Children's Authority
of Trinidad and Tobago

REQUEST FOR PROPOSAL
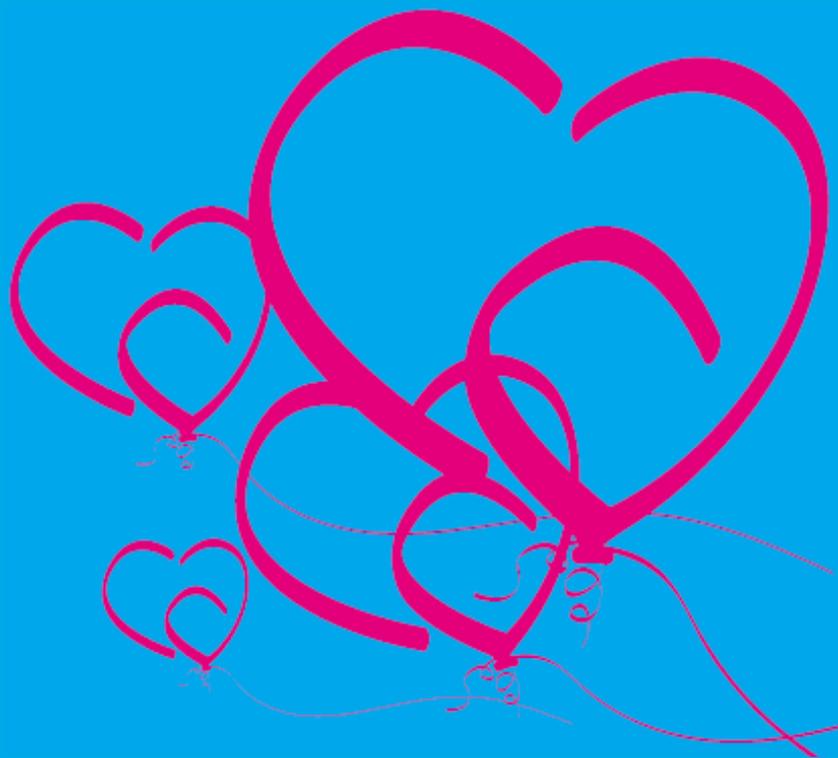
DIGITISATION OF RECORDS PROJECT

August 5th, 2017

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TENDER NOTICE

INVITATION TO TENDER FOR THE DIGITISATION OF RECORDS PROJECT

As part of an open tendering process, the Children's Authority of Trinidad and Tobago (also referred to as the Authority) hereby invites the submission of tenders for its **"DIGITISATION OF RECORDS"** project. Prospective tenderers may attend a **pre-bid meeting** to acquaint themselves with particular documents and other conditions which may influence their tender submission. Prospective tenderers would be required to submit the name of the participating company, the relevant contact information as well as the name and position of one (1) attendee who would be attending the pre-bid meeting. This information must be sent to the following email address procurementcoordinator@ttchildren.org by August 11th. The pre-bid meeting is scheduled for August 14th, 2017 at 9:00am at the conference room of the Children's Authority of Trinidad and Tobago, 35A Wrightson Road, Port of Spain.

Tenderers must submit one (1) original and five (5) copies of the tender in a sealed envelope labelled:

"DIGITISATION OF RECORDS PROJECT"

And addressed to: The Director
                                 Children's Authority of Trinidad and Tobago
                                 35A Wrightson Road
                                 PORT OF SPAIN

The envelopes must be deposited in the brown marked Tender box located in the lobby of the Children's Authority of Trinidad and Tobago Head Office no later than **2:00pm** on **August 25th, 2017**. Tenderers are advised that the slot size to accommodate bid packages is approximately 2cm x 30cm (breadth x length).

All submitted tenders will be opened publicly shortly thereafter at 2:30pm. One representative of each prospective tenderer may be present for the public opening. Late tenders will not be considered in any circumstances.

The Children's Authority of Trinidad and Tobago will not defray any cost incurred by the tenderers during the preparation and/or submission of their bids.

The Children's Authority of Trinidad and Tobago does not bind itself to accept the lowest or any other tender.

INSTRUCTIONS TO BIDDERS

Tenderers are advised to read all instructions carefully for failure to comply can result in the rejection of your offer.

1. **Tenderers must ensure that the following is included in the tender document**:
   a. The full name, business address, telephone contact, email address, website (if applicable) of the tenderer.
   b. Signature of the person making the offer, or in the case of a company, partnership or business firm, by the duly authorized officer or employee of such company, partnership or the business firm.
   c. The initials of the person making the offer must be inserted next to any alterations or erasures made or in the case of such company, partnership or business firm, by a duly authorized officer or employee of such company, partnership or business firm.
   d. All pages of the tender document must be numbered consecutively.
   e. An assurance that prices will remain valid for an initial minimum period of ninety (90) days from the closing date of the tender.
2. All prices must be quoted in Trinidad and Tobago dollars.
3. The bids prepared by the Tenderer must be submitted in English language.
4. The technical literature inclusive of manuals for each product or service must be submitted and shall be written in English language. Printed literature submitted in another language would be accepted as long as it is accompanied by English translation, in which case for the interpretation of the bid, the English language shall govern.
5. Tenders will not be evaluated if a Tenderer's current or past corporate or other interest may, in the Authority's opinion, give rise to a conflict of interest in connection to the RFP document.
6. All bids/tenders including supporting documents submitted to the Authority, becomes the property of the Authority.
7. Tenderers must include a completed signed and stamped "Summary of Cost Schedule" sheet provided with the tender documents.
8. Tenderers must clearly state the total delivery time/completion period for this project.
9. Tenderers must clearly state the Terms of Payment for this project.
10. Value Added Tax (VAT), if applicable, must be shown separately below tendered priced.
11. Tenderers must submit their audited financial statements for the last three (3) years.
12. Tenderers must complete and submit the Prequalification & Profile form which is attached as well as accessible and downloadable via the Authority website: www.ttchildren.org/tenders
13. Tenderers are advised that they would be evaluated based on the following criteria:

Evaluation Criteria	Points
Organisation's experience	10
Customer references	10
Functional requirements	20
Financial summary	15
Implementation methodology/timelines	20
Prequalification form	15
Support methodology	10
TOTAL	**100**

14. Any tenders received after the stipulated date and time would be rejected.
15. Tenderers are advised that the Authority reserves the right to reject any offer that does not comply with any of the requirements listed above.
16. Tenders will be opened public as indicated previously in this document or otherwise specified by the Authority.
17. At the tender opening, the Tenderers' names, the tender price, variants, written notification of alterations and/or withdrawals, and any other information the Authority may consider appropriate will be published and or announced.
18. Tenderers are advised that after the opening of the tenders, no information about the evaluation or comparison of tenders or decisions about the contract award may be disclosed before the notification of the award.
19. Tenderers are advised the Authority reserves the right to request any or all tenderers to explain their proposal without incurring liability of obligation whatsoever.
20. Tenderers are advised that the Authority will not defray any cost incurred by the tenderers during the preparation and/or submission of their offers.
21. Tenderers are advised that the Authority does not bind itself to accept the lowest or any other tender.
22. All queries regarding this RFP or questions on the instructions can be forwarded in writing to tenders@ttchildren.org , which would be subsequentially shared with all prospective Consultants.
23. The following outline should be followed when responding to the RFP:

   ➢ Executive Summary
   ➢ Vendor Profile
   ➢ Functional Requirements
   ➢ Implementation & Support
   ➢ Training
   ➢ Digitisation Exercise
   ➢ Financial Summary
   ➢ Appendices containing any additional / supporting information

INTRODUCTION

The Children's Authority of Trinidad and Tobago

The Children's Authority of Trinidad and Tobago (also referred to as the Authority) is a specialised agency with the responsibility for the care and protection of children, especially those who are at risk or have been victims of abuse or neglect. The Authority advocates for the rights of children, and encourages and supports them to enjoy their childhood. The organisation's overarching objective is to utilise child-friendly and progressive solutions to address children's issues and rehabilitate them so that their full potential is realised.

The Authority became operational with the May 18th 2015 landmark proclamation of several key pieces of legislation from the package of children's legislation including the Children's Authority Act, Chap 46:10 (the Act), the Children's Community Residences, Foster Care and Nurseries Act Chap 46:11, the Children Act, 2012 and the Adoption of Children Act, 2000.

This package of children's legislation positioned the Authority at the heart of a new and progressive child protection system, specifically mandating it to promote the well-being of all children in Trinidad and Tobago, provide care and protection for vulnerable children and comply with certain obligations under the United Nations Convention on the Rights of the Child (UNCRC).

Mandate of the Children's Authority

The principles which underpin the execution of the Children's Authority's functions – the promotion of and respect for children's rights – are enshrined within the United Nations' Universal Declaration of Human Rights and the UN Declaration and Convention on the Rights of the Child (CRC). Consistent with these principles, a Package of Children's Legislation initiated in 2000 formed the basis for the creation of the Children's Authority. The pieces of legislation complement each other and provide for a robust system which brings Trinidad and Tobago in conformity with the provisions of the United Nations Convention on the Rights of the Child (UNCRC).

The mandate of the Children's Authority is derived directly from the legislation. As such, the organisation will be responsible for, *inter alia*:

- Receiving and investigating reports of mistreatment of children
- Removing children from their homes where they are in imminent danger
- Making applications to the Court for the protection and placement of children received into the care of the Authority

- Establishing and maintaining places of safety, assessment and support centres, and reception centres
- Establishing and operating a foster care system
- Assuming conduct of the adoption process
- Establishing standards for community residences, foster care and nurseries
- Monitoring children's community residences, foster care providers, and nurseries
- Issuing and revoking licences for community residences and nurseries
- Supporting the youth justice system
- Providing assistance to the Counter-Trafficking Unit in respect of child victims
- Maintaining complete records

DESCRIPTION OF SERVICES TO BE PROVIDED

INVITATION TO TENDER FOR THE DIGITISATION OF RECORDS PROJECT

The Authority recognizes that in order to effectively provide support for the children of Trinidad and Tobago, that a solid technology infrastructure is a critical component to success. Several of the current systems in place at the Authority are manual, including adoption records for persons who have been adopted in Trinidad and Tobago. Some of these adoption records (case records) are more than 50 years old and have not been stored in ideal conditions. As a result, many of these documents have become extremely delicate and must be handled with care. It is critical, that efforts be made to preserve the integrity of these adoption (case) records and consider the sensitive nature of same and therefore, due consideration must be given to the security and privacy of the information.

The current Adoption records include:

- ➢ Approximately nine (9) four draw filing cabinets broken down as follows:
    - o 3500 files
    - o 10-20 documents per file
    - o These files are mostly unbounded
    - o More than 50 percent of these documents seem to be fair/good condition, but a number of them are very delicate
- ➢ Three (3) cabinets of recent records (i.e. Since 2004)
    - o 750 files
    - o 100-200 documents per file
    - o These files are mostly unbounded

The Authority seeks to implement a stand-alone on-premises Document Management software solution for the purpose of this project. In fact, not more than five (5) concurrent users would need to access this system at any point in time, and it is anticipated that only a small hardware footprint solution would be necessary.

In addition, the Authority also seeks to have the above-mentioned records digitized, but wishes to advise all tenderers that this aspect of the project will be done on-site, so vendors will be required to specify the space requirements that are necessary.

PROJECT OVERVIEW

The existing procedure for storing Adoption Records is entirely manual. The records are also not stored in a diligent manner and some of the said records have become very delicate in nature. Even further, in their current physical/hard copy format, these records are not easy to access, since it is time consuming to access, locate, use, manage, and restore the said records on a regular basis. Even more so, the potential for records getting damaged, lost, or compromised is far greater when it is in hard copy format.

The Authority has therefore, chosen within this tender, to undertake this project in two phases.

Phase One: Implementation of the Document Management Solution

This phase will include the following:
- Identify the hardware requirements necessary and provide a quotation for same
- Identify the software requirements necessary and provide a quotation for same
- Specify the installation and training methodology and provide a quotation for same
- Detail the timeframe required

Phase Two: Digitisation of Adoption Records

The Authority also wishes to purchase the services of an organization to undertake the digitisation of all our Adoption records, including the provisioning of the equipment and manpower necessary to undertake same. To this end, our adoption records will have to be appropriately identified, categorised, sorted, digitised (i.e. scanned), edited, cropped, and indexed. Therefore, the selected supplier/vendor will be required to:

- Specify how much space will be required
- Identify the equipment that they will be supplying
- Identify the manpower (i.e. personnel resources) requirements
- Recommend how much involvement will be required by the Authority
- Detail the proposed timeframe for this aspect of the project
- Specify the cost for this aspect of the project

DELIVERABLES

The Authority recognises that in order to effectively provide support for the children of Trinidad and Tobago, that a solid technology infrastructure is a critical component to success. Several of the current systems in place at the Authority are manual, and including adoption records for persons who have been adopted in Trinidad and Tobago. Some of these adoption records (case records) are can be more than 50 years old and have not been stored in ideal conditions. As a result, many of these documents have become extremely delicate and must be handled with care. It is critical, that efforts be made to preserve the integrity of these adoption (case) records and consider the sensitive nature of same and therefore, due consideration must be given to the security and privacy of the information.

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PROPOSED PROJECT TIMELINES

INVITATION TO TENDER FOR THE DIGITISATION OF RECORDS PROJECT

The Authority proposes the following general project activities for the Digitisation of Adoption Records. Please note that dates are subject to change. Vendors will be notified, via an addendum to this RFP, of any changes in the timeframe.

Project Activity	Date
Issue RFP	5th August, 2017
Pre-bidding meeting for vendors/suppliers	14th, August, 2017
Deadline for questions submitted in relation to RFP	18th August, 2017
Deadline for receipt of RFP responses	25th, August, 2017
Short list vendors and evaluate submissions	28th August, 2017
Vendor Selection	29th August, 2017
Contract Negotiations	6th, September, 2017
Issue Purchase Order/Contract signing	8th, September, 2017
Delivery of Equipment/Software	10th November, 2017
Installation, configuration, training, and digitisation	30th March, 2018

TERMS AND CONDITIONS

1. Tenderers must submit proof of current industry and technical knowledge in the design, implementation, and digitisation of a Document Management Solution

2. Tenderers must submit proof of qualifications and composition of the team who will undertake this project.

3. Tenderers shall be liable to indemnify the Authority in all respects and meet and pay all litigation expenses and all liabilities including damages, sums, arising out of and as a consequence of the negligence, deficiencies, mistakes, lapse, delays, etc. in the execution of this project.

4. Tenderers must ensure that all service calls received are addressed within twenty fours (24) of receipt of the call/s.

5. In the case equipment failures, the Tenderer must ensure that a technician is dispatched within three (3) hours of receipt of the call/s.

6. The Authority reserves the right to initiate a "retention clause" for ten percent of the project cost after complete installation of the Digitization of Records Project as guarantee towards maintenance and after sale service of the said project for three (3) months after successful commissioning.

7. The Tenderer should be an authorized dealer/distributor of the manufacturer and should submit an authorization letter from the manufacturer corroborating same.

8. In the event of a tender's procedure cancellation, tenderers will be notified by the Authority. If the tender procedure is cancelled before the outer envelope is opened, the sealed envelopes will be returned unopened to the tenderers. Cancellation may occur where:

    i. The tender procedure was unsuccessful, and where the process was deemed not qualitatively and financially worthwhile to execute.

    ii. the economic or technical parameters of the project have been fundamentally altered

iii. exceptional circumstances or force majeure render normal performance of the project impossible

iv. all technically compliant tenders exceed the financial resources available

9. Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence any member of the Authority during the process of examination, clarifying, evaluating and comparing tenders will lead to the immediate disqualification of their tender.

10. The Tenderer shall also include within their submission the following:

- Provide a brief (1-2 paragraphs) background of the solution you are proposing

FUNCTIONAL REQUIREMENTS

The Tenderer must complete and answer all of the following questions as it relates to the functional requirements:

<u>Functional Requirements - Access</u>

Item	Requirement	Vendor Response
<u>Client User Interface</u>		
01	Users can easily navigate and perform their primary job tasks with little to no training and with intuitive ribbon-style toolbars, tabs, and easy access features that are based on the familiar look and feel of Microsoft Office products	
02	Client displays all of the associated information about a document right alongside the image itself – displaying index values, notes, related documents, revisions, discussion threads, and document history	
03	Client provides ability to display the document being indexed in a preview pane during the indexing process	
04	Client provides the ability to auto-import camera images and media files directly from a connected device	
05	Client enables users to filter and sort document lists by column headings or pre-defined search filters to narrow result sets	
06	Client enables users to view Microsoft Office and Google word processing documents without a local install of the	

	Office application	
07	Client enables users to export data, documents, and/or links to documents out of the system via e-mail, to a file share, or a spreadsheet	
08	Client enables users to organize documents in nested, parent-child folders with color-coded tabs that create and populate themselves as documents enter the system or are processed via workflow	
Web Client Interface		
09	Solution offers full support for Microsoft Internet Explorer, Mozilla Firefox and Google Chrome browsers on the Windows platform, full support for the Safari, Mozilla Firefox and Google Chrome browsers on the Macintosh platform, and full support for other browsers on other platforms such as Linux and Chrome OS	
Search Experience		
10	Solution enables users as well as administrators to create their own personalized saved searches	
11	Solution provides ability for meaningful document names to appear in a search results list that can contain both static text as well as defined index values, offering a more detailed description of the documents returned	
12	Solution provides advanced full-text search capabilities that include fuzzy logic, inflectional, customizable thesaurus, proximity, wild card, Boolean, and SOUNDEX	

13	Solution provides ability to utilize full-text searching alongside index value (e.g., date, keyword, etc.) search. Provide a screen shot depicting this capability from a single interface	
14	Solution allows users to search for multiple document types (e.g., text, COLD, image, PDF, Word, Office, DWG, etc.) in one search and provide hit-highlights directly on documents and easy page-to-page navigation between hits	
Retrieval		
15	Solution provides ability to automatically link related documents of similar or different file types to each other (e.g., a mainframe-generated text file to a TIFF image)	
Client Deployment		
16	System offers a simple deployable solution for the client interface, minimizing administration overhead and supporting IT policies	
E-Mail Integration		
17	Solution allows e-mails and attachments to be automatically imported and fully indexed into the system without any user intervention or data entry	
18	List the versions of Microsoft Outlook that you support	
19	List all the email clients that are supported by your solution offering	

Functional Requirements - Capture

Item	Requirement	Vendor Response
Capture		
01	Describe the breadth of your solution's native, individual capture solutions	
02	Describe your ability to scan documents and information	
03	Describe your ability to QA documents once electronically captured	
04	Describe your ability to import documents and information	
05	Describe your ability to automatically classify documents	
06	Describe your ability to extract information and index documents	
07	Describe the user experience during verification	
08	Describe your ability to deliver images and data to a destination of choice	
09	Describe the system's ability to perform quality assurance (QA)/verification of captured image documents. For instance, the solution should provide options to QA image quality and/or index accuracy. It should also provide a simple image re-scan process	
10	Solution's capture process allows for page separation and retrieval. This should include the separation of image and PDF file types	
Electronic		

11	Describe your solution's capabilities related to electronic capture	
12	Describe your solution's ability to full-page OCR	
13	Describe the solution's support of sweeping images and other file types from a network directory, providing an indexing interface for viewing those documents while classifying and indexing them	
Application-Specific Integration		
14	Describe the ability to import content into your repository from directly within an application such as Microsoft Word or Excel	
COLD		
15	Solution provides ability to easily and quickly configure the ingestion of print streams	
16	Solution provides ability to parse a print stream and index documents in one process. The solution should be able to handle multiple types of print streams. List those supported by your system	
Indexing		
17	Describe the indexing capabilities available within your solution	
18	Describe your capture process's ability to automatically fill several index values on a document based on a primary index value that triggers the automatic look-up of additional index information already contained within the system	

19	Describe your solution's ability to automatically search for sensitive data and intelligently generate redacted zones	
Recognition Technologies		
20	Describe the system's ability to natively provide data and text extraction capabilities for scanned image documents, including OCR, ICR, OMR, bar codes, and signature detection, in order to provide hands-off processing of scanned documents directly into the system without involving third-party software applications	
21	Describe the system's ability to natively scan, index, and process hand written (i.e. Cursive) documents	
22	Does your Capture software support Intelligent Character Recognition (ICR) for reading handwriting?	
23	What software is used for ICR?	
Image Management		
24	Describe the solution's ability to control and track the modification of documents through multiple revisions, allowing users to view prior revisions and track document history. The solution should clearly display the number of revisions associated with a specific document. The solution should allow for the addition of comments per revision	
25	Solution provides ability to stamp a specific revision of a document as a version, limiting which revisions of a document a certain user can see	
Electronic Signature		

Item	Requirement	Vendor Response
26	Describe the native ability to associate an electronic signature with an event managed by your solution	
27	Solution provides one central GUI for administration and deployment of capture products	
Configuration		
28	Describe the out-of-the-box configurable options related to your solution's scanning interface	

Functional Requirements – Manage

Item	Requirement	Vendor Response
Electronic Forms		
01	Solution supports the use of electronic forms natively without requiring the purchase of any proprietary forms software	
02	Solution's electronic forms offering will be architected in a way to interact with other parts of your document repository including: • Document import capture • Web (online form submission) • Index value design and structure • Cross-referencing or connecting related documents • Notes / annotations • E-mail (form viewed as attachment)	
03	Solution maintains revision control on electronic forms to offer flexibility to display forms in their submitted state or with a new layout, allowing business processes to advance	

04	While completing an electronic form, users have the ability to attach documents to it, allowing those documents to automatically be associated with the form	
Case Management		
05	Solution provides structured and unstructured information in a single view	
06	Solution should provide dashboard views that allow easy filtering, reporting and drill-down of data	

Functional Requirements – Integrate

Item	**Requirement**	**Vendor Response**
Non-Programmatic Integration		
01	From a data-centric business application, based on account/record information presented on the screen, system allows users to retrieve stored documents without custom programming, API programming, scripting, or modifications to the existing application	
02	Solution provides the ability to execute separate and distinct document retrievals from sections/fields on the screen	

Functional Requirements – Store

Item	**Requirement**	**Vendor Response**
Records Management		
01	Records management functionality provided by the solution is native without requiring integration with a third-party or	

	external RIM tool	
02	Solution provides the ability for documents to be automatically declared as records without any user interaction	
03	Solution allows for multiple documents to be grouped together and treated by the system as a single record, with a single retention plan	
04	Solution provides the ability for a document(s) to be dragged and dropped into a record (folder of documents) and have this new document automatically inherit the records management policy	
Record Types		
05	Solution allows users to capture, declare, and store electronic records (documents) in their native formats, including e-mail, electronic forms, physical items, images, text files, and Office documents	
Hold		
06	Solution provides the ability to place a hold (or multiple holds) on a record, as in the case of an audit or legal discovery	
Auditing		
07	Solution provides the ability to identify both complete and incomplete records across the entire repository	
Purging		
08	Solution provides a variety of destruction options, including the ability to keep both index values and files permanently, keep only index values, or purge both index values and files with or without a history	

Item	Requirement	Vendor Response
	log (certificate of destruction)	
Searching		
09	Solution provides an easy way for administrators to locate / filter records	

Functional Requirements – Measure

Item	Requirement	Vendor Response
Auditing		
01	Solution provides the ability to access a document-level audit trail directly from the document	
02	Describe what is natively tracked in your out-of-the-box audit trail	
03	Solution allows a system administrator to perform an ad hoc audit on system-related activities from within the client (e.g., identification of all documents accessed by a recently released employee)	
04	Solution allows an administrator to create custom audit log entries tied to workflow progress for the purpose of generating business process reports	
Exception Reporting		
05	Solution provides a report out-of-the-box (with no custom coding) that identifies matched, unmatched, or missing numeric and/or character index values between a primary document and secondary document(s) (i.e., automated reconciliation report)	
Visibility		

Item	Requirement	Vendor Response
06	Solution provides real-time visibility without involving internal technical resources	
07	Solution provides the ability to create visual, interactive dashboards for monitoring system and process health in real-time, without any coding	

Functional Requirements – System Architecture

Item	Requirement	Vendor Response
Index Value Configuration		
01	System supports an unlimited number of index values per document	
02	Provide an overview of the different metadata types you support (e.g., date, date and time, currency, specific currency, alphanumeric, numeric, floating point, etc.)	
03	Solution provides point-and-click configuration for index values, with multiple pre-configured formats (e.g., date: dd/mm/yyyy, month/dd/yy, mm-dd-yy)	
Index Value Addition		
04	Describe your system's ability to define multiple instances of the same index value field to a single document without any programming. Explain how this is accomplished	
Index Value Updates		
05	Provide a detailed explanation of how your system can re-index documents, at a global level, without programming. The solution should provide for index values to be	

	updated or replaced on multiple documents at once without custom programming or scripting	
06	Solution provides a means of purging, with just a few clicks, those index values that are no longer being used (saving database space and optimizing performance)	

Index Value Validation

07	Describe validation of attribute values, including data sets, masking, etc.	

Index Value Security

08	Describe how you are able to restrict a user's ability to view documents based on document keyword values?	

Classification

09	Describe how the system classifies/categorizes content. Is categorization of content configurable?	
10	Solution supports an unlimited number of document types within the system	
11	System supports the organization of documents into folder-type structures. Explain how this is accomplished	

Document Linking

12	Solution provides an underlying ability to easily pre-define document relationships for use in search and retrieval	

Database

13	Are there limitations (from a database perspective) regarding how many documents can be stored within the	

	system?	
Scalability		
14	Does the system provide scaling-up as well as scaling-out deployment capabilities?	
Storage Formats		
15	Solution stores documents in their original, native file format, not in a proprietary format, so that we are not forced to use your software to access our data	
16	How many native file formats do you support? For unique file types, explain how you handle storage	
Export		
17	Solution should contain an export tool for massive exporting of content in a non-proprietary format. This should supply both the document and the index values	
Off-Line		
18	Users have the ability to check documents out of the system for access via a localized copy that can be worked on off-line, checked back in, and processed automatically	
Administration		
19	For increased efficiencies in backup and database sizing, content is stored with pointers in the database to file storage locations, as opposed to a blob in the database	
Security		
20	System must have the option to limit access to the storage locations based on	

	service accounts	

21	Solution provides the ability to encrypt data at the database level and at the file storage level, as well as content that has been backed up/at rest	

Functional Requirements – Configuration

Item	Requirement	Vendor Response
Administration Interface		
01	System provides an interface for the point and click configuration and administration of all major system components (e.g., import processing, document type configuration, index value configuration, user groups and rights, storage structure, scanning, records management, foldering, scripting, etc.)	
02	Solution allows for ease of configuration, in that most administrative tasks (e.g., adding new document types and index values, user administration, etc.) can be done by an internal resource as opposed to a third-party software expert	

Functional Requirements – Infrastructure

Item	Requirement	Vendor Response
Database		
01	The database architecture supports multi-vendor platforms, specifically Microsoft SQL and Oracle	

Virtualization		
02	Describe your solution's support for virtualization	

Functional Requirements – Security

Item	Requirement	Vendor Response
Security		
01	Describe the depth and breadth of your system's security methodology (rights and privileges), including system's ability to assign security at each of the following levels: • User Groups • Users • Document Type Groups • Document Types • Index Values • Folders • Notes • Import Processors • Scan Queues • Configuration	
Authentication		
02	Describe the solution's different security options for logging into the system, allowing the system administrator to decide which option is the best for our company (e.g., using a separate security model for an additional logon and password, NT Authentication, integration with Windows Active Directory, Novell Security, or single sign-on authentication)	
Encryption		
03	Describe your solution's ability to publish	

	select content onto removable media (CD/DVD) in an encrypted format, allowing access to a self-contained/runtime version of your client	
04	Describe your solution's ability to send documents as an encrypted PDF	
PCI Compliance		
05	Describe how your system manages highly-sensitive information (e.g., payment card information), adhering to the PCI compliance standard	
Web Administration		
06	Describe the system's ability for designated users to perform the following administrative tasks via the web-based client: • Add new users • Change passwords • Reset passwords • Apply rights to user groups	
Licensing Assurance		
07	Describe how the solution allows the system administrator to hold a specific number of licenses for different features such as logging into the system, importing documents, or using workflow for specific user groups that must be guaranteed access to these features regardless of who else is logged into the system	

Functional Requirements – Configuration

Item	Requirement	Vendor Response
Index Values		

01	System supports an unlimited number of customer-defined, index value fields per document within one storage structure. These fields should be of various formats, including date, currency, alphanumeric, and numeric. (Second class index value fields would include any additional information stored about a document separate from the primary document index structure)	
02	System supports the ability to store multiple values for the same index value instance (e.g., customer name = John Adams and Sara Adams). The population of an additional value(s) should be accomplished with a single mouse click or keyboard short cut	
Image Storage		
03	System utilizes a file storage system to store documents, as opposed to storing directly into the database	
Capacity		
04	What is the maximum number of documents the system can hold?	

Functional Requirements - Implementation and Support

Item	Requirement	Vendor Response
Implementation		
01	Describe your implementation processes and procedures	
02	Describe the roles and responsibilities the vendor will have during an	

	implementation	
03	Describe the roles and responsibilities the customer will have during an implementation	
04	Describe the number of customer resources necessary for ongoing maintenance of the system	
Technical Support		
05	What hours is your Technical Support department available?	
06	Describe how support issues are logged	
07	Do you provide a way to check the status of an issue online?	
08	Detail your problem escalation procedure	
Software Support		
09	When was the first version of your solution released?	
10	Explain how long a release is maintained	
11	Detail the software license costs or upgrade costs typically incurred with an upgrade to a new release	

Functional Requirements - Training

Item	Requirement	Vendor Response
01	Describe the training that is available to customer's personnel and if it is available onsite	
02	Do you provide detailed interface training courses?	

Item	Requirement	Vendor Response
03	Do you provide end user training?	
04	Do you provide guidance on creating and developing the customer's administration and support team?	
05	Can potential customers preview training prior to signing a contract?	
06	Do you provide a train-the-trainer technique within your training offerings?	
07	Do you provide web-enabled training courses and tutorials?	
08	Do you offer a full array of live, interactive training (including solution certification) via the internet, thus minimizing an end user's need for travel and additional travel-related expenses for training?	
09	Is there an opportunity for technical staff to interact with QA and Development staff to get answers to questions, understand the product road map, and provide feedback to support the future product growth?	

Functional Requirements - Digitization Exercise

Item	Requirement	Vendor Response
01	Will you be providing all the equipment necessary (i.e. Scanner/s, OCR Software, etc.) to undertake the digitization exercise? If not, please provide details on how this process will be accomplished?	
02	How much manpower will be supplied by your organization for this aspect of the project	

03	How much personnel will be required from the Authority for this aspect of the project	
04	How will you handle/scan the delicate documents that we have to scan? If not, please provide details on how this process will be accomplished?	
05	How much office space will be required to carry out the digitization exercise	
06	Will the digitization exercise be done on a full/part time basis?	
07	Identify the methodology for carrying out the digitization exercise which may include, but may not limited to: • Identification and sorting of physical documents to be scanned • What scanning equipment will be used • How will the scanning process be undertaken? • Document Editing Issues such as cropping etc. • In what format will scanned documents be saved • What formats are supported for saving documents • Describe how documents will be analysed and categorized for scanning • What software will be used for the OCR/ICR function (if applicable) • How will hand writing documents be processed	
08	What are your projected timelines for this aspect of the project	

Functional Requirements - Hardware

1) The Authority's preferred server hardware is a rack based Dell PowerEdge solution
2) The server hardware must be appropriately configured with RAID I
3) The server hardware must be appropriately configured with adequate CPU and memory
4) Tenderers are encouraged to propose the complete hardware solution. However, tenderers are requested to provide the detailed specifications for the hardware being proposed (i.e. Server/s, Network equipment, Scanner Equipment, Peripherals, etc.)
5) A five (5) user dedicated on-premises solution is required
6) Detail what hardware (i.e. Specifications) will be provided temporarily for the digitization exercise (i.e. Scanner Equipment, etc.)
7) Detail the recommended hardware (i.e. Specifications) for doing proper on-site backup of the entire platform (i.e. Hardware/Software)
8) Provide a diagram for the hardware solution being proposed.

Functional Requirements - Software

1) Detail what server operating system software is being provided for the application. The Authority's preferred medium is Windows Server
2) Detail what database software, if any, is recommended for the application being proposed (i.e. Microsoft SQL, etc.)
3) Detail what is the application software being proposed
4) Detail what OCR/ICR software/s are being proposed
5) Detail what indexing software is being proposed, or is this part of the proposed application
6) Detail what backup software is being proposed (if applicable)

DRAFT CONTRACT

IN THE REPUBLIC OF TRINIDAD AND TOBAGO

CONTRACT FOR SERVICES

THIS AGREEMENT is made on this _____ **day of** _____ **, 2017** by and between **THE CHILDREN'S AUTHORITY OF TRINIDAD AND TOBAGO** a body Corporate established by the Children's Authority Act Chapter 46:10 and having its office at No. 35 Wrightson Road, in the City of Port of Spain, in the Island of Trinidad, in the Republic of Trinidad and Tobago (hereinafter referred to as **"the Authority**") of the One Part, and of **xxxxxxxxxxxxxxxxxxxx**, having its offices at xxxxxxxxxxxxxxxxxxx in the Island of Trinidad, in the Republic of Trinidad and Tobago (hereinafter referred to as "**the Consultant**") of the Other Part.

WHEREAS THE AUTHORITY desires to engage the services on an independent Consultant for the execution of a **Digitization of Records Project** on the terms and conditions hereinafter set forth with the aim of achieving the overall objectives and terms and conditions as set out in the RFP.

THE PARTIES hereby agree as follows that:

I.   SCOPE OF SERVICES TO BE PROVIDED

(a) The Consultant shall perform the services described in this **RFP document** hereto.

(b) The Consultant shall be accountable to the xxxxxxxxxxx of the Authority or any other designated position holder.

(c) All reports and correspondence prepared under this agreement shall be submitted to the xxxxxxxxx or any other designated position holder.

(d) The consultant agrees to perform the necessary duties when and as required by the Authority.

II. PAYMENTS

(a) As full consideration for the services performed by the Consultant under the terms of this agreement, the Authority will pay the sum of **………Trinidad And Tobago Dollars (TT$xx.00)**, which disbursement will be made in accordance with payment scheduled described in the **Disbursement Schedule**.

III. TITLE RIGHTS

The title rights, copyright, intellectual property and all other rights of whatsoever nature in any material produced pursuant to this agreement shall be vested exclusively in the Authority.

IV. RIGHTS AND OBLIGATIONS OF THE CONSULTANT

(a) The rights and obligations of the Consultant are strictly limited to the terms and conditions of this agreement. Accordingly, the Consultant shall not be entitled to any benefit, payment, subsidy, compensation or pension from the Authority, except as expressly provided for in the agreement.

(b) The Consultant will be responsible for the payment of all Income Tax and his own National Insurance and Health Surcharge payments.

V. PERFORMANCE AND STANDARDS OF CONDUCT

(a) The Consultant undertakes to perform the services in accordance with the highest standards of professional and ethical competence and integrity.

(b) The Consultant shall conduct himself at all times with regard for the purpose and principles of the Authority and the existing agreement. He shall avoid any action and in particular refrain from any public pronouncement, which is incompatible with such purpose and principles or which may adversely reflect on the Authority, or on the integrity, independence and impartiality which are required of him.

VI. CONFIDENTIALITY

(a) The Consultant acknowledges that he/she will have access to Confidential Information and/or Data during the course of his agreement period with the Authority.

(b) For the purposes of the Agreement "Confidential Information and/or Data" means any and all information owned, possessed or controlled by, or relating to the Authority, including technical, financial and/or contractual information, policies, procedures, processes, technical drawings and data, research subjects, methods and results, proprietary computer software, communication and marketing plans and strategies, information on income and expenses, client lists, supplier identities, personal information on clients and/or their relatives, court orders made, and psychological assessments of clients and/or their relatives whether disclosed orally, in writing, or by inspection, which information is regarded by the Authority as highly confidential, proprietary and/or secret or in respect of which the Authority is under an obligation to a third party to maintain as confidential or secret.

(c) The Consultant shall not, either during his agreement with the Authority, otherwise than in the proper course of his duties, or thereafter, without the consent in writing of the Authority, divulge to any person, firm, company or other entity any Confidential Information and/or Data of the Authority or any of its transactions which may have come to his knowledge during this consultancy or otherwise and shall during continuance of the agreement or thereafter, use his best endeavours to prevent the publication or disclosure of such confidential information.

(d) A breach of this Part within the duration of the agreement, may result in termination of the agreement and the withholding of further payments or the Authority instituting legal proceedings against the Consultant. Any breach ensuing upon conclusion of the agreement may also result in legal proceedings being instituted.

(e) This clause shall survive the termination of this agreement.

VII. TERMINATION

(a) The Authority reserves the right to terminate this Agreement upon **seven (7) days' notice** to the Consultant, without any obligations whatsoever, should the Consultant consistently fail to fulfill his duties within the agreed timeframes, make any willful misrepresentations to the Authority or engage in any action which brings the Authority into disrepute.

(b) The Consultant may terminate this agreement upon **seven (7) days' notice** if, the Consultant having fulfilled his duties in accordance with the Terms of Reference in the First and Second Schedule, the Authority should fail to make any payment to him in accordance with the agreement. Upon termination of this agreement, the Consultant will be immediately entitled to receive payment for work done by him up to that point on a quantum merit basis.

(c) Upon termination of the agreement, the Consultant shall deliver to the Authority all documents, records, papers or other property of the Authority which may be in his possession or under his control and which relate to the affairs of the Authority as well as any copies thereof.

VIII. SCOPE OF THIS AGREEMENT

This agreement constitutes the entire agreement between the parties hereto and supersedes and cancels all prior oral and written agreements. Any alteration or modification of this agreement shall be in writing and signed by both parties.

IX. ASSIGNMENT

Neither party shall assign in whole or in part his rights or obligations under this agreement without the prior written consent of the other party.

X. CONFLICT RESOLUTION

Any conflict arising between the parties by virtue of this agreement shall first be referred to mediation, the mediator to be agreed upon by both parties and the mediation fees to be shared equally between them. Provided that the dispute cannot be settled by mediation, the parties will then be free to pursue another mode of dispute resolution as they see fit.

XI. JURISDICTION

This agreement shall be subject to the Laws and the jurisdiction of the courts of Trinidad and Tobago.

IN WITNESS WHEREOF the parties hereto have executed this agreement on this , 2017.

SIGNED by The Director,

…………………………………………………………………………..

on behalf of **THE CHILDREN'S AUTHORITY OF TRINIDAD AND TOBAGO**

In the presence of:
Signature:
Name:
Position:

SIGNED by
on behalf of **xxxxxxxxxxxxxxxxxxxxxxxxx   LTD**

In the presence of:
Signature:
Name:
Position:

APPENDIX 1: SUMMARY OF COST SCHEDULE

INVITATION TO TENDER FOR THE DIGITIZATION OF RECORDS PROJECT

The Tenderer is required to list all components or activities deemed necessary to successfully complete the Digitization of Records Project, as well as a cost in TT Dollars for each component or activity.

In instances where a Unit Cost and/or Quantity is not applicable for the component or activity, a total cost for that item will suffice.

Item	Qty	Description	Unit Cost TT$	Ext Cost TT$
Hardware				
01		Server/s (Rack-based Dell PowerEdge)		
02		Scanner/s (if applicable, please specify)		
03		Network Equipment (if applicable, please specify)		
04		Other Hardware (if applicable, please specify)		
Software				
03		Server Operating System/s		
04		Database Software (if applicable, please specify)		
05		Application Software		
06		Scanning Software (if applicable, please specify)		
07		Backup Software (if applicable, please specify)		
08		Other software (if applicable, please specify)		
Training Requirements				
09		End User Training/Train-the-Trainer		

10		Technical Training		
11		Other training (if applicable, please specify)		
Installation				
12		Installation and configuration		
Digitization				
13		Identification and sorting of physical documents to be scanned (Number of man hours) (if applicable, please specify)		
14		Scanning (Number of man hours)		
15		Document Editing (Number of man hours) (if applicable, please specify)		
16		Indexing of Documents (Number of man hours) (if applicable, please specify)		
17		Other Activities (if applicable, please specify)		
Post Implementation Support				
18		Annual Maintenance (Inclusive of support calls and software upgrades)		

Tenderer:

……………………………………………………………………………………..

Date:

…………………………………………………………………………………………….

Signature of Tenderer:

…………………………………………………………………..

Affix company stamp here:

APPENDIX 2: DISBURSEMENT SCHEDULE

INVITATION TO TENDER FOR THE DIGITIZATION OF RECORDS PROJECT

DISBURSEMENT

STAGE	DELIVERABLE	PAYMENT
1	Mobilization	10%
2	Procurement (Hardware/Software)	10%
3	Installation (Hardware/Software)	10%
4	Digitization Exercise	40%
5	Training	10%
6	Project Handover	20%
TOTAL		**100%**

APPENDIX 3: PREQUALIFICATION & PROFILE FORM

SUPPLIER OR SERVICE PROVIDER'S PREQUALIFICATION AND PROFILE FORM

1. Name of Applicant or Organisation:

   ……………………………………….…………………………………………

   …………………………………………………………………………………..

2. Contact information:
   - Telephone

     …………………………………………………

   - Cell Contact

     …………………………………………………

   - Fax

     …………………………………………………

   - Email address

     …………………………………………………

3. Registered address:

   …………………………………………………………………………………

   …………………………………………………………………………………

4. No of years in operation: …………………………………………………
5. Service or Product offered: …………………………………………………...

6. Status of the firm

    (a)   Sole Proprietor   □
    (b)   Partnership   □
    (c)   Limited Company   □
    (d)   Private Co.   □
    (e)   Joint Venture   □
    (f)   Consortium   □
    (g)   State owned/affiliated □

7. Name of Directors / Partners / Proprietor and Key personnel of the organization:

Name   **Professional Specialization**   **Position**

(a)   … … … … … … …   … … … … … … … … …   … … … …
    … …

(b)   … … … … … … …   … … … … … … … … …   ... … … …
    … …

(c)   … … … … … … …   … … … … … … … … …   … … … …
    … …

(d)   … … … … … … …   … … … … … … … … …   … … … …
    … …

(e)   … … … … … …… …   … … … … … … … … …   … … … …
    … …

(f)   … … … … … … …   … … … … … … … … …   … … … …
    … …

8. Please list all persons authorized to sign contracts on behalf of your company/firm.

Name   Position

…………………………………   …………………………………………

…………………………………   …………………………………………

…………………………………   …………………………………………

9. Is the company/firm registered with the Registrar of Companies / Registrar of Firms? If so, provide the number and date and enclose copy of Registration Certificate.

10. Name and address of Bankers:

……………………………………………………………………………………
…….

……………………………………………………………………………………
…….

11. Is the company/firm registered for VAT.? If so, please provide a copy of VAT Clearance certificate.

12. Is the Company/firm registered for National Insurance? If so, please provide a copy of the NIS Clearance certificate.

13. Are the company and/or individuals certified to provide the service being provided? If so, please provide copies of respective certification.

14. Other Information: ……………………………………………………………

15. Client References:

Company Name	Address	Contact name	Tel/Fax/Cell No.	Email address

Company Name	Address	Contact name	Tel/Fax/Cell No.	Email address

Declaration:

I / We have read the all instructions and I / We understand that if any false information is detected at a later date, any future contract made between ourselves and Children's Authority of Trinidad and Tobago, on the basis of the information given by me / us can be treated as invalid by the Authority and I / We will be solely responsible for the consequences.

I / We agree that the decision of Children's Authority of Trinidad and Tobago in selection of Vendors will be final and binding to me / us.

I/We confirm that all the information furnished by me/us hereunder is correct to the best of my/our knowledge and belief.

I / We agree that I / We have no objection if enquiries are made about the work listed by me / us in the accompanying sheets.

SIGNATURE:

DATE:

STAMP/SEAL OF THE FIRM / COMPANY