

Queries	Response
Does e-Archive solution refers to Physical documents?	Yes
Is Records Management System also in scope? If yes, Only software tracking is required or physical tracking is also required? Does lifecycle of documents need to be defined? Is any Retention policy of documents active? If no, integration with existing RMS in scope?	No, RMS not part of scope. Retention policy currently not active.
Are there any existing e-Archive solution being used? Does project include migration of historically archived documents?	Yes, we currently have a SharePoint based E-Archive solution but only for a small category of documents.
Is linear workflow part of DMS by default required or a separate rule based enterprise level workflow solution?	We require a rule based enterprise level workflow.
How many users using Document Management Solution independently? What is the peak load? (How many users simultaneously access the DMS at peak load?)	Not yet defined. Will need to clarify this with the requesting unit.
Is scanning stations required? How many?	Vendor to advise based on number of scanners they will deploy
Where will the scanning happen ? Will it happen at a central location or at distributed locations?	At a central location
From how many locations scanning will happen?	Initially to be done in Nairobi only
Is there any other mode of document acquisitions other than scanning e.g. through email, fax or web Portal etc?	Possibly some email attachments or existing PDF documents
Is full text search required? In Full Text search, we can search for keywords in Tiff images and Pdf files. In Tiff files the searched words are highlighted. On clicking on the results, FTS search gives directly the page on which Keyword is available.	Yes, FTS is required.
Is there any need of Single Sign on? Active Directory integrations?	No, but would be welcome if possible.
Is Clustering desired as part of proposed system? High availability environment? If yes, which one- Active-Passive/ Active-Active	No
Does DR Environment need to be included in the proposed project scope?	No
Does Dev/UAT/Test Environments need to be included in the proposed project scope?	Yes
Desired Application Server - (JBOSS / Websphere / WebLogic) Desired Database- (MsSQL / Oracle/ PostgreSQL)	Ms SQL desired Database
What are the integration touch points other than SharePoint intranet portal?	Query not clear
How many license are you looking at for the document management system?	Not yet confirmed. Include licensing structure in your proposal for the system you will be quoting for.
You said scanning it's going to be done in your offices, where Nairobi or Somalia?	Initially it will be in Nairobi and later on Somalia.
How many the HP digital scanners do you have?	3 in Nairobi

It would be good to us vendors, to know the number of documents you want to scan. Because it help us to determine the number of manpower other logistic costing.	We have not compiled this information and this is why we asked you to quote your price per page.
How many workflow are you looking at?	To be determined as we roll out the project.
You have not mentioned about the Training.	We expect training to be provided as part of the solution i.e. both technical and end user.
When you said you need to be share across the extranet, do you need integration?	Yes, with our SharePoint based intranet.
Is there direct connectivity from Nairobi office and the Somalia one? Or its over internet. If yes what is connectivity bandwidth?	It is over the internet.
Do you have specific timelines the project has to end?	To be advised by the vendor based on their estimate.
Is the proposed Document Management system a departmental, or enterprise-wide solution? If enterprise-wide, please specify what departments. If departmental, please specific which department this will be implemented for.	The system will be used office wide. At this point we are not yet clear how many users or departments.
What are the projected number of users of the Document Management System? I.e. how many users will be set-up on the system to store, search, access digital files.	As mentioned above, this is not yet clear. Kindly specifying costing of the licensing modality for the system you are proposing.
How many of these users will need to provide input or actions on a document-related workflow?	Not yet agreed upon by management.
Where will the Document Management server be installed, i.e. Nairobi, Mogadishu or other Somalia locations?	Nairobi
How many "capture" points are projected to be needed for the overall DM system, i.e. the number of scanning points or scanner operators that will digitize paper-based documents on a daily basis?	For now, we will have 3 in Nairobi though the number may increase based on demand.
Backfile conversion (in our definition) is the process of digitally scanning and indexing a repository of documents and then storing them in a searchable digital archive. Just to fully clarify, is it the intent of the UNDP to fully outsource these backfile conversion tasks to the awarded vendor, or is the intention that the awarded vendor will train UNDP staff to undertake these backfile conversion tasks themselves? If the latter, how many resources will UNDP make available (and for how long) for these backfile conversion tasks?	A combination of both. For all our historical archive hard copies, we will require awarded vendor to do, but for current document, the vendor will need to train UNDP to undertake the same.

Can you provide more details around the documents that will need to be scanned, specifically the number of pages, the various types of documents (just paper, or also film, photographs, architectural drawings etc.), the general quality of these documents and the indexing requirements (on average, how many fields for indexing?). Can you also specify the quantity of documents in each location, i.e. Nairobi, Mogadishu, Garowe and Hargeisa?	The type of documents are mainly project reports, POs, Vouchers, etc. (all A4 size), receipts, invoices. We don't have clear indication of the volume of documents.
After the paper records are scanned, will hardcopies be kept or destroyed?	This will discussed at a later point and decision taken.
What are the projected number of workflows that will need to be set-up for day-to-day document processing?	Not yet clear. Will need to be determined by the different units.
Besides scanning, indexing and electronically filing paper-based documents, are there other document sources that need to be converted to the new system? For example, documents stored in window files, or in another DM system? If yes, please specify.	Yes, we have some documents in our E-Registry document library in our local SharePoint server that will need to be consolidated with the new system.
Regarding question 16 on Annex 4 – can you please define what LOA, AWP and WCG stand for?	These are just A4 size project reports that we use internally for our work. LOA (Letter of Agreement), AWP (Annual Work Plan) and MCG (Micro Capital Grants).
Should we include in the overall costs the projected travel, lodging and per diem expenses of Bimser personnel, or is it the intent of the UNDP to organize/pay-for all travel and lodging expenses?	UNDP will cater for travel and accommodation expenses.
We need to get the process flows details for the workflows that need to be implemented as part of the solution, This is needed to estimate the professional services costs.	To be discussed during the pre-bid meeting.
We need more details about the current scanned documents., Like volume, Total Size, Number of files, how are Files stored, How metadata is stored?	These files are mainly A4 size documents with unit folders specified. The only metadata specified is the document name. We however require the vendor to advise on appropriate metadata to incorporate with the new DMS.

<p>We need to understand the purpose of integration, Can you give us more details about the Purpose of the integration, Is to allow users in SharePoint to view, add, updates documents stored in EDMS from within SharePoint, or to fetch data from SharePoint into the EDMS or to post data from envision to SharePoint, Can you give us more details about the available Integration tools (ex: Web Services, APIs, Database) in SharePoint .</p>	<p>All documents in EDMS to be stored, searchable and retrievable within SharePoint.</p>
<p>Confirm the location for the backlog scanning will be done at Nairobi offices only or will it include also Mogadishu, Garowe and Hargeisa in Somalia</p>	<p>Initially to be done in Nairobi but later on to include our Mogadishu, Garowe and Hargeisa offices in Somalia.</p>
<p>What are the documents types Number of documents for each type Number of pages per documents What is the indexing Criteria for each document type % of double sided pages - if applicable % of large format pages - if applicable</p>	<p>Documents will vary between A4 and small receipts. We don't have clear statistics of double sided or large format pages.</p>
<p>Please advise if we can conduct a site survey to physically check the documents to be scanned.</p>	<p>Yes, this is possible.</p>
<p>What is the definition of "Information"?</p>	<p>This actually refers to documents.</p>