



**REQUEST FOR PROPOSAL (RFP)
(Services)**

Date: September 20, 2021

REFERENCE: **UNDP/UGA/RFP/2021/007**

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Acquisition of an Electronic Document Management System for Uganda Tourism Sector**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Wednesday, September 29, 2021** and via email to the address below:

tenders.kampala@undp.org

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all the requirements, meets all the evaluation criteria, and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying, and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscclconduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Rose Plang
Head of Procurement.
9/20/2021

Description of Requirements

Context of the Requirement	<p>The Ministry of Tourism, Wildlife and Antiquities is desirous to implement a project to implement; An Electronic Document Management System (EDMS) to enhance document management in the Sector. The system should cover the operation of the Ministry head offices, Uganda Tourism Board and Uganda Museum. The new application should have inbuilt workflow feature that can be customized to automate the business processes of the Sector.</p> <p>The EDMS once set up and configured should enable the sector to easily account for its information access and flow at any one time. A well-run Electronic Document Management System should ensure ease of information access, and that information alert service such as Current Awareness Services (CAS) and security features that control access to information through user account profiles with passwords are all in the system.</p> <p>The EDMS should integrate a content management system with data analytics, intelligent data capture, to manage documents, version tracking, high-tech security features, intuitive business process management (BPM) and Workflow Management.</p>																	
Implementing Partner of UNDP	N/A																	
Brief Description of the Required Services	Acquisition of an Electronic Document Management System for Uganda Tourism Sector																	
List and Description of Expected Outputs to be Delivered	<div>EXPECTED OUTPUTS/DELIVERABLES</div> <p>Below are the required activities and expected outputs/deliverables.</p> <table><tr><th>No.</th><th>Deliverable</th><th>Description</th></tr><tr><td>1.</td><td>Supplies of Software and Hardware</td><td>a) EDMS Software supply and Installation b) Document Scanner supply and Installation</td></tr><tr><td>2.</td><td>Inception Report</td><td>Inception Report detailing the understanding of the TORs, Work Plan and the methodology to be used</td></tr><tr><td>3.</td><td>System Installation and Configuration</td><td>Prototype/Wireframe of the EDMS with the agreed requirements as stipulated in the TORs and others as appropriate</td></tr><tr><td>4.</td><td>System Commissioning and Handover</td><td>Fully fledged functional EDMS</td></tr></table>			No.	Deliverable	Description	1.	Supplies of Software and Hardware	a) EDMS Software supply and Installation b) Document Scanner supply and Installation	2.	Inception Report	Inception Report detailing the understanding of the TORs, Work Plan and the methodology to be used	3.	System Installation and Configuration	Prototype/Wireframe of the EDMS with the agreed requirements as stipulated in the TORs and others as appropriate	4.	System Commissioning and Handover	Fully fledged functional EDMS
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Person to Supervise the Work/Performance of the Service Provider	The Ministry of Tourism, Wildlife, and Antiquities; Uganda Tourist Board and UNDP will be responsible for the coordination and overall supervision of the assignment																	
Frequency of Reporting	As needed, based planning of the assignment																	
Progress Reporting Requirements	Update on the milestones and detailed plans																	

Location of work	<input checked="" type="checkbox"/> Exact Address/es The system should cover the operation of the Ministry of Tourism head offices, Uganda Tourism Board and Uganda Museum								
Expected duration of work	12 months								
Target start date	1 st October 2021								
Latest completion date	1 st October 2022								
Travels Expected	N/A								
Special Security Requirements	N/A								
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Access to information relevant to assignment All costs needed to achieve the deliverables set forth in this RFP are to be included in the financial proposals from the offerors (professional fees, software, hardware, communication, consumables, etc.)								
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required. To be included in the Technical proposal								
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required. Technical proposals must identify who in the organization would be taking the role of Team Leader and specify the roles of the different staff proposed.								
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency (UGX)								
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes								
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.								
Partial Quotes	<input checked="" type="checkbox"/> Not permitted								
Payment Terms	<p>The selected firm shall receive lump sum service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:</p> <table border="1"> <thead> <tr> <th>No.</th><th>Deliverable</th><th>Description</th><th>Payment</th></tr> </thead> <tbody> <tr> <td>A.</td><td>Supplies</td><td></td><td></td></tr> </tbody> </table>	No.	Deliverable	Description	Payment	A.	Supplies		
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A.	Supplies								

	1.	Supplies of Software and Hardware	a) EDMS Software supply and Installation b) Document Scanner supply and Installation	20% on delivery and completion of installation.
	B.	Project Implementation and Training Services		
	1.	Inception Report	Inception Report detailing the understanding of the TORs, Work Plan and the methodology to be used	20% upon submission of the approved inception report by the team
	2.	System Installation and Configuration	Prototype/Wireframe of the EDMS with the agreed requirements as stipulated in the TORs and others as appropriate	30% upon submission of the certificate of completion of the wireframe
	3.	System Commissioning and Handover	Fully fledged functional EDMS	30% upon submission of the certification of work completed with a user manual of EDMS
			Total	100%
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Team Leader IGG and overall reporting to UNDP Resident Representative			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional services			
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			

Criteria for the Assessment of Proposal	<p><u>Technical Proposal - 1000points (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm 300points</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 400points</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 300points</p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions	<p><input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> Technical criteria scoring table (Annex 3)</p> <p><input checked="" type="checkbox"/> Detailed Technical Specifications (Annex 4)</p>
Contact Person for Inquiries (Written inquiries only)	<p>ug.procurement@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information	<ul style="list-style-type: none"> Technical proposal consisting of background information about the company other similar projects handled and CVs of the persons who will be engaged in this assignment; A section explaining the organization's competence and experience in handling similar assignments; Proposed strategy / methodology, work plan, timeline, and training plan; Personal CVs of the Team leader and the support team indicating all experience as well as the contact details (email and telephone number) of the team members and at least three (3) professional references. Financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, and the budget for the assignment.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations.*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references.*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

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If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown by Cost Component

Description of Activity	UOM	Quantity	Unit Price (UGX)	Total Amount (UGX)
I. Personnel Services				
Professional fees	lumpsum			
• Project Manager/Team Leader		1		
• Product Specialist		1		
• Systems Analyst		1		
• Document Imaging Specialist		1		
• Quality Assurance Specialist		1		
II. Other costs				
1. Supply, install, configure, customize the Electronic Document Management System and Document Scanners	Lumpsum	1		
2. Document Scanning and Indexing	Lumpsum	1		
3. User Training and EDMS Administration Training	Lumpsum	1		
4. Management costs of not more than 8% of total cost	Lumpsum	1		
III. Other Related Costs (if applicable)				
Overall total				

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

Annex 3**Technical Evaluation Criteria**

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity, and experience	300
2.	Proposed Methodology, Approach, and Implementation Plan	400
3.	Management Structure and Key Personnel	300
	Total	1000

Section 1. Bidder's qualification, capacity, and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	50
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	90
1.3	<p>Relevance of specialized knowledge and experience on similar engagements done in the region/country</p> <ul style="list-style-type: none"> Minimum of ten (10) years proven experience in the supply, installation, configuration, customization of Electronic Document Management Systems (EDMS) especially in the public sector The bidder should have implemented at least eight (8) similar or related projects in Uganda with at least four (4) in the public sector, two (2) of which should be in the proposed solution (please attach evidence of having done similar assignments). <p>Demonstrate the following:</p> <ul style="list-style-type: none"> ability to support clients by referencing/providing at least one (1) support contract. 	80

	<ul style="list-style-type: none"> ability to mobilize enough and suitable equipment to execute the project successfully. The bidder should also demonstrate how they will ensure security and confidentiality of the information in the documents during scanning. capacity to support/maintain the system or hardware and ensure project continuity by providing personnel certified in the proposed system and document scanners. Ability to showcase/demonstrate the proposed system as and when required 	
1.4	Quality assurance procedures and risk mitigation measures	60
1.5	Organizational Commitment to Sustainability (mandatory weight) -Organization is compliant with ISO 14001 or ISO 14064 or equivalent – 10 points -Organization is a member of the UN Global Compact -5 points -Organization demonstrates significant commitment to sustainability through some other means- 5 points, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	20
Total Section 1		300

Section 2. Proposed Methodology, Approach, and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	80
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	100
2.3	Details on how the different service elements shall be organized, controlled, and delivered	50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	50
2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	70
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
Total Section 2		400

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	20
3.2	Qualifications of key personnel proposed	
3.2 a	Technical Team	

	Project Manager/Team Leader: Must be senior resource with at least 7 years' experience in managing IT projects; should have a master's degree in computer science or information systems or information technology or any related field and a professional qualification in project management, PRINCE2, PMP or similar qualification is added advantage	80
	Product Specialist: Bachelor's degree in computer science or information technology or information systems or business administration or equivalent. Minimum of four (4) years of experience working with information technologies or customer service or sales or marketing.	50
	Systems Analyst: Bachelor's degree in computer science or information technology or information systems or equivalent. Minimum of four (4) years of experience working with information technologies and systems analysis. Strong computer, hardware, software, and analytical skills.	50
	Document Imaging Specialist: Bachelor's degree in computer science or information technology or information systems or business administration or equivalent. Minimum of four (4) years of experience working with information technologies. Strong analytical and problem-solving skills, Excellent verbal, and written communication skills	50
	Quality Assurance Specialist: Bachelor's degree in computer science or information technology or information systems or business administration or equivalent. Minimum of four (4) years of experience working with information technologies, document imaging, quality assurance projects.	50
Total Section 3		300

TERMS OF REFERENCE FOR ACQUISITION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

1. GENERAL INFORMATION

Services/Work Description:	Acquisition of An Electronic Document Management System
Duty Station:	Kampala
Expected Places of Travel:	None
Expected Start Date:	1 st October 2021

2. BACKGROUND

The Ministry of Tourism, Wildlife and Antiquities is desirous to implement a project to implement; An Electronic Document Management System (EDMS) to enhance document management in the Sector. The system should cover the operation of the Ministry head offices, Uganda Tourism Board and Uganda Museum. The new application should have inbuilt workflow feature that can be customized to automate the business processes of the Sector.

The EDMS once set up and configured should enable the sector to easily account for its information access and flow at any one time. A well-run Electronic Document Management System should ensure ease of information access, and that information alert service such as Current Awareness Services (CAS) and security features that control access to information through user account profiles with passwords are all in the system.

The EDMS should integrate a content management system with data analytics, intelligent data capture, to manage documents, version tracking, high-tech security features, intuitive business process management (BPM) and Workflow Management.

3. THE GOAL AND OBJECTIVES OF THE ASSIGNMENT

1. Supply, Installation and Configuration of an Electronic Document Management System (EDMS) for the Ministry of Tourism, Wildlife and Antiquities, Uganda Tourism Board and Uganda Museum.
2. Digitisation/scanning of Paper Records of the Ministry, indexing them and Uploading images into the EDMS
3. Build Capacity of Users and Administrators on the Usage and Administration of the System
4. Provide After-sales Support for the EDMS for at least 1 year

4. SCOPE OF WORK

A. Key Tasks to Be Performed by The Vendor

- Supply, install and configure the Electronic Document Management System (EDMS) that meets the following key criteria:
 - Supports document-centric workflows

- Compatible with the ministry's existing software which include Windows Server 2012,2016 and 2019 and windows 10 for Desktop Computers.
 - Support role-based security providing flexible control of rights within the system. Pre-defined roles provided for read only Users Publishers, System Administrators and more. It also prevents documents from being accessed by unauthorized personnel (Outsiders) all access is via the EDMS interface.
 - Provide capability for assigning a task to a single person or at team, delegation of duties which involves simple rights assignment.
 - Support version Control which prevents files from being accidentally overwritten as documents are being updated.
 - Provide for integration with other systems
 - Provide for data migration to other systems but the task of data migration will be done by the Ministry's IT staff
- Supply sufficient software licenses that can support up to 100 users. The preferred method of licensing is subscription model and should be inclusive of system support and maintenance, regular updates and upgrades.
 - Scan and index 1,500,000 pages/sheets. The grammage of the sheets is 80 gsm and the dominant paper size is A4 or smaller with information on one side of the paper. The documents will be scanned in black and white
 - Index all scanned documents to enable system users retrieve them. The fields to be indexed include Date, subject, author/originator, receiver/destination, approver for internal documents and date, originator, originator's address, and the addressee.
 - Create a Records Management plan with set record retention and destruction policies by document type including a comprehensive document usage logging/ tracking security feature for documents in the system.
 - Build capacity/train in scanning and indexing to enable the ministry to continue with scanning and indexing by herself after project commissioning. The training to be conducted in a practical environment
 - Supply 3 heavy duty document scanners to enable the agencies take over scanning by herself
 - Provide support, updates, and fix bugs for 1 year.

B. Training Deliverables

- i. Training for system Administrators and super users: This training should be carried out both prior to and after the EDMS deployment and in a live environment for the administrators to get a better understanding of the system. It should be devised to enable and build the capacity of the System Administrators & Super users with capability to maintain the system with minimal help from the vendor; and deploy the software to a new location with minimal or no support from the vendor. The administrator/super user training should be carried out by certified trainers in the EDMS to be implemented.
- ii. Training for system customizations
- iii. Training for system integrations
- iv. Training for super users
- v. End-users trained on how to use the system
- vi. Training manuals for all the above prepared and given to each participant

C. Key Features of the System

- i. The application should be able to read the documents scanned from other systems and migrate them.
- ii. Support automation of business processes.
- iii. Enable delegation of duties in workflows.
- iv. Allow access rights assignment.
- v. Integrate with email: both postfix and exchange server.
- vi. Ability to send a document and the members who receive are able to identify who also received the same document i.e via cc.
- vii. Allow a single editable version of any document and versioning while keeping the original copy.
- viii. Allow access to the system for online while outside the sector. While on leave, it should only allow viewing.
- ix. Ability to capture signatures from devices such as signature pads.
- x. Able to export to different formats e.g., PDF, xls etc.
- xi. Documentation of the key configurations and functionality of the system.
- xii. Vendor to provide free support updates and fix bugs for 1 year.

Security: Allow access levels assignment; Provide a role-based application security model, in that users can be assigned to one or more security groups, based on their role and management reporting unit. In particular, support roles for: External Parties – display (read-only) access to specific transactions; Internal Users; User role definitions will determine specific transaction rights (View, Review, Submit); Users of the system should have access only to the modules, areas, information and functions that are appropriate for them; Provide a security & user administration interface for the system administrator to enable management of user access rights and privileges.

Search: Free text search using a search engine that indexes the content in the document database enabling efficient retrieval; Simple search function with web browser interface following the XHTML 1.0 transitional specification; Advanced search in metadata fields; Highlighting of searched words in the results.

D. Electronic Document Management System Specifications

Item Number	Specification Required
	General System Requirements and functionality
1.	The system should have been evaluated and recommended by Internationally recognized Software Evaluation Organizations like Gartner, Forrester, IDC, etc.
2.	The system should be certified for ISO 27001:2013 international information security management standard that regulates the approach to managing sensitive company information and associated risks. The System should also be ISO 9001:2015 certified
3.	The Document Management System shall support Multi-tier architecture with each tier fully independent

Item Number	Specification Required
4.	The Document Management System shall support separate Document or File server for better management of documents. The System shall support several servers running for instance Application, database and File server
5.	The system shall provide a robust and powerful Content Management system that organizes unstructured and structured data from any source -- including, but not limited to, native DMS repositories, external repositories, and web content and presents it to users and/or other business processes in an organized and coherent manner.
6.	Mobility: The system should allow users to access any document, anywhere, any time.
	Check In/Out
7.	The System should allow a user to edit/update a document without interruptions from other users or team members. The system should also have the ability to protect original content from being modified by users with appropriate permission by enabling users to check out content before editing.
8.	Preserve old versions: The system should have built-in preservation of old versions and the ability to revert to previous versions.
9.	System Should support both on premise and cloud deployments by default.
10.	System must support both thin and thick client architecture i.e., must provide for web-based access through a standard web browser and through a client installed on the user's computer.
11.	Mobile Access: The system must provide for mobile access through a mobile application supported in iOS, Android, and Windows devices.
12.	The system should enable users to manage and track business processes while away from the office.
13.	The system should be able to save Email Message as email archive
14.	The system must have the ability to create multiple data repositories for purposes of storage of different information for different departments.
15.	The system must have the ability to automatically upgrade it-self in case of availability of updates
16.	The system must provide for functionality to monitor its server activity by authorized users
17.	The system supports the use of open source like firebird database or My SQL
18.	Database Engine, Data Storage, Database Connection: The system should support all Editions of Microsoft SQL Server Database Engine and preferably the latest/current version. The system should also support all databases with OLE DB or ODBC drivers.
19.	The system must have an intelligent metadata layer capable of accessing documents from any repository or system e.g., Microsoft one drive, drop box, SharePoint, network folders, google drive, box among others.
20.	The system must have file streaming support i.e., no need to download large file before opening.
21.	The System must provide for an offline access to documents in the document management system where users are capable of checking out documents for offline use and automatically synchronizing them when they are within the network.

Item Number	Specification Required
22.	The System should have a repository sensor that can be used to examine DMS repositories and external repositories to identify sensitive or otherwise significant information, such as national identification number or bank account numbers, in documents.
23.	The system must be capable of replicating information from one site to another without the need of using third party applications.
24.	Document Scanning module must be capable of driving a production scanner at rated speed using a SCSI interface with ISIS or TWAIN drivers.
25.	Allow quick, easy, and timely retrieval of records and information as may be needed
26.	The system should have an extensive programming interface, enable designers to add advanced features and modify the way the core functions work.
27.	The system should be able to Facilitate discussions - Team members can communicate with threaded discussions.
28.	System Environments: The system should be compatible with Remote Desktop Services (Terminal Services), Citrix XenApp, Linux file servers, Novell networks.
	Document and Records Management capabilities
29.	The system shall allow users to create copies of existing documents.
30.	System must be capable of tracking document revisions and storing previous revisions for tracking purposes. The system should allow users to view a change log of every version of the file that shows which user made edits, when they were made as well as other information about the lifecycle of the document.
31.	Simultaneous Editing: The system should support multiple people to co-author a document
32.	Share & collaborate securely: System should simplify sharing documents among co-workers.
33.	The system shall provide web access to stored documents with restrictions based upon the users assigned access privileges.
34.	The system must be capable of automating classifying documents using a smart classifier which self learns and is able to provide suggestions of the document types.
35.	Support multiple file types: The system should support most of the common file types like PDF, Word documents, Excel spreadsheets, PowerPoint presentations and Visio drawings.
36.	The system should provide for OCR, barcodes, patch codes and ICR to support for automatic extraction of information from scanned documents or converting documents in searchable PDF's. System should also support use validation rules to improve accuracy.
37.	High-Speed Scanning: The system should support fast scanning and compatible with TWAIN scanners and MFPs, and support scanning from network folders.
38.	Document Classification: The system should classify scanned files automatically based on document layout; process batch scan jobs and separate batches into logical documents.
39.	Export: The system should support exporting scanned documents directly to cloud or on-premises with metadata.
40.	Rank Search Results: The system should automatically rank search results to make sure the most relevant documents and information appear at the top of the list.
	Annotations and Redlining

Item Number	Specification Required
41.	System should have annotations and redlining capabilities to enable any user add comments to a document without modifying the original file.
42.	See every previous annotation: The system should automatically save every annotation so users can see the entire history of a file quickly and easily.
43.	Print documents with annotations: System should support printing documents with annotations.
44.	Provide feedback in one place: Users of the Document Management System should see all annotations and comments at once or view each bit of feedback individually.
45.	The OCR support in the system should be capable of supporting zonal OCR
46.	The system should be capable of performing automatic image enhancements e.g. deskewing the image if the page has been scanned at a wrong angle, adaptive binarization and compression, noise reduction/despeckling, orientation detection
47.	The system should be capable of barcode recognition i.e. should be able to read both traditional 1-D barcodes as well as QR codes.
48.	Document Retention and Disposition: The system should be able to implement Document/Records Retention and Disposition Rules based on Compliance and Organisational Policies
	Document Formats
49.	System must be capable of storing any format of documents
50.	System must be able to store the following file formats, Tagged (TIFF), Portable Document Format (PDF), Joint Photographic Experts Group (JPEG), Graphics Interchange Format (GIF).
	USER Experience
51.	System should be easy to use i.e. have a windows like user interface
52.	Users should have access to documents through customer objects.
53.	System should provide for the ability to create new and edit existing documents in offline mode
54.	System should have the ability to generate dynamic views
55.	Preview Documents: System should have an in-built document viewer to allow users preview documents without the need to open or download them.
56.	Cross-referencing: The system should allow users to have a 360-degree view of the entire organization by connecting related documents.
57.	The Document Management System should support quick and advanced search and retrieval and enable users to find documents using template attributes or full text search. Documents should be searchable using various attributes such as document name, type, content, keywords, etc.
58.	Control Duplicates: The system should enable users to deal with duplicates by showing only the latest document in the search results.
59.	The system should also allow users to specify partial search terms involving the document identifier and/or parts of the expected metadata. This would typically return a list of documents which match the user's search terms.
60.	The Document Management System should provide the ability for users to search on e-mail index values and/or perform a full-text search on e-mail and attachment content.
	INTEGRATIONS

Item Number	Specification Required
61.	System should support for Auto-Filled Metadata Properties in MS Office Documents
62.	The system must be able to integrate with outlook by default.
63.	The system should be able to support signatures with in the documents and must be supported by a credible signature authentication service like DocuSign, SignNow, SignRequest, HelloSign, Adobe Sign, etc.
64.	The Document Management System should provide integrations with On-Premises Microsoft office suite for both MS Office 2013 and 2016.
65.	The system should support signing documents and objects with electronic and digital signatures. It should have integrations with leading cloud-based e-signature solutions like DocuSign.
66.	Integration with existing legacy systems either natively or with the use of APIs is necessary to enable extraction of data from the legacy systems for reporting and workflow purposes
67.	The system must have a clear and well documented API that supports ActiveX/COM API. The bidder should provide information on how their system integrates with other systems. and C++.
68.	The system must also have Web Service API that allows programmatic access to it through a REST-like interface.
	Security
69.	Extensive Security Features: The system should have comprehensive security features that prevents data from loss or being compromised.
70.	The system should secure content while making it accessible. It should set permissions automatically and dynamically.
71.	System should have the ability to prevent Making Changes to Metadata for Users Without Edit Rights
72.	System should be able to encrypt network communication between its clients using TCP/IP, HTTPS, RPC, VPN or IPsec
73.	User Authentication: The system should support a mix of multiple authentication methods such as Windows Authentication, Federated Authentication and System-level Authentication.
74.	System must have the ability to encrypts data at rest with the AES-256 algorithm (compliant with the FIPS 140-2 standard)
75.	System must have the ability to backup it's data without the need for a third-party application
76.	Backup and Maintenance: The system must have inbuilt maintenance features for operations like database optimization, rebuild of indexes, rebuild of image thumbnails among others. It should support scheduling full and differential backups.
77.	The system must maintain an Audit Trail for all activities related to accessing and using the system.
78.	The system must be capable of reinforcing access control to content based on user and role membership
79.	The system must be capable of integration with active directory for centralized user and group access controls
80.	The system must be capable of reinforcing access control to information based on user and group membership.

Item Number	Specification Required
81.	The Proposed system should allow Administrators to create users for purposes of authorizing them Access to content and allocation of Access Control List.
82.	The system must be capable of implementing standard security and access management features by use of Access Control List.
83.	The system must provide the ability to activate audit trail functionality that will be incorporated into all relevant areas of the system. The audit trails must be supported by the appropriate listings, transaction reporting and/or logs, update reports and error logs.
84.	<p>Permissions: The system should support metadata-driven permissions for user access control management.</p> <p>Enforce access permissions for entire classes of documents and data objects, as well as individual documents and objects, different versions of the same document or object – including assigning roles that give different levels of access to different users or user groups.</p>
85.	Easily Control Access to Content: The system should offer metadata-driven access and user rights with automatic permissions.
	Keyword (Metadata) Management
86.	The system should be able to attach new documents to metadata Objects by Drag and Drop
87.	The DMS must have a very flexible method of assigning index values or keywords to defined document types.
	Workflow
88.	The system should have a graphical workflow editor with the capability of exporting the workflow diagrams for purposes of attaching to quality documentation.
89.	The system should have the ability to create workflows through a graphical editor without the need to write custom code.
90.	<p>System workflows should provide for the ability to add allowed state transitions.</p> <p>It should ensure that all documents are routed online through the correct channels, attended to on time and traceable to see exactly where the document is at any given time during the process.</p>
91.	Users should be able to send tasks to other users for action
	Reports
92.	Improve decision making by visualizing and analyzing important properties associated with your enterprise content and the role they play in your business processes
93.	The system should be able to create reports that combine data from the DMS with data from other business systems
94.	The system should have the ability to view reports embedded in the standard Client Interface. Print and export reports to commonly used formats
95.	The systems reporting feature should be able to publish reports and dashboards directly inside the standard Client interface, where they can be embedded within any view in the DMS.
	Compliance
96.	Disseminate up-to-date Policies and Procedures: The system should support having one version of every document that is always current.

Item Number	Specification Required
97.	<p>Reduce Regulatory Risk: The system should help the Ministry reduce the risk of unsatisfactory audits and regulatory non-conformance by organizing, recording, and automating critical tasks.</p> <p>The system should also have the ability to keep track of all required activities and assignments to keep a close eye on whatever corrective action is being or has been implemented.</p>

E. Document Scanner Specifications

As part of the assignment, the vendor is expected to supply three (3) document scanners with the following specifications:

Key Feature	Specifications
Product Highlights	Ability to scan up to A3 documents with a straight-through paper path to feed thick or exceptionally long documents
Daily Volume	Up to 25,000 pages per day
Scanning Speed	60 ppm/120 ipm
Feeder Capacity	Capacity of 300 sheets of 80 g/m ² (20 lb.) paper
Connectivity	<ul style="list-style-type: none"> • USB 3.2 Gen 1x1 Compatible • 10/100/1000 ETHERNET
Document Size	Ability to scan documents as small as 63.5 mm x 71.1 mm (2.5 in. x 2.8 in.) and as big as 305 mm x 4.06 m (12 in. x 160 in.)
Paper Thickness & Weight	27–433 g/m ² (7.2–160 lb.) paper
Optical Capture Resolution	Up to 600 dpi
Acoustical Noise	Off or Ready mode: < 20 dB(A) Scanning: <60 dB(A)
Barcode Reading	Support for Codabar, Code 128, Code 3 of 9, EAN-13, EAN-8, Interleaved 2 of 5, PDF417, QR, UPC-A, UPC-E
Data Security	Ability to processes scanned data exclusively through volatile memory ensuring image data is effectively erased upon shut down.
Electrical Requirements	100-240 V (International); 50-60 Hz
Environmental Certification	2008 EuP, ENERGY STAR Qualified, EPEAT Gold
File Format Outputs	BMP, JPEG, Single-page TIFF, Microsoft Excel, Microsoft Word, Multipage TIFF, PDF, Text searchable PDF, PNG, RTF
Image Output Resolution	Up to 1200 dpi
Network Protocols	DHCP (or static IP), TCP/IP
Operating System Compatibility	WINDOWS 10 (32- and 64-bit), WINDOWS 7 SP1 (32-bit and 64-bit), WINDOWS 8.1 (32-bit and 64-bit), WINDOWS Server 2012 X64 Editions, WINDOWS Server 2016 X64 Editions, WINDOWS Server 2019 X64 Editions, Ubuntu 16.04 64-bit and 32-bit, Ubuntu 18.04 64-bit
Operating Temperature / Operating Humidity	Operating Temperature 10-35° C (50-95° F) Operating Humidity 15% - 80% RH

Operator Control Panel	3.5 inch (89 mm) graphical color touchscreen LCD with operator control buttons
Paper Path Options	Documents can exit into the front output tray, or at the rear of the scanner if the straight-through paper path option is manually selected
Paper Handling Features	Controlled stacking, Enhanced jam recovery, Intelligent Document Protection, Interactive Operator Control Panel (OCP), Length Multifeed Detection, Ultrasonic Multifeed Technology, Rear exit
Image Enhancement Software	Adaptive threshold processing, Add or remove border, Aggressive cropping, Auto white balance, Autocrop, Automatic Brightness/Contrast, Automatic color balance, Automatic color detection, Automatic orientation, Automatic photo cropping, Background color smoothing, Black and white image segmentation, Barcode reading, Brightness and contrast adjustment, Color-on-the-fly toggle patch, Content-based blank page removal, Continuous Scanning Mode, Deskew, Digital stamping, Dual stream scanning, Electronic color dropout, Enhanced color adjustment, Enhanced color management, Fixed cropping, Fixed thresholding, Halftone removal, Image edge fill, Image hole fill, Image merge, Image split, Interactive multifeed with image display on host, iThresholding, Lone Pixel Noise Removal, Majority rule noise removal, Multicolor dropout, Multi-lingual auto orientation, Orthogonal rotation, Output Compression-CCITT Group IV, JPEG, Uncompressed Output, Rear side printer, Relative cropping, Sharpening, Sleeve scanning (for scanning A3 documents or multiple small documents), Snap to Size, Streak filtering
Power Consumption	Running: less than 50 watts; Sleep Mode: less than 4 watts, Standby: less than 0.3 watts
Scanning Technology	Dual RGB LED Illumination CIS (CMOS); Grayscale output bit depth is 256 levels (8-bit); color output bit depth is 24 bits (8 x 3); color capture bit depth is 48 bits (16 x 3)
Standard Software and Drivers	ISIS Drivers, LINUX (TWAIN and SANE) Drivers, TWAIN Drivers, WIA Drivers, Citrix certified, KOFAX certified
Warranty	At least 1 year warranty

F. Other Requirements

1. The Vendor should provide a Manufacturer's Authorization for both software and hardware
2. Should have certified Personnel for Local Service and Support.

5. VENDOR EXPERIENCE

- i. Minimum of six (6) years of proven experience in the supply, installation, configuration, customization of Enterprise Resource Planning (ERP) Systems, Management Information Systems (MIS), Electronic Document Management Systems (EDMS) or any digital solutions.
- ii. The bidder should have implemented at least two (2) similar or related projects in Uganda (please attach

- evidence of having done similar assignments).
- iii. Demonstrate the following:
 - ability to support clients by referencing/providing at least one (1) support contract.
 - ability to mobilize enough and suitable equipment to execute the project successfully. The bidder should also demonstrate how they will ensure security and confidentiality of the information in the documents during scanning.
 - capacity to support/maintain the system or hardware and ensure project continuity by providing personnel certified in the proposed system and document scanners.
 - iv. Ability to showcase/demonstrate the proposed system as and when required.
 - v. Personnel: The following personnel should be proposed:
 - a) Project Manager/Team Leader must be senior resource with at least 7 years' experience in managing IT projects; should have a master's degree in computer science or information systems or information technology or any related field and a professional qualification in project management, PRINCE2, PMP or similar qualification is added advantage.
 - b) At least four (4) technical/support staff with qualifications and experience to install and support the proposed software and hardware as follows:
 - 1. Product Specialist: Bachelor's degree in computer science or information technology or information systems or business administration or equivalent. Minimum of four(4) years of experience working with information technologies or customer service or sales or marketing.
 - 2. Systems Analyst: Bachelor's degree in computer science or information technology or information systems or equivalent. Minimum of four(4) years of experience working with information technologies and systems analysis. Strong computer, hardware, software, and analytical skills.
 - 3. Document Imaging Specialist: Bachelor's degree in computer science or information technology or information systems or business administration or equivalent. Minimum of four(4) years of experience working with information technologies. Strong analytical and problem-solving skills, Excellent verbal and written communication skills
 - 4. Quality Assurance Specialist: Bachelor's degree in computer science or information technology or information systems or business administration or equivalent. Minimum of four(4) years of experience working with information technologies, document imaging, quality assurance projects.

6. INSTITUTIONAL ARRANGEMENTS / REPORTING RELATIONSHIPS

The Ministry of Tourism, Wildlife, and Antiquities; Uganda Tourist Board and UNDP will be responsible for the coordination and overall supervision of the assignment.

7. PAYMENT OF MILESTONES

The selected firm shall receive lump sum service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:

No.	Deliverable	Description	Payment
A.	Supplies		
1	Supplies of Software and Hardware	c) EDMS Software supply and Installation d) Document Scanner supply and Installation	20% on delivery and completion of installation.
B.	Project Implementation and Training Services		
2	Inception Report	Inception Report detailing the understanding of the TORs, Work Plan and the methodology to be used	20% upon submission of the approved inception report by the team
3	System Installation and Configuration	Prototype/Wireframe of the EDMS with the agreed requirements as stipulated in the TORs and others as appropriate	30% upon submission of the certificate of completion of the wireframe
4.	System Commissioning and Handover	Fully fledged functional EDMS	30% upon submission of the certification of work completed with a user manual of EDMS
		Total	100%

8. DOCUMENTS TO BE SUBMITTED:

The firm must submit the following documents:

- Technical proposal consisting of background information about the company other similar projects handled and CVs of the persons who will be engaged in this assignment; A section explaining the organization's competence and experience in handling similar assignments; Proposed strategy / methodology, work plan, timeline, and training plan; Personal CVs of the Team leader and the support team indicating all experience as well as the contact details (email and telephone number) of the team members and at least three (3) professional references.
- Financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, and the budget for the assignment.