

TERMS OF REFERENCE FOR SUPPLY, INSTALLATION & COMMISSIONING OF AN ELECTRONIC DOCUMENT MANAGEMENT SOLUTION (EDMS)

1.0 Background

In order to enhance internal productivity, the Ministry of Finance, Planning and Economic Development (MoFPED) has planned to digitize its document workflow processes which will in turn result into internal effectiveness and efficiency. It's on this basis that the ministry seeks services of a competent supplier to supply, install and commission an Electronic Document Management Solution. By implementing this solution, we will be guided by the following objectives:

- 1. Improve productivity and responsiveness**
- 2. Enhance the quality of communication and customer satisfaction**
- 3. Reduce risk and operational costs; and support compliance**
- 4. Keep track of all activities for regulatory purposes**
- 5. Impose a unified, standardized way of work**

2.0 Scope of Work

1. Supply a customized Electronic Document Management Solution (**EDMS**) that meets the requirements.
 - a) Work with -- technical teams to guide the customization.
2. Undertake solution testing.
 - a) Test integration with Active Directory.
 - b) Work with -- technical teams to carry out system testing to ensure that all integrations work as expected.
 - c) Develop test cases to be used for User Acceptance Testing.
 - d) Carryout the User Acceptance Testing with selected users from all departments in --.
 - e) Prepare the User Acceptance Test report.
3. Install the Document Management Solution.
 - a) Implement final changes and installations after a successful User Acceptance Test.
 - b) Undertake knowledge transfer for technical teams during installation.
 - c) Prepare the installation report (including documenting all configurations).
4. Train users both administrative & technical on how to effectively utilize the system.
 - a) Prepare user manuals.
 - b) Carry out user training.

- c) Prepare a user training report.
- 5. Advise on adequacy of existing infrastructure such as scanners.
 - a) Prepare a report on adequacy of existing auxiliary infrastructure (including recommendations where applicable)
- 6. Support (Level 2) the system after commissioning.
 - a) Prepare the support plan for Level 2 support.

The Electronic Document Management Solution will be installed in-house within the -- server room (data centre) within a time frame of 2 - 3 months from contract signing.

In order to guide prospective bidders, MoFPED will provide the servers and the proposed solution should be able to run in a virtual environment. In addition, the ministry has existing scanners which the bidder will review in order to determine adequacy or guide on suitable models where necessary.

Furthermore, the bidder should be able to customize the solution so that its fit for use as per the ministry's work environment.

3.0 Out of Scope

The following are out of scope for this assignment:

- 1. Servers and storage for the Electronic Document Management Solution.
- 2. Peripheral devices including user computers, scanners.
- 3. Related Local Area Network setup and connectivity.

4.0 Technical Specifications

1. **FS** - (Fully Supported) the application fully supports the requirement without any modifications.
2. **PS** - (Partially Supported) the application supports the requirement with use of a system or workflow workaround.
3. **NS** - (Not Supported) the system cannot support the requirement and cannot be modified to accommodate the requirement.

Ref No.	Description of Requirement	Mandatory/Desirable	Compliance (FS/PS/NS)	Comment
1.0	FUNCTIONAL REQUIREMENTS			
1.1	General Requirements			
1.1.1	The system should be easy to use and built with an interface that shall seem familiar to most basic ICT users	Mandatory		
1.1.2	The Software (Server side) should be available on Windows server 2019 or Higher and Linux	Mandatory		
1.1.3	The Software should be independent of hardware.	Mandatory		
1.1.4	Should be Browser Based	Mandatory		
1.1.5	Should support work in a networked environment (both LAN & WAN) with multiple users simultaneously.	Mandatory		
1.1.6	The software should support a separate database server which will be the Correspondence Repository.	Mandatory		
1.1.7	Should be able to store an unlimited number of correspondences.	Mandatory		
1.1.8	Software should support Integration with Active Directory for LDAP Authentication of Single Sign-on.	Desirable		
1.1.9	Supports SSL/HTTPS for secure transmission.	Mandatory		
1.1.10	The database supported should be Oracle 10g or above OR MS SQL 2005 or above.	Mandatory		
1.1.11	The System should store images and the database	Mandatory		
1.1.12	Software should be in compliance with international regulatory norms like SOX in terms	Mandatory		

	of Electronic Correspondence Management requirements.		
1.1.13 	The EDMS should allow the use of time intervals specified as dates e.g 24 Dec 2022 – 5 Jan 2023	Mandatory	
1.1.14 	The EDMS should provide implicit or explicit relevance ranking of the search results.	Mandatory	
1.1.15	The EDMS must support and be compatible with the ministry's business classification scheme.	Mandatory	
1.1.16	The EDMS must maintain internal integrity (relational integrity or otherwise) at all times, regardless of: maintenance activities; other user actions; failure of system components.	Mandatory	
1.1.17 	The EDMS should allow administrative roles to label each classification scheme with a Title, and Description, and must automatically label each classification scheme with an Identifier.	Mandatory	
1.1.18 	The EDMS should allow management of individual classes by specified user roles and/or by a specified group of users.	Mandatory	
1.1.19	The EDMS should not limit the number of levels in the classification scheme hierarchy.	Mandatory	
1.1.20	Where the EDMS supports the copying of all or part of a classification scheme this must include all associated metadata	Mandatory	
1.2	Capturing and Declaring Content		
1.2.1 	The EDMS must be able to import a correspondence from any source and stores it in an unchanged format, together with other correspondences attached;	Mandatory	
1.2.2 	The EDMS must be able to generate a unique number (assign date related format) on a register/registers and assign it to the relevant person/department	Mandatory	
1.2.3	The EDMS must be able to defines a level of privacy, for each correspondence deals with different levels of classified correspondences, restricted or sensitive data (confidential)	Mandatory	
1.2.4	The EDMS must be able to classify correspondences by various criteria and manages the classifications catalogue	Mandatory	
1.2.5	The EDMS must be able to assign a correspondence to one or more users or offices in the system, depending on the internal organization	Mandatory	

1.2.6	The EDMS must be able to search content in combination with search terms for work processes and notes/ comments	Mandatory														
1.2.7	The EDMS must support dynamic user interface capabilities based on roles	Mandatory														
1.2.8	<p>The EDMS must provide the following auditing schema</p> <table border="1"> <thead> <tr> <th>Event</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Create.</td> <td>When a correspondence was first created in the system</td> </tr> <tr> <td>Change Status</td> <td>When a correspondence is changing the status as part of the workflow</td> </tr> <tr> <td>Content Access</td> <td>When a user is accessing the content of a correspondence</td> </tr> <tr> <td>Content</td> <td>When the content of a correspondence was changed (versioned)</td> </tr> <tr> <td>Delete</td> <td>When a correspondence is deleted</td> </tr> </tbody> </table>	Event	Description	Create.	When a correspondence was first created in the system	Change Status	When a correspondence is changing the status as part of the workflow	Content Access	When a user is accessing the content of a correspondence	Content	When the content of a correspondence was changed (versioned)	Delete	When a correspondence is deleted	Mandatory		
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1.2.9	The EDMS must be able to send email notification when a correspondence is created or received in user's correspondence inbox. The EDMS should be web based and this allows access to different correspondence pages in order to perform specific actions (create, edit, acknowledge or complete correspondences) from the e-mail notification.	Mandatory														
1.2.10	<p>EDMS must provide support for. following roles:</p> <table border="1"> <thead> <tr> <th>Role</th> <th>Role Description</th> </tr> </thead> <tbody> <tr> <td>Mailroom User</td> <td>Users entitled to classify correspondence (set correspondence type, Correspondence Owner)</td> </tr> <tr> <td>Correspondence Owner</td> <td>Users entitled to classify and distribute the correspondence</td> </tr> <tr> <td>Action Owner</td> <td>Users entitled to process correspondence</td> </tr> <tr> <td>All EDMS's users (Action Owners)</td> <td>All users entitled to access the EDMS</td> </tr> </tbody> </table>	Role	Role Description	Mailroom User	Users entitled to classify correspondence (set correspondence type, Correspondence Owner)	Correspondence Owner	Users entitled to classify and distribute the correspondence	Action Owner	Users entitled to process correspondence	All EDMS's users (Action Owners)	All users entitled to access the EDMS	Mandatory				
Role	Role Description															
Mailroom User	Users entitled to classify correspondence (set correspondence type, Correspondence Owner)															
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	Administrators	Users with access to configuration of the EDMS: list of values, organizational data model, classification types			
	Application Owner	Users with access to overall correspondence, extended search, business activity			
1.2.11 	The EDMS must have a configurable numbering schema using; 1. Static "codes" 2. Values on attributes 3. Date/time 4. Sequence		Mandatory		
1.2.12 	EDMS must be able to register an incoming correspondence		Mandatory		
1.2.13	EDMS must be able to support processing internal correspondence		Mandatory		
1.2.14	EDMS must be able to support initiating, validating an outgoing correspondence and route it for approval.		Mandatory		
1.2.15 	EDMS must be able to provide a search mechanism to locate a correspondence		Mandatory		
1.2.16 	EDMS must be able to generate reports		Mandatory		
1.2.17 	EDMS must be able to capture, classify, distribute and track all official communications		Mandatory		
1.2.18	EDMS must be able to support multiple incoming sources: scan, fax, email, network locations, etc.		Mandatory		
1.3	Security				
1.3.1 	Definition of Users & Groups in the system		Mandatory		
1.3.2	Grant users & group access permissions on Folders, correspondences. Multiple levels of access rights (delete/view/edit/print/copy/download) and any other permission		Mandatory		
1.3.3 	Multiple levels of access rights (Delete/Edit/View/None)		Mandatory		
1.3.4 	Support for Sub-Administrators with limited administration rights.		Mandatory		

1.3.5	Support for Password Encryption at database level	Mandatory		
1.3.6	Audit Trail of User actions in the software including the address of PC from where user access the system.	Mandatory		
1.3.7	Audit Trail of each and every action happening to the correspondence/correspondence along with user id and date/time stamp.	Mandatory		
1.4	Administrative Features			
1.4.1	Should support creation of User and Groups	Mandatory		
1.4.2	During User Registration, facility to store 2 Scanned Signatures of the user.	Mandatory		
1.4.3	Facility to set rights based on groups or users	Mandatory		
1.4.4	Facility to create tables for storing keywords of the correspondences which are added to the system.	Mandatory		
1.4.5	Facility to create "Standard Folder Structure" which can be replicated by the users to create folder structure.	Mandatory		
1.4.6	Facility to create customized Correspondence Status which can be assigned to correspondences.	Mandatory		
1.4.7	Should support complete Correspondence Life Cycle Management from adding of the correspondence through Archiving	Mandatory		
1.4.8	Facility to backup and restore the complete data without any loss.	Mandatory		
1.4.9	The EDMS must restrict to authorized administrative roles the ability to change the keywords associated with a correspondence.	Mandatory		
1.5	Correspondence acquisition and storage			
1.5.1	Facility to store any type of electronic correspondence irrespective of correspondence format like word, excel, PDF, images, cad drawings, movie correspondences etc.	Mandatory		
1.5.2	Structured Filing Mechanism - Provision to create hierarchical folders and subfolders as per the user requirement which can be browsed similar to Windows Explorer.	Mandatory		
1.5.3	Directly import any correspondence from local drives or network drives.	Mandatory		

1.5.4	Facility to add folders or correspondences from PC directly to DMS by right clicking on the Folder/Correspondence in the PC.	Mandatory		
1.5.5	Provision to add Multiple Correspondences from a folder at a time.	Mandatory		
1.5.6	That ability to convert editable correspondences in the system into non editable formats like PDF	Mandatory		
1.6	Transfer and Export of Documents			
1.6.1	Whenever an EDMS transfers or exports any Content, it must transfer or export all its components and must preserve the correct relationships between them.	Mandatory		
1.6.2	The EDMS must provide a well-defined process to transfer Content, together with their associated metadata and audit trail information, to another system or to another organization.	Mandatory		
1.6.3	The EDMS should be able to export Content and their metadata in the form of a submission information package as defined by the OAIS standard	Mandatory		
1.6.4	The EDMS must be able to do either or both of the following when exporting or transferring any set of Content: export or transfer with the Content the retention and disposition schedules applied to those Content, in a manner that allows the schedules to be re-applied to the Content in the destination system; print one or several reports showing the retention and disposition schedules to be applied to each set of Content and the characteristics of these schedules.	Mandatory		
1.6.5	The EDMS must be able to do either or both of the following when exporting or transferring any set of Content export or transfer with the Content the access controls for those Content, in a manner that allows the controls to be re-applied to the Content in the destination system; print one or several reports showing the access controls applicable to each set of Content, and the characteristics of these controls.	Mandatory		
1.6.6	The EDMS must be able to transfer and export Content in any format(s) into which they were captured.	Mandatory		

1.6.7	The EDMS must be able to transfer and export Content in any format(s) into which Content have been rendered.	Mandatory		
1.6.8	The EDMS must allow information to be exported more than once.	Mandatory		
1.7	Retention and Disposition Schedules			
1.7.1	The EDMS must not limit the number of retention schedules.	Mandatory		
1.7.2	The EDMS should be able to arrange retention and disposition schedules in a hierarchical structure resembling the structure of general and organization-specific disposition schedules authorized by appropriate mandates.	Mandatory		
1.7.3	The EDMS must allocate a unique identifier to each retention and disposition schedule when it is created.	Mandatory		
1.7.4	The EDMS must maintain an unalterable history of changes and deletions (audit trail) that are made to retention and disposition schedules including the date of change or deletion, and user making the change.	Mandatory		
1.7.5	The EDMS must ensure that any amendment to a retention and disposition schedule is immediately applied to all entities to which the retention and disposition schedule is allocated.	Mandatory		
1.7.6	The EDMS must require an administrative role changing or deleting a retention and disposition schedule to enter a reason, and must store that reason in the audit trail.	Mandatory		
1.7.7	The EDMS must be capable of importing and exporting retention and disposition schedules.	Mandatory		
1.7.8	The EDMS must ensure that every class, correspondence, sub-correspondence and volume always has at least one retention and 1 disposition schedule.	Mandatory		
1.7.9	The retention and disposition schedules applied by default to every new class, correspondence, sub-correspondence or volume should be inherited from their parent.	Mandatory		
1.7.10	Every Content stored directly in a class must always have at least one retention and disposition schedule assigned to it.	Mandatory		

1.7.11	The retention and disposition schedules applied by default to any new Content stored directly in a class Must be inherited from its parent class.	Mandatory		
1.7.12	The EDMS must allow an administrative role to apply a retention and disposition schedule to any class, correspondence, sub-correspondence, volume or Content type at any time.	Mandatory		
1.7.13	The EDMS should be able to apply a default retention and disposition schedule to Content types.	Mandatory		
1.7.14	The EDMS must allow more than one retention and disposition schedule to be in force for any class, correspondence, sub-correspondence or volume.	Mandatory		
1.7.15	The retention and disposition of every Content must be governed by the retention and disposition schedule(s) associated with the class, correspondence, sub-correspondence, volume and Content type to which the Content belongs; and by any applicable disposal hold(s).	Mandatory		
1.7.16	The EDMS must allow any retention and disposition schedule, and changes made to it, to be inherited down the hierarchy of the classification scheme, at the option of an administrative role.	Mandatory		
1.7.17	When the retention period applicable to some Content(s) because of a retention and disposition schedule reaches its end, the EDMS must automatically initiate the processing of the disposition decision.	Mandatory		
1.7.18	The EDMS should not limit the length of retention periods.	Mandatory		
1.7.19	The EDMS must support retention periods of time up to at least one hundred years for requirement.	Mandatory		
1.7.20	The EDMS must be able to restrict the management of the disposition process to administrative roles.	Mandatory		
1.7.21	The EDMS must log in the audit trail and notify to an administrative role all automatic disposition action.	Mandatory		
1.7.22	The EDMS must automatically notify an administrative role when any review action becomes due.	Mandatory		

1.7.23	The EDMS must allow an administrative role to delegate any notified review action to a reviewer role for action.	Mandatory		
1.7.24	The EDMS must enable a disposal hold to be placed on a class, correspondence, sub-correspondence, or volume by an authorized user.	Mandatory		
1.7.25	Hold stops destruction of the objects. It prevents all retainers applied to the object from being eligible for disposition.	Mandatory		
1.7.26	The EDMS must restrict the removal of a disposal hold to an authorized user.	Mandatory		
1.7.27	When an authorized user applies or removes a disposal hold, the EDMS must capture and store information about it in the audit trail and preferably as metadata:	Mandatory		
1.7.28	Where the EDMS supports multiple repositories, it must allow an administrative role to remove a repository.	Mandatory		
1.8	Archiving Platform			
1.8.1	The archiving EDMS must be a unified management of both structured (complex data structures e.g. relational data) and an unstructured content (any type of electronic correspondences e.g. correspondences, web content, digital assets, collaborative content, correspondence images) of varying levels of complexity.	Mandatory		
1.8.2	The archiving EDMS must be able to leverage open technologies and ensure long-term data immutability and readability.	Mandatory		
1.8.3	The archiving EDMS must be able to support application decommissioning and archiving from live applications.	Mandatory		
1.8.4	The archiving EDMS must be able to store all metadata-information about packages, structured content, and configurations using non-proprietary correspondence format. Information about packages, Structured content, and configurations must be stored in the Extensible Markup Language (XML) format.	Mandatory		
1.8.5	The archiving EDMS must be designed referencing the OAIS framework.	Mandatory		

1.8.6	The archiving EDMS must be able to support different modes of data ingestion from the source system: Transactional ingestion: archiving EDMS must be able to support archiving of large quantities of single data objects to keep up with steady input streams of information to be archived. Batch ingestion: archiving EDMS must be able to support scheduled ingestion of items in batches for optimal performance when information to be archived comes in intermittently.	Mandatory		
1.8.7	The archiving EDMS must be able to support easy and flexible access to archived content.	Mandatory		
1.8.8	The archiving EDMS's architecture should be based on object-oriented model and concepts.	Mandatory		
1.8.9	Provide the ability to change archival package storage location.	Mandatory		
1.8.10	Must support multi-tier architecture with client tier interfaces to the underlying core content services via vendor supplied APIs.	Mandatory		
1.8.11	The archiving EDMS must be able to be installed on Microsoft Windows, Linux, Oracle Solaris and IBM AIX server environment.	Mandatory		
1.8.12	The archiving EDMS must be able to provide the ability to audit and preserve data and content to meet a variety of regulatory and governance mandates.	Mandatory		
1.8.13	The archiving EDMS must not be licensed by the number of users accessing the archiving EDMS.	Mandatory		
1.8.14	The archiving EDMS must be able to monitor and record exact usage data i.e. how much data/ how many records have been archived from each source application.	Mandatory		
1.9	Indexing and Retrieval			
1.9.1	Facility to create various correspondence data types to define meta data for various correspondences	Mandatory		
1.9.2	Provision for automatic creation of full text index using the content of the correspondences.	Mandatory		
1.9.3	Support multiple indexes for different types of correspondences.	Mandatory		
1.9.4	Facility to add keywords with correspondences to act as quick reference for the correspondences	Mandatory		

1.9.5	Association of correspondences and folders with user-defined indexes for easy search and retrieval.	Mandatory		
1.9.6	Search and Retrieve Correspondence Using; and Retrieval Logical Search, Full text search, keywords and Query builders.	Mandatory		
1.9.7	The ability to create multiple repositories and search in different repositories.	Mandatory		
1.9.8	The EDMS must behave in an identical manner when searching regardless of whether the objects being searched for are stored on-line, near-line or off-line, save that the mechanism and performance for presenting electronic objects may vary.	Mandatory		
1.10	Version Management			
1.10.1	Configurable automatic Version control for tracking correspondence revisions	Mandatory		
1.10.2	Check-In and Checkout support for collaborative working on correspondences	Mandatory		
1.10.3	Ensures that only the latest correspondence version is accessible to authorized users by default.	Choose an item.		
1.10.4	Provision to store older versions (number configurable by administrator) of correspondences for future reference by authorized users	Mandatory		
1.10.5	Version comparison of Microsoft Word Correspondences.	Mandatory		
2	Non-functional requirements			
2.1	Ease of use			
2.1.1	The EDMS must provide online help throughout the entire system.	Mandatory		
2.1.2	The online help in the EDMS must be context-sensitive.	Mandatory		
2.1.3	All error-messages produced by the EDMS must be meaningful, so that users can decide how to correct the error or cancel the process.	Mandatory		
2.1.4	The EDMS must be able to display simultaneously multiple Content and aggregations.	Mandatory		
2.1.5	The EDMS must support a graphical user interface.	Mandatory		
2.1.6	The EDMS must allow persistent defaults for data entry where desirable, these defaults should include: user-definable values; a fixed default value; values same as previous item; values derived from context, e.g. today's date,	Mandatory		

	correspondence reference, user identifier; as appropriate.		
2.1.7	The EDMS must allow users to define cross-references between related Content, both within the same aggregation and in different aggregations, allowing easy navigation between the Content.	Mandatory	
2.1.8 	The EDMS should allow users to save and re-use search terms.	Mandatory	
2.1.9	The EDMS Must allow administrative roles to indicate that selected correspondences or Content contain, or are considered to be, "vital Content".	Mandatory	
2.2	Search, Performance and scalability		
2.2.1 	Search for correspondences/correspondences within repository or folder based on user defined criteria.	Mandatory	
2.2.2	Search for correspondences based on name of correspondence, correspondence number, content of correspondence, content in notes, fuzzy logic, users worked on the correspondence, type of correspondence, keywords, etc.	Mandatory	
2.2.3 	The application should support searching for multiple words or phrases and metadata	Mandatory	
2.2.4	<p>The EDMS must provide a search function that allows the use of all Boolean operators namely: AND; OR; EXCLUSIVE OR; NOT; in any valid combination to combine an unlimited number of search terms.</p> <p>The EDMS must allow users to search for objects by their keyword(s), where the objects have keywords.</p>	Mandatory	
2.2.5	Provision of Search within the result in case of Correspondence Text Content search.	Mandatory	
2.2.6 	Provision to view the correspondence from search result itself or go directly to the selected correspondence by clicking on the corresponding correspondence result.	Mandatory	
2.2.7	Facility to search correspondence by creating user defined queries in Audit Trial.	Mandatory	
2.2.8	The EDMS should allow users to make saved search terms available for use by other users.	Mandatory	

2.2.9	Where the EDMS incorporates the use of thesaurus the EDMS must allow an administrative role to maintain the thesaurus.	Mandatory		
2.2.10	The EDMS must provide adequate response times to meet business needs for commonly performed functions under standard conditions, for example: <100%> of the total anticipated user population logged on and active; < 100%> of the anticipated total volume of correspondences managed by the system; users performing a typical mix of transaction types at various rates; with consistency of performance over at least ten transaction attempts.	Mandatory		
2.2.11	The EDMS must allow a single implementation of the system to have an electronic Content store of at least <20 terabytes or <20 billion> Content, and to serve at least 5 thousand users simultaneously with the performance levels specified in this section.	Mandatory		
2.2.12	The EDMS must have option to use Fixed content storage like EMC centera. IBM Tivoli storage Manager, Network Appliance Snaplock	Mandatory		
2.2.13	 The EDMS must be scalable and must be able to be used in small or large organizations, with varying numbers of differently-sized organizational units and across different geographical locations.	Mandatory		
2.2.14	The EDMS should support capture of data and statistics to OLAP data cubes to support analysis of business processes.	Mandatory		
2.2.15	 The EDMS should provide status tracking of work-in-progress.	Mandatory		
2.2.16	 The EDMS should keep an audit log of the process correspondences	Mandatory		
2.2.17	The EDMS should provide a method to view and report work statistics	Mandatory		
2.2.18	The EDMS should allow user-defined data within work processes.	Mandatory		
2.2.19	The EDMS allow the receipt of electronic content to trigger workflows automatically.	Mandatory		
2.2.20	The EDMS should, support, the attachment of multiple correspondences to a process.	Mandatory		
2.2.21	The EDMS should support the attachment of multiple folders to a process.	Mandatory		

2.2.22	The EDMS should provide steps for content management functions.	Mandatory		
2.2.23	The EDMS should provide the steps for database access and update.	Mandatory		
2.2.24	The EDMS should provide the ability for work to be routed to multiple employees/systems simultaneously	Mandatory		
2.2.25	The EDMS should track within the tool who and what performed any correspondence and when the correspondence was completed.	Mandatory		
2.2.26	The EDMS should provide systematic controls around workflow version control.	Mandatory		
2.2.27 	The EDMS should provide email notifications to designated users for events including deadline reminders, deadline expired, workflow exceptions, milestone reached, and tracker assignment.	Mandatory		
2.3	Productivity User Add-in			
2.3.1	Support MS Add-in support	Mandatory		
2.3.2	Support Email Add-in.	Mandatory		
2.3.3	Support MS Word Add-in.	Mandatory		
2.3.4	Support MS Excel Add-in.	Mandatory		
2.3.5	Support MS PowerPoint Add-in.	Mandatory		
2.4	OCR			
2.4.1	Scans and secure storage of all paper correspondences.	Mandatory		
2.4.2	Unlimited OCR.	Mandatory		
2.4.3	Reads binary, gray scale or color images.	Mandatory		
2.4.4	Extraction of text, dictionaries support in English	Mandatory		
2.4.5	Searching for data in TIFF and PDF correspondences.	Mandatory		
2.5	E-mail			
2.5.1	Collecting email from an IMAP, Pop3, IMAPs, Pop3s.	Mandatory		
2.5.2	Configuring User Account.	Mandatory		

2.5.3	Import text, HTML and attachments.	Mandatory		
2.5.4	Capture of metadata.	Mandatory		
2.5.5	Automatic import and filter sort.	Mandatory		
2.6	Printing/ Output			
2.5.1	Secure print by page or by correspondence object.	Mandatory		
2.5.2	Supports common SMTP-based mail systems.	Mandatory		
2.7	Collaborative Working			
2.7.1	Linking of Correspondences for cross-referencing related correspondences.	Mandatory		
2.7.2	Support for setting event based and time-based reminders/notifications via email and SMS.	Mandatory		
2.7.3	Provision to create Discussion Threads related to correspondences.	Mandatory		
2.7.4	Provision of adding Notes as free text for future reference.	Mandatory		
2.8	Filing System			
2.8.1	System should have inbuilt "White-Hall Filing" system followed by government organization where Correspondence-Folder is created with Correspondence number, Correspondence description etc. All correspondence sheets are added to the right side of the Correspondence-Folder and Note-Sheets are added to the left-side of the Correspondence-Folder.	Mandatory		
2.8.2	Noting in the Correspondence folder can be done in multiple languages including English.	Mandatory		
2.8.3	Facility to traverse to next page/previous page or specific page for viewing multi page correspondences in the Correspondence sheets.	Mandatory		
2.8.4	Provision of adding Digital Signature or eSignature by automatic mapping of the Scanned Signature of the User to be displayed along with the noting of the user.	Mandatory		
2.8.5	Provision to link one Correspondence-Folder to another for reference and facility to browse through the linked Correspondence-Folder.	Mandatory		
2.8.6	Automatic Numbering of Correspondence Sheet as 1C, 2C etc and Note-Sheets as 1N, 2N etc.	Mandatory		

2.8.7	Provision of selecting either English Signature while adding Scanned Signature to Note-Sheet.	Mandatory		
2.8.8 	Auto-Numbering & indexing of correspondences.	Mandatory		
2.9	Workflows			
2.9.1	Rule free routing and tracking of correspondences, messages and Forms	Mandatory		
2.9.2 	Collaborative working on correspondences in a secure environment.	Mandatory		
2.9.3	Create Ad-hoc or predefined routes for automatic correspondence routing on sequential/ parallel routes.	Mandatory		
2.9.4	Support for sequential routes.	Mandatory		
2.9.5	Route Work-items to users' inboxes for their action i.e. correspondence assignment for each user.	Mandatory		
2.9.6	Facility of attaching correspondences and folders in work items.	Mandatory		
2.9.7	Facility to act upon, forward, return or complete Work-items.	Mandatory		
2.9.8	Diversion of Work-items to other users for delegating or substituting.	Mandatory		
2.9.9	Time-based/ Event-based reminders.	Mandatory		
2.9.10	Secure Printing of the note sheet/ Correspondence for reference.	Mandatory		
2.9.11	Tracking of Workflow by users involved in the workflow correspondence anytime.	Mandatory		
2.9.12 	Priority based correspondence flow. i.e. user should be able to flag in a visible way the urgent correspondences.	Mandatory		
2.9.13	Facility to send Circulars/ correspondences to multiple users.	Mandatory		
2.9.14	Rule free routing and tracking of correspondences, messages and Forms	Mandatory		
2.10	Security, Report and Audit Trial			
2.10.1 	Extensive Audit-trails at user, Folder and repository levels.	Mandatory		
2.10.2 	Audit trails on separate actions, and between specific date/times	Mandatory		
2.10.3	Support individual user, encrypted passwords and forced periodic change of password	Mandatory		

2.10.4	Notify systems administrator of attempted security breaches.	Mandatory		
2.10.5	Disable user after configurable incorrect password attempts and notify the administrator.	Mandatory		
2.10.6	Report on the correspondences handled by any user during any time period.	Mandatory		
2.10.7	Report based on language of noting	Mandatory		
2.10.8	All changes to audit trail parameters must be audited in the audit trail.	Mandatory		
2.10.9 	Once the audit trail parameters have been set, the EDMS must track actions automatically and must log information about them within the audit trail.	Mandatory		
2.10.10 	The EDMS must maintain the audit trail for as long as is required by the Ministry's Content policy.	Mandatory		
2.10.11 	The EDMS must log in an audit trail all actions performed on Content, volumes, sub-correspondences, correspondences, classes and retention and disposition schedules, regardless of whether the action affects one or more of them.	Mandatory		
2.10.12	Any annotation of or amendment to Content must be logged within the Content's audit trail.	Mandatory		
2.10.13	The EDMS must be able to export audit trail data for specified Content, volumes, sub-correspondences, correspondences and classes without affecting the audit trail stored by the EDMS in any way save for the addition of an audit trail of the export process.	Mandatory		
2.10.14 	The EDMS must keep an unalterable audit trail capable of automatically capturing and storing information about: any action taken on any Content, any aggregate or the classification scheme; the user undertaking the action; the date and time of the action.	Mandatory		
2.10.15	The EDMS should be able to log automatically in the audit trail any access to any Content or aggregation and whether the access was to read, print or otherwise present it.	Mandatory		
2.10.16	The EDMS must support the review process by presenting classes, correspondences, sub-correspondences and volumes to be reviewed, together with their metadata and retention and disposition schedule information.	Mandatory		

2.10.17	The EDMS must be able to maintain links between different renditions of the same Content and enable disposition actions to be carried out on them simultaneously.	Mandatory		
2.10.18	<p>The EDMS must allow the reviewer to take at least any of the following actions for each class, correspondence, sub-correspondence or volume during review:</p> <ul style="list-style-type: none"> • Hold: stops destruction of the objects. • Freeze: stops the promotion of an object from one phase to the next phase. • Review: sends a notification (either an email or an inbox) to a named contact following a time period that you select. • Permanent: stops destruction of objects, • Vital: is a marker that can be used to designate which records are critical to the day-to-day 	Man dato ry		

2.11 Storage, Backup and Disaster Recovery				
2.11.1	Support various data storage platforms appropriate to the size and requirements.	Mandatory		
2.11.2	Support for incremental and full Backups.	Mandatory		
2.11.3	Support for replicating data onto remote sites.	Mandatory		
2.11.4	The EDMS must provide or allow automated backup and recovery procedures that allow for regular backup of all or selected classes, correspondences, Content, metadata, administrative parameters, and the audit trail of the EDMS; and their recovery when needed.	Mandatory		
2.11.5	The EDMS must allow administrative roles to schedule backup routines by: specifying the frequency of backup; selecting classes, correspondences or Content to be backed up; Allocating storage media, system or location for the backup (e.g.; offline storage, separate system, remote site).	Mandatory		
2.11.6	The EDMS must allow only authorized administrative roles to restore from EDMS backups.	Mandatory		

2.11.7	When an EDMS restores from a backup, full integrity of the data including the audit trail must be maintained after the restore.	Mandatory		
2.11.8	Where the EDMS features checkpoints and database roll-forward facilities, the EDMS must allow only authorized administrative roles to roll it forward.	Mandatory		
2.11.9	The EDMS must provide two separate back-up operations; "full" backup, which backs up all (specified) EDMS data; "vital" backup, which backs up only the EDMS configuration and correspondences and Content identified as "vital".	Mandatory		
2.11.10	After recovering from a "vital" back-up the EDMS must be fully operational.	Mandatory		
2.11.11	The EDMS should provide for two methods of restoring from a "full" back-up: restoration to a "clean" environment, in which the data from the "full" back-up overwrites and replaces the EDMS during; recovery operation; restoration over an existing environment, in which the data from the "full" back-up is merged back into an existing EDMS environment.	Mandatory		
2.12	Scalability & Deployments			
2.12.1	One or more Application Servers should be able to connect to a Database Server.	Mandatory		
2.12.2	Same Application Server can connect to one or more database servers.	Mandatory		
2.12.3	EDMS should support deployment of clustered database EDMS.	Mandatory		
2.12.4	The correspondence repository should support caching, replication and pre-fetching.	Mandatory		
2.12.5	Multi-server deployment for scalability, load balancing and fault-tolerance.	Mandatory		
2.12.6	Supports deployment of multiple web servers, which can seamlessly connect to the same or multiple transaction servers.	Mandatory		
2.12.7	Support for web-server & Application Server farms.	Mandatory		
2.12.8	Can be deployed in distributed, semi-centralized or centralized manner.	Mandatory		
2.12.9	Ability to handle 40 concurrent users (users accessing the system at the same time).	Mandatory		
2.13	Integration			

2.13.1	Active Directory.	Desirable		
2.13.2	LDAP.	Desirable		
2.13.3	With third application using web services (API).	Mandatory		
2.13.4	With third application using REST.	Mandatory		
2.13.5	Microsoft Office Add-in.	Mandatory		
2.13.6	Single sign-on for windows	Mandatory		
2.14	Licensing			
2.14.1	The EDMS will be owned by -- without incurring user or perpetual licensing	Mandatory		