OFFICE AUTOMATION, DOCUMENT AND CONTENT MANAGEMENT SYSTEM

Request for Proposal

PAKISTAN ORDNANCE FACTORIES

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1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Office Automation, Document and Content Management solution to Pakistan ordnance factories. The RFP provides vendors with the relevant operational, performance, application, and architectural requirements of the system.

1.2 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all factories/departments of Pakistan ordnance factories along with any satellite offices. Pakistan ordnance factories reserve the right to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2 General Information

2.1 Original RFP Document

Pakistan ordnance factories shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 The Organization

Pakistan Ordnance Factories is the largest defense industrial complex under the Ministry of Defense Production, producing conventional arms & ammo to international standards. POF Board head quarter is situated at Wah Cantt. Presently POFs comprises of 14 Ordnance Factories and three commercial subsidiaries.

2.3 Existing Technology Environment

Existing Infrastructure:
The following is a listing of our current technology environment.

Database Sources:
Database Environment -DBMS: Oracle 8i. The basic database architected is two-tier client /server based. There are 17 databases, each for different factories, each database have 5 -6 schemas. These databases of different factories are connected through dblink.

Network infrastructure:
The existing POFs network is 1Gbps (supported up to 10 Gbps) Three-tier layered architecture. The POFs intranet is divided in many VLANs for better management, efficiency and security purpose.

Operating system:
  i.   Server operating system (s):
       a. Windows Server 2003 R2 32 bits,
       b. Linux Red hat 6,
       c. VM Ware esxi5.0 and related software,
       d. Windows server 2008 64 bits
  ii. Desktop operating system (s):
       a. Windows XP,
       b. windows 7

2.4 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances.

Issuance of RFP	October 11, 2015
Technical Questions/Inquiries due	October 19, 2015 12:00 PST
RFP Due Date	November 18 2015 12:00 PST
Complete Initial Evaluation	December 18, 2015
Presentation by shortlisted companies	December 24, 2015
Financial Opening	December 30, 2015
Final Award Notification	January 15, 2016

3   Proposal Preparation Instructions

3.1 Vendor Understanding of the RFP

In responding to this RFP, the vendor accepts the responsibility fully to understand the RFP in its entirety, and in detail, including making any inquiries to Pakistan Ordnance Factories as necessary to gain such understanding. Pakistan Ordnance Factories reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Pakistan Ordnance Factories reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Pakistan Ordnance Factories.

3.2 Good Faith Statement

All information provided by Pakistan Ordnance Factories in this RFP is offered in good faith. Individual items are subject to change at any time. Pakistan Ordnance Factories makes no certification that any item is without error. Pakistan Ordnance Factories is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by specified procurement official in charge of managing this RFP process. In no case shall

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verbal communication govern over written communication.

Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Pakistan Ordnance Factories
    IT Deptt
Attention: Brig (R) Syed Hasnain Bokhari IT Advisor Director IT
Telephone: (051) 9055-21083
Fax: (051) -9314100, 051-9271400
E-mail:

Applicable terms and conditions herein shall govern communications and inquiries between Pakistan Ordnance Factories and vendors as they relate to this RFP.

Informal Communications shall include, but are not limited to: requests from/to vendors or vendors' representatives in any kind of capacity, to/from any Pakistan Ordnance Factories employee or representative of any kind or capacity with the exception of Director IT & Tahir AbbasManager-IT contact no. (051)-9055-21083 for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.

Formal Communications shall include, but are not limited to:

- Questions concerning this RFP must be submitted in writing and be received prior to October 19, 2015 12:00 PST.

- Errors and omissions in this RFP and enhancements: Vendors shall bring to Pakistan Ordnance Factories any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Pakistan Ordnance any enhancements, which might be in Pakistan Ordnance Factories best interests. These must be submitted in writing and be received prior to October 19, 2015 12:00 PST.

- Inquiries about technical interpretations must be submitted in writing and be received prior to October 19, 2015 12:00 PST.

- Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.

- Verbal and/or written presentations and pre-award negations under this RFP.

- Addenda to this RFP.

Addenda: Pakistan Ordnance Factories will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 07 business days. Pakistan Ordnance Factories will not respond to any questions/requests for clarification that require addenda, if received by Pakistan Ordnance Factories after October 19, 2015 12:00 PST.

3.4 **Proposal Submission**

Proposals must be delivered sealed to:

> Director IT
> IT Department
> Pakistan Ordnance Factories
> Wah Cantt.

On or prior to <u>November 18, 2015 12:00 PST</u> Pakistan Ordnance Factories shall not accept proposals received by fax. Vendors are to submit <u>02</u> original copies of proposal marked "Original" and marked "Copy." Each original and copy must be individually bound.

3.5 Evaluation Criteria:

Final selection of a prime software provider team will be based upon the following criteria:

- Adherence to RFP submittal requirements.
- Requirements have been met.
- Solution best-fit to stated functional and technical requirements.
- Quality of the response to the body of the RFP.
- Client references.
- Soundness, ease of use, of the solution.
- Contract terms compatible with POFs objectives and policies.
- Solution cost of ownership, including initial software costs, installation costs, professional services costs, maintenance and ongoing support costs and future anticipated upgrade costs.
- Ability of vendor to communicate its vision and capacity for establishing a relationship that addresses current and future needs and trends in the industry.
- Financial stability of vendor.
- Order of preference for vendors who have track record of at least five implementations of the software having experience of at least five years is given below:

S. No.	Implementation Sector	Team Location	Priority (1 Highest)
1.	Public Sector Defense Industry	Islamabad	1.
2.	Defense Related departments	Islamabad	2.
3.	Public Sector (other than defense)	Islamabad	3.
4.	Public Sector Defense Industry	Lahore	4.
5.	Defense Related departments	Lahore	5.
6.	Public Sector (other than defense)	Lahore	6.
7.	Public Sector Defense Industry	Karachi	7.
8.	Defense Related departments	Karachi	8.
9.	Public Sector (other than defense)	Karachi	9.
10.	Private Sector Industry	Islamabad	10.
11.	Private Sector Company	Islamabad	11.
12.	Private Sector Industry	Lahore	12.
13.	Private Sector Company	Lahore	13.

S. No.	Implementation Sector	Team Location	Priority (1 Highest)
14.	Private Sector Industry	Karachi	14.
15.	Private Sector Company	Karachi	15.

3.5.1 Selection and Notification

Vendors determined by Pakistan Ordnance Factories to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail/surface mail. Those vendors not selected for the negotiation phase will not be notified.

3.6 Special Conditions

Vendors must consider following condition prior to submitting RFP:
a. POFs will own the system.
b. Vendor will give all kind of related deliverables e.g source code, technical documentation, user manuals according to IEEE standards.
c. Vendor will train master trainers of POFs.
d. POFs will define its requirements and vendor will give feasible solution.
e. If required vendor will provide all kind of technical guidance to POFs team necessary for maintenance of the software.
f. Vendor will do all the development, test plans will be submitted by vendor, testing will be executed jointly by POFs and vendor, subject to fulfillment of acceptance criteria mutually agreed. POFs will give acceptance of software modules.
g. POFs teams will be responsible for vetting of AS IS and TO BE models.
h. On acceptance payments will be released.
i. Subsequent site implementations must be carried out jointly i.e. vendor team will guide and POFs team will implement.
j. On successful implementation of each site payment will be released.

4. SCOPE OF WORK

The contractor must supply a content management system (here in after called CMS) that meets or exceeds the following specifications.

4.1 End-To-End Process Communication

The system must be able to provide end-to-end automation of routine office communication including automation of correspondence templates like Inter Office Notes (ION), Minute Sheet, incoming letters, Outgoing letters, e-mails, share office diaries, meetings notifications and minutes of meeting. The templates should have option of digital signatures.

4.2   Task Management

The system must have facility of task assignment, reminders, auto alerts on delayed tasks, time sheets, monitoring/tracking, modification and stick notes etc.

4.3   Calendar

The system must have facility of event calendar, holidays interface, yearly calendar, employee leaves.

4.4   Messaging

The system must have facility of digital display of public organizational messages.

4.5   Ease of Use

The system must have easy to use rich content creation capabilities, single sign on, manage contacts, digital personal assistant, digital signatures and water marking on digital contents

4.6   SOA Compliance

The system's architecture must be SOA compliant to facilitate integration with existing and upcoming systems.

4.7   Venue reservations

The system's architecture must be able to reserve venues available for meetings.

4.8   Metadata

The CMS may also extract metadata from the document automatically and exhibit it for the user to verify, modify or add metadata. Use of optical character recognition on scanned images, or perform text extraction on electronic documents should be available to assist users in locating documents by identifying probable keywords or providing for full text search capability, or can be used on its own. Extracted text should also be stored as a component of metadata, stored with the image, or separately as a source for searching document collections. It should be able to post Key Process Indicators through dashboards already in the system.

4.9   Integration

The system should allow users to retrieve existing documents directly from the document management system repository, make changes, users should have facility of sticky notes, and save the changed document back to the repository as a new version, all without leaving the application. Such integration is commonly available for office suites and e-mail or collaboration/groupware software. The integration should use open standards such as ODMA, LDAP, WebDAV and SOAP to allow integration with other software and compliance with internal controls.

4.10 Capture

Capture should have facility of accepting and processing images of paper documents from scanners or multifunction printers. The capture function should have full functionality of Optical character recognition (OCR) software, whether integrated into the hardware or as stand-alone software and Optical mark recognition (OMR) software and ability to accept electronic documents and other computer-based files.

4.11 Validation

Visual validation registration system and important data should be available. E.g. document failures, missing signatures, misspelled names, this can be printed on paper documents or images on paper.

4.12 Indexing

Indexing should be comprehensive enough to cater for needs of an industrial organization with minimum response time and maximum throughput.

4.13 Storage

Storage of the documents should include management of those same documents; where they are stored, for how long, migration of the documents from one storage media to another (hierarchical storage management) and eventual document destruction.

4.14 Retrieval

Retrieval should allow user to specify the unique document identifier, specify partial search terms involving the document identifier and/or parts of the expected metadata or specify a Boolean expression containing multiple keywords or example phrases expected to exist within the documents' contents.

4.15 Distribution

Mandatory facility of distribution function is that must ensure a document published for distribution has to be in a format that cannot be easily altered. The equipment tasking the job has to be quality endorsed and validated. Similarly quality endorsed electronic distribution carriers have to be used.

4.16 Printing

The system should have controlled printing and quick preview based on user roles.

4.17 Security

Document security must have a rights management module that allows an administrator to give access to documents based on type to only certain people or groups of people

(i.e. role). Facility of document marking at the time of printing or PDF-creation is an essential element.

4.18 Integration of Organization Chart with User Roles

The system must be able to provide means for custom definition of organizational hierarchy, roles and rights, organizational appointments, cabinets, access control list and file & folders.

4.19 Dashboard for User Roles

The system must have exclusive dashboard for various roles with role specific information display in summarized form.

4.20 Workflow

Workflow module should be rules-based. It should be able to allow an administrator to create a rule that dictates the flow of the document through an organization. However appropriate authorized user may be able to alter route of workflow like ones available in advanced workflow mechanisms can manipulate content or signal external processes while these rules are in effect.

4.21 Collaboration

Collaboration should be allowing multiple users to view and modify (or markup) documents at the same time. The resulting document is comprehensive, including all users additions. Collaboration within Document Management Systems should store and should be able to exhibit the various markups by each individual user during the collaboration session and afterwards, allowing document history to be monitored.

4.22 Versioning

Versioning should allow users to retrieve previous versions and to continue work from a selected point.

4.23 Searching

Searching should be able to find documents and folders using template attributes or full text search. Additionally searching should be able to search documents using various attributes and document content.

4.24 Publishing

Publishing functionality should have procedures of proofreading, peer or public reviewing, authorizing, printing and approving etc. The procedures have to be completed as evidenced by their corresponding signatures and the date(s) on which the document was signed by users involved in publishing. The published document should be in a format that is not easily altered and should be read-only or portable.

4.25 Reproduction

Document/image reproduction should have facility to consider scale when images like building plans are reproduced in enlarged or reduced size.

5 Vendor Qualifications and References

All vendors must provide the following information in order for their proposal to be considered: Example:

5.1.   A brief outline of the Vendor Company and services offered, including:

- Full legal name of the company, NTN certification

- Year business was established, registration of company

- Number of people currently employed

- Income statement and balance sheet for each of the two most recently completed fiscal years certified by a public accountant.

5.2.   An outline of the product line-up they currently support.

5.3.   A description of their geographic reach and market penetration.

5.4.   An outline of their partnerships and relationships to date.

5.5.   An outline of their current and future strategies in the marketplace.

5.6.   Information on current software clients (preferably latest 7 among large or medium size companies), including (kindly provide information in ascending order of company size (no of employees):

Organization	Name of Project	Scope of Project	Duration of Project	Completion Date (DD-MM-YYYY)	Value of Project	Nature of Assignment	Position Held (Project Director, Coordinator, Developer, Administrator etc)	If team leader, detail of professional team	Present status of project	Contact Person Name & Telephone No	Remarks
1	2	3	4	5	6	7	8	9	10	11	12

6 Budget & Estimated Pricing

All vendors must submit project management plan (phase wise including timelines, resources needed and their quantities and costs) for their implementation of Content Management system in POFs at least including following phases:

  i. Study
  ii. Design
  iii. Development
  iv. Implementation of pilot site
  v. Implementation of CMS in whole POFs
  vi. Two years on-site operation and maintenance

All vendors must fill out the following cost breakdown for their implementation of Content Management system in POFs:

S. No.	Description	Amount in Pakistani Rupees
1.	Total Budget Figure in Pakistani Rupees	
2.	Capital Costs (Use separate line for each capital cost)	
3.	Non-capital in nature (Use separate line for each non-capital cost)	

6.1 Deployment Models

The following pricing sheets are to be used as a guide for your response. Please indicate the types of pricing/installation models offered by your organization by placing an 'X' under the "Available" column. If a model is not offered, please indicate this by placing an 'X' under the "Not Offered" column.

Deployment Models	Available	Not Offered
Client Server Model		
ASP or Hosted Model		
Other (please specify)		

6.2 Five Year Total Cost Summary

For all available deployment models listed above, provide a five year cost summary as displayed below.

Five Year Total Cost Summary						
Costs	Total	Year 1	Year 2	Year 3	Year 4	Year 5
Hardware						
Software Licensing						
Third Party Software						
Application Software						
Documentation & Training						

Five Year Total Cost Summary						
Costs	Total	Year 1	Year 2	Year 3	Year 4	Year 5
Maintenance (2 years only)				-	-	-
Installation						
Integration						
Legacy Data Loading						
Project Management						
Misc.						
Other (specify)						
Total:						

Descriptions:

Hardware: List, describe, and record the cost of each piece of hardware that is required to optimally run the software.

Software Licensing: List, describe, and record the licensing, implementation, maintenance, support, and training fees associated with your proposed software.

Third-Party Software (Middleware): List, describe, and record the cost of each piece of software (including operating systems) that is required to optimally run the software.

Installation: Describe any labor, equipment, supplies, or other costs associated with installing your proposed software.

Integration: Describe any labor, equipment, supplies, or other costs associated with integrating your software into our current architecture and back-end systems.

Legacy Data Loading: Describe any labor, equipment, or other costs associated with importing legacy data from current systems into your BI software.

Maintenance: Describe and cost out any other ongoing costs associated with the operation and maintenance of your proposed software.

Documentation & Training: If there are fees associated with your user or technical documentation, list them here.

Project Management: If there are project management fees associated with your proposed software, list and describe them here.

Miscellaneous: List and describe any other costs associated with your proposed software solution.

7 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein. The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

OFFICE AUTOMATION, DOCUMENT AND CONTENT MANAGEMENT SYSTEM Request For Proposal

This proposal is submitted in response to Request For Proposal for Content Management Software issued by **POFs Wah Cantt**. The undersigned is a duly authorized officer, hereby certifies that:

_____

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced Request For Proposal (RFP) and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of **365 calendar days as of the Due Date of the RFP**.

The undersigned further certify that their firm (check one):

☐ IS
☐ IS NOT

Currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify **POFs Wah Cantt.** Here of any change in this status, should one occur, until such time as an award has been made under this procurement. Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name:

Signature
_____

Name:

Signature
_____

Name:

Signature
_____