be concisely stated and be numbered in a sequential order. Answers will be returned as quickly as possible. FPTCL will make questions and answers available to all vendors. All questions should be sent to:

Email: tender@FPTCL.com.fj

1. Questions that address conflicting information in the RFP will be addressed. The resolution, if reached, will be official when a written amendment to the RFP is sent by FPTCL.



4.11 Site Visit

Site visits will be arranged for all vendors. FPTCL feels that it is imperative for a vendor to have visited the installation site prior to proposal submission. Site visits allow each vendor to acquaint themselves with the physical characteristics of the location and to become familiar with the general operations at the site. All questions will be answered during the visit. Questions that require research or lengthy answers will be answered in writing and sent to all vendors.

The site visit is a mandatory prerequisite to the proposal. Vendors are limited to three representatives. FPTCL is not responsible for costs incurred by the vendors for the site visit. Site visits must be arranged on one of the following dates agreed by FPTCL and Vendor.

4.12 Prime Contractor Relationship

FPTCL intends to contract only with the vendor of the winning proposal, to be known as the Prime Contractor. The vendor selected shall be solely responsible for contractual performance. Subcontracting assignments are allowed under this contract but FPTCL reserves the right to request information about any subcontracting relationship. In the event of a subcontracting arrangement, the prime contractor assumes all responsibility for delivery, installation, maintenance, and any support service including documentation that is supplied by the subcontractor.

Joint ventures between two or more vendors will not be considered nor will any sharing of the performance obligation with a third-party be considered.

Vendors who bid components for which he/she is not an authorized dealer shall bear the responsibility to ensure that the replacement, service, training, and maintenance of said components shall equal or exceed those of the original manufacturer or the authorized dealer. Original manufacturer upgrades, fixes, or any other enhancement to such components shall be made available to FPTCL under the same conditions as the original equipment manufacturer or dealer provides.

4.13 Oral Presentations-(If Required)

Selected vendors will be required to make an oral presentation of their proposal. This presentation will be made to the evaluation staff and executive staff responsible for awarding this contract. This opportunity is given to allow vendors the chance to further define the primary features and benefits of their proposal, to allow clarification of weak areas in their proposal, and to permit limited questions from the audience. Oral presentations are mandatory if requested.

Presentation format is left to the discretion of the vendor. The presentation room will be equipped with audio/visual equipment as required. Presentations will be limited to a three-hour period, which includes questions and answers.

4.14 Vendor Demonstration

The successful vendor will be required to demonstrate the functionality of equipment/systems proposed. The demonstration must be conducted with the products bid and must be able to achieve the functionality, speed, and capacity as stated in the vendor's proposal. Failure to use the products bid or achieve the performance proposed might disqualify the vendor, and the demonstration will be concluded.

Failure to agree to the demonstration will disqualify the vendor and contract negotiations will resume with the vendor who was runner-up.



4.15 Contract Award

FPTCL reserves the right to award the contract according to the evaluation criteria set forth in Section <insert number>. (Note: Evaluation criteria to be written by the company.) FPTCL also reserves the right to not make an award if it is deemed that no single proposal fully meets the requirements of this RFP.

The vendor chosen for award should be prepared to have his or her proposal incorporated, along with all other written correspondence concerning this contract, into the contract. Any false or misleading statements found in the proposal will be grounds for disqualification.

4.16 Vendor's Debriefing

Unsuccessful vendors will be notified in writing

4.17 Proposal Preparation

4.17.1 Economy of Preparation

FPTCL assumes no responsibility for the cost of preparation or other proposal expenses incurred by responding to this RFP.

4.17.2 Proposal Corrections

Corrections submitted after the submission date shall be made by correcting the complete page(s) with the appropriate information. FPTCL reserves the right to disqualify vendors who attempt to substantially change their proposal content and intent. Normal changes accepted are minor missing information, typographical errors that are misleading and pages that are not reproduced clearly.

4.17.3 Scanner and DMS Proposal

Vendors may submit more than one proposal, one for scanner and DMS Each proposal submitted will be evaluated on its own merits.

Vendors who wish to submit either propose scanner or DMS proposal that is fully compliant to all requirements.to be accepted as stand-alone proposals; all alternate proposals submitted must be submitted under separate cover and include a complete pricing section. Alternate proposals must have a foreword section that briefly describes the deviation from the baseline proposal and the basic advantage(s) of the alternate proposal.

Vendors may wish to propose enhancements or equipment that provides increased performance as an option to the baseline equipment proposed. Any option proposed must be included in a separate proposal and contain a brief description of the enhancement, the actual benefit to be gained, and the cost of the enhancement.

4.17.4 Supplemental Information

Vendors may provide supplemental information for a requirement being answered. This information should be provided under separate cover as an appendix to the proposal. Information to be included in the appendix should be referenced in the main body of the proposal and easily accessed in the appendix. Information such as product brochures, financial reports, manuals, sample contracts, or marketing collateral should be firmly bound into the appendix.

4.17.5 Compliance Matrix

A compliance matrix shall be provided that develops a matrix of all RFP requirements. The matrix format is given in the proposal format section.

4.17 News Release

Vendors submitting proposals in response to this RFP are not at liberty to discuss this RFP with anyone other than those people within the company who are required to participate in the response. Any public release of information



about participation in this RFP will disqualify that vendor. The successful winner may not release details of the RFP for public information. Any news release or public briefing must be approved by the management of FPTCL.



Section 5 – Proposal Guidelines

Introduction

This section of the RFP provides specific instructions on the format and content of the proposal. Proposals shall include all data and information required by this RFP. Non-conformance with the instructions may be cause for rejection of the proposal.

The proposal for the FPTCL program shall be clear, coherent, legible, and prepared in sufficient detail for effective evaluation by the FPTCL. Elaborate documentation, expensive binding, detailed art work, or other embellishments are neither necessary nor desirable. The vendor shall assume that the evaluation team has no previous knowledge of this technology and will base its evaluation on the information presented in the proposal.

Proposals shall address and track the numerical sequence of the specific information requested by these instructions and shall be consistent with the requirements of the technical section.

In preparing the proposal, emphasis should be placed on brief, complete, and factual data in (as a minimum) the areas that are set forth in the RFP. Maximum use should be made of tables and information summaries in describing the proposed effort.

The vendor's proposal will make it clear that the vendor will comply with all specifications. Paraphrasing the specifications or parts thereof is considered insufficient. Phrases such as "yes," "will comply," "standard procedures will be employed," "industry standards are followed," or, "well-known techniques will be used," will be considered insufficient and reason for rejection of the proposal. Content and quality of the responses are more important than quantity.

Proposal Presentation

Consider requiring the proposals to be submitted as PDF, Word, and/or Excel.

Binding

Each proposal shall be submitted in two hard copies and softcopy in usb.

Page Size and Typing

Page size shall be A4 paper. Pages shall be typed using 1-1/2 line spacing with a maximum of 12 characters per inch. When both sides of the page are used, it shall be counted as 2 pages. Photographic reduction of typed material shall not be used to increase the volume of material. A 3/4-inch margin minimum shall be used on all pages for top, bottom, and sides.

Drawings, charts, graphs, tables, and photographs shall not be larger than fold-out size, (8-1/2 x 17 inches), shall fold entirely within the page size, and may not include any material on the back side. Fold-out text pages will not be allowed.

Indexing

The proposal shall contain a master Table of Contents for the total proposal, which shall identify major paragraphs by sections, number, title, and page number. See the following example.

Section 1. Executive Summary	
1.1 Introduction.....	1-1



1.2 Technical Solution1-5

Cross-Referencing

Cross-referencing material in the proposal to the appendices is permitted; however, its use should be limited and apply only where a long technical explanation could add benefit to the evaluation.

Format of Major Sections

Executive Summary

The executive summary shall serve to familiarize FPTCL executives and evaluators with the key elements and unique features of the proposal by briefly describing how the vendor is going to accomplish the task.

The executive summary shall contain the following:

- A summary of your approaches to the program including a summary of the most important aspects of all sections. Any material presented in this section shall not be considered as meeting any technical requirement.
- A master milestone schedule of all major efforts to be undertaken in the program. Dates shall begin as listed in this RFP.
- A list of exceptions taken to this RFP and the reason for excepting the requirement.
- A list of high-risk areas that are reasons for concern such as schedule deadlines, uncomplimentary technologies, or overly tight specifications. Any request to delete, change, or relax a requirement must be fully supported in this section. Vendors will not be evaluated on this paragraph and cannot lose evaluation points by listing areas of concern. These concerns will be addressed with the successful vendor during negotiation.
- A discussion of your cost proposal, which should contain, but not be limited by, the following:
 - How pricing was computed
 - Projected life cycle cost of equipment/program
 - Projected return of investment (ROI)
 - Projected yearly incremental costs
 - Hidden or related costs that FPTCL has not anticipated

Functional And Technical Section

The technical proposal shall consist of complete answers to all questions listed in the technical sections. This RFP was designed to facilitate the vendors' responses to the requirements and to provide the evaluation committee with a standard method for comparing vendors' responses. Each technical requirement in this RFP will begin with a narrative description of the problem, background material as needed for understanding the problem, and the resultant requirement.

Each narrative paragraph(s) will be accompanied by a list of questions that ask for responses given the previous information. Vendors are encouraged to answer all questions without references to manuals, data sheets, product brochures, or other supporting material. When necessary, vendors may support answers by reference to other material, but answers should be understandable without reading the other material. Answers such as "See Appendix A, Technical Manual" will be marked as non-responsive. Any supporting material cited in an answer must be referenced by appendix, name of document, and page(s) to be reviewed.

Failure to comply with the requirements outlined in this section will result in disqualification.



Management Section

In this section, the vendor shall provide information organized into the following sections.

- **Section 1 Project Management** – The vendor shall present his or her company's approach and capability to control and integrate the system proposed. The vendor shall describe their organizational structure, listing all key personnel functions. More consideration will be given to vendors who can list personnel by name, placement in the project structure, title, qualifications, and experience.

Supporting rationale shall be provided to show that the organization is adequate to support the overall effort and to justify the number and allocation of personnel involved.

A master integrated schedule depicting all activities and milestones from contract award throughout the life of the contract shall be provided. Major sub schedules (tasks) shall be presented as separate tables.

The vendor shall also discuss how his or her company will control the proposed schedule and how it will identify and report achievement of tasks and milestones. The vendor will also discuss how it will identify, resolve, and report resolution of problems such as schedule slippage or system anomalies.

This section shall also contain a matrix that lists tasks and identifies the corresponding owner. FPTCL's tasks shall be identified as well as any subcontractor's.

Vendors shall describe their approach to formal review meetings with FPTCL, the organization of the typical meeting, and methods of documenting and approving all meeting notes.

- **Section 2 Maintenance** – Vendors shall provide a detailed description of all maintenance activities, supply channels and parts depots, typical daily or monthly support activities, and principal period of maintenance, and support the above with an organizational chart of the vendor's headquarters support operation, the proposed support organization for this project, and the escalation procedures for reporting problems.

Vendors shall provide a sample maintenance handbook and one typical operation guide as an appendix to the proposal for evaluation.

- **Section 3 Education and Training** – Vendors shall provide a detailed description of all education and training required for this project. This section shall have an introductory section that justifies the training programs described, the basic approach taken, an organization chart of the headquarters education operation, an organization chart for this project, and the benefits for FPTCL.

Vendors shall also list recommended classes and FPTCL personnel who should attend. Vendors shall discuss ability to provide on-site education.

FPTCL prefers live classroom training with instructors providing a greater percentage of the actual training versus audiovisual, computer-aided instruction, or self-paced instruction. Vendors shall identify all classes as to the type of instruction provided. Vendors shall discuss their ability to produce unique classes for this project if so warranted.

Vendors shall provide one sample training handbook for evaluation. This handbook shall be placed in an appendix to the proposal and marked as such.

- **Section 4 Vendor Information** – Vendors shall provide a brief description of the overall organization of their company including headquarters organization, divisions, and operations. This description shall include how long the company has been in operation and if it is owned by a parent company or if it owns other companies as a parent company.

Vendors shall provide a description of their major facilities, unique or and any other facilities that will provided support for this program.



Vendors shall provide a minimum of three related contracts awarded within the last three years. The vendor shall provide a synopsis of each contract and discuss its relevancy to this project and proposal. Referenced contracts may be arranged to demonstrate competency in functional areas. For example, Contract A may be listed only to demonstrate competency in Project Management.

The referenced contract must include the following information:

- Contract award and completion dates
- Contract award dollar value
- Customer contact for information

In addition, vendor shall provide permission from at least two of the above references for site visits by FPTCL personnel. These visits will be made only in the company of the vendors' representatives.

Vendor shall provide a realistic discussion of the success in achieving technical, management, and budget for one of the above references.

Price Section

Introduction

These instructions are to assist vendors in submitting pricing data. Compliance with these instructions is mandatory. Failure to comply will result in rejection of your proposal. The burden of proof for pricing credibility rests with the vendor.

Summary of Total Software, Professional Services, and Maintenance Costs

Cost Categories	Proposed in RFP(VIP)	CostExplanation/Notes Attach additional sheets, if necessary
Product Fees	\$	
Professional Services	\$	
Implementation Services	\$	
Maintenance Costs	\$	
Training	\$	
Other Costs	\$	
Total Cost During Project Period	\$	

Appendices

Any material, such as sales brochures, CDs, Compliances Certificates ,Financials ,Insurance, FNPF, Details of Owner/Shareholders/Directors and other reference material, shall be placed in an Appendix to the proposal.



Appendices shall be identified by letter: Appendix A, Appendix B, etc. Material in an appendix shall have been referenced in your proposal.



Section 6 – Selection And Evaluation Criteria

FPTCL's Project Selection Committee will participate in the review of the vendor responses. The following criteria, listed in no particular order of importance, will be used to evaluate the proposals:

- Provide required software features and functions. The flexibility of the application software.
- Seamless integration of the software and/or various system modules to meet the project objectives.
- The internal controls provided within the system which prevent unauthorized access to data and provide adequate audit trails.
- Future technology direction (major changes in architecture, database, platforms, languages, etc.).
- The expandability of the proposed solution, including the ease of upgrading the proposed system by adding components to accommodate future needs.
- The amount of vendor support that will be available for installation, conversion, training, ongoing modification, and software support.
- Vendor's performance record to date in meeting or exceeding the requirements of their existing customers.
- Adherence to the requested information requirements and thoroughness of the proposal.
- The total cost of the system for the first year including required software and hardware purchases, installation, and training.
- Financial data and vendor viability
- Client references
- Quality and capability of customer training and support
- Delivery schedules
- Initial and on-going system costs
- Completeness of proposal
- Vendor's acceptance of FPTCL's contract requirements
- On-going development strategies (Future enhancements)

Proposals will be evaluated against the specifications presented in each section of the RFP. A proposal may or may not be eliminated from consideration for failure to comply with one or more of the requirements, depending on the critical nature of the requirements.

Evaluation Point Summary

The proposal evaluation criteria should be viewed as standards that measure how well a Vendor's approach meets the desired requirements and needs of the FPTCL. Those criteria that will be used and considered in evaluation for award will include:

<u>Specifications:</u>	<u>Maximum Points:</u>
Functional Specifications	250
Technical Specifications	75
Implementation Plans	75
Training Plan	75
Maintenance and Support Program	75
Total Cost	250
References	25
Corporate Experience	25
Key Personnel Experience	50
Presentation/Demonstration	100
TOTAL	<u>1,000</u>



The award of a contract pursuant to this RFP will be made to that responsive and responsible vendor(s) whose proposal is determined to have the greatest overall benefit to FPTCL for the life of the system.

Evaluation Specifications

Technical Specifications

The proposer's capabilities to match FPTCL's objectives and specific overall technical requirements for the **Document Management System (DMS) Software** services will be evaluated.

- General application requirements
- Database
- Network
- Security / Administration
- Backup
- Interface-ability
- Implementation Requirements
- Support

Requested Technical Information

- Application
- Requested Information Relative to Protecting FPTCL
- Database
- Network
- Support
- Workstation

Functional Specifications

The proposer's capabilities to match FPTCL objectives and specific overall functional requirements for the **Document Management System (DMS) Software** services will be evaluated.

Implementation Plan

The proposer must provide a detailed plan for implementing the proposed system. This information **MUST** include:

- Detailed methodology for implementation. Methodology shall include estimated timeframe, overview of phases and milestones, assumptions, and assumed responsibilities.
- Detailed strategy for data conversion. Indicate the automated tools or programs which may be used to convert data as well as the assumed or estimated breakdown of effort between the implementing consultant and the FPTCL staff.
- Project organization chart showing FPTCL and Vendor staff.
- Work effort estimates. A "staff loading" chart listing resource utilization by each month should also be submitted on the form provided in the Attachments to this RFP. The FPTCL reserves the right to alter work effort estimates after further discussion with the Vendor.
- Names, titles, resumes, and references of implementers likely to be assigned to this project.

Training Plan

The proposer must provide a detailed plan for training. This information **MUST** include:

- Overview of proposed training plan/strategy, including options for on-site or off-site training services, for the core project team, end-users, and technology personnel.
- The role and responsibility of the software and/or implementation Vendor in the design and implementation of the training plan (e.g., development of customized training materials, delivering training to FPTCL end-users).
- The role and responsibility of FPTCL staff in the design and implementation of the training plan.



- The knowledge transfer strategy proposed by the software and/or implementation Vendor to prepare FPTCL staff to maintain the system after it is placed into production.
- Descriptions of Classes/Courses proposed in the training plan. (The proposer should specify the unit of measure for its training (e.g., units, classes, days, etc.) and define the hours associated with these units of measure.) The proposer must be very clear about exactly what training courses are included in the cost of the proposal.

Maintenance and Support Program

The proposal must specify the nature of any post-implementation and on-going support provided by the Vendor including:

- Post-implementation support.
- Telephone support (e.g., include toll-free support hotline, hours of operation, availability of business hours hotline, etc.).
- Special plans defining "levels" of customer support (e.g., gold, silver, etc.). Define what level of support is being proposed.
- Response time for and definition of various types (levels of severity) of problems reported to the support network (e.g., critical issue response time).
- Delivery method of future upgrades and product enhancements, if any, including historical frequency of upgrades by module.
- Availability of user groups and their geographic areas.
- Problem reporting and resolution procedures.
- Bug fixes and patches.
- Proposal shall include all maintenance.

Total Cost

The proposer's costs for Software fees, professional services, training, and Other expenses will be evaluated.

References

The proposer's business contacts, prior clients and other references will be evaluated.

Corporate Experience

The proposer's ability to perform necessary services with Walworth FPTCL, based on their prior work activity will be evaluated.

- How long the company has been in the **Document Management System (DMS)** business
- Company's size and structure
- Company's history of selling the particular services to clients similar to Walworth FPTCL
- Evaluation of recent proposer's audited financial statements
- Any other material, support letters, client endorsements
- If appropriate, length and details for any partnerships proposed by vendor

Key Personnel Experience

The resumes, work experience, skills and knowledge of the proposer's key personnel will be evaluated.

- Project Leadership
- Implementation staff
- Training staff
- Technical support
- Application support
- Account manager
- Third-party vendors



Presentation/Demonstration

The proposer's demonstrations will be evaluated.

- Reviewed and demonstrated all functional requirements
- Ease of use
- Ability to perform requested transactions
- Application knowledge of presenters
- Technical knowledge of presenters
- Effectiveness of presentation materials

The FPTCL will convene an evaluation team to evaluate responsive proposals using the evaluation criteria listed above. Evaluation team members will independently review and score each proposal. Such scores will be submitted to the IT Consultant for a master tabulation.

The evaluation team will then meet to review to composite technical scores. Evaluation team members may then discuss scores, strengths and weaknesses of proposals. Evaluation team members may adjust their scores if they choose to do so. If so, they will update their scoring sheets and submit the updated scoring to IT Consultant for changing the composite score.

At this point, the evaluation team will decide whether to determine a "shortlist" of proposers for product demonstrations. If the evaluation team elects to forego the product demonstrations, the process is over, the scores will be calculated including costs and a recommendation will be made to the FPTCL Board to award the highest scoring proposer.

The evaluation team may elect to product demonstration the highest ranked proposers. If product demonstrations are required, the Buyer will arrange structured product demonstrations by each proposer on the shortlist. The sole purpose of the product demonstrations is to give the proposers the opportunity to further clarify their proposal in a scripted demo.