



Republic of Trinidad and Tobago
MINISTRY OF LOCAL GOVERNMENT

REQUEST FOR PROPOSAL

FOR

**THE DESIGN, DEVELOPMENT, IMPLEMENTATION AND
MAINTENANCE OF AN ENTERPRISE CONTENT
MANAGEMENT SYSTEM AND WEBSITE FOR THE
MINISTRY OF LOCAL GOVERNMENT**

Table of Contents

1	INTRODUCTION	4
1.1.	Core Ministry Objectives	4
2.	LOCAL GOVERNMENT POLICY CONTEXT	5
3.	LOCAL GOVERNMENT OBJECTIVES.....	6
4.	MAJOR STAKEHOLDER GROUPS	7
5.	DESIGN REQUIREMENTS	8
5.1.	General Requirements	8
5.2.	Open Data Requirements	9
6.	FUNCTIONAL REQUIREMENTS OVERVIEW.....	10
6.1.	Enterprise Content Management Support	10
6.2.	General Content Management Support	11
6.3.	Special Content Management Features	13
7.	REQUEST FOR PROPOSAL RESPONSE OUTLINE.....	15
7.1.	Financial Proposal	15
7.1.1.	Capital Costs	15
7.1.2.	Licensing Costs.....	15
7.1.3.	Support Costs	15
7.1.4.	Installation/Configuration Costs	15
7.1.5.	Testing Costs.....	17
7.1.6.	Training Costs.....	17
7.1.7.	Post-Installation Consulting Services.....	17
7.2.	Technical Proposal - Functionality	17
7.2.1.	Interface to ESRI ArcServ GIS Suite	17
7.2.2.	Interface with Microsoft Outlook and Exchange	18
7.2.3.	Redaction - (Blackout sensitive data in a document).....	18
7.2.4.	Document Capture.....	19
7.2.5.	Metadata.....	19
7.2.6.	Workflow.....	20
7.2.7.	Versioning.....	20
7.2.8.	Security	20
7.2.9.	Document Storage.....	20
7.2.10.	Archiving.....	20
7.2.11.	Records Management	20
7.2.12.	Evidentiary Standards	21
7.2.13.	Printing	21
7.2.14.	Rich Media.....	21
7.2.15.	Large Format Scanning.....	21

7.2.16.	Scanning Standards.....	21
7.3.	Technical Proposal - Technology.....	22
7.3.1.	Database	22
7.3.2.	Servers	22
7.3.3.	Server Architecture	22
7.3.4.	Client Architecture.....	22
7.3.5.	Development Environment	22
7.3.6.	Scalability	22
7.3.7.	Interfaces to other systems	22
7.3.8.	Code Base	23
7.4.	Company Background.....	23
7.5.	Support	23
7.6.	Other Features Not Mentioned Above	24
8.	DELIVERABLES.....	24
8.1.	Deliverables that the selected Tenderer will be asked to provide:	24
9.	TENDERER PROPOSAL REQUIREMENTS	25
10.	TENDERER COST REQUIREMENTS.....	27
11.	REPORTING STRUCTURE.....	28
12.	INSTRUCTIONS TO TENDERERS	29

1 INTRODUCTION

The Ministry of Local Government's Core Function:

To provide policy guidance, facilitation, and monitoring of the fourteen(14) Municipal Corporations in Trinidad in their provision of physical and social infrastructure within communities; recreational, environmental and public health services; and the management and maintenance of retail markets and abattoir facilities.

NOTE: Services in Tobago are provided by the Tobago House of Assembly, which does not fall directly under the ambit of the Ministry of Local Government; and Municipal Corporations refer to Local Government bodies in Trinidad.

1.1. Core Ministry Objectives

Some of the objectives of the Ministry of Local Government include:

- (i) *Enabling expeditious decision-making among Municipal Corporations by allowing a substantial measure of autonomy;*
- (ii) *Facilitating and ensuring the timely delivery of high quality services to customers;*
- (iii) *Ensuring better accountability and transparency in Local Government operations;*
- (iv) *Increasing intellectual capacity through institutional strengthening and adding value through proper exposure to appropriate training and technology;*
- (v) *Continuously improving organizational performance by focusing on the modernization and upgrading of management systems, techniques and practices, developing a strategic management culture and work environment conducive to self-motivation, competitiveness, high levels of output and receptiveness to change;*
- (vi) *Continuously improving and modernizing existing financial management and procurement/tendering systems, in order to ensure prudent financial planning, wise disbursement, effective revenue collection, sound investments and the best terms and conditions for the procurement of goods and services;*
- (vii) *Broadening local government institutional involvement in development issues such as education, poverty eradication, equal opportunity and justice for all.*

- 1.2. The Ministry recognizes that the new economy is knowledge-based, and to survive and succeed in this new economy, more and more people are requiring access to information such as facts, statistics, trends, research and development so as to make decisions on ways to improve their quality of life.

- 1.3 The Ministry of Local Government is committed to making the principles of good governance work. Good governance has as its ideals: democracy, development and public management. A common thread in getting these three principles to work effectively for citizens is the availability of information on the opportunities and challenges of a person's political, economic and social environment, as well as a variety of fora for feedback, suggestions, complaints and comments. It is therefore imperative for these fora to be attractive, user-friendly, relevant, and to cater to diverse requirements.

2. LOCAL GOVERNMENT POLICY CONTEXT

- 2.1. The policy for the Local Government system of Trinidad and Tobago can be understood from the Ministry of Local Government's "*Municipal Corporations Act of 1990*". The Ministry of Local Government has and will continue to promote the interface between the Local Government bodies and Central Government so that the problems and needs of citizens in local communities can be addressed. Furthermore, the policy direction of the Ministry is aimed at bringing the local citizenry into an association of continuous communication and responsible involvement in local affairs.
- 2.2. The Local Government System in Trinidad represents the devolution of administration and management, which involves among other things, the co-ordination and facilitation of local sectoral activities. The rationale being that when decision making authority is decentralized to Local Government bodies, which consist of members drawn from local communities, with knowledge of local conditions, greater efficiency can be achieved.
- 2.3. Local Government bodies are able then to factor the local conditions of the communities into the planning and implementation of policies and projects. Furthermore, when these bodies are involved they are able to utilize local materials and technology that may be more appropriate and economical to local conditions than those brought from outside of the community.
- 2.4. Moreover, the Government of Trinidad and Tobago is seeking to achieve the status of a fully developed nation in reference to: the strength of the economy; the population's standard of living; social, legal and institutional infrastructures; the quality of governance and most importantly, the level of human development.

2.5. To this end, therefore, the Ministry recognizes that an internet presence can go a long way in providing information to citizens on a wide variety of topics and activities related to their Municipality, as well as providing ways to strengthen transparency and implement the principles of good governance.

3. LOCAL GOVERNMENT OBJECTIVES

3.1 In order to succeed in its mission and to fulfil its continuing role in the context of national development, the Ministry is desirous of developing a website presence for information provision and exchange with its stakeholders. Information will be provided on, but not limited to, the following:-

3.1.1 New initiatives and current activities of the Ministry of Local Government such as:

- Government's policy on the modernization of the Local Government sector
- Policy development in the areas of Markets and Abattoirs, Cemeteries and Cremation Facilities, Recreation Facilities, and Heritage Parks
- Infrastructure Renewal, Improvement and Development Programme (IRIAD)
- Conferences and seminars

Services offered by the Municipal Corporations related to:

- Infrastructure
- Water Trucking
- Scavenging
- Sewage Disposal
- Approval of building and Land Development plans

3.1.2 The history of Local Government in Trinidad and Tobago

3.1.3 Forum for receiving suggestions, complaints and feedback to the Ministry of Local Government from Stakeholders.

3.1.4 Links to Local Government legislation

3.1.5 Local Government-related directories, research, statistical data, and information relative to roads, bridges, markets, abattoirs, cemeteries, cremation facilities, and recreation facilities

3.1.6 Information on infrastructure programmes

- 3.1.7 Contact numbers and addresses of Mayors/Chairmen, Aldermen, Councillors, Chief Executive Officers, County Superintendents/Engineers and other senior officials of the Ministry and the Municipal Corporations.
- 3.1.8 Business transactions with the Ministry of Local Government and the Municipal Corporations
- 3.2 Generally, the website must include but should not be limited to the following features:
- Feedback forms
 - Contact list
 - Statistics on website activity
 - Advertisements
 - Downloadable, printable documents, video and audio
 - Password protected user areas (i.e. Portals)
 - “What’s new” page feature
 - FAQ list
 - Email access from website (iGovTT domain)
 - Advance Search facilities
 - Social Media Links

4. MAJOR STAKEHOLDER GROUPS

- 4.1 Some of the major stakeholders are:
- Citizens
 - Employees of the Ministry of Local Government
 - Employees of the Municipal Corporations
 - The Business sector
 - Non-Governmental Organizations
 - International and Regional Local Government Bodies
 - Students at all levels (from primary to tertiary level)
 - The Media
 - Other Government agencies
 - Office of the Ombudsman

5. DESIGN REQUIREMENTS

5.1. General Requirements

- The design and implementation must meet the guidelines as specified by iGovTT of the Ministry of Public Administration. The following policy documents refer to the standardization of management practices for the Trinidad and Tobago Government websites, to ensure conformity with the electronic-Government (e-Government) Portals.

- **Protection of Personal Privacy and Data Security Policy (Appendix I)**

Ensures compliance with the provisions of the Data Protection Policy and builds citizens' trust in Trinidad and Tobago Government (GOVTT) websites, including the e-Government Portals, and in particular, heightens individuals' confidence that personal information will be treated according to modern, internationally agreed standards regarding the collection, use, retention and disposal of same.

- **Risk Management Policy (Appendix II)**

Ensures that:

- Intellectual property rights are adequately protected
- Personal privacy and commercially sensitive information are protected
- All information linked through TTGov websites is accurate, reliable, current and in conformity with prevailing legislation
- Information presented on TTGov websites is not defamatory or otherwise contrary to law.

- **Electronic Records Management Policy (Appendix III)**

Ensures that policies and procedures are established:

- To create and retain records of web-based activity in order to meet legal, business, social and accountability standards and expectations
- To manage electronic records created by interactions with TTGov websites;

- Content and Presentation Design Standards Policy (Appendix IV)

The purpose of this Policy is to provide homogenous guidelines for the development of the Trinidad and Tobago Government and statutory authority (TTGov) web sites and portals to:

- encourage enterprise-wide consistency of functionality of Internet web interfaces and end user experience;
 - improve usability of web sites by the public;
 - assure a seamless interaction of Ministry and statutory agency web sites and the e-Government Portal interface; and
 - ensure standardization of software tools used with websites.
- The website must follow the portal concept. All key areas must be easily navigable from the home page.
 - The website must belong to the *gov.tt* domain
 - The home page should contain a statement on the core function of the Ministry, links to speeches by the Minister of Local Government, publications, white papers, site maps, FAQ, services offered by the Ministry, current programmes, new initiatives, research findings, statistics etcetera
 - Links to other government websites and relevant agencies
 - General layout of each page should be consistent unless there is a need to use other features not used before.
 - As much as possible, users should not have to scroll down the page to retrieve information.

5.2. Open Data Requirements

- The Tenderer must create the context and opportunity for users and data consumers to easily perform tasks such as: **Discover the existence of data; access the data for research and analysis; find detailed information describing the data (i.e. metadata)**. This capability must be clearly demonstrated by the Tenderer.

6. FUNCTIONAL REQUIREMENTS OVERVIEW

The Tenderer must clearly and concisely state how each one of the functional requirements outlined below or their equivalent will be met. The Tenderer's responses are not limited to the functional requirements below and where possible, must seek opportunity to demonstrate superior functionality as part of their value proposition.

6.1. Enterprise Content Management Support

6.1.1. The Enterprise Content Management System (ECMS) must support multiple website management scenarios with the ability to control website administration and content management centrally. The ECMS must also provide the option to distribute website administration and content management to subordinate websites.

6.1.2. The ECMS must allow for the creation and management of multiple websites from a single installation. These sites must be able to utilize an existing domain, sub-domains, a brand new domain, or a combination of the above. Each Site must have its own set of preferences, templates, and channels. The Ministry of Local Government must have the ability to leverage a single installation across multiple internet properties. In addition to the above, the following are essential functional requirements that must be met:

6.1.2.1. Multiple websites must be configurable from a single installation

6.1.2.2. Multiple forums must be configurable from a single installation

6.1.2.3. Provide an intuitive interface

6.1.2.4. Provide member database

6.1.2.5. Provide shared member groups across websites

- 6.1.2.6. Member groups must include per website preferences.
- 6.1.2.7. Channels and templates must be accessible across multiple distributed websites
- 6.1.2.8. Intuitively organized control panel
- 6.1.2.9. Independent preferences per website
- 6.1.2.10. Specialty templates per website (Login screens, member profiles, etc...)
- 6.1.2.11. Modules must be reusable and website independent so any website can use any module.

6.2. General Content Management Support

6.2.1. Browser based

Users must be able to update and maintain their content from any computer connected to the Internet.

6.2.2. Designed for nontechnical users

Users with average knowledge of word processing can create and maintain content. HTML coding is optional.

6.2.3. Configurable user access

Users must be assigned permissions that allow them to access and approve content based on profile settings, which are managed by the site administrator.

6.2.4. Consistent site design

Authored content must be stored in a database separate from the site design so pages from all users are presented on the public website with the same consistent look and feel.

6.2.5. Automatically generated navigation

Site menus must be generated automatically as new pages are created.

Content managers can reorder navigation using an efficient administrative tool.

6.2.6. Database content storage

Central storage must be applied so that content can be reused/featured in many places on the website and formatted for any device, including, web browser, hand held device, and printer.

6.2.7. Dynamic features

Modules such as online e-Government portals, community forums, site search, news management, photo gallery, blogs, and others can be added to the website to provide advanced functionality and services not possible with a static website.

6.2.8. Daily content updates

Content modifications and additions must be achievable without involving a web agency or programmer for routine updates.

6.2.9. The client must be in control of the website however, technical resources with user support must be available with a phone call or email.

6.2.10. Collaboration and cooperation between site authors

Access by multiple users must be supported, with features that generate accountability for authored content, and allows for review and systematic publication of new pages and revised content.

6.2.11. Content scheduling

Content must be time-controlled with expiration dates set for automatic removal for entries such as events and News Items to keep the site current without requiring user intervention.

6.2.12. Review and activation

Content and pages must be saved and activated at a later date to allow for works in progress and editorial reviews and approvals.

6.3. Special Content Management Features

6.3.1. Please describe how your product addresses the following areas:

6.3.2. List and describe available plug-ins that can be used to extend the capabilities of your product.

6.3.3. Does your product generate code that is fully compliant with the standards of the W3C?

6.3.4. Are changes to templates or entries reflected immediately with no need for regenerating static pages?

6.3.5. Do pages allow for easy management of non-blog content, for example, can a static "About" page be managed through your product?

6.3.6. Does your product allow for the creation, maintenance, and update of any number of blogrolls through an administration interface?

6.3.7. Does your product come with a full theme system, which simplifies the design of everything from the simplest blog to the most complicated webzine? Are a wide range of themes available and can be switched with a single click?

6.3.8. Does your product fully support both the Trackback and Pingback standards, and has the capacity to support future standards as they develop?

6.3.9. Can visitors leave comments on individual entries, and through Trackback or Pingback, comment on their own site? Are comments enabled or disabled on a per-post basis?

6.3.10. Does your product provide highly robust tools such as an integrated blacklist and open proxy checker to manage and eliminate comment spam

on blogs? Is there also a rich array of plug-ins that can facilitate taking this functionality further?

- 6.3.11. Does your product provide a built-in user registration system that can allow users to register and maintain profiles and leave authenticated comments on blogs? Can optional comment be closed for non-registered users? Are plug-ins available to hide posts from lower level users?
- 6.3.12. Can passwords be used to hide individual posts from the public and is it possible to have private posts, which are viewable only by their author?
- 6.3.13. Does your product coding platform allow for easy upgrade from previous versions and other software?
- 6.3.14. Does your product include importers for Movable Type, Textpattern, Greymatter, Blogger and b2 et cetera?
- 6.3.15. Does your product support an extended version of the Blogger API, MetaWeblog API, and the MovableType APIs for XML-RPC interfaces?
- 6.3.16. Does your product use a Text engine to intelligently convert plain ASCII into typographically correct XHTML entities? Does this include quotes, apostrophes, ellipses, em and en dashes, multiplication symbols, and ampersands?
- 6.3.17. Highly advanced user system allowing up to 10 levels of users, with different levels having different (and configurable) privileges with regard to publishing, editing, options, and other users
- 6.3.18. Cross-browser bookmarklets which makes it easy to publish to blogs or add links to a blogroll with minimum effort

7. REQUEST FOR PROPOSAL RESPONSE OUTLINE

The Tenderers are asked to use the following outline in their response. Please refer **explicitly to the following heading numbers** in your proposal.

PLEASE STATE ALL DOLLAR AMOUNTS IN TRINIDAD AND TOBAGO CURRENCY.

7.1. Financial Proposal

In addition to completing the cost requirements in section 10.0, please describe, in general terms, your pricing model and supply the specifics under the following numbered headings.

7.1.1. Capital Costs

List the proposed system modules together with their capital costs.

7.1.2. Licensing Costs

List the licensing costs for each module on a per-unit (per user, per server) basis. Also, note volume discounts that will apply as the system is rolled out to other Corporations or sites in the future.

7.1.3. Support Costs

List the annual support cost for each module. Outline the support options if any (i.e. Bronze, Silver, Gold).

7.1.4. Installation/Configuration Costs

List the personnel (by job description) that are needed to install the system on-site together with their daily rate.

State the time and cost required to configure the system for use by the Management Information Services (MIS) unit. Bear in mind that this will also involve training MIS personnel so that they will be capable of repeating the process in another instance.

To help scope the above item, here are some facts regarding the MIS unit:
MIS unit consists of approximately eleven (11) employees.

- Manager Information Services (1)
- Administrative Assistant (1)
- Network Specialist (1)
- Network Assistant (1)

Computer Technicians (2)
Information Technology Specialist (1)
Database Specialist (1)
Geographic Information Systems Specialist (1)
Systems Specialist (1)
Web Master (1)

On average, each person in the Ministry sends and receives approximately 50 business emails per day.

Approximately 75 physical paper files per week are delivered between offices. Approximately 20 to 30 paper mail items are sent, received and filed per day. The Ministry's internal business processes are governed and legally bound to the Government of Trinidad and Tobago public services policies and procedures. These procedures are primarily supported through the implementation and use of manual paper files and document, which are recorded and tracked through handwritten folio and minute entries.

Most of the electronic files are word processing and spreadsheet files. Some are graphic files, (i.e. jpeg, bmp etc).

The following is a minimum, high-level scope for the configuration work:

- Interface to ESRI ArcServ Geographic Information Systems and TMA Asset Management Suites
- Interface to Microsoft Outlook
- Redaction of confidential information in documents
- Workflow related to electronic forms: (an example of a scenario; a "create user" form flows through the Ministry so that a new employee can be added to the appropriate computer systems. Approvals and notifications will be set up).
- Set up the indexing and metadata scheme to support classification and organisation of content. The Ministry will help specify the taxonomy before the mechanical set up is done.
- Scanning and OCR of paper forms. For example, an invoice from a regular supplier would be scanned and the information automatically copied to an SQL Database based on the data's physical position on the form.
- Basic Content Management, for example, MSWord, MExcel files will be indexed and checked in and out of the Content Management Module. Both automatic and manual indexing schemes will be set up.
- The Records Management Module will be configured according to the rules supplied by the Ministry of Local Government, Registry unit.

7.1.5. Testing Costs

State the time and cost of formulating and executing a repeatable test plan for the features that are installed in the Ministry. The interface to the TMA Asset Management and ESRI ArcServ GIS Suites is of special concern.

7.1.6. Training Costs

Please list the training options with their cost as per the training requirements listed above in the Training Section. Include a catalogue of training courses with costs for software programming and configuration.

7.1.7. Post-Installation Consulting Services

If the post-installation consulting services are offered on a different basis than the installation contract, please outline the terms that are currently in force.

7.2. Technical Proposal - Functionality

Please supply a narrative describing how your product addresses each functional requirement listed under the Functional Requirements Overview in sections 6.0, 6.1, 6.2 and 6.3.

Additionally, you are to describe how your product deals with the following technical functions:

7.2.1. Interface to ESRI ArcServ GIS Suite

The Ministry uses ESRI ArcServ GIS Suite to manage its assets and spatial data. The Enterprise Content Management System must be able to provide an interface to capture data transactions from field data collection exercises and post them to the ESRI ArcServ GIS suite. Typically, transactions may involve several documents, emails and forms. The proposed solution should allow documents and forms to be scanned with the resulting images attached to the transaction record. Also, data on the documents and forms should be automatically run through an OCR process and copied to the appropriate database columns in the transaction record.

ESRI ArcServ GIS Suite stores many of its reports in files stored on a server. Can these report files be captured and indexed automatically by the Enterprise Content Management System?

How many years has this feature been available?

Is this feature an integral part of the product? Is it implemented as custom interface?

Is it supplied by a third party, (if so, which one)?

If this feature is an integral part of the product, is it a “certified” feature?

How many of your clients use this feature?

7.2.2. Interface with Microsoft Outlook and Exchange

Microsoft’s email product, Microsoft Outlook, is used extensively throughout the government. The Enterprise Content Management System must integrate with Microsoft Outlook so that users can easily file emails and attachments in the Enterprise Content Management System using drag and drop technology.

How many years has this feature been available in your product?

Is this feature an integral part of your product?

Is this feature implemented as custom interface?

Is this feature supplied by a third party (if so, identify the third party)?

If this feature is an integral part of the product, is it a “certified” feature?

How many of your clients use this feature?

7.2.3. Redaction - (Blackout sensitive data in a document)

The Ministry is currently drafting a process to ensure that regulations such as the Freedom of Information Act (FoIA) is adhered to and facilitated through the use of an Open Government Data concept. To support this (FoIA) process, the Enterprise Content Management System must be able to publish documents with selected text blacked out (“Redaction”).

Does the proposed solution redact:

- Image files and
- Word processing files (MSWord, MSEXcel etc)?

How many hierarchy levels of redaction security do you provide (Please provide details)?

How many years has this feature been available?

Is this feature an integral part of the product?

Is this feature implemented as custom interface?

Is this feature supplied by a third party (if so, which one)?

If this feature is an integral part of the product, is it a “certified” feature?

How many of your clients use this feature?

7.2.4. Document Capture

Does the proposed solution support:

- Paper Documents (i.e. Scanning, OCR, Form Processing etc)
- Electronic Documents (MSOffice files, PDF, TIFF, JPEG etc)

Describe the process used to capture an electronic document by the Enterprise Content Management System?

Is the electronic document copied from its original location into a location that is managed by the Enterprise Content Management System?

Is the original deleted automatically or does the document remain in its original location?

In other words, is each document duplicated in the file system, once in the regular file system and once in the Content Management file system?

Do you supply integration with any of the following products or suites: MSOffice, MSProject, AutoCAD, GIS ArchServ and CA Service Manager (Helpdesk)?

Please list any other common applications that your product supports.

7.2.5. Metadata

Does your product support?

- Automatic indexing.
- Manual indexing.

7.2.6. Workflow

Does your product support?

- Routing
- Electronic Forms
- Scanning of paper forms and OCR of contents based on the physical position of the contents
- Approvals and notifications
- Ease of Configuration

7.2.7. Versioning

Does your product support?

- Document history

7.2.8. Security

- Please describe how security is implemented and maintained.
- Are there interfaces to external authentication schemes? LDAP and Active Directory technologies are currently being implemented in the Ministry.

7.2.9. Document Storage

Are documents stored in:

- The database?
- The file system? If so, what is the hardware configuration recommended for the file servers?
- Does your product support off-line storage?
- Does your product support RAID?

7.2.10. Archiving

Does your product have transparent access to an email, file and database archive systems?

If so, which ones. How long has your product had this feature and how many of your existing clients use them?

7.2.11. Records Management

The Ministry has recommended that the Records Management module conform to one or more of the following standards:

Information and documentation - Records management ISO 15489

- o Electronic records management functionality UK-TNA A.1-A.10 or US-JITC C.2-C.3.1 (C.4 desirable)
- o Integrated physical records management UK-TNA B.3 or US-JITC C.3.2
- o Integrated support for document management, workflow, imaging UK-TNA B.2, B.4 or US-JITC C.3.2

7.2.12.Evidentiary Standards

Is your product certified in one or more legal jurisdictions for providing data as legal evidence in a court of law? Do you recommend any standards or best practices that will help the Ministry keep its electronic data in an appropriate format with the appropriate security checks so that it can be used as evidence in a court of law? This issue is important for emails, electronic documents, databases etc.

7.2.13.Printing

When a document is sent to a printer, does the system capture the fact that the document was successfully printed?

Can printed output be captured automatically by the Enterprise Content Management System?

7.2.14.Rich Media

How does your product deal with rich media content, e.g. voice and video recordings?

7.2.15.Large Format Scanning

Several departments within the Ministry routinely deal with physically large documents e.g. maps. How does your product deal with this issue? Does your product work with ESRI (GIS and Mapping Software)?

7.2.16.Scanning Standards

Do you recommend any standards or best practices related to the image files of Scanned documents? Do you recommend specific resolutions or file formats? The Ministry is concerned about the long term integrity of these files. If a document contains one colour page and many black and white pages, is the entire document scanned as colour? This typically happens when a crest is included on a title page.

7.3. Technical Proposal - Technology

7.3.1. Database

The database of choice for the Ministry of Local Government is MS SQL. Do you support this database?

7.3.2. Servers

The Operating Systems of choice for the Ministry of Local Government servers are Windows 2003/2008. Which one(s) do you support? How long has your product been running on one of these operating systems? How many of your clients are running your product on one of these operating systems?

7.3.3. Server Architecture

How are the servers configured? Are the Application and Database servers to be configured as separate computers or are they co-located?

7.3.4. Client Architecture

- What client architectures do you support?
 - Client/Server?
 - Thin Client?
 - Browser/Web Interface?
- If you support more than one interface, does one have more or less functionality than the others? (e.g. does the client/server GUI have significantly more functionality than the browser GUI?)

7.3.5. Development Environment

- Please describe the tools that are used to configure the system.

7.3.6. Scalability

- How many users can a single Application Server support whilst providing less than 2 second response times for simple queries (i.e. specific queries that return fewer than 10 items)?

7.3.7. Interfaces to other systems

- Do you provide tools and an API that allow the MIS unit to build interfaces to other systems?
- Do you have interfaces that are specific to:

- ASP.NET development
- Java Integrated Development Environment

7.3.8. Code Base

What is the primary code base for each of the modules listed in items above? i.e. CSharp, Java / Java Script, Visual Basic etc.

Did your company build these modules or were they acquired through business acquisition?

If they were acquired, when were they acquired?

7.4. Company Background

How long has your company or department been in business?

Is your organization a department within a larger entity?

How many employees are in your company or department?

How many support staff do you employ on a per client basis?

How many corporate clients do you have for Enterprise Content Management? How many user licenses do you support and how many corporate clients do you have in the Caribbean?

How many government clients do you have for Enterprise Content Management that have a similar configuration to the Ministry of Local Government ?

Does your company use formal Project Management methods for installation/configuration assignments?

If your company is a Value Added Reseller (VAR), please include a letter from the primary product supplier that documents the length of time that you have been an accredited VAR in good standing with the primary Tenderer.

7.5. Support

For the Ministry of Local Government, where is your support center located?

Is there an active user group community for your product? If so, is there an active chapter in the Caribbean?

If your product contains third party modules, who is the first contact for support for these modules? Does your company supply first contact support for all of the modules or will the Ministry of Local Government be required to set up separate support contracts for the third party modules?

7.6. Other Features Not Mentioned Above

Other Value Added Features Not Mentioned Above

Please feel free to recommend other features that are not explicitly mentioned above that will add value to the proposal. If you suggest additional modules here, please provide pricing as per the headings in the Financial Proposal.

8. DELIVERABLES

8.1. Deliverables that the selected Tenderer will be asked to provide:

- Install and commission a fully functional enterprise content management system.
- Design and development a Ministry of Local Government website and associated portals.
- A minimum of three (3) website design layouts, from which a final design will be chosen.
- A Site Map – which the Ministry of Local Government must agree to before acceptance.
- The initial Copy of Content for the site – which must be agreed upon by the Ministry of Local Government’s Content Management Team.
- A working site for testing – where the Content Management Team/staff can view the site as well as review how it appears in different browsers.
- A minimum of three (3) Mock-up website design layouts, from which future websites will be designed for the Municipal Corporations.
- The actual/final hosted website, which the public will be able to interact with and view.
- Domain Name Registration information – To be handed over to the Ministry of Local Government (i.e. localgov.gov.tt).
- Advice on the selection of suitable hardware, software and other resource requirements for website implementation and operation
- Complete documentation for system operation and maintenance
- Complete documentation for enterprise content management support
- Redundant system hosting (for website failure). This is optional.

*Note that the contact information to be used for domain registration **MUST** be that of the Ministry of Local Government.*

9. TENDERER PROPOSAL REQUIREMENTS

9.1 In addition to completing the “Tenderers Request for Proposal Response Outline” in section 7.0. Tenderers are asked that their proposals include the following additional information:-

- An Executive Summary containing a brief description of the project development approach and costs, and an overview of the tenderer’s understanding of the nature and scope of the Ministry of Local Government’s requirements for this project.
- A proposed schedule of the entire project inclusive of project stages and timelines
- Terms and conditions
- Costs and details of payment schedule
- Cost of annual hosting and maintenance (this may be priced as an option)
- Identification of the project implementation roles and responsibilities of the Ministry of Local Government
- Identification of the total projected operating requirements for the website
- Definition of the requirements validation, design, development, implementation, training, and handholding methodologies that will be used for the Project. Provide Forms, Checklists, etc. as appropriate;
- Identification and explanation of the Development platform/technology that will be used in the solution
- Provision of a level three WBS-based Project Plan and Schedule that defines Roles, effort required, and responsibilities for the Ministry of Local Government and the Tenderer, and the personnel required for and assigned to the Project. Identify which of the Tenderer’s proposed staff are full-time, and which are contracted.

- The website and enterprise content management acceptance procedures and criteria. Provide Forms, Checklists, and other relevant documents as appropriate;
- Identification and explanation of Quality Assurance and Control techniques as well as the “Phase Gates” that will be used during the design, development, implementation, training, and handholding phases of the project;
- Definition of the Communications/Reporting Plan and timeframe that will be used by the Tenderer, for communications and status reporting to the Ministry and its internal stakeholders through its designated Project Office.
- Identification, definition, and explanation of the applicability of Standards that are to be used by the Tenderer during all Phases of the Project;
- Definition of warranty provisions and guarantees to be provided, and the length of time after system acceptance and initial onsite training, for which the warranty will run;
- Descriptions of help desk capacity, procedures and any other capabilities, available from the Tenderer (this may be priced as an option);
- References of enterprise content management projects previously delivered by the Tenderer, contacts must be provided;
- Provision of a minimum of three References and the Reference contact information where similar has been performed in the last three years;

9.2 The selected Tenderer must state how the above requirements and objectives are proposed to be satisfied.

9.3 Selected Tenderer **MUST**:

- (a) Provide a traceability matrix that identifies at which location(s) in the Proposal, the specific Proposal Requirements and Objectives defined above, as well as where the Deliverables defined below, are addressed;
- (b) Comply with the Instructions to Tenderers as described below;
- (c) Submit as Appendices to their Proposal:-
 - (i) A detailed schedule for the entire Project indicating the number and category of personnel to be assigned at each stage of the schedule;
 - (ii) The number of person-hours of personnel’s time that will be required at each stage of the Project;

- (iii) Organization chart showing the number and category/job function of resource personnel to be assigned to the Project. This chart must also include the ministry's staff to be utilised in the project;
- (iv) A detailed sub-proposal for maintenance and support services for a minimum of one (1) year, to begin at the final acceptance and sign-off stage;
- (v) At least three (3) alternatives for hosting the website, including an option to host the website locally and mirroring the enterprise content management and website for redundancy. All issues/requirements involved must be stated to support the final decision including pros and cons;
- (vi) An outline of what will be required should the Ministry of Local Government desire to add more pages, modules/applications and portals to the website. This must be priced and shown separately.

10.TENDERER COST REQUIREMENTS

10.1 The Tenderer is to provide costs associated with:

- The cost/rate for each category of project staff associated with each area of the Project
- Project start-up associated with the technology
- Projected annual operating requirements with the technology
- Hosting and the requirements for hosting (this may be priced as an option)
- Any licenses needed

10.2 The total cost provided by the Tenderer must include all costs associated with the enterprise content management implementation, website and module development and portals. These must include the system design, development, installation/implementation, testing and commissioning, in addition to any annual fees required. The Tenderer must also identify all costs separately for each component of the system requirements as listed hereunder.

Any component not priced will be deemed to be included in the total cost.

COST REQUIREMENTS TABLE		
	One Time Charge	Annual Fee
Enterprise Content Management Implementation Cost (list components)		
Modules Development and Implementation Cost (list components)		
Website Development Cost (list components including portals)		
Documentation: (cost per copy) User documentation Technical documentation Other (specify)		
Maintenance and Support Fee: Fee Structure: _____ Can maintenance be self-administered?		
Set up Fees (please list)		
Other (specify): Help Desk Costs (Optional)		
Total Costs (Not Including Optional Costs):		

11. REPORTING STRUCTURE

- 11.1 The selected Tenderer will ultimately be responsible to the Permanent Secretary, Ministry of Local Government or their designated representative, and will also be required to liaise closely on technical matters and receive day to day coordination from the Head of the Ministry's Management Information Services Unit.

12. INSTRUCTIONS TO TENDERERS

12.1 The Tenderer is to:

- Examine this document carefully and address any queries about the information provided herein or any requests for additional information in writing to the Technical Liaison named in the Reporting Structure.
- Provide all the information requested in the Proposal both technical and functional as outlined in sections 6.0 and 7.0 and their related subsections.
- Complete and return with its Proposal, the Tenderer Requirements outlined in section 9.0.
- Provide all the information requested in the Cost Requirements outlined in section 10.0.
- Include with their Proposal a written financial reference from a senior official of a reputable Financial Institution.
- Name at least three (3) Client organizations for which similar services have been performed within the last five (5) years and an official of each organization (name and contact number) to whom inquiries may be addressed.
- Include with its proposal copies of Value Added Tax Clearance Certificates and dated not more than six (6) months prior to the closing date of the tender.
- Note that short-listed Tenderers will be required to make a formal presentation of their proposal (including a short demo of the proposed solution) at a location to be selected by the Ministry of Local Government. The resource personnel, to be assigned to this project by the Tenderer should be in attendance.
- Note that Copyright and intellectual property rights (including all data) are to be assigned to the Ministry of Local Government for concept, copy and images.
- Note that the system must be developed for scalability, expandability and connectivity in a client/server or web/server environment, using current and/or emerging technologies. This project will be developed and later expanded upon to include more functionality.
- Tenderer responses must be in the same order in which points appear in this RFP and must use the same naming/numbering scheme used in the RFP.
- Guarantee that the proposed costs be valid for a period of 90 days from the date of submission of the Proposal.
- Inform the Ministry of any current litigation or arbitration in which the company/firm may be involved.
- No later than seven (7) days prior to the deadline for submission of proposals, the client may for any reason whether at his own initiative or in response to a

clarification requested, modify the document by the issuance of an Addendum.

- 12.2 The proposals should be placed in sealed envelope/envelopes and must be clearly marked:

PROPOSAL FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION, MAINTENANCE AND HOSTING OF AN ENTERPRISE CONTENT MANAGEMENT SYSTEM AND WEBSITE FOR THE MINISTRY OF LOCAL GOVERNMENT

and delivered on or before **16th September 2011** to the following address:

Manager, Management Information Services
Ministry of Local Government
Kent House
Saddle Road
Maraval.

Note that the Ministry of Local Government is not bound to accept any Proposal.

For the selected Tenderer: All reports/documents must be submitted to the Permanent Secretary Ministry of Local Government. Any changes requested must be made and incorporated into the final report. These reports are to be the property of the Ministry of Local Government.