



**THE URBAN DEVELOPMENT CORPORATION OF
TRINIDAD AND TOBAGO LIMITED (UDeCOTT)**

**REQUEST FOR PROPOSALS
FOR THE DESIGN, SUPPLY, IMPLEMENTATION AND
MAINTENANCE OF AN ELECTRONIC DOCUMENT MANAGEMENT
SYSTEM**

The Urban Development Corporation of Trinidad and Tobago Limited, (UDeCOTT) invites suitably qualified and experienced entities to submit proposals for **THE PROVISION OF DESIGN, SUPPLY, IMPLEMENTATION AND MAINTENANCE OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM.**

INSTRUCTIONS FOR PURCHASE OF RFP PACKAGE

The tender process for this project will be conducted via UDeCOTT's E-Tender System. To register or access the E-Tender System go to <https://udecott.etenderworld.tt/login.php>.

Should you encounter any technical difficulties in accessing or using the system, you are to immediately contact our IT Helpdesk at 225-4004 ext. 206 or etenderhelpdesk@udecott.com, carbon copying the Secretary of the Tenders Committee at tendersecretary@udecott.com.

The RFP package, will be available for purchase from **February 15, 2023**. To download the RFP Package you will be required to select and purchase the RFP **via online payment**. The cost of the RFP Package is **\$1500.00 VAT Inclusive**.

INFORMATION SESSION AND SITE VISIT

An **Online Information Session** will be held **via Microsoft Teams** on **Friday February 24, 2023, at 10:00 a.m.** A **Site Visit** will be held on **Friday February 24, 2023, at 1:00 p.m.** The assembly address is **12 Abercromby Street Port of Spain**. Interested parties are kindly asked to confirm their availability, together with **names and preferred email addresses** of their representatives who will be in attendance, via email to tendersecretary@udecott.com.

SUBMISSION

Proponents are advised that submissions **must** include ALL the documents as set forth in the RFP and must be in accordance with the terms therein.

Failure to do so may result in disqualification.

Proponents are advised that **only PDF** files can be uploaded onto the E-Tender platform. The responsibility for file conversion resides with the Proponent and failing to submit proposals in PDF format may result in disqualification.

The deadline date for submissions is **March 16, 2023 at 2:00pm (AST)**.

Additional information may be requested through email forwarded to the attention of **The Secretary, Tenders Committee** at tendersecretary@udecott.com.

UDeCOTT reserves the right to reject any or all proposals for failure to comply with any mandatory requirements stated in the RFP.

SECRETARY, TENDERS COMMITTEE

5 Scope of Services

UDeCOTT seeks the services of a highly qualified Electronic Document Management System Software Vendor with expert Records Management and technical implementation capabilities to design and implement a solution, which is scalable, customizable and can easily integrate with current Windows Server and Client environments.

This project will be implemented on a phased basis commencing with the records stored in the Records Management Department and in accordance with structured Project Management methods.

The vendor will be required to provide the following:

5.1 Assessment

Conduct an assessment of the entire Records and Information Management System at UDeCOTT, compare against International Standards (ISO 154891), determine the gaps and design the recommended solution.

5.1.1 Policy, Procedures, Forms and Other Documentation

The Proponent will be required to review the governing documentation and recommend relevant amendments to ensure that these documents are in tandem with the proposed integrated Electronic Document Management System.

5.2 Software

Supply, implement, and configure the proposed software to the specifications highlighted in this Terms of Reference and Detailed Requirements Form provided.

5.3 Centralized Database

Create a centralized repository so that records can be managed electronically through a single Records Management interface.

5.4 Document Imaging

Implement the software and workflow tools for the scanning of hardcopy documents into the system and storing them in digital format.

5.5 Document Digitization

The Proponent is required to create a framework that includes the survey of physical files, criteria for selection of records for scanning, process for scanning and uploading to the new system.

5.6 Electronic Document Management

Provide a system that can track and store digitally created documents and/or images of paper documents such that records can be accessed, managed and archived efficiently.

5.7 Work Flow

Create standard workflows which will automate the passing of documents from one person or system to another person or system pursuant to logical rules for approval specify workflows.

5.8 Management and Tracking of Records

Design a system to allow for the management and tracking of records throughout the document life cycle by showing the location of documents, the linkage of physical and electronic records and records flagged for disposal.

5.9 File Plan

Develop a File Plan to show the types of records, how and where they are stored, applicable rules, retention period, manner of disposal and the person or persons responsible for their management.

5.10 Application Integration

Supply any add-on technologies that may be required for integration with multiple line of business applications. This includes required interoperability with products such as Adobe Acrobat Pro DC, Microsoft Outlook, Word, Excel and Office 365 applications.

5.11 Standardized Indexing

Implement a standard indexing structure for documents produced and received (document referencing). The Indexing of documents should be able to incorporate with our already existing document referencing codes.

5.12 Barcode for the Record Centre boxes

Supply, implement and configure a barcode solution (hardware and software) that is compatible with the proposed Electronic Document Management System. This system should cater for the tracking and management of approximately 5,000 boxes with four (4) scanners capable of providing detailed scan reports on the record/file contents of boxes.

5.13 Training

Provide in-person administrator, power user and end user training towards the successful use of the system.

6 Deliverables

The vendor will be required to supply the following:

- a) A well-defined Electronic Document Management solution that encompasses tiered IT support, defined processes, operating policies and procedures.
- b) A support and maintenance plan for the Electronic Document Management solution.
- c) Performance metrics for the proposed solution.
- d) A detailed project plan indicating all key milestones, tasks, sub-tasks, and timeframe for implementation of deliverables must be included in the proposal.
- e) A Risk Management plan.
- f) A Communication plan.
- g) Documentation outlining security and auditing features.
- h) A presentation of the proposed solution clearly highlighting the design and functionalities of the system.

7 Functional Requirements

The Proponent is required to provide an Electronic Document Management System with the following capabilities. Each requirement is listed with its rank or importance to UDeCOTT.

The rank is indicated as follows:

M - Mandatory

D - Desirable

7.1 Content creation, classification and management

Req #	Requirement	Rank
a)	System shall provide mechanisms for the identification of specific attributes of a document or database record to facilitate retrieval.	M
b)	System shall provide the ability to index images manually or automatically via Optical Character Recognition supported template.	M
c)	System shall enable users to continue viewing a document when it is checked out.	M
d)	System should provide the ability to categorize documents per specified classification schema and business rules.	M
e)	System shall support auto assignment and manual assignment of metadata per business rules.	M
f)	System shall provide the ability to associate keywords and summary information with documents.	M

7.2 Document Capture

Req #	Requirement	Rank
a)	Manage the capture and storage of existing electronic documents within a central repository to include but not limited to the following file formats: Microsoft Office file formats, PDF, HTML and TIFF.	M
b)	Scan each document and assign a unique identifier to it.	M
c)	Ability to create and store both machine readable text and graphical images during the scanning process.	M
d)	Scanning can be accommodated for all sizes of input.	M
e)	Scan both sides of the page	M
f)	Indexing of the documents can be accomplished manually or automatically from defined locations or from barcode insertions	M

7.3 Electronic Documents

Req #	Requirement	Rank
a)	Ability to upload all incoming documents showing distribution to various personnel and action taken.	M
b)	An integrated barcode system which will be capable of tracking location and displaying information pertinent to the contents of physical boxes and documents.	M
c)	Cross-indexation of documents to enable a fully centralized view of all related documents irrespective of location.	M
d)	Ability to track moved (loaned) and overdue items.	M
e)	Ability to insert document retention schedules for all documents with an automatic submission of an e-mail to multiple pre-assigned users upon attainment of the document end of life.	M
f)	Ability to put a "hold" status on documents stating the reason for the hold and define the period that the hold status is in effect.	M
g)	Provide check in/check out features that record checkout location of the document.	M

7.4 Workflows

Req #	Requirement	Rank
a)	Workflow includes reminder mechanisms (e.g. items for approval, items for review).	M
b)	Workflow includes flexible document routing rules.	M
c)	Workflow can be initiated from web-based e-forms or by document being added to the system.	M
d)	Workflow includes email notification of missed milestones	M
e)	Workflow includes reminder mechanisms (e.g. items for approval, items for review).	M

7.5 Notification management

Req #	Requirement	Rank
a)	Email notification for documents that are approaching retention limits.	M
b)	Email notification for documents that are being checked in/out.	D
c)	Email notification for documents within an approval workflow	M

7.6 Version control

Req #	Requirement	Rank
a)	System shall provide version control to maintain version integrity throughout the lifecycle of a document.	M
b)	Identify latest version as well as other versions of a document/record.	M

c)	Provide check in/check out features that record the checkout location of the document or record and the dates of the check-out/check in	M
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7.7 Search

Req #	Requirement	Rank
a)	Provide search capability for documents in the EDMS. All documents containing information with the entered search text in any of the document metadata fields or the searchable text for the document (OCR text, searchable PDF, document text) shall be included in the search results.	M
b)	Search results shall be shown in the order of relevance with the option to select views and advanced filtering.	M
c)	Once search results are displayed, the user shall be able to view a listing of documents in the EDMS for a selected record. The user shall have the option to retrieve a listing of all documents or selected documents based upon selected fields such as “document type” and by selected “metadata”. This listing shall include information from the document metadata that can be used to identify the document, such as “document type”, “description”, “date”, etc.	M
d)	Allow storage of OCR recognizable text in addition to existing image file types and document metadata within the same document record.	M
e)	When retrieving documents from the EDMS through the Enterprise Search feature, provide appropriate security access to documents.	M
f)	The search results screen shall allow for display of multiple user entry fields in the document metadata such as Project Code, Project Description, and other fields desired.	M
g)	Search queries using Boolean operators (e.g. AND, OR and NOT) shall be supported.	M
h)	Search queries for phrases shall be supported (full English queries).	M

7.8 Application

Req #	Requirement	Rank
a)	A web-based software which will be the repository for all soft copies of documents. This will facilitate access by cross functional teams, reduce the storage of multiple copies in multiple locations, and allow users from any location to create, save, link, route and access documents quickly and easily.	M
b)	The user interface provides a standard Windows/Windows Explorer “look and feel” storing, retrieving, deleting and moving documents.	D
c)	Ability to support standard number and naming conventions.	M
d)	System should contain an integrated web based form to collect data in a standardized format and automatically enter or load and store them in digital format.	M

e)	System should contain an integrated web based form for requesting and transferring documents.	M
f)	System should provide processing capabilities for addition of documents with their metadata, edit of documents and their metadata, and deletion of documents.	M
g)	Software installation at the most stable version with host hardening will be required	M

7.9 Forms management

Req #	Requirement	Rank
a)	System should support a form-based generation of documents	M
b)	System should support form elements such as checkboxes, radio buttons and data entry fields.	M
c)	System should support email distribution of forms, integrating with MS Exchange.	M

7.10 Archiving

Req #	Requirement	Rank
a)	System shall provide a mechanism for electronic archiving.	M
b)	System shall provide a mechanism for indexing and tracking offline hard copy documents, including offline archives	M
c)	System shall provide a mechanism for tracking hard copy versions of electronically filed documents.	M

7.11 Security

Req #	Requirement	Rank
a)	Stored Files security	M
b)	Avoidance from Cross Site Scripting, SQL injections, DDOS and any other Common Vulnerabilities and Exploits (CVEs)	M
c)	Interoperate with current SNMP communication technologies	M
d)	Provide adequate control to facilitate the transmission of sensitive data. The system must establish a secure connection between all parties involved.	M
e)	Data must be encrypted using relevant protocols and technologies to prevent unauthorized individuals from viewing or manipulating any aspect of the process.	M
f)	Document deletion capability shall be restricted to only a small group of users.	M
g)	System should send notifications for unauthorized actions.	M
h)	Ability to create security groups and assign users to groups	M

i)	Ability to grant various types of access rights based on user privileges (full access, read only, restrict printing, forwarding and copying).	M
j)	Ability to redact documents to visibly obscure or remove any sensitive information from being displayed.	M
k)	User authentication shall be provided to prompt for user ID and password to verify legitimacy of user. Users shall be forced to reset their passwords at specific intervals.	M
l)	Log on attempts for each user shall be recorded.	M
m)	User ID and system date shall be recorded on all transactions.	M
n)	Users shall be restricted to only those functions for which access privileges have been granted.	M
o)	System must allow for a password recovery mechanism that utilizes a password reset via email or administrator console.	M
p)	The system must allow for a least privilege security design for enrolled users.	M

7.12 Audit

Req #	Requirement	Rank
a)	Provision of a comprehensive audit trail of all activities carried out on the system.	M
b)	The system shall allow for auditing (ISO 19011:2018)	M
c)	The system shall provide customizable audit options that would allow an authorized user to monitor various aspects of the system, system usage and various events (ISO 19011:2018).	M
d)	Provide an audit history of changes to a document, including description of information changed, the date of the change and the name of the user who made the change, name of user account.	M
e)	Audit of physical files using barcode technology	D

7.13 Reports

Req #	Requirement	Rank
a)	Master list of all documents in the system. This search criterion should also be able to be modified to show documents by project name, project code, subject, name of recipient, date received, date created etc.	M
b)	List of Records by various types/categories.	M
c)	Documents which have reached its end of life (retention periods).	M
d)	Documents placed on hold.	M
e)	All user activities (either individually or collectively) which can be sorted by activity (documents viewed, printed, forwarded etc.).	M

f)	Ability to support flexible query capability for adhoc reporting based on user-defined criteria.	M
g)	Ability to export reports in Excel or PDF format.	M

7.14 Back up and restoration

Req #	Requirement	Rank
a)	Provide necessary backup of data and databases to provide capability to restore data and databases to a point in time during the workday prior to a system failure so that the need for reentry of data is minimal. This backup shall be provided without adversely affecting system performance.	M

Any other software capabilities which the Proponent would like to recommend must be listed in the proposal.

8 Non- Functional Requirements

8.1 Digital Signature

Req#	Requirements	Rank
a)	Capable of using digital signatures for sign-off and approval.	M

8.2 Aspect Ratio/ Document Resolution

Req#	Requirement	Rank
a)	Scan Criteria: Greater than 300 DPI	M
b)	Scan Type: PDF	M
c)	Size: Letter, Legal, Tabloid, A4, Auto length detection	M
d)	Color Mode: Color	M
e)	Orientation: Duplex pages, auto detection of blank page, landscape/portrait	M
f)	Job Type: Single scan job, batch job single batch job	M

9 Hardware Requirements

The recommended solution is an on premise solution and the Proponent will be required to supply, install and configure software on UDeCOTT supplied hardware.

Any other requirements, which UDeCOTT must provide for the installation, must be clearly stated. If hardware and Windows Server Operating Software is required, this will be provided by UDeCOTT, however, the Proponent is required to provide all specifications required for hardware and state the Windows Server version required.

10 Third-Party Tools

If any third party tools will be used for system integration, these must be clearly identified. A detailed product description and all associated costs (including license renewal costs, if any) must be stated separately.

11 Training

The Proponent will be required to provide adequate and specialized in-person training to the following groups to allow for efficient usage of the implemented system particularly highlighting the individual's role for input and maintenance to ensure the effective and successful use of the system.

Required training:

- (a) **Administrator Training.** This will be required for both Records Management and IT staff, approximately (10) staff members.
- (b) **Records Management Staff Training.** Approximately nine (9) staff members.
- (c) **End User training.** Approximately fifty (50) staff members.

12 Systems and End User Manuals

The following detailed manuals must be provided both in hard and soft copy:

- (a) Systems documentation – design, architectural and configuration.
- (b) Administrator's Manual
- (c) End-User manuals; this manual will contain a step by step approach for filing of both physical and soft copies of documents.

13 Project Schedule

A detailed project schedule indicating all tasks, sub-tasks, key milestones and timeframe for implementation of deliverables must be included in the proposal.

14 Support, Maintenance (Service Level Agreement) and Warranty

The support details, support plans, schedules and cost for ongoing support and maintenance for three years including software license renewal and equipment warranty must be listed separately in the cost summary.

A detailed Service Level Agreement must also be provided along with warranty terms and conditions.

15 Cost/Bills of Material

The firm shall provide a detailed cost breakdown in Trinidad and Tobago Dollars (TT\$), showing the total cost to UDeCOTT for the performance of all services and materials inclusive of all hardware and software (including license renewal), ongoing support and maintenance, training, manuals and any other associated costs. Each cost must be stated as a separate line item.

Any item not listed but which is required to complete the installation will be for the account of the Proponent.

16 Sub-Contractors

If the Proponent proposes to engage the services of other service provider(s) in order to meet the deliverables of this project; the name(s) and the role(s) of the Contractors must be provided.

17 Roles and Responsibilities

Upon commencement of the Project, the Proponent will appoint a Project Manager who will be responsible for the management of the project in accordance with Project Management standards. The Proponent will be required to submit written monthly status reports.

The Proponent is required to provide all services, hardware and software to ensure a fully functional system. All design decisions will be discussed and agreed upon in writing prior to implementation. Should any sub-contractor be hired to carry out any works, the sub-contractor will be supervised by the Proponent.

Upon commencement of the project, UDeCOTT's point of contact will be the Senior Manager, Information Systems.

18 Change Management

During implementation, all changes must be documented and signed off by UDeCOTT's Senior Manager, Information Systems and the Proponent's Project Manager.

19 System Acceptance, Testing and Hand-Over

Working with UDeCOTT's Records Management and Information Technology staff, the Proponent will provide the necessary technical staff to carry out an exhaustive functionality test for sign off by both parties prior to hand-over.

20 Confidentiality Statement

All information gathered or exposed during this process is confidential and the successful Proponent will be required to sign a Confidentiality Statement prior to commencement of works.

21 Ownership of Data

All data generated during this exercise belongs to UDeCOTT and must be handed over at the completion of project.

22 Proposal Submission

The Proponent is required to include and adhere to the following format in their proposal.

- 1) **Experience of the Company in Similar Works** – Proponents should demonstrate having completed works of a similar nature and value.
- 2) **Experience and Qualifications of the Key Personnel** – A breakdown of the Experience and Qualifications of the Proponents' key human resources for the project.
- 3) **Design** – A detailed description of the proposed project including any proposed additions or changes not addressed in the Terms of Reference.
- 4) **Functional Requirements** – All functional requirements that the Proponent will be implementing as part of the project.
- 5) **Non Functional Requirements** – All non-functional requirements that the Proponent will be implementing as part of the project.
- 6) **Security Documentation** – Documentation outlining security and auditing features.
- 7) **Material Requirements** – All hardware, software and any other requirements must be clearly stated.
- 8) **Software** - All features of the software must be listed together with a description of the functionality of the feature.
- 9) **A Communication Plan** – A plan illustrating how the resources and roles on the project will communicate and the methods and frequency.
- 10) **Project Plan** – A high level project plan detailing all tasks, sub tasks and the timeframe for implementation must also be provided.

- 11) **Training Plan** – A detailed training plan indicating the method of delivery, modules to be covered and training strategy for administrator, power user and end user training.
- 12) **Cost** – An itemized detailed cost breakdown of all material and services inclusive of training and manuals.
- 13) **Maintenance Plans/SLAs** – The support details, support plans, schedules and costs for ongoing support and maintenance including software license renewal and equipment warranty must be listed separately in the cost summary.
- 14) **Electronic Document Management System Detailed Requirements Form**- This detailed requirements form must be completed.

FREQUENTLY ASKED QUESTIONS (FAQs)

FOR THE PROVISION OF THE DESIGN, SUPPLY, IMPLEMENTATION AND MAINTENANCE OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

What is the purpose of this Request for Proposal?

The purpose of this Request for Proposal is to identify and contract a suitably qualified and experienced Service Provider with the specialized expertise necessary to undertake the Project.

I am interested in this project. Can I view the RFP before purchasing to confirm the requirements prior to purchasing?

The RFP will be available for viewing at UDeCOTT's office from **February 15, 2023**.

What is the Location of the site?

The System is to be installed at UDeCOTT's Head office 38 – 40 Sackville Street Port of Spain Trinidad, 100622.

Are there any eligibility requirements for this Procurement Process?

In order to be eligible for evaluation and/or consideration to provide the Works, Proponents must be able to demonstrate the following:

- Submission of Annual Return – 2022 (2023 if applicable)
- Incorporation or otherwise registered to do business in Trinidad and Tobago **prior** to the award of any contract for the provision of the Works, as evidenced by the Certificate of Incorporation or Registration (as applicable),
- Submission of valid statutory clearance/compliance certificates, namely,
 - VAT Clearance Certificate
 - BIR Clearance Certificate
 - NIS Certificate of Compliance

Are Proponents required to submit a Bid Bond with their Proposals?

No.

What is the recommended team composition?

At a minimum, the proposed team should comprise the following:

1. Project Manager (1 No.)
2. Lead Software Developer (1 No.)
3. Business Analyst (1 No.)

Proponents are to note that the responses provided as guidance to these Frequently Asked Questions does not relieve the Proponent of its obligation and responsibility to fulfil and comply with all requirements of the Request for Proposals.