



# **Central Bank of Lesotho**

## **Request for Proposal**

### **Documents Management System**

**Request for Proposal No: *CBL/fnc/TC/8/C/TC/0001***

**Issue date:**

*Wednesday, 28<sup>th</sup> June 2006*

**Submission Location:**

*Tender Box Reception area  
Central Bank of Lesotho  
Cnr. Moshoeshoe & Airport Roads  
Maseru, Lesotho*

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# 1 Executive Summary

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Streamlining business processes and increasing productivity are fundamental concerns for any organization. Capturing, managing and distributing the many forms of unstructured documents and “content” being generated, diverts significant time from an organizations’ mission–critical objectives. The management of documents and records is therefore a crucial requirement for corporate growth and survival.

The use of document management systems in organizations helps expedite the business processes by allowing instant access to information; greater collaboration within and among departments and offices; enhanced security for files and records; and application of procedures.

The bank therefore would like to embark on a project to acquire a documents management solution to manage its structured and unstructured information assets with the ultimate objective of streamlining business processes and improving productivity.

The full requirements are detailed throughout the sections of this RFP. Section 2 provides administrative information for prospective proponents while section 3 addresses the work to be done and the approach. In order to ensure completeness and consistency of responses, proponents are to prepare their proposal in accordance with the format provided in section 2.3 (Proposal preparation).

## 2 Administrative Requirements Section

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The following terms will apply to this Request for Proposal (RFP) and to any subsequent Contract. Submission of a proposal in response to this RFP indicates acceptance of all the following terms.

### 2.1 Request for Proposal Information

#### 2.1.1 Terminology for this RFP

Throughout this RFP, the terminology is used as follows:

- a) **“Bank”** means the Central Bank of Lesotho;
- b) **“Contract”** means the written agreement resulting from this RFP executed by the Bank and the Contractor;
- c) **“Contractor”** means the successful Proponent to this RFP who enters into a written Contract with the Bank;
- d) **“Executive Committee”** means the high-level management committee of the Bank composed of the Governors and Department Heads.
- e) **“Must”, or “Mandatory”** means a requirement that failure to meet shall result in disqualification;
- f) **“Proponent”** means an individual or body corporate that submits, or intends to submit, a proposal in response to this RFP;
- g) **“Should” or “Desirable”** means a requirement having a significant degree of importance to the objectives of the RFP.
- h) **“Tender Committee”** means the Central Bank of Lesotho Tender Committee established by the Governor to issue, receive, assess tenders and recommend selection of successful proponents for the procurement of goods and services.
- i) **“Information & Communications Technology (ICT) Committee”** means a committee commissioned by the Governor to rationalise ICT strategies, monitor activities and advise the Executive Committee accordingly.

#### 2.1.2 Delivery of Proposal

An original and one copy suitable for redistribution should be deposited in the Tender Box at the Reception area of the Bank.

**Facsimile or E-mail** copies are **not acceptable**. All envelopes should be sealed, showing no identification of proponent and clearly marked:

#### **Tender for supply of Document Management System**

**Ref: CBL/fnc/TC/8/C/ICT/003**

#### 2.1.3 Project Time-Frames

Closing Date and Time: All proposals must be delivered by:

**no later than 1430hrs on Friday, 21<sup>st</sup> July 2006**

#### 2.1.4 Contact Persons

Technical enquiries relating to the business requirement should be directed, in writing, to;

Name: Mr. R. Motjoloane

Title: Business Solutions Developer

Tel: (266) 22314281 ext. 2136

Fax: (266) 22310051

E-mail: rmotjoloane@centralbank.org.ls

Administrative inquiries arising from this RFP should be directed, in writing, to;

Name: Mr. T. Malataliana

Title: Secretary, Tender Committee

Tel: (266) 22314281 ext. 2007

Fax: (266) 22310051/22310679

E-mail: tmalataliana@centralbank.org.ls

#### 2.1.5 Reference Material

Any required reference material will be provided upon request, if available.

## 2.2 Request for Proposal Process

### 2.2.1 Clarification

Any queries relating to this RFP must be addressed in writing to the relevant person designated in 2.1.4 above. Responses will be sent to the enquirer and posted on the Bank's website.

### 2.2.2 Eligibility

Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Bank's opinion, give rise to a conflict of interest in connection with this project. Only proposals that comply with all the requirements of this RFP will be considered.

### 2.2.3 Evaluation and Selection

Only proposals delivered and received properly as specified in 2.1.2 above will be checked first against the Mandatory criteria. Any of them ***not*** meeting all the Mandatory criteria will be rejected without further consideration.

Those that ***do*** meet the Mandatory criteria will then be assessed and scored against the desirable criteria. The Bank is not bound to accept the lowest or any bid.

## 2.3 Proposal Preparation

### 2.3.1 Proposal Format

Evaluation of proposals is made easier when proponents respond in a similar manner. The following format and sequence should be followed in order to provide consistency in proponent response and ensure each proposal receives full consideration:

- a) One page letter of introduction identifying the proponent and signed by the person or persons authorised to sign on behalf of, and bind the proponent to, statements made in the proposal.
- b) Title Page, showing RFP number, proponent's name and address, proponent's telephone number, and a contact person.
- c) Table of contents including page numbers.
- d) A short summary of one or two pages stating the key features of the proposal.
- e) The body of the proposal to include the following elements:

#### APPROACH

- Should describe in detail how the project will be conducted;
- Must provide a brief description of key activities, their projected start and completion dates and project milestones;

- Must clearly state the deliverables produced e.g. project documentation (Paper and/or electronic format with their number of copies), status reports, minutes of meetings, hardware & software, etc.
- Must identify how the proponent intends to perform internal quality assurance on project deliverables; how changes will be managed and how issues will be resolved;

#### PACKAGE FEATURES

- Should provide in detail the functionality provided by the proposed product, the technical environment required as well as other general features of the product such as customizability, security, reliability, interoperability, portability, scalability, ease of use, operational platform independence, concurrency, number of users, etc;

#### PROPONENT SUITABILITY & COMMITMENT

- Should provide a brief summary of suitability of the proponent which outlines specifically the vendor's track record and experience relevant to this project. Where activities will be performed as a subcontract or a joint venture, this should be clearly indicated, stating extent of involvement as well as the subcontractor's track record and experience relevant to this project;
- Proposals should be accompanied by a minimum of two relevant project references for the proponent preferably from previous implementation sites;
- Should provide a brief description of any guarantees/warrantees available on the supplied product(s) and/or services;

#### MARKET PERCEPTION & PRODUCT EXPOSURE

- Should specify a list of previous implementation sites and any known package sites with the sites' contact details so that they can be contacted during the proponent selection for this RFP;
- Should identify the business sector of the specified sites;

#### TRAINING OFFERING

- Should provide the information pertaining to the provision of training including training courses, duration, training format, minimum number of participants, training resources, etc;

#### MAINTENANCE & SUPPORT OFFERING

- Should provide a proposal for the service level agreement pertaining to the provision of maintenance. This proposal should include the information such as guaranteed response

times, guaranteed repair times, support mechanisms to be used, procedures for reporting problems, etc;

#### PROJECT COSTS

- Should provide all costs associated to the project including product costs, implementation costs, license fees, training fees, support/maintenance fees and any other related costs;

#### PAYMENT SCHEDULE

- Should provide a schedule indicating the project stages at which payments will be made;
- The payments on the schedule should be linked to the deliverables;

f) Any additional information, brochures, etc. should take the form of appendices.

**This part will be assessed in accordance with the desirable criteria at 3.2.2.**

#### 2.3.2 Costs of Responding

Proponents are solely responsible for their own costs in preparing the proposal and for subsequent negotiations with the Bank, if any. If the Bank elects to reject a proposal, the Bank will not be liable to any Proponent for any claims in preparing the proposal whatsoever.

#### 2.3.3 Proposal Validity & Firm Pricing

Proposals should be valid for at least 60 days after the closing date and prices are to be fixed for the entire contract period.

#### 2.3.4 Currency and Taxes

Prices quoted are to be:

- a) in Maloti (1 LSL = 1 ZAR);
- b) inclusive of 14% Value Added Tax
- c) in accordance to applicable Lesotho laws

### 2.3.5 Compliance to Tax Obligations

Certified copies of Lesotho Revenue Authority (LRA) Tax Clearance certificates or other relevant authority certificates must be submitted together with the bid.

## 2.4 **Additional Information**

### 2.4.1 Modification of Terms

The Bank reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time prior to entering into a Contract with the successful Proponent.

### 2.4.2 Ownership of Proposals

All proposals, including supporting documents, submitted to the Bank become the property of the Bank.

### 2.4.3 Confidentiality of Information

All proposals submitted by proponents shall be held in strict confidence and will not be revealed to any other party.

All Information pertaining to the Bank obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorisation from the Bank.

**3.1 Requirements and Project Scope**

**3.1.1 Background**

The need for the Central Bank to improve the management of its information assets has been identified. In this endeavour the Bank, through its Document Management Committee, initially drew up its documents management policy aimed at providing mechanisms and procedures for capture, storage, usage and destruction of documents in the Bank. The committee also helped establish documents classification structure for the Bank.

Having established the policy and the classification structure, the Bank is now tasked with the acquisition of a Documents Management Solution to support the implementation of the Policy. The Bank is also implementing an Information Security Management System which will even further enhance the security elements of the Documents Management Policy.

**3.1.2 Project Objectives**

The main objectives of the Documents Management project are to:

- a) Reduce/eliminate paper flow and storage throughout the Bank
- b) Have quick easy access to documents
- c) Have optimal document flow throughout the Bank
- d) Preserve document confidentiality and integrity
- e) Minimize lost/misplaced documents
- f) Eliminate duplication in filing documents
- g) Maintain consistency in filing documents
- h) Save on storage space
- i) Improve organizational productivity through the reduction of time spent on managing documents
- j) Support the Bank's Documents Management Policy and leverage the information security management system through the implementation of an electronic documents management system.

**3.1.3 Project Scope**

In order for the Bank to gain the maximum benefit from the exercise, the proponent will be expected to: -

- a) Study the Central Bank's documents management environment and propose strategies as to how to achieve the above-specified objectives with the introduction of the Documents Management and Workflow Solution.

- b) Identify and recommend the most appropriate hardware and software to help support the proposed strategy.
- c) Supply, test and implement Documents Management and Workflow Solution and/or related hardware and software at the Bank.
- d) Supply the system's documentation in the form of installation media, user manuals, administration manuals, etc.
- e) Provide onsite user and administration training to selected personnel from the Bank.

### 3.1.4 Deliverables

The following deliverables will be expected from this exercise:

- a) Project Charter
- b) Proposal for optimizing document management processes with the introduction of the proposed solution
- c) Software Test Report
- d) Operating Documents Management and Workflow Solution
- e) System's documentation in the form of installation media, user and administration manuals , etc
- f) Trained personnel in the usage and administration of the system
- g) Maintenance Contract/Service Level Agreement
- h) Project Sign-off

### 3.1.5 Required Functionality

The intended solution should provide the following functionality

#### 3.1.5.1 Documents Capture

The intended product should support the following documents capturing functions

- a) *Scanning or imaging*: The solution should include scanning or imaging capabilities in order to facilitate the process of capturing raster images of paper files so that they can be stored electronically.
- b) *Document Importing/Exporting*: The product should have document importing capabilities so as to enable bringing in draft electronic files, such as Microsoft Office suite documents, graphics, audio clips or video files, into a document management system. It should also be able to keep such documents in their native formats. For documents stored in native formats, the system should have an embedded file viewer in addition to their originating applications for viewing the documents. The solutions should have tools for exporting data from the system.

- c) *Document Conversion*: The solution should have document conversion facility to in order to enable transforming electronic files, such as word processor or spreadsheet documents into permanent raster-images for storage within a documents management system.
- d) *Metadata Definition*: The solution should allow the capturing of both desired and qualifying information about the documents being captured.
- e) *Batch Processing*: The system should allow multiple files to be brought into the system in one batch in order to speed up the capturing process before grouping them into appropriate documents, assigning index fields and moving them into their appropriate folder location. It should also allow updates or addition of index fields at a later time after documents have been brought in.
- f) *Zone Optical Character Recognition*: The system should allow automated document indexing by reading certain regions (zones) of a document and then place that information into the appropriate index template field.

#### **3.1.5.2 Document Storage & Archiving**

The intended product should support the storage and archiving of various types of records by authorised personnel into folders in Magnetic Media (Hard Drives) as defined by the Bank's policy on Network Access Rights as well as to Magneto-Optical Storage devices, Compact Discs and DVDs. The types of documents to be supported to include Ms office files, WordPerfect files, XML,PDF, HTML, JPEG, GIF, PNG, BMP, FIFF, CSV, RTF and MCW.

#### **3.1.5.3 Document Classification/Indexing**

The intended product should support the following documents classification/indexing capabilities

- a) *Full-Text Indexing*: The system should support full-text indexing to enable users to locate any word or phrase that appears in the document and thus eliminating the need to read and manually index documents using keywords.
- b) *Index Fields*: The system should support usage of index fields to enable users to locate documents especially in areas where a topic search is more expedient than finding every occurrence of particular word or where the database contains images without printed text (e.g. in photographs or maps). In particular the Bank intends to index using document classes and subclasses as defined in its filing index.
- c) *Indexing by associated document groups (folder/file Structure)*: along with full-text and index field searches, the system should enable users to browse through the folder structure to locate documents.

#### **3.1.5.4 Document Search Options**

The system should;

- a) Have searching tools to allow searching of documents based on one or more metadata elements provided
- b) Have the search within results feature to further narrow the result set by facilitating the use of a search within the results of another.
- c) Provide the following search options to maximize the effectiveness of full-text search
  - i) Use of Fuzzy Logic and Wildcards- The solution should be able to search for spelling variations of words. The use of fuzzy logic and wildcards helps enable the user to search documents where there could be misspellings or unknown spellings.
  - ii) Use of Boolean operators – The solution should support the use of Boolean operators (AND, OR and NOT) in searches to help fine-tune them and reduce the number of unrelated documents on the results page.
  - iii) Proximity Searches – The solution should be able to find words that occur within a certain number of words, sentences or paragraphs of each other (i.e. proximity searches).

#### **3.1.5.5 Document Search Results Display Options**

The system should provide the following results display options

- a) Lines of Context: The system should reveal the lines of context that display each occurrence of the search word in each document. This helps users pinpoint the appropriate document without having to view every document in the search results.
- b) Highlighted Search Words: The system should display the appropriate page of the document and highlight the search word in both the text and on the document image once a document has been identified. This enables the users to immediately zoom in on the relevant section instead of having to look through multiple pages of a document.

#### **3.1.5.6 Annotations Support**

The solution should allow users to provide additional information about a document or its status without actually changing the original image. In particular, the solution should support the following annotation features

- a) Stamping images with signatures denoting approval or denial.
- b) Attaching sticky notes that contain additional comments
- c) Stamping images with words such as CONFIDENTIAL
- d) Highlighting images and text in various colours to emphasize words or sections
- e) Modification and deletion of annotations

#### **3.1.5.7 Redaction Support**

The solution should allow users to specify which content of their documents can be read by which type of users. In particular the system should provide the following redaction features

- a) Allow high level users to redact or black out confidential information within the files in order to facilitate security to be controlled to the individual word level.
- b) Redacting (blacking-out or whiting-out) annotation images and text to preserve confidentiality.

#### **3.1.5.8 Electronic Forms Support**

The solution should support usage of sequentially numbered electronic forms in order to replace the current organization paper based forms such as requisitions, leave, medical, equipment request forms, etc.

#### **3.1.5.9 Personalization Management**

The solution should have the ability to provide personalized, appropriate content to the particular individual who is viewing the content.

#### **3.1.5.10 Document Distribution**

The system should provide the following distribution capabilities

- Enable multiple users to access the same files at the same time and for documents to be distributed to authorized personnel within and outside of the organization via intranet, email, or through publication to the Web.
- Enable users to search, retrieve and view documents with any web browser for documents distributed through an intranet, or even to the public over the Internet.
- Safeguard an unalterable copy of the original while allowing users to enhance collaboration and service by circulating copies in the format that best serves their needs.

#### **3.1.5.11 Document Security**

The system should have a rigorous security module to permit authorized personnel to perform the required duties without compromising the integrity of the database, system or network. It should:

- Verify and allow or deny access to users based on the accuracy of the credentials presented to it.
- Allow the system administrator to assign access to specific folders, as well as to specific documents, at both group and individual level so that users can access documents for which they have relevant access privileges whilst denying them specific access to the objects for which they do not have the relevant privileges. To further

simplify access rights, the system should support inherited rights so that if required the rights assigned on parent folders can be inherited to the subfolders.

- Let the system administrator limit the actions that users are entitled to perform on the folders and documents at both the individual and group level. Function rights should also be inheritable from parent folders to subfolders.
- Allow authorised users to lock documents against both changes and annotations.
- Allow authorised users to lock documents against copying text or graphics.
- Allow authorised personnel to lock or unlock certain form fields for electronic forms.
- Offer the ability to generate audit trails and reports that detail the system activity. The audit-trail should in particular provide the user name, documents accessed, type of access, actions performed, and the date and time the action took place.
- Offer digital archiving capabilities so that in the event of document loss or damage, archives can be reconstructed from the digital backups.
- Support usage of password-protected signature profiles that should be stored in a secure, encrypted file.

#### **3.1.5.12 Document Lifecycle Management**

The system should allow for users to specify and control the lifecycle of records.

#### **3.1.5.13 Document/Records Disposal**

The system should have the following disposal capabilities

- It should allow authorized personnel to specify disposal triggers based on time, event as well as a combination of time and event.
- It should allow authorized personnel to specify retention periods, which upon expiry the record become eligible for disposal.
- It should allow authorized personnel to dispose documents through one or more disposal actions namely interim transfers and final disposal.
- It should allow authorized personnel to freeze folders halting any disposals on them and making all records within the folder unalterable.

#### **3.1.5.14 Workflow Management**

The system should define the business processes associated with creating and distributing documents and automate the routing of documents to various personnel, which eliminates bottlenecks and streamlines business processes. In particular, the system's workflow component should:

- Allow the administrator to specify one or more predetermined paths or workflows that different types of documents must travel. To simplify the workflow design, the

solution should provide workflow templates for the different processes that can be modified to suit the Bank.

- Allow the administrator to specify customizable workflow routing rules for different document type and purpose.
- Allow the user to either specify the next user of his choice or a workflow at any stage during the workflow.
- Automatically notify specific users of specific document-management-related system events, based on rules created by the system administrator
- Generate acknowledgement receipts, return receipts and timed responses
- Send either a reminder message or a second message to an alternate recipient if the primary recipient does not act within a specific time frame.
- Move, copy or delete documents within the document management database based on a predetermined set of rules
- Handle exceptions to the rules as they arise
- Allow sequential and concurrent routing of documents.
- Provide rigorous workflow reporting. The reporting should include status of documents and individual workflow instances as well as the workflow audit trail.

#### **3.1.5.15 Version Control and Management**

The solution should allow multiple users to make simultaneous changes to content, and keeps track of all of these changes made to the content. Versioning should indicate an auto incremented sequence of revisions to a particular record. Different versions should be retrievable as if they were independent documents. For records involved in versioning, the application should be able to identify the most recent versions

### **3.1.6 Package Quality Features**

The intended product should have the following quality features:

#### **3.1.6.1 Usability**

The system should have a user-friendly interface to facilitate the ease of capturing documents, organizing documents, finding documents, etc.

#### **3.1.6.2 Customizability**

The system should

- Have open source to allow the Bank to adjust it to best fit its requirements
- Allow creation of custom reporting to enable the Bank to create its own reports in addition to the system's standard reports
- Be parameter driven to allow the Bank to select options which are more suitable to it

### **3.1.6.3 Compatibility**

The system should

- Communicate using popular network protocols including TCP/IP
- Have the capability to deploy over the web
- Store text and image files in non-proprietary industry-standard formats

### **3.1.6.4 Portability**

The system should

- Work with a variety of standard operating systems including Windows, Unix and Linux
- Support multiple database platforms including Oracle and SQL Server

### **3.1.6.5 Scalability**

The system should scale to

- Allow the Bank to select specific modules, which are required
- Accommodate high volumes of users (i.e. +/-250 users)

### **3.1.6.6 Inter-operability**

The system should interface well with

- The existing folder structure constructed in Windows
- The existing office automation software (Microsoft Office)
- The existing email software (i.e. Lotus Domino/Notes)

### **3.1.6.7 Reliability**

The system should be robust with proven minimal mean time between failures in previous implementation.

### **3.1.7 Project Budget**

The Bank has only limited funds for carrying out the project; hence price will be among the key deciding factors for consideration in the evaluation of proposals.

### **3.1.8 Technical Facilities**

The Bank will provide working space and access to its network environment. However the Bank may not provide other technical facilities, hence proponents should provide own requisite facilities.

### **3.1.9 Project Management**

The Bank expects proven industry project management techniques to be used in conducting the project.

The proponent should assume responsibility for the smooth execution of the project. The tasks should include but not be limited to;

- Preparation of the project activity plan including a communication plan.
- Execution of the project activities in accordance to the project plan.
- Undertake periodic reporting on progress on the project
- Creation and maintenance of issues and change logs.
- Quality assurance of all project deliverables

### **3.1.10 Assumptions**

It is assumed that

- Both paper and electronic copies of the deliverables will be submitted to the Bank and retained by the same as required.
- The Bank will ensure that required information is provided, if available, upon request by the proponent and will execute its obligations to the project in a timely manner.

## **3.2 Evaluation Criteria**

The following criteria will form the basis upon which the evaluation of the proposals will be made and scores assigned. Proposals not meeting Mandatory requirements will receive no further consideration during the evaluation process.

### **3.2.1 Mandatory Criteria**

- An original and one copy (suitable for photocopying) of the proposal must be received on time and be deposited in the tender box
- Pricing
  - All-inclusive fixed price proposal quote with breakdown into fees and disbursements.
- Proposal for Service Level Agreement

### **3.2.2 Desirable Criteria**

Proposals meeting the Mandatory criteria above will be further evaluated as follows:

**(a) Approach**

- Suitability of the methodology to be used to drive out the expected deliverables as outlined in the project descriptions and plans.
- Adequacy of proposed quality assurance on project deliverables
- Suitability of proposed change management and issue resolution strategies

**(b) Business Requirement Fulfilment**

- Extent to which the proposed package offering suits the Bank's requirements with respect to software functionality and quality features specified in 3.1.5 and 3.1.6 respectively.

**(c) Suitability and Commitment of Proponent**

- Suitability of available references
- Availability of product guarantees

**(d) Market Perception & Product Exposure**

- Number of known package sites
- Number of package sites in the Banking Sector

**(e) Training Offering**

- Training course(s) provided
- Format of training provided
- Resources for training

**(f) Support & Maintenance Offering**

- Proposed guaranteed maximum repair times
- Proposed guaranteed response times
- Support mechanisms proposed

**(g) Costs**

- Product Costs
- License Fees
- Implementation Costs
- Training Costs
- Maintenance & Support

**The evaluation criteria model outlined in Appendix A will be used to score proponent proposals**



## Appendix A Evaluation Criteria Model

<b>MANDATORY CRITERIA</b>	<b>0%</b>
1. Original and a redistributable copy of the proposal received on time and deposited in the tender box	Yes/No
2. All-inclusive fixed price proposal quote with breakdown into fees and disbursements	Yes/No
3. Comprehensive proposal for Service Level Agreement	Yes/No
4. Proposal meets a minimum of 75% of project requirements	Yes/No
5. Solution includes all the required key features	Yes/No
<b>Failure to achieve a “Yes” rating for all the Mandatory criteria above will disqualify the proponent’s proposal from further review.</b>	

<b>DESIRABLE CRITERIA</b>	<b>100%</b>
---------------------------	-------------

<b>A) APPROACH</b>	<b>10%</b>
6. Methodology/project plan for producing deliverables	5%
7. Quality assurance strategy	3%
8. Change management and Issue Resolution strategy	2%
<b>B) Business Requirement Fulfilment</b>	<b>40%</b>
9. Required Functionality	30%
10. Package Quality Features	10%
<b>C) Proponent Suitability &amp; Commitment</b>	<b>5%</b>
11. Suitability of references	3%
12. Availability of product guarantees	2%
<b>D) Market Perception &amp; Product Exposure</b>	<b>5%</b>
13. No. of known package sites provided	3%
14. No. of known package site in Banking Sector	2%
<b>E) Training Offering</b>	<b>10%</b>
15. Training Participants Accommodated	4%
16. Training Courses	2%
17. Format of Training	2%
18. Training resources	2%
<b>F) Support &amp; Maintenance Offering</b>	<b>10%</b>
19. Guaranteed Repair Time	5%
20. Guaranteed Response Time	2%
21. Support Mechanisms	3%
<b>Failure to achieve a minimum of 75% of the project requirements for the desirable criteria items A) to F) above will disqualify the proponent’s proposal from further review.</b>	

<b>G) PRICING</b>	<b>20%</b>
22. Product Costs	8%
23. License Fees	4%
24. Support/Maintenance/Consultancy	3%
25. Professional Fees	3%
26. Any Other Costs	2%

