

A. ADDENDUM

1. Process for handling paper based document at the National Archives Department (NAD)

The successful Bidder will first have to analyze how all correspondences (mails, fax, emails, etc) and paper based processes are dealt with at the National Archives Department. The successful Bidder is expected to consult with key stakeholders and ensure that their technical solution would be properly customized to facilitate new efficiencies and enhanced features made possible by technology. The aim is to move towards a paperless office. The Successful Bidder would need to prepare a **process manual** to describe the existing procedures as well as proposed transformations (including workflows).

The process manual will consist of three phases:

- Analysis of current processes at NAD and other related departments/sections
- Identifying common and specific processes and issues identified with current system
- Proposing enhanced and optimized processes and workflows as well as process transformations, process maps and the benefits of the new proposed features and processes.

This process manual would have to be validated by a working group set up at the level of the NAD.

The draft process manual would need to be prepared as well as a presentation thereof made by Successful Bidder **within 4 weeks of signature of contract**.

The working group will react within two weeks of submission of the draft process manual. The Successful Bidder should then submit and present the **final process manual within 2 weeks of receipt of comments from the Purchaser**.

a. Current Process

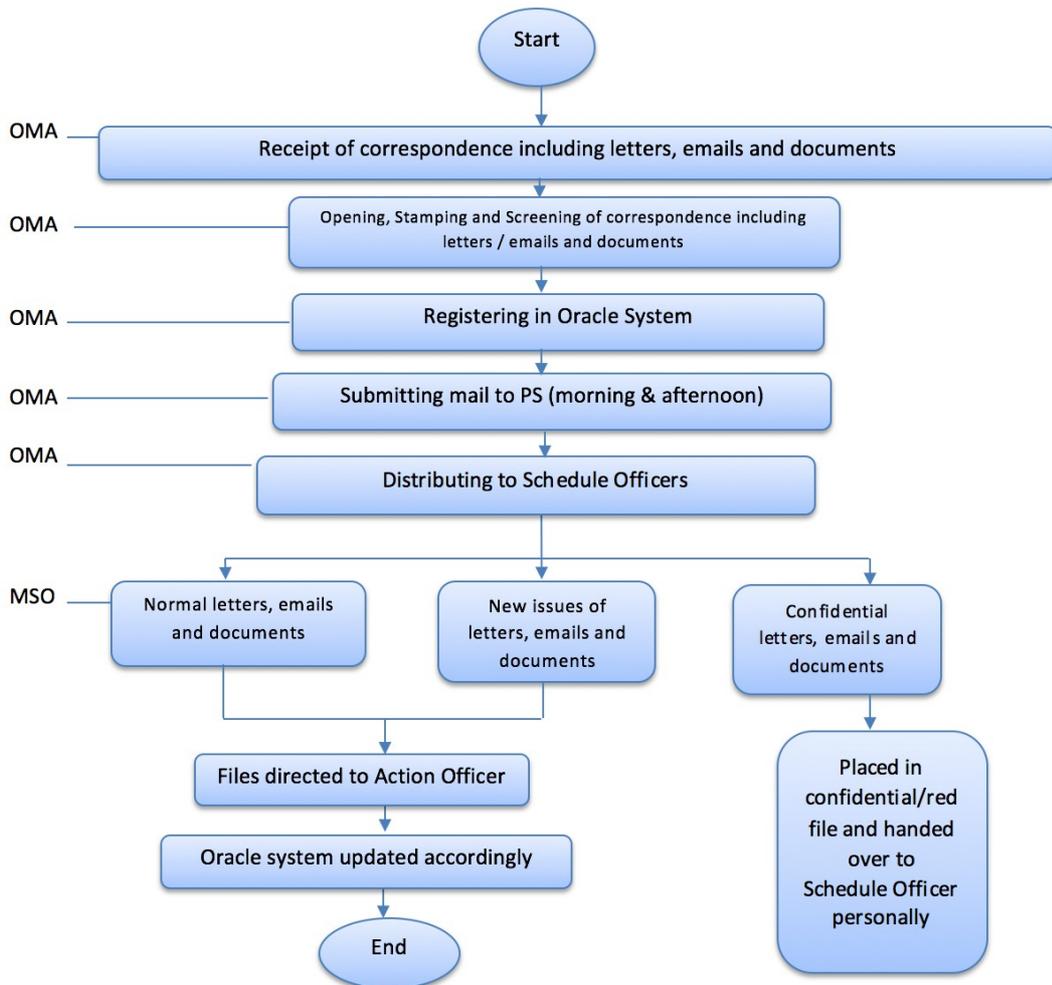
The current processes can be mapped and described along the following themes:

- Incoming correspondence
- Outgoing correspondence
- File Management
- Action on files

Some of the current process for document management across the Registry of the NAD are displayed below:

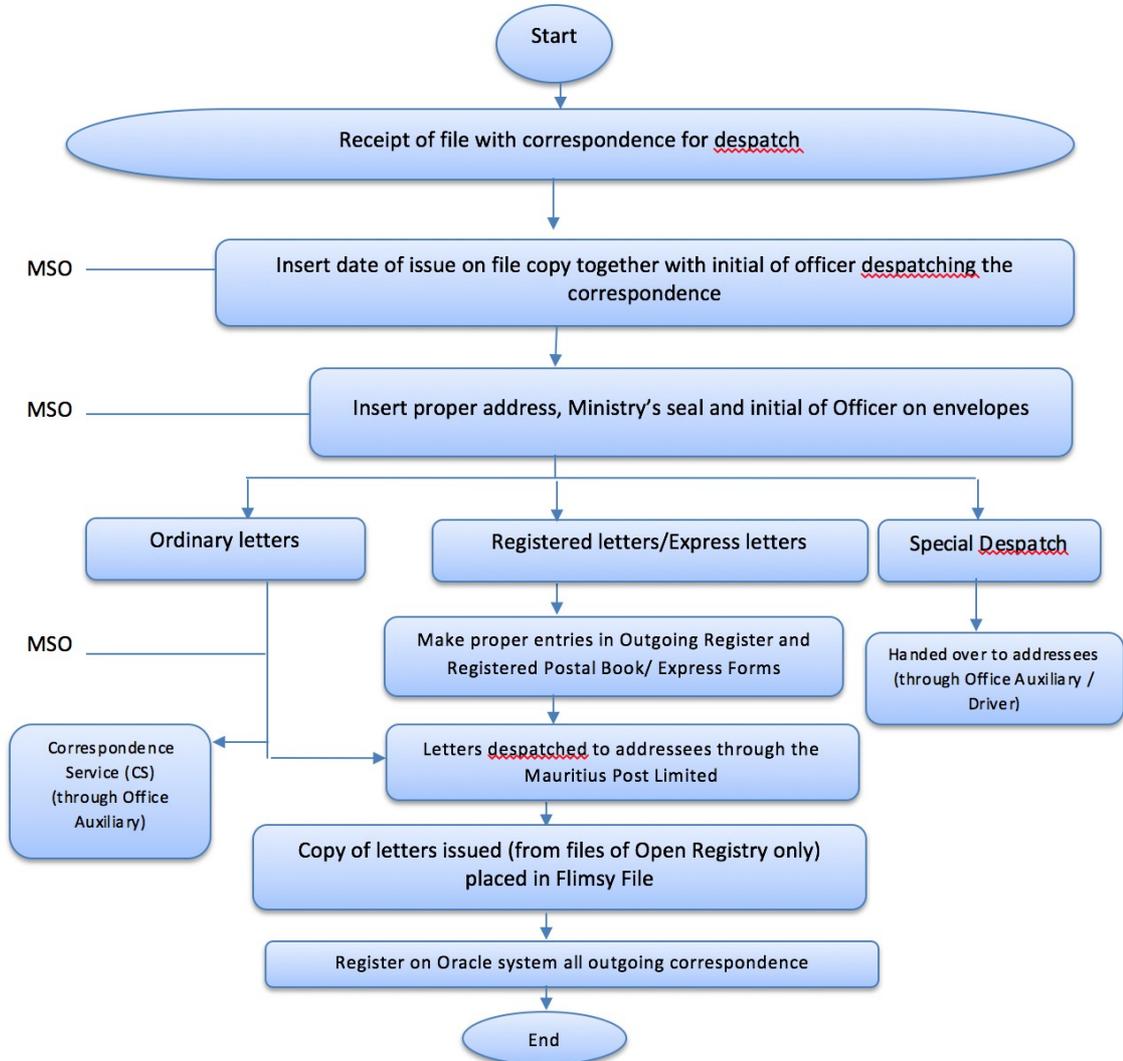
REGISTRY SECTION (OPEN AND CONFIDENTIAL)

Description of Process : Incoming correspondence including letters / emails and documents
Objective : Ensuring correspondence including letters / emails and documents are properly recorded in appropriate files
Owner of Process : Office Management Assistant (OMA) assisted by Management Support Officers (MSOs)



REGISTRY SECTION (OPEN AND CONFIDENTIAL)

Description of Process : Despatching of outgoing correspondence including letters / emails and documents
Objective : Ensuring outgoing correspondence including letters / emails and documents are despatched to appropriate addressees
Process Owner : Management Support Officers (MSOs)

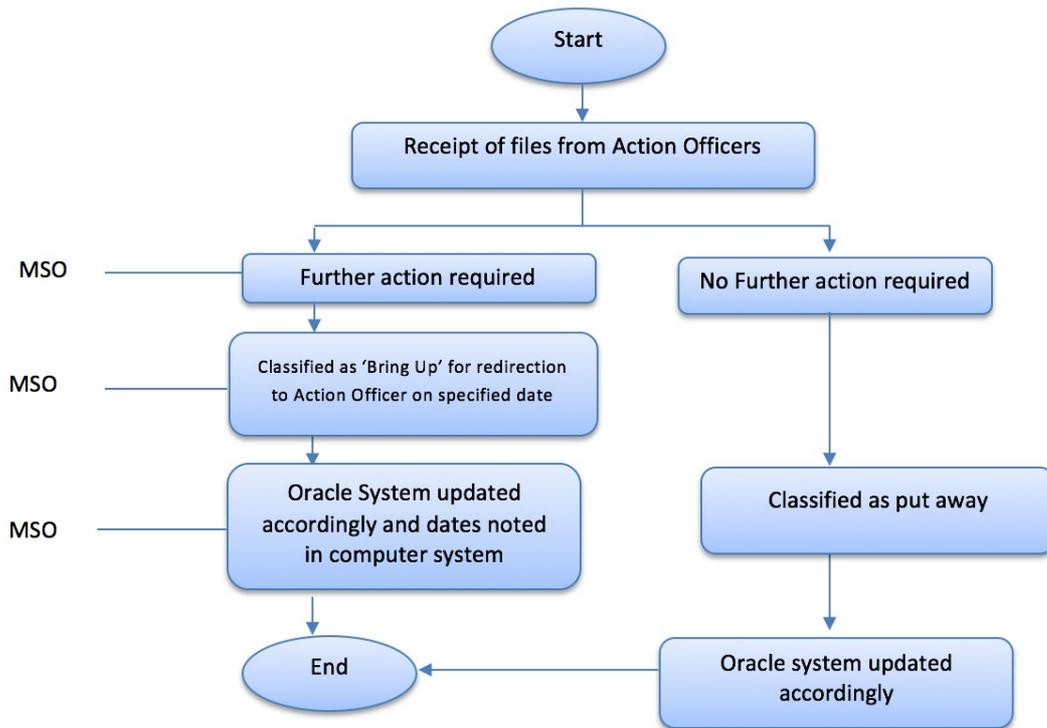


REGISTRY SECTION (OPEN AND CONFIDENTIAL)

Description of Process : Classification of files

Objective : Easily locate and quickly retrieve files

Process Owner : Management Support Officers (MSOs)



Incoming correspondence:

Sources and types:

Either letter, fax, memo or email.

Outgoing correspondence:

Types of documents and sources:

Email, fax, letter, memo.

Types of delivery:

Fax, letter by Post, Dispatch, email and Correspondence Service (everyday office attendants meet and exchange correspondences).

b. Considerations for proposed solution for handling paper based document at the National Archives Department (NAD)

DMS should also enable the following:

- Restricting access to certain documents,
- Monitoring who is viewing documents and when,
- Tracking edits which are made to documents,
- Retrieving previous versions of edited documents, and
- Controlling and regulating when out-of-date documents can be archived.
- Documents can be accessed and shared by several persons at a time.
- Documents move electronically at the click of a button reducing considerably the movement time.
- Actions/decisions/comments/minutes are taken on line and can be seen by numerous users at a time.
- Documents flows are automatically tracked in the system and there is no need for a physical file ladder for tracking of movement flows.

Below are some of the considerations to be taken into account for the handling of **Office documents** while proposing the DMS solution.

i. Considerable reduction in movement of files:

Files should no more need to be returned to the Registry after each action has been taken. Since the file is digital and tracking is integrated, at any point in time the file owner will be able to know who is using the file, since when and if authorised, what actions/decisions/comments/minutes have been taken on the file.

This will reduce considerably the time for circulation of files as there will be no need to dispatch a file since this is done automatically when an action officer/user has processed a file.

There will be no need for auditing of files also as all the movements will be tracked on the system.

ii. Simultaneous usage of files:

The DMS should allow several users to view a file simultaneously hence improving the processing time and reducing the number of temporary files (created in case a file has to be copied for sharing). Also, this will allow the users to see actions/comments from others and can hence take the appropriate decision on the spot, thus improving the processing time.

iii. Digital actions:

All actions and processing should be done in a digital manner. Access to documents in the file or in other referred files should be viewed on the system as well as previous actions taken by other users – the minutes of the file are hence updated

automatically. Similarly to the physical system, documents can be added to a file, comments or instructions can be included, Bring Up can be requested or file can be requested to be Put Away. These will be done on the system anytime anywhere within GINS hence improving the processing time.

iv. Digital tracking of file:

Files should no more need to be returned to the Registry for tracking and checking of file integrity as the files will be automatically tracked on the system as well as the actions/comments made on the file. There is no risk for some documents to be tampered with as the scanned documents should only be viewed, all actions; comments, minutes are input in the system annexed to the documents.

v. Digital search for document/file:

The DMS should allow files to be searched anytime, anywhere by an authorised user within GINS. The search option will help users access documents and files easily. The search can be done through file reference, key words attached to the file, subjects/titles, file owner/creator among others.

This will greatly help the user to search for the document directly instead of requesting Registry to search some files and bring them physically for processing.

vi. Autonomous and manual process flows:

Since files will no more be transiting through the Registry, they will be circulating from users to users either through an autonomous process flow or through a manual process flow.

An autonomous process flow is a flow that describes the movement of files upfront, i.e. the list and order of users is predetermined. The autonomous flow can match the current internal work processes. They are typically used for processes that are well defined and repetitive, for example request for leaves, purchase of duty free cars among others.

A manual process flow allows the current user to determine the next process flow, i.e. to whom the file will be circulated to, Bring Up or Put Away. These are typically used for specific cases where there are no predetermined work schedules or process flow for example specific projects.

Some processes will be standard across all the departments while the users are different whereas other processes would be specific to each department in which case each department will be identifying these processes during the development phase and same will be set up in the system as autonomous. Adjustments to the autonomous process flows can be effected later on the system by the system administrator.

In specific cases where there is no standard process flow, the user can shift to the manual process flow and decide to whom the document/file should be circulated next depending on the situation.

vii. Possibility for viewing and editing of files/references:

The DMS should allow files to be edited by authorised users in case there has been wrongly input in the first place. This will facilitate future searches on the documents.

viii. Processing of e-mails in the system:

The eDMS should provide for the seamless uploading and processing of both incoming and outgoing email communication.

ix. Process to submit minutes for approval:

The eDMS system should cater for each file to have an official record of minutes inputted by each user who has access to the file as it moves through the workflow. Users will also be able to enter comments on the file in addition to the minutes. The minute format on the eDMS system will be kept very close to the physical minutes. When users submit their respective minutes on a file a time and date stamp is automatically recorded to track when exactly the minutes were made.

In case users do not want to make an official entry of the minutes then they should also be able to enter informal comments whereby they can share their views on the file informally without adding the same to the official minutes. The informal comments can be viewed by clicking on the View Informal Comments button. The system should allow draft minutes to also be shared by users to their superiors and once approved can be officially recorded in the minutes.

x. Process for sending out Correspondence:

The system should support the sending out of correspondence through physical mediums such as letters or fax. In such a scenario where a physical letter needs to be printed or sent the user can create the letter document, print and sign it and then have it uploaded to the eDMS. The document can then be shared via the eDMS with the registry with the relevant instructions to send via post/courier to a particular recipient. The user who is sharing the file can click on a button in the eDMS indicating that the file is to be dispatched outside the Ministry via Post/Courier etc. The system automatically records the date the document was shared with the Registry. The Registry can then have the document physically picked up from the user on the same day and then dispatched via post/courier etc. The registry then has the ability to enter the dispatch details into the eDMS such as the date of actual dispatch from the office, the method of dispatch used and any other remarks which maybe pertinent to the sending of the correspondence.

xi. **Process for receiving Correspondence by post /courier:**

In case there is any correspondence received by post/courier or fax by the registry, same should be scanned and uploaded into the DMS and shared with the relevant user. The registry should be provided an additional field upon the receipt of such documents where it can upload the details of the date and time the document was received. The date and time of sharing with the user is automatically time-stamped by the system.

B. **REPLIES TO QUERIES**

Kindly find below replies to queries made by bidders

1. **Query:**

What is the format of the digital documents.

Reply:

Jpeg images

2. **Query:**

What is the total size (disk space) of the existing digital documents?

Reply:

1.17 TB

3. **Query:**

For a successful migration, our solution have an import tool that uses either XML, xlsx or CSV file formats for input. In what format will the existing digital documents & their associated metadata be provided to the successful bidder (extraction)

Reply:

This information will be provided to the selected bidder after award of contract. However, extractions on xml, xlsx and csvis possible.

4. **Query:**

Can you provide list & definition of metadata being used in the actual system?

Reply:

This information will be provided to the selected bidder after award of contract.

5. **Query:**

Licenses: Currently looking for 1000 users.

Can you inform on how many read-only & full access?

Reply:

Full access - Around 35 users and the rest will be read only access

6. **Query:**

We assume that external users will be granted read-only licenses. Can you provide a detailed distribution of number of internal v/s external users' license requirement?

Reply:

This will depend on the solution proposed and the licensing policy included.

You may wish to refer to Section 1.7 - Licenses of the bidding document.

7. **Query:**

Will internal users require Named or Concurrent User Licenses?

Reply:

The solution has been designed to accommodate 1000 users also catering for future growth. It is however estimated that around 250 users would access the DMS concurrently.

8. Query:

Item 2.2 of technical requirement table: "No of concurrent users to access the system". We believe it is to the customer to provide this information.

Reply:

Refer to Query 7 above.

9. Query:

Where can we have more details on the e-Payment gateway of the Government of Mauritius for interfacing purposes with our proposed solution?

Reply:

The e-payment gateway uses the following integration method:

- RESTful Web Services
- LINKDev payment gateway ASP.net client.

On award of the contract, the bidder is expected to work in close collaboration with the e-Payment gateway supplier for any integration. Any additional information will be provided after award of the contract.

10. Query:

The deadline for submission of bids is scheduled for not later than Wednesday 06th June 2018 at 13:30 hours. Can an extension be provided to the bidders for their submission of their bids?

Reply:

The deadline for submission of bids will be extended till 27 June 2018.

11. Query:

When can we expect to receive the clarifications to questions asked during the pre-bid meeting exercise?

Reply:

The notes of meeting is being circulated to all those present during the pre-bid meeting.

12. Query:

With reference to above tender document, we have one query on your specific requirement that "The proposed solution should be listed in Magic Quadrant for Content Services Platform (latest report)..."

Will you consider a solution not listed in the Magic Quadrant ?

Reply:

The proposed solution should be listed in Magic Quadrant for Content Services Platform (latest report).

13. Query:

Will the migration of documents to the new system entail only digital documents?

a. If No, please provide more information on the other documents that needs to be migrated. For instance, type of documents, number of pages etc,,,

Reply:

Migration will entail digital document as well as related metadata.

14. Query:

Are there any metadata that need to be migrated together with the digital documents?

a. If yes, please provide more information on these metadata?

b. How are these metadata stored? Are they stored with/on the digital documents, on a separate properly defined table etc..?

Reply:

Please refer to replies to queries 4 and 13 above as regards to the metadata. The metadata are linked to html files which are linked to images

15. Query:

What is the format of digital documents that are stored – pdf, jpeg etc...?

Reply:

Please refer to the reply to Query 1 above.

16. Query:

What is the total number of the digital documents that need to migrated?

Reply:

502,128

17. Query:

Can you please advise on the difference between no of rows and metadata/file images?

Reply:

No of rows refers to the number of rows of metadata in the database.

No of file images refers to the number of file images in the database.

18. Query:

What is the average size of a digital document that needs to be migrated??

Reply:

Size varies from 100KB to 10MB per image

19. Query:

Page 54 'DMS is also required to ensure that all the records are protected against various risks.' – Please elaborate with examples on the various risks?

Reply:

Please refer to Section 3 – Application Requirement of the bidding document.

20. Query:

Page 55 'NAD officers shall be able to prioritize work reminders in addition to automated prioritization of pending work.' – Please elaborate?

Reply:

Refer to Addendum I

21. Query:

Page 56 'The proposed solution should contain an administration module which would allow authorised users to configure and manage the users, user access rights, master data reference files, and parameters, among others, for the smooth running of the system' –Please provide more details and examples of the master data reference files and parameters?

Reply:

Master data reference files may be for example table storing information for metadata definitions.

Master data reference files and parameters files will depend on the solution being proposed.

22. Query:

Page 57 'The module should allow the users to create reference and parameter files' – Please provide more details and examples of reference and parameter files

Reply:

Please refer to the reply to Query 21 above.

23. Query:

Page 57 'Query of documents based on parameters' – Please provide examples of parameters?

Reply:

Date or the metadata for each image may be parameters used for querying documents.

24. Query:

What is the number of internal users (NAD officers) that should access the DMS?

Reply:

Around 35 officers

25. Query:

Is there any internal process that needs to be automated? If yes, please share process diagrams/flowcharts pertaining to the process(s)?

Reply:

Refer to Addendum I

26. Query:

Do you have a folder structure that you would like to implement both for the internal and external repository? If yes, please share.

Reply:

This folder structure will be reviewed with the implementation of the new solution.

27. Query:

External users should have the possibility to view the scanned documents online and also print documents as per the package that they have purchased.

Should these users have the possibility to download the documents as well?.

Reply:

The users should not be able to download documents.

28. Query:

Could you please provide more information on the e-payment gateway? Is there any specific payment gateway provider that we should consider?

Reply:

Please refer to Query 9 above.

29. Query:

Could you please advise on the user management features that the subscription module should cater?

Reply:

Please refer to Section 1.33 – Document Management Systems – Subscription of the bidding document.

30. Query:

Should technical and financial offer be provided separately?

Reply:

Technical and financial offer should be in same proposal.

31. Query:

Confirm the number of scanners that will be used with the DMS system?

Reply:

5 scanners will be used.

32. Query:

Should the scope of work of the bidder cater for scanning of document? Or will scanning be done by NAD?

Reply:

The Scope of work does not include scanning of document.

33. Query:

What is the current database used by NAD for the existing DMS?

Reply:

SQL Server 2008R2

34. Query:

What is the version of the current database?

Reply:

Version 10.0.5500

35. Query:

What is the Size of the current database ?

Reply:

1370 MB

36. Query:

What is the total size of the Document/Image Server?

Reply:

Please refer to the reply to Query 2 above.

37. Query:

Does your existing application support XDS for metadata import & export?

Reply:

Please clarify on "XDS".

38. Query:

How many NAD officers will be accessing the DMS system?

Reply:

Please refer to Query 24

39. Query:

With how many external systems will the DMS system have to interface?

Reply:

Please refer to Section 1.4.7 – Interfacing with other systems of the bidding document.

40. Query:

On page 58 in the RFP, Section 1.4.3, what does RGD mean?

Reply:

Please see the Corrigendum I to the Bidding Document.

41. Query:

Instead of Intel/Windows/Linux platform, can Unix (Solaris/AIX) platform be provided for the hosting of the proposed DMS?

Reply:

No, Unix (Solaris/AIX) cannot be used.

42. Query:

Can dedicated servers be provided by GOC in order to cap licenses that will be required for the DMS project?

Reply:

No, virtual machines will be provided.

43. Query:

Will GOC provide cluster licenses?

Reply:

No, GOC will not provide cluster licenses.

44. Query:

Or will the bidder have to provide the clustering licensing for the HA implementation?

Reply:

Bidder should provide clustering software

45. Query:

Should our offer include SSL certificate licenses?

Reply:

No, SSL Certificate will be provided.

46. Query:

Is the sizing provided for Metadata/Files images (page 66) in GB?

Does this include both versions of document – normal & higher resolution?

Reply:

Please refer to Query 2 and 35 above.

The sizing includes both the low and high-resolution images.

47. Query:

The number of concurrent users who will access the system

Reply:

Please refer to the reply to Query 7 above.

48. Query:

Should our offer include backup tapes?

Reply:

No, backup tapes do not need to be quoted for.

49. Query:

Page 67 (Section 1.13), should the document with higher resolution be accessible online?

Reply:

The lower resolution document should be accessible online.

50. Query:

Will training be done at NAD?

Reply:

More information about location for training would be provided to the successful bidder

51. Query:

As per section 1.1, "The current system is accessible both internally through the Government Intranet Systems (GINS) and externally through the Internet via the NAD portal." Does it mean that the external users for the proposed solution will register themselves on the existing NAD Portal? Do we need to integrate the proposed system with the existing NAD Portal?

Reply:

The NAD portal will provide a link to the DMS solution.

52. Query:

Referring to the section 3, “The DMS should allow the capture, integration, and storage of all existing and new records/documents in a central database” do we need to convert and upload all existing records/documents into the DMS as a part of data migration activity?

Reply:

Please refer to the reply to Query 32 above.

53. Query:

As per section 3, “The proposed solution should be listed in Magic Quadrant for Content Services Platform (latest report) and will have to comply with the requirements as detailed in Technical Specification Section 7”, do we need to develop the proposed system using one of the platforms listed under magic quadrant?

Reply:

Please refer to the reply to Query12 above.

54. Query:

Referring to section 1.4.7, “Retrieving payment transactions from stakeholders such as Accountant General’s Office, etc.”, is the accountant General office an external user or it is another entity that will interact with the proposed system?

Reply:

Please refer to Section 1.4.7 – Interfacing with other systems of the bidding document.

55. Query:

Referring to section 1.4.7, “The System should be designed to communicate with external systems and should be able to push and pull information to these external systems.” What is the purpose of external systems accessing our proposed application? Will they be treated as external users?

Reply:

As per the bidding document, the system should be built on an open and industry standard architecture as well as provide a comprehensive API (Application Program Interface) or SDK (Software Development Kit) to allow interfacing and integration with existing systems.
More information would be provided to the successful Bidder.

56. Query:

Referring to section 1.4.7, “Retrieving payment transactions from stakeholders such as Accountant General’s Office, etc.”, is the accountant General office an external user or it is an external system interfacing with the proposed application?

Reply:

Please refer to Section 1.4.7 – Interfacing with other systems of the bidding document.

57. Query:

Referring to section 1.4.10, “User friendly data entry capabilities enabling a minimum of keystrokes for data capture and use of alternate data entry technologies (including bar code readers, optical scanning devices)”. Do we need to quote for scanners and barcode readers or it will be provided by the NAD staff?

Reply:

NAD will provide for scanners and barcode readers.

58. Query:

As per section 1.33, “Workflow support – must allow the automation of a range of processes (for e.g. delegation etc.)” Can you provide this functionality in detail?

Reply:

Please refer to Addendum I

59. Query:

Since no technology has been mentioned specifically for the development of proposed solution, can we choose on our own? Will it need to be compatible with the existing system? Please provide the technologies used in existing system.

Reply:

Please refer to Query 33 and 34 above.

60. Query:

Referring to the section 1.4.5, will the APIs for integration with the e-Payment gateway readily available or do we need to develop them?

Reply:

Please refer to Query 56 above.

61. Query:

Will the entire data need to migrate available in digital format?

Reply:

Yes, file images and metadata are in digital format.

C. **CORIGENDUM**

However, the successful bidder should finalise query/reporting requirements with NAD after the award of the project.