Call for Tenders

AUTOMATION OF THE LEBANESE PARLIAMENTARY ARCHIVES

Activity	Details
Requested Services	Implementation of a Document Management System including: Capture physical papers, indexing documents, capturing electronic documents, managing archives and repositories, and search/delivery/retrieve capabilities of electronic documents
Contracting Organization	Geneva Centre for Security Sector Governance (DCAF)
Project Launch Deadline	January 10, 2020
Tender Submission Deadline	January 30, 2020

Geneva Center for the Security Sector Governance - DCAF

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I.   Introduction to DCAF

Initiated by Switzerland, the Geneva Centre for the Security Sector Governance (DCAF) is an international organization dedicated to promoting good governance of the justice and security sector. It promotes the development of efficient security forces that are properly controlled and overseen by executive and legislative authorities and fully accountable to citizens and their elected leaders. Lebanon joined the DCAF Foundation Council in spring 2007 as the first Arab country to become one of DCAF's 62 member states.

In support of its long-term assistance programme to Lebanese justice and security sector reform, DCAF maintains an office in Beirut. DCAF provides its partners with comparative and policy advice and research, promotes inclusive approaches and processes to Lebanese SSR and offers various capacity building programmes.

II.   Project Overview

In mid 2019, the Lebanese Parliament and DCAF finished the development of a strategy on oversight of, and legislating for, the security sector. DCAF is now supporting the Parliament to implement this strategy. To this effort, DCAF will support and oversee the transformation of the Parliament's document storage, management, and retrieval in order to enable the Lebanese Parliament to automate / computerize its Parliamentary Archives through implementing a system for document management and archiving, as well as retrieving information (hereafter "document management project") and thus offering means to engage with e-government services. The Vendor/bidder shall bear all costs associated with the preparation and submission of its response to this tender, and neither DCAF nor the Lebanese Parliament will in any way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The Purchaser is not liable for any cost incurred by vendor/bidder in replying to queries /clarifications required.

Based on all tenders received, DCAF will make a pre-selection of the companies applied with acceptable offers. The shortlisted companies will present their offers to a panel of Parliament officials and DCAF staff, and the final selection will be made based on the quality of the tender, the price and the presentation.

III.   Project Methodology

Upon selection of the Contractor, DCAF will provide the Contractor with an initial needs assessment after conducting interviews with key stakeholders. The main task of the Contractor, further described in section V, is to build on this assessment and develop and deliver a project plan and implementation for the design, customization, implementation, training, testing and launch of the system and Go Live Support for the system. As part of the selection process, DCAF asks the applicants to submit offers for post-implementation maintenance/ support for a minimum of 3 years. While being part of the selection criteria (see below), it will be subject to different contract in 2020.

IV.   Selection Criteria and Required Qualifications

In its proposal the Contractor must indicate fulfilment of the following selection criteria. The Contractor must display sufficient experience in successfully implementing projects of comparable dimensions to ensure continuity beyond the implementation of the system. The proposal must contain a detailed budget calculation, listing the estimated price of each project phase.

The Contractor shall be selected based on:

- Demonstrated expertise and experience of a sufficient number of staff: The proposal shall mention reference projects and outline the number and qualification of the project team.
- Project Management methodology: Should be based on MSF for CMMI and/or PMI's PMBOK (Project Management Book of Knowledge).
- Document Management System Expertise: The Contractor shall propose a fully integrated document management system that would include all the features needed for capturing documents (physical papers and electronic documents), indexing, managing (security, folder structure, document approval), and delivering (search capabilities, convenient retrieval channels) as one solution or component based solution without the need for extra licensing or third party application, which allows the Parliament to easily scan, track, index, annotate, upload, search and retrieve documents and manage their information. The proposal shall be able to use different DBMS solutions (Mainly: Microsoft SQL, MySQL ,...), outlining the costs and technical skills required to ensure the timeliness and accuracy of the system.
- System hosting: The hosting will be done on premises at the Parliament (Virtual Environment). The contractor shall provide a detailed solution infrastructure for: testing environment, production environment and disaster recovery environment.
- Experience in implementing archiving systems for government entities. Experience in developing and implementing automation solutions is a plus. Contractor shall provide at least 3 different references of similar implementation projects in/out Lebanon.
- System Specifications: A complete system specifications to emphasize all key features of the proposed solution
- Documentation and training: Please provide detailed information about the documentation that will be delivered during the project life cycle along with detailed information on the training sessions for technical and key users.
- Warranty and Annual Maintenance Contract: The Contractor should provide nice (9) months Post-Implementation-Support after the project's final delivery has been signed to be included in the contract price offered. The Contractor should also include an offer for at least 3 years maintenance and support services. While taken into account as part of the selection criteria for this contract, maintenance and support will be subject to a separate selection process and contract to be concluded in 2020.
- Timeline: DCAF expects to complete the project in a period of four (4) months from start date. Complete project includes successfully finalizing all the project major components such as system requirements and design, system implementation and configuration, training and documentation, and providing help in archiving documents that would sum up to 30,000 pages.

V.   Tasks

The success of the project will be evaluated on the delivery of the following objectives, in accordance with the timeline agreed upon in the contract. In all of its activities, the Contractor will liaise closely with DCAF office in Beirut and will inform DCAF's Point of Contact (PoC) of its progress on a regular basis. This relates especially to the following tasks:

Pre-selection process:

1. The shortlisted companies will present their proposal including a short demo highlighting the key features of the proposed solution application and answer remaining questions in front of a panel of the Lebanese Parliament and DCAF. The Contractor will thereby present a technical solutions proposal offering suggestions with an overview of associated costs that would respond to that proposal.

The company awarded the contract will:

2. Conduct interviews with the Parliament key and senior staff, with the support of DCAF, and write the solution technical document. The solution technical document would contain a detailed overview of the new system, document management capture/manage and retrieve features and functionalities to be implemented two weeks after awarding. It serves as the working document throughout the project. This document is formally approved by all sides. The Contractor will add technical details to this document to ensure continuity and clarity in use in the future. The document management system must be implemented and delivered according to the contents of the contract, the accompanying terms of reference and the solution technical document.
3. The approved solution technical document will ensure timely and efficient development and implementation of the document management system, including but not limited to the following functions: All types of documents used at the Parliament should be supported in the system, all documents can be indexed in an easy way, e-government services requirements for document entry, search and retrieval must be easily customizable via the proposed software solution. Please refer to appendix (A) below for detailed scope of work.
4. Risk management methodology: The contractor shall maintain high transparency towards DCAF of potential threats to the project plan, and inform DCAF of any risks whether procedural or technical, along with a mitigation plan for each risk.
5. Test environment: The Contractor will set up a test environment for testing purpose by the Parliament and by DCAF. The Contractor will implement change requests, according to the methodology agreed upon in the contract.
6. Documentation and training: The Contractor will compile a full documentation of the system and automated processes. Based on this, the contractor will provide training to users within the Parliament enabling them to use and update the document management system (adding new document types, modifying document index definition, modifying document indexes, customizing search criteria).
7. Post-implementation support: Please indicate the support beyond the project duration in your proposal.

VI. Timeframe and Procedures

Companies are asked to submit a full tender referencing the items above and specifically outlining fulfilment of the criteria, tasks and deliverables set out in sections III-VI by 30/1/2020. Please include a draft work plan, and a budget calculation with a summary of costs per project phase.

The final decision will be made based on the quality of the offer, the price and based on the final presentation of the shortlisted companies by DCAF and the Lebanese Parliament.

Activity	Due Date
Call for tenders officially announced	10/1/2020
Deadline of tender questions and Signed Letter of intent (Questions and letter of intent shall be send to the electronic email that is mentioned down)	17/1/2020
Q & A meetings	23/1/2020
Deadline for receiving offers	30/1/2020
Shortlisting of companies for final presentation	6/2/2020
Presentations of the shortlisted companies	13/2/2020
Final selection of company	18/2/2020
Project start (upon signature of the contract)	24/2/2020
Final System delivered, users trained & final presentation	Four months after signature

VII. Modalities

The payment modalities will be outlined in the contract to be signed by DCAF and the selected company. The contract is subject to DCAF's terms of business, especially its commitment to non-corruption, transparency and accountability. Payments will be done in two instalments of 50% each. Tenderer should expect the first payment of 50% to be made upon delivering 50% of the projects outputs. The final 50% payment will be made upon the successful delivery of the tasks and objectives defined in the contract, the terms of reference and the solution architecture document.

VIII.   Settlement of Disputes / Place of Jurisdiction

The Agreement resulting from this call for tenders shall be governed by Swiss law. Any dispute arising between the Client and the Tenderer from the interpretation or application of the Agreement shall be settled amicably and in good faith. In case the dispute cannot be settled amicably, the place of jurisdiction shall be the Swiss Canton of Geneva.

IX. Submission of Offers

Kindly submit your offers in English by email according to the due dates in section VI in addition to the hard copy.

DCAF will announce the results of the pre-selection as per the date indicated in section VI. The shortlisted companies will be invited to present their solution to a panel of Parliament and DCAFofficials.

The offers must be submitted twofold. DCAF will not review tenders received only per email or only per hard copy:

1) Per e-mail, containing two separate files (a) the technical offer, (b) the financial offer. The email's subject should reference the tender by including the statement "Lebanese Parliament Electronic Archiving" in addition to the company name. The message should include the note "Attachments not to be opened before 31/1/2020".

2) Per hard copy, in two separate envelopes, one envelope containing the (a) technical offer and one containing (b) the financial offer. Both envelopes must be clearly labelled as such and should carry the note "Not to be opened before 31/1/2020". The envelope shall be sent to the address indicated below (see below). (Delivery in person or by postal service, office hours: 10 a.m. till 5 p.m., please call 70 – 074274 beforehand).

DCAF Point of Contact	

For email:	
Name	Laetitia Qabbani-Rouget
Phone	41764107828
Email	l.qabbani-rouget@dcaf.ch
CC	z.assaad@dcaf.ch

For mail / Hard Copy:	

Geneva Centre for Security Sector Governance (DCAF)

Attention of: Ms Zeina Assad

Gefinor Building, Clemenceau Street

Block B, 6th floor

Beirut, Lebanon

Phone: 70 - 074274

The tender must include the following:

- a short presentation of the company and an organigram of its structure;
- a summary of your proposed solution and development methodology;
- Project plan, suggestions and recommendation on suitable features of the proposed solution
- Software and hardware architecture.
- a list of similar successful past projects outlining the company's track record;
- a summary of the team that will be working on the project as well as its professional experience in the form of CVs;
- the technical offer, with detailed replies especially to sections III-IV-V of this call for tenders;
- the financial offer, as stated above, the financial and technical offers need to be submitted in separate files/envelopes;
- a minimum of two options, and a maximum of three options for each of the following hardware:
  - hosting server
  - high end scanner
- Post Implementation Support and service level agreement (SLA). This shall include an offer for at least 9 months Post-Implementation-Support to be included in the contract price offered. The Contractor should also include an offer for at least 3 years maintenance and support services, which will be taken into account as part of the selection criteria for this contract, but be subject to a separate selection process and contract to be concluded in 2020.
- Declaration/letter signed by the Director/CEO of the tenderer confirming the absence of open criminal proceedings and absence of a final judgment for criminal offences;
- Proof of legal registration;
- Relevant statements from tax authorities (proof that tenderer is registered for declaration and payment of value added tax or similar sales tax, in accordance with national legislation, proof that the tenderer has declared relevant taxes, including those for staff and employee contributions);
- Declaration/letter signed by the Director/CEO of the tenderer confirming that tenderer is solvent and not subject to insolvency or bankruptcy proceedings.

X. Appendix A – Scope of Work

X.1. Project Overview

The Lebanese Parliament has finished in mid-2019, with the Geneva Centre for Security Sector Governance (DCAF), developing a strategy on oversight of, and legislating for, the security sector. DCAF is now supporting the Parliament to implement this strategy. To this extend, DCAF is seeking the expertise of a company to implement the systems needed, train the staff needed and provision and support the infrastructure needed, for a document management solution to organize all the Parliament's documents.

X.2.a Current Situation - Documents

Generally, all correspondences in the Parliament fall under one of two categories:
- Parliamentary correspondences
- Administrative Documents

The critical archiving category is the Parliamentary correspondences. These include (but not limited to) the following types of documents:
- Law proposals (إقتراح قانون)
- Bill decisions (مشروع قانون)
- Binding Reasons (الاسباب الموجبة) – these are directly linked to the Law Proposals and Bill Decisions. They can be either sub documents with same profile, or full documents linked to the Law proposals and/or Bill Decisions
  - Article Comparison Tables (جداول مقارنة المواد) if they exist
  - Accompanying Documents
  - Responses to Law Proposals
- Incoming and Outgoing Documents (صادر ووارد)
  - Decisions (قرار)
  - Session Minutes (محضر جلسة)
  - Requests (طلبات)
  - Questions
  - Interrogations
  - Petitions and Complaints
- State Budgets (موازنات عامة للدولة)
- Studies
- Speaker of the Parliament Mail
  - Letters
  - Greetings
  - Studies
  - Dialogue Sessions (جلسات الحوار)
- Library Documents
  - Periodical Magazine
  - General Library Documents

- Personnel Files – these files include all the document related to personnel status. The document profiles should include the fields related to each document type.

X.2.1. Law Proposals and Bill Decisions

The Law proposals and Bill decisions are classified, indexed and archived in a very similar manner. Each Law Proposal and each Bill Decision is composed of a set of documents (Document Set). The main document or the decree (مرسوم) is the actual law proposal or bill decision. Other documents get generated during the lifetime of the main documents. These documents include:

- Referral Documents (إحالة) usually to committees (لجان) – this document takes a new number from the committee serial numbers
- Committee Report – this document arrives at a later date and is archived in the same Document Set
- The Referral Documents are signed by the Speaker of the Parliament
- The official Newspaper section where the Decree is published (جريدة رسمية)

All these documents are given the same number (the document set number) and are stored in a physical folder (labeled with the document set number). Each set of folders (depending on the size) are put in a bigger folder which contains the range of document set numbers inside it. All the bigger folders are stored in closets. Usually, one or more closets contain all the document sets of one President of the Republic Era. In technical terms:

- Each President Era can map to a repository
- Each folder can map to a document set
- Each folder can contain many documents, each with a specific document type

Below are the current fields that are indexed for these Law Proposal:

- Document Set Number
  - This is a sequential number that is assigned by the correspondence manager. Both Law Proposals and Bill Decisions are numbered from the same index. This sequential number is reset on the new era of a new President of the Country
  - This number is suffixed by the current year
- Proposer (مقدم الإقتراح)
  - This field is usually one or more person names (repeating field)
- Number of Bill or Proposal (رقم المشروع أو الإقتراح)
  - For the Law Proposal, this is usually the same as the Document Set Number
- Document Received Date
  - This is defaulted to the current date, but can change
- Document Date
- Subject
  - This is a multi line field
- Urgency (معجل)
- Referral (إحالة)
  - This is a referral list of values
- Referral Date

Likewise, below are the current fields that are indexed for these Bill Decision:
- Document Set Number
  - This is a sequential number that is assigned by the correspondence manager. Both Law Proposals and Bill Decisions are numbered from the same index. This sequential number is reset on the new era of a new President of the Country
  - This number is suffixed by the current year
- Proposer (المورد)
  - This field is usually an external (or internal) entity – should be chosen from a drop down list
- Number of Bill or Proposal (رقم المشروع أو الإقتراح)
  - For the Bill Decision, this is a number that is associated with the Bill (external reference number)
- Document Received Date
  - This is defaulted to the current date, but can change
- Document Date
- Subject
  - This is a multi line field
- Urgency (معجل)
- Referral (إحالة)
  - This is a referral list of values
- Referral Date

X.2.2. Incoming and Outgoing Documents

Every document that comes into the Parliament, out of it, or between departments is archived here. Each document (incoming or outgoing) is given a number. Each document can be either one document, or a main document associated with one or more attachment documents. Incoming and Outgoing documents are indexed, classified and stored in the same way.

Below are the fields currently associated with Incoming Documents:
- Document Number
  - This is a serial number that is reset every year
- Incoming Date
- Incoming Source
- Incoming Number (reference Number)
- Document Date
- Subject
- Original Source
- Notes

Below are the fields currently associated with the Outgoing Documents:
- Document Number
  - This is a serial number that is reset every year
- Outgoing Date

- Document Source
- Subject
- Original Source
- Notes

Incoming Documents are currently stored in one or more Incoming Folders, and Outgoing Documents are currently stored in one or more Outgoing Folders. These folders are labeled by the year and range of the incoming/outgoing documents.

Note: all law proposals (in section X.2.1) start with an Incoming Document. The incoming Document is indexed in this archive, and linked to the Law Proposal Document Set.

X.2.3. State Budgets

Budgets are usually generated once every year. Each budget is a single document of around 1000 to 2000 pages.

X.2.4. Speaker of the Parliament Mail

These documents need to be archived in repositories structured as one repository per Speaker of the Parliament. In each repository, each mail is labeled by:
- Mail type
- Mail Date
- Content
- Other fields to be determined later

X.2.5. Library Documents

The parliament currently runs an LMS (Library Management System) at the library. This system contains the indexing and classification of all books in the library. It also contains check/out and check in features for the books. Parliament stakeholders can lend books from the library. Books do not need to be archived in the new system.

The Parliament issues a periodical magazine which is stored at the library. This magazine (حياة نيابية) is issued (roughly) every three months. This magazine needs to be archived in the new system:
- There are currently 113 issues of the magazine
- Each issue is 200-250 pages
- The latest 100 issues are indexed in an excel sheet having all the data of the issues
- Most of the issues have PDF files (soft versions)
- All issues exist in the parliament library as physical documents

Other than the periodical magazines, the System should observe all the other periodicals and documents issues by the library.

X.2.6. Current Document Load

The bigger part of the document is the Law Proposition and Bill Decision type (Section X.2.1). as mentioned above, these are sectioned by President Eras. We can assume that the total number of generated pages for these type of documents is around 100,000 pages every six years. This yields a total of 300,000 page for the last three Eras.

X.2.b Current Situation – IT

Currently, an IT team of nine staff members are overseeing the operations at the Parliament. The parliament offices are connected through LAN, and wireless network exists across the different floors as well. The accounts of the Parliament Staff are Active Directory Accounts with Office 365.

There is no data center; however, there are some servers:
- LMS Server for the library
- Active Directory and Domain Controller Servers

Some servers are virtualized on Hyper-V, and it is preferred that future servers also run Hyper-V. All servers run Windows 2008. All client machines run Windows 10.

No servers are accessible from outside the Parliament. Firewalls (soft firewalls) exists on the servers. All hosting of any application should exist on premises.

Backups happen by the IT manager (periodically almost every week), and backup files are stored on external hard drives with retention of 3-5 previous versions.

No scanners currently exist at the Parliament.

X.3. Language

All proposals and responses to this RFP must be in English.

X.4. Expected Results

Result 1: Accomplishing and signing off the Preliminary Activities; Requirements Analysis; Management Information System Design; System Architecture.

Result 2: Implement and customize (define capture channels, define document profiles, define search indexes, define retrieval channels) system's modules.

Result 3: Configuring, deploying and testing the system to ensure that the application is operational and contains no bugs.

Result 4: A package of general and technical training, documentation and final acceptance.

Result 5: Systems and Storage implementation:

- Servers and physical architecture
- Required Software, integrations and Licenses

X.5. Risks

The Contractor is required to be aware of the possible risks involved in implementing this project and is hereby expected to develop risk management plans to reduce those risks that may jeopardize the successful completion of the project. Below is a non-comprehensive list of those risks:

- Lack of cooperation by stakeholders
- Approvals and feedback caught up on Government level
- The natural employee resistance to change.
- Potential inability of existing personnel to comprehend and adapt to the purpose of the project leading to major obstacles in gathering the required information and thus hindering the project implementation and utilization
- The nature of some existing old documents

X.6. Scope of work

A centralized application hosted at the Parliament server room which can be accessed by the parliament staff through fine grained security roles and privileges. The access has to allow:

- Scanning documents and directly sending them from the scanner to their repositories
- A desktop application (or a web client) to capture documents (either through scanners or through upload / email capture / office document plugins), index document, initiate approvals on documents, search for documents, retrieve documents
- Managing critical documents which may exist in in different formats such as paper, paper sets, emails, Microsoft Office Documents, PDF's, shared documents (onedrive, dropbox) by adding document profiles with multiple field templates
- Intuitive user interface for both capturing and delivering/retrieving documents
- Simple yet customizable user interface for searching

The below sections detail the different aspects of the scope of work.

X.6.1. System Design and Architecture

The system design and architecture should allow for the below high level requirements:

- System should be able to scale up and scale out
- The server components can be installed on multiple server layers (stand-alone, database separation, N-Tier, etc…) depending on the needs and the environment (test, production, etc…)

- The storage should be flexible and allowing for different types of storage. Additional storage should be plug and play
- Everything should support virtual server installation
- High level of security (see the security requirements section in X.7) with integration with multiple authentication providers (LDAP, Gmail, Custom Database Driven)
- Support for Single Sign On and SAML

X.6.2. Minimum Required Modules

- Paper based document capture
- Electronic document capture
- Electronic content capture (such as voice memos)
- Document profiling, approval, versioning and indexing
- Advanced search module
- Multiple retrieve channels

X.6.3. General Guidelines

The vendor should be able to provide enough documentation during and after the implementation of the project:

- General timeline and project plan
- Progress report(s)
- Communication plan
- Design Document
- Deployment document
- Technical and System specifications document
- Integration and Development guidelines document
- Technical Manual and User Manual
- User Acceptance Testing Document(s)

The system should support installation on Windows Server 2016 and Windows Server 2019. The contract should include free support for future versions on Windows Server.

The system should be as modular as possible to allow different parts of it to run independently. Moreover, the system should be easily integrated (see the integration requirements in section X.7).

The database should fully support at least Oracle Database, MS SQL Database and MySQL database.

X.7. Work Description

X.7.2 Functional requirements:

The main purpose of the implementation is to transform all the physical paper based documents into electronic documents, indexing them, managing them, and easily retrieving them; however, the system should also server as an enterprise content management which can capture electronic documents from multiple places like desktops, office documents, file storage, shared storage, cloud storage and emails. Below is the set of required features:

1. Easily allow scanning and capturing of physical papers
2. Allow having multiple papers be scanned as a single document
3. Allow for bulk scanning of multiple papers into multiple electronic documents
4. User Interface should be localized to multiple languages including out of the box support for Arabic, English and French interface
5. During scanning of documents, the system should allow the ability of defining a scanned document template by defining areas to be OCR's and sent into document profile fields.
6. Easily capture documents by providing the following features:
    a. Mapping repository folders with windows folders
    b. drag and drop features
    c. sent to archiving feature/plugin from outlook and from office documents
7. Easily allow upload of documents in a file by file or multiple/bulk upload
8. Creation of multiple document profiles
9. Creation of multiple document repositories. Each repository allow, at a minimum:
    a. selected separate storage location
    b. support one or more document types or document profiles
    c. has its own security management
    d. can be exported or imported
    e. can be merged into other repositories or split into more than one repository
    f. has default document profile with default fields
    g. has default security template per document
10. Creation of multiple folders per repository. Each folder allow, at a minimum:
    a. support one or more document types or document profiles
    b. has its own security management inherited from the repository which can be modified to override the repository settings
    c. can be exported or imported
    d. can be merged into other folders in the same repository or split into more than one folder in the same repository
    e. has default document profile with default fields which override the repository profile
    f. has default security template per document which overrides the repository template
11. Access the repositories from Desktop, tablet or mobile

12. Document profiles can have multiple fields. Fields can be selected from a suite of supported field types (text box, check box, drop down list, tree selection, radio button, auto fill boxes, multiple selection drop down, date and time, numbers with ranges, etc...)
13. Allow batch scanning using separator pages
14. Image enhancement features after scanning including but not limited to: document masking, rotating, cropping, highlighting, noise remove, turning to black and white, textual annotating, stamping, vertical/horizontal line removing.
15. Support most public imaging formats (PDF, JPG, TIFF, MTIFF, BMP, GIF, PNG, ...) Support Copy, Past and Move pages
16. Ability to create retention rules on the repository level, folder level or document level
17. Retention rules should allow to:
    a. Set a due date (or a duration) to move the document to another folder
    b. Set a due date (or a duration) to apply a different security template on the document
    c. Set a due date (or a duration) to move the document to another repository
    d. Set a due date (or a duration) to dispose the document Ability to enable version control on the repository level, folder level or document level
18. Version control should allow to:
    a. Have multiple version of the same document
    b. Each version can has its own security/permissions template
    c. revert to a specific version of the document
    d. publish and un-publish versions
19. Allow relations between documents (a document can be related to another document), and allow for bundling multiple document into one containing document
20. Ability to send custom alerts and notifications based on events such as (document has been accessed, modified, deleted, etc...)
21. The application should support Barcode/Qrcode, at a minimum, by:
    a. ability to define specific field types as barcode
    b. ability to generate and print barcode
    c. ability to read barcode on time of scanning
22. The document field types should have reusable fields that can be configured to be auto indexed such as:
    a. an automatic document ID based on a specific expression (prefixes, suffixes, year/day/month, hour, etc...). This field can be used to generate the record book number automatically per department, per repository, per year, per month, etc... depending on its setup
    b. an automatic number that is globally unique across all the system
    c. a date/time in specific format
23. Full text indexing features including:
    a. full text OCR in Arabic and English and French
    b. full text indexing of electronic documents such as PDF, Office Documents, Emails
24. Image compression

The solution should be built on a sound centralized architecture that supports multiple deployment scenarios with different levels of availability. The server components should be deployed centrally with the servers and storage installed at the Parliament. These servers should be virtualized via Hyper-V. The vendor shall provide the details of, and quote for, the necessary infrastructure based on the broad guidelines mentioned hereafter. Below is the broad technical specification, which the proposed solution may adhere to. The bidder is supposed to provide the technical infrastructure as per the sizing required for the solution they are bidding which adheres to the specifications in the following sub sections.

X.7.3.1 N-tiered web architecture

- The proposed solution shall be implemented in the Data Center with Disaster Recovery plans with a 4 hour RTO and near to zero RPO
- The storage requirement has to be specified in terms of size and type of storage, and be part of the bid
- The proposed servers shall be in High availability mode
- Supports TCP/IP or network protocol independent.
- Runs on LINUX or latest Windows Server Variant
- Supports multiple repositories and transparent access to documents across repositories
- Suitable for use by multiple users at the same time
- Suitable for creation and management of document repositories over one million pages.
- The storage specified should be able to store, retrieve document pages at the reasonable speed.
- Unified systems administration for all the application modules.
- Import existing user groups from application / Active Directory.
- Supports archiving based on user parameters.
- Support for magnetic, optical, tape & disk based storage media.
- Supports web access to repositories.

A detailed System Requirement Study document will have to be provided at the end of the requirements analysis by the successful bidder to the company. The System Requirement Study document will be reviewed by the Parliament and any feedback as received shall be immediately incorporated and shall be resubmitted for review. The approval process and feedback process should not exceed two weeks from the date of awarding. Upon approval the Parliament and all the activities shall be carried out as per the document shall sign off the document.

X.7.3.2 Integration requirements:

Except for Active Directory integrations, no integrations is required as part of the scope; however, the system should allow for future integrations by providing the following:

- Based on open standards and have API support for data import & export and integration with various application of the company
- Web services based Document Management and Approval API toolkit for system integration and application development
- Image quality improvements post scanning
- Image processing libraries that support image enhancements, image recognition, image compression, image manipulations, Data extraction and Form Processing
- The system should allow for data exchange: exporting a full repository, or a search result into an open format (like XML, excel sheets, or otherwise) in addition to ease of import of a set of documents. This should be available for both document exchange, and exit strategy in case a different system needs to be implemented in the future

X.7.3.3 Permissions, security, disaster recovery and audit logging:

- User access should be easily setup by having role based access control. Each role can include and/or exclude multiple permissions. Each user can be member of multiple roles
- Easy reporting on security permissions per user or per group
- Fine grained access of users to repositories, to documents, and to versions of the documents with easy management
- Support single sign-in and application level sign-in with active timeout parameter
- HTTPS access secured web application
- A digital signature to be applied to documents when needed with all necessary components (client and server)
- Monitor & Audit Site and User Activity
- Have an audit trail per document to show the access history of the document (who did what and when and from where)
- Have an audit trail per user to show what the user accessed and when and from where The system should allow having multiple sources for users (multiple authentication providers such as A/D and other providers like Gmail) in order to allow for creation of External users. These users should be added to specific roles (or security groups) to access specific sections of the system to upload or retrieve documents
- Permission profile per document type where each document type has a set of default permissions / role access profile which can be modified
- Permission profile per document repository where each repository has a set of default permissions / role access profile which is override at the document level
- Different permission levels on different versions of the same document
- Different permission levels on annotations on documents (eg masking private parts of the document and having it available only to authorized users)

- The system should allow for a manual password to be entered to view specific highly confidential documents. These documents should not be viewed by anyone including the system administrator. These documents should be audit logged.
- The bidder should offer a process for disaster recovery with as minimum investment as possible (using the existing equipment)

X.7.3.4 Accessibility requirements:
- Enable digital accessibility to the web forms, documents and folders through by making sure all the web interfaces are WCAG 2.1 compliant
- Document content (when either OCR's or when the document is PDF or office document) would be readable through screen readers
- All document index and profile fields should be digitally accessible
- The system should allow for Vision impaired view (high contrast, different colors, etc…)

X.7.3.5 Archiving requirements

Please refer to section X.2 for a detailed description of the existing documents, document types and document load.

Bidder should provide the following:
- Specifications and prices of scanners that would be needed for this scope of work based on the technical solution offered by the bidder
  - Preferably, the bidder should provide specifications for:
    - High End scanners that can quickly scan hundreds of documents. This will be the main scanner to archive historical documents.
    - Low end scanners compatible with the system that can be placed at individual offices. These will be the scanners for present and future documents.
    - A backup medium end scanner that will be used during the history archiving time. This scanner will also server for redundancy in case the main scanner was down.
- Recommendations for technical solutions that support OCR in Arabic and English language and average costs based on the following quality standards: 99.8% accuracy for high-quality documents o 96% accuracy for low-quality documents
  - Supports Arabic, French and English
  - Auto-detects translation language
  - Supports bilingual documents: Arabic/French, Arabic/English
  - Handles image and text recognition captured by mobile devices Specify the number of OCR licenses needed for the required scope of work and based on the technical solution offered by the bidder

X.7.3.6 Process Design Requirements

From a high level perspective, the documents in the parliament are two types:
- Old documents (from the previous years)
- New documents (present and future)

There will be 2-5 dedicated Parliament staff who will be trained by the vendor, that will be doing the scanning, indexing, classification and quality checks for the old documents.

There will be other staff which the vendor has to identify during the business requirements gathering, who will be doing the daily work scanning, indexing and classification for the new documents.

The bidder needs to provide the following services:
- Design and recommend the best practice for archiving new documents (incoming/outgoing, President Eras Laws and Decrees, Library, etc…)
- Design and recommend the most efficient way to archive the existing documents. There are between 500,000 and 1000,000 pages of documents with various document types. The bidder should:
    - Bid for designing the process of archiving
    - Bid for having one or two staff visit the Parliament every week twice for the period of two months to oversee the scanning process of the old documents

X.7.3.7 People Training Requirements

Four different types of trainings are required:
- Training for the IT staff on:
    - Operating the system
    - Disaster recovery procedures
    - Optimizing the storage
    - Configuring the system
- Training of the library staff on archiving old backlog
- Training for data entry clerks for daily data entry
- Training for business admins and IT persons on system features