THE HASHEMITE KINGDOM OF JORDAN

TELECOMMUNICATIONS REGULATORY COMMISSION

(TRC)

Tender No. 15 /2017

Procurement of

"Document Management and Correspondences Solution"

Deadline for submission of Bids is 14:00 Hrs. on 5 / 10 /2017

Deadline for purchasing the Tender documents is 14:00 Hrs. on

3 / 10 /2017

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1. INVITATION

1.1 The Telecommunications Regulatory Commission, Jordan (hereinafter referred to as the "TRC") hereby requests Bidders to Analyse, Design, Develop, Implement, Supply, Install, and Commission a **"Document Management and Correspondences Solution"** for the use at TRC.

1.2 Interested parties may obtain further information and inspect the Tender Documents at the following address:

The Telecommunications Regulatory Commission
Shmeisani Area / Abd Al-Hamid Sharaf Street, building no. (90)
P.O. Box: (941794) 11194 Amman, Jordan
Fax: +962-6-5690829 / 5690830
Tel: +962-6-5501120

1.3 A complete set of the Tender Documents may be purchased by potential Bidders from the above address upon payment of a non-refundable fee of ( ) Jordanian Dinars. Local companies who intend to be agents to potential foreign Bidders shall also purchase the Tender Documents.

1.4 The Bidder shall be a Local company that is formally registered in the Ministry of trade and industry in Jordan.

1.5 The Bidder must submit to TRC an official letter of authorization issued by the solution manufacturing company (the supplier).

1.6 All Bids must be accompanied by a Bid Guarantee Bond in a value not less than three percent (3%) of the Bid value and must be delivered to the above address on or before the deadline for submission.

1.7 The deadline for submission of Bids to the above address is 14:00 Hrs, Jordan local time on the date given on the front cover of this Tender document. Any Bid received after the expiry of the deadline will be subject to disqualification

2. Instructions to Bidders

2.1 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of his bid, and the TRC under any circumstances will not be responsible or liable for those costs, regardless of the conduct or the outcome of the bidding process.

2.2 Tender Documents

The Bidders are expected to examine all instructions, specifications, and conditions of this Tender document. Failure to furnish all information required or submission of a Bid not substantially responsive to the Tender document will be at the Bidder's risk and may results in the rejection of his Bid.

2.3 Clarification to Tender document

A Bidder requiring any clarification to the Tender documents may notify the TRC in writing at the mailing address indicated in the invitation. The TRC will respond in writing to any request for clarification that it receives no later than (10) days prior to the deadline for submission of Bids Written copies of TRC's response (including an explanation of the query but without identifying the source of the inquiry) will be sent to all bidders which have received the tender documents.

2.4 Amendment of Tender Documents

2.4.1 At any time prior to the deadline for submission of Bids, the TRC may, for any reason, modify the tender document by amendment

2.4.2 The amendment will be notified in writing or by the formal e-mail and/or fax to all prospective Bidders and will be binding to them.

2.5 Language of Bids

The Bid prepared by the Bidder and all correspondences and documents related to the Bid exchanged by the Bidder and the TRC, shall be in Arabic or English language,

provided that any printed literature furnished by the Bidder may be written in another language as long as accompanied by an English trustworthy translation.

2.6 Documents Comprising the Bid

The Bid prepared by the Bidder shall comprise the following components:

2.6.1 Complete Bid Form and Price Schedule;

2.6.2 Documents indicating that the Bidder is financially and technically qualified to perform the contract;

2.6.3 Project Team CVs.

2.6.4 Project Work Plan.

2.6.5 Documentary evidence established in accordance with clause (2.9) of these instructions that the goods to be supplied by the bidder are conforming to tender document requirements.

2.6.6 A clause-by-clause statement of compliance with the general Conditions, Special Conditions and Technical specifications;

2.6.7 A Bid guarantee bond in accordance with clause (2.10) of these instructions

2.6.8 Contents of the Technical Proposal

The Technical Offer must include a table of contents. The table of contents must reflect the organization of the Bid and major subject areas and must be paginated. It may include references to additional topics, exhibits, and attachments beyond those listed below. However, it must include each topic and subtopic, in the order listed, below:

2.6.8.1	**Understanding the scope of the Project**
2.6.8.2	**Executive Summary**
2.6.8.3	**Overall Followed Approach for implementation**
2.6.8.4	**Problems and Concerns**
2.6.8.5	**Functional and Technical Proposal**
2.6.8.6	**Comprehensive Proposed Solution**
2.6.8.7	**How the Proposed Solution will fulfil TRC Functional Requirements**
2.6.8.8	**Technology Architecture**
2.6.8.9	**Infrastructure Sizing, Features and Delivery**
2.6.8.10	**Overview of the proposed solution Modules Functionalities**
2.6.8.11	**Other Requirements**
2.6.8.12	**Methodology and Management Plan**
2.6.8.13	**Project Steps and Related Requirements**
2.6.8.14	**Project Work Plan including man-days**
2.6.8.15	**Training**
2.6.8.16	**Long Term Maintainability**
2.6.8.17	**Experience and Qualifications**
2.6.8.18	**Bidder Profile**
2.6.8.19	**Proof of Bidder's Experience and Qualifications**
2.6.8.20	**Bidder and Sub-vendor Roles and Responsibilities**

2.6.8.21 **Project Team Organization Chart and Narrative**

2.6.8.22 **Quality Assurance Personnel**

2.6.8.23 **Help Desk/Support Team Resumes**

2.6.9 Overview of the Modules Functionalities:

2.6.9.1 **While certain functionalities shall be provided by standard software, other functionalities may need dedicated software development. All modules should enable processes and services online and have a workflow engine.**

2.6.9.2 **The solution should contain the following functionalities / requirements:**

- Archiving
- Correspondences (Dewan) System
- Document Management System (DMS)

2.7 Bid Prices

2.7.1 Prices shall be quoted in break down items based on the following basis:

2.7.1.1 Without sales tax and custom duties

2.7.1.2 With sales tax and custom duties

2.7.2 The offered prices shall be considered to be inclusive of all expenses such as and not limited to packing, wrapping, shipment, etc.

2.7.3 Prices quoted by the bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account, and no hidden costs are acceptable to fulfil TRC requirements. A bid submitted with an adjustable price quotation (except where it is allowed in the special conditions) will be treated as non-responsive.

2.8 Bid currencies

Prices for goods and services which will be supplied shall be quoted in Jordanian Dinars (JD).

2.9 Documents Establishing Good's Conformity

2.9.1 The bidder shall furnish, as part of its bid, documents establishing the conformity to the Tender document of all goods and services, which the bidder proposes to supply.

2.9.2 The documentary evidence of the goods and services conformity to the Tender documents may be in the form of literature, drawings, and data and shall furnish:

2.9.2.1 A detailed description of the goods technical and performance characteristics.

2.9.2.2 A clause –by- clause commentary on the technical specifications demonstrating the goods and services responsiveness to those specifications or a statements of deviations and exceptions to the provisions of the technical specifications.

2.10 Bid Guarantee Bond

2.10.1 The bidder shall furnish, as part of his Bid Guarantee Bond in a value not less than (3%) of the Bid value.

2.10.2 The bid guarantee Bond shall be denominated in Jordanian Dinner (JD)and shall be in the form of certified cheque or unconditional Bank guarantee issued by a bank located in Jordan and shall be valid for (90) days from the date of the deadline for submission of Bids.

2.10.3 Any bid submitted without the requested Bid guarantee Bond will be rejected

2.10.4 Unsuccessful Bidder's Bid Guarantee Bond will be returned as soon as possible after awarding the contract

2.10.5 The successful Bidder's Bid Guarantee Bond will be returned upon the furnishing the performance guarantee Bond

2.10.6 The Bid Guarantee Bond may be forfeited in the following cases:

2.10.6.1 The bidder withdraws his bid during the period of its validity

2.10.6.2 In the case of a successful Bidder, if the Bidder fails:

2.10.6.3 To sign the Contract; or

2.10.6.4 To furnish the performance Guarantee Bond

2.11 Period of Validity of Bids

2.11.1 Bids shall remain valid for ninety (90) days after the deadline for submission of bids. A bid valid for a shorter period may be rejected by the TRC as non-respective.

2.11.2 In exceptional circumstances, the TRC may solicit the Bidders consent to an extension of the period of validity. The request and the responses thereto shall be in writing or by e-mail. The bid guarantee Bond shall be extended accordingly. A bidder may refuse the request without forfeiting his bid guarantee Bond. A bidder granting the request will be not required nor permitted to modify his Bid.

2.12 Preparation of Bids

2.12.1 The Bidder shall submit his Bid in the form of one original and three copies, clearly marked "original" and "copies". In the event of any discrepancy, the original shall govern.

2.12.2 The bidder shall seal the original and each copy of the bid in separate envelops, duly marking the envelopes as "ORIGINAL" and "COPY". The envelopes shall then be sealed in an outer envelope. The inner and the outer envelopes shall:

2.12.2.1 Be addressed to TRC at the address given in the invitation for Tender and;

2.12.2.2 Bear the tender name, title and number indicated in the invitation for tender.

2.12.3 The inner envelopes shall also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".

2.12.4 If the outer envelope is not sealed and marked as required by TRC, TRC will assume no responsibility for the bid's misplacement or premature opening.

2.12.5 Each bid shall be comprised of two parts as follows.

Technical Part (A)

2.12.5.1 Application letter and attachments signed a duly authorized person to act on behalf of the bidder

2.12.5.2 A completed statement of compliance signed on behalf of the bidder by a duly authorized person.

2.12.5.3 An original copy of an official statement evidencing the authority of the person signing the covering letter and other documents.

2.12.5.4 Technical material: Bidder shall include the technical material in accordance with the following:

A. Each bid shall include documents establishing the bidder's commitment and eligibility to submit bid and its qualifications and ability to perform in accordance with the requirements/Conditions/Specifications of the DOCUMENT MANAGEMENT AND CORRESPONDENCES SOLUTION.

B. For each jurisdiction in which DOCUMENT MANAGEMENT AND CORRESPONDENCES SOLUTION is or was installed, a summary description of the operations specifying the period of operations, competitive situation and customer and market penetration data.

C. Catalogues, brochures and any other informative documents for the bid describing all modules.

D. Detailed specific experience in providing services of a similar nature to the Services requested in this Tender Document including: The name of the project, Project start and end dates, Project Value, Contact Person & Reference Letter.

Financial Offer Part (B):

The bid should include a financial offer that is clearly marked "financial offer". The financial offer shall be unconditional (but negotiable if TRC requests) and must be signed by a duly authorized representative of the bidder.

2.12.5.5 Price schedule shall be part of the this Financial offer

2.12.5.6 Financial offer which are incomplete or unsigned will be rejected and the bidder will be disqualified

2.12.6 The original and the copy of the Bid shall be typed or written in indelible ink and shall be signed by the bidder or person duly authorized. All pages of the bid shall be stamped by the bidder's official stamp.

2.12.7 Bids shall be submitted without erasure, altering, dropping or addition. if necessary, the bidder should Sign next to the erasure, altering, dropping or addition.

2.12.8 The bidder should specify in his offer the country of origin, the manufacturing company, and the model number for each item of the proposed goods.

2.12.9 The bidder shall indicate the delivery period of the goods and services in the bid. Non-compliance with this requirement may lead to disqualification of the bid.

2.13 Sealing and Marketing of the bids.

The Bidder shall seal the original and the copy of each part of the bid in an envelope addressed to the TRC and bears the Tender number and the name and address of the bidder.

2.14 Submission of Bids

2.14.1 Bids must be received no later than the time and date specified in the invitation.

2.14.2 The TRC may, at its discretion, extend the deadline for submission of Bids by an amendment, in which case all rights and obligations of the TRC and

the bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.14.3 Any Bid submitted after the deadline for submission of Bids, will be rejected and returned unopened to the Bidder.

2.14.4 Bids received by fax or e-mail are not acceptable.

2.15 Modification and Withdrawal of Bids

2.15.1 The bidder may withdraw his bid after the submission, provided that written notice of the modification or withdrawal is received by TRC prior to the deadline for submission of Bids.

2.15.2 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of validity by the bidder on the bid form. Withdrawal of a bid during this interval may results in the bidder's forfeiture of his bid guarantee bond.

2.16 Opening and Evaluation of Bids

2.16.1 The TRC will determine to its satisfaction whether the bidder selected as having submitted the lowest price technically compliant bid is qualified to satisfactorily perform the contract. Such determination will take into account the track record of the offered solution (the Higher the number of successful solution implementations with similar capabilities is the better, the financial standing and strength of the solution vendor and bidder, delivery period (the shorter the better), the cost and conditions of the maintenance contract.

2.16.2 An affirmative determination will be prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the bid, in which events, the TRC will proceed to the next lowest price evaluated bid to make a similar determination of that bidder's capabilities to perform satisfactorily.

2.17 Clarification of Bids

To assist in the examination, evaluation and comparison of bids, the TRC may, at its discretion, ask the bidders for a clarification of their bids. The request for clarification and the response shall be in written or by e-mail and no change in the price or substance of the bid shall be sought, offered or permitted.

2.18 Contacting the TRC

2.18.1 Any effort by a bidder to influence the TRC during the bid evaluation may results in the rejection of the bid.

2.19 Award of the contract

2.19.1 The TRC will determine to its satisfaction whether the bidder selected as having submitted the lowest price technically compliant bid is qualified to satisfactorily perform the contact. Such determination will take into account the track record of the offered solution (the Higher the number of successful SOLUTION implementations with similar capabilities is the better, the financial standing and strength of the SOLUTION vendor and bidder, SOLUTION delivery period (the shorter the better), the cost and conditions of the maintenance contract.

2.19.2 An affirmative determination will be prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the bid, in which events, the TRC will proceed to the next lowest price evaluated bid to make a similar determination of that bidder's capabilities to perform satisfactorily.

2.20 Award criteria

The TRC shall award the contract to the successfully bidder whose bid has been determined to be compliant with technical specifications and has been determined as the lowest price bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily as stipulated in (clause 2. 19) above.

2.21 Right to vary quantities at the time of award

The TRC shall have right at the time of award or during the execution of the contract to increase or decrease the quantity of goods and services specified in the tender documents without any change in the unit prices or conditions provided that the difference shall not exceed (25%) increase and decrease.

2.22 Right to Accept any bid/Reject any or all Bids

The TRC reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any

liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for that action.

2.23 Notification of Award

2.23.1 The TRC shall notify the successful bidder in writing that his bid has been accepted. This notification of award shall constitute the formation of the contract

2.23.2 Upon the successful bidder's furnishing of the performance guarantee, the TRC will promptly notify each unsuccessful bidder and discharge his bid guarantee and The bidder shall sign on a Non-Disclosure Agreement (NDA) .

2.24 Performance Guarantee bond

Within 15 days of receipt of the notification of award, the successful bidder shall furnish the performance guarantee bond in the form of unconditional bank guarantee issued by a bank located in Jordan, in a minimum value of (10%) of the contract price.

2.25 Stamp Fees

Within 10 days of the receipt of award, the successful bidder (supplier) shall pay the due stamps fees equivalent to (0.6%) of the total value of the contract.

2.26 Signing the contract

2.26.1 At the same time as the TRC notifies the successful bidder that his bid has been accepted, the TRC will send the bidder the contract form incorporating all agreements between the parties.

2.26.2 Within 15 days of receipt of the contract form, the successful bidder shall sign the contract and return it to the TRC, attached with the letter of authorization (power of attorney) of the signatory.

2.26.3 Failure of the successful bidder to comply with the requirement of clause 24, clause 25 and/or clause 26 shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid guarantee.

3. General Condition of the contract

3.1 The Performance guarantee bond shall remain valid till the receiving and acceptance of the delivered goods and services

3.2 The proceeds of the performance guarantee bond shall be in payable to the TRC as a compensation for any loss resulting from the supplier's failure to complete his obligation under the contract.

3.3 The performance guarantee bond shall be released within (30) days from the date of receiving and acceptance of the goods and services, and upon furnishing of the maintenance guarantee bond.

3.4 Upon TRC's receiving and acceptance of the goods, the supplier shall furnish a Maintenance Guarantee Bond in the form of unconditional bank guarantee issued by a bank located in Jordan, in a minimum value of (3%) of the final contract price and its validity shall cover the warranty period.

3.5 The proceeds of the maintenance guarantee bonds shall be payable to the TRC as a compensation for any loss resulting from the supplier's failure to complete his obligation during the warranty period.

3.6 The validity of maintenance guarantee bond shall cover the warranty period.

3.7 The maintenance guarantee bond shall be returned to the supplier after he has satisfied and fulfilled his entire obligation during the warranty period.

3.8 The method of payment to be made to the supplied under the contract shall be as specified in the special condition of the contract.

3.9 The supplier's request(s) for payment shall be made in writing, accompanied by an invoice describing the good delivered and service performed, and by shipping documents and upon fulfilments of the obligations stipulated in the contract.

3.10 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties.

3.11 Delivery of the goods and performance of the service shall be made by the supplier in accordance with the delivery period specified in the contract as stipulated in the bid.

3.12 An unexcused delay by the supplied in the delivery shall render the supplier liable to imposition of liquidated damages.

3.13 The supplier shall not assign, in whole or in part his obligation to perform under the contract, except with TRC's prior written consent.

3.14 If at any time during the performance of the contract, the supplier encounters conditions impeding timely delivery of the goods and performance of the services, the supplier shall promptly notify the TRC in writing of the fact of delay, it's likely duration and it's caused. As soon as practicable after receipt of the supplier's notice, the TRC shall evaluate the situation and may extend the time schedule.

3.15 **Liquidating Damages for Delay**

If the supplier fails to deliver any or all of the goods or perform the services within the time period(s) specified in the contract, the TRC shall, without prejudice to its other remedies under the contract, deduct from the contract prices, as liquidated damage, a sum of equivalent to one-half (0.5%) of the price of the delayed goods for each week of delay.

3.16 **Termination for Default**

3.16.1 The TRC may, by written notice of default sent to the supplier, terminate the contract in whole or in part if:

3.16.1.1 The supplier fails to deliver any or all of the goods within the time period(s) specified in the contract, or any extension granted by the TRC;

3.16.1.2 The supplier fails to perform any other obligation(s) under the contract

3.16.2 In the event the TRC terminate the contract in whole or in part, the TRC may procure, upon such terms and in such manner, goods similar to those undelivered and the supplier shall be liable to the TRC for any excess costs for such similar goods. However, the supplier shall continue performance of the contract to the extent not terminated.

3.17 Force Majeure

3.17.1 The supplier shall not be liable for forfeiture of his performance guarantee bond, liquidated damage or termination for default, if his delay in performance or other failure to perform his obligations under contract is the result of an event of Force Majeure.

3.17.2 For purpose of this clause, "Force Majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight restrictions.

3.17.3 If the condition Force Majeure arises, the supplier shall promptly notify the TRC in writing of such condition and the cause thereof. Unless otherwise directed by the TRC in writing, the supplier shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

3.18 Termination of Insolvency

The TRC may at any time terminate the contract by giving written notice to the supplier, without compensation to the supplier, if the supplier becomes bankrupt or otherwise insolvent.

3.19 Resolution of Disputes

3.19.1 The TRC and the supplier shall make every effort to resolve amicably by negotiations any disagreement or dispute arising between them under or in connection with the contract.

3.19.2 If after (30) days from the commencement of such negotiations, the TRC and the SOLUTION supplier have been unable to resolve amicably a contract dispute, either party may require that the dispute to be referred for resolution to legislation or arbitration in accordance with the Jordanian Laws and regulations.

3.20 **The contract shall be governed by interpreted in accordance with the laws and Legislations of the Hashemite kingdom of Jordan and** in the Jordanian related courts

only. The bidder or supplier by participating in this tender process and providing related Offers acknowledge his/ their acceptance of these conditions.

3.21 Coming into Force

The contract comes into force and takes effect on the date of signature

4. Background Information Regarding the Telecommunications Regulatory Commission in Jordan

The Telecommunications Regulatory Commission (TRC) is one of the oldest regulatory bodies in Jordan. It was established as a financially and administratively independent jurisdictional body through the Telecommunications Law No 13 of 1995 and its (or the) subsequent amending law No.8 of 2002. The primary function of the TRC is to regulate the telecommunications and information technology (ICT) service sectors, as well as the postal sector according to the Postal Law No 34 of 2007 in Jordan.

The TRC Vision:

"An advanced environment of ICT and Postal services; that is efficient, effectively competitive, accessible and affordable to all; supporting the economic and social development of Jordan".

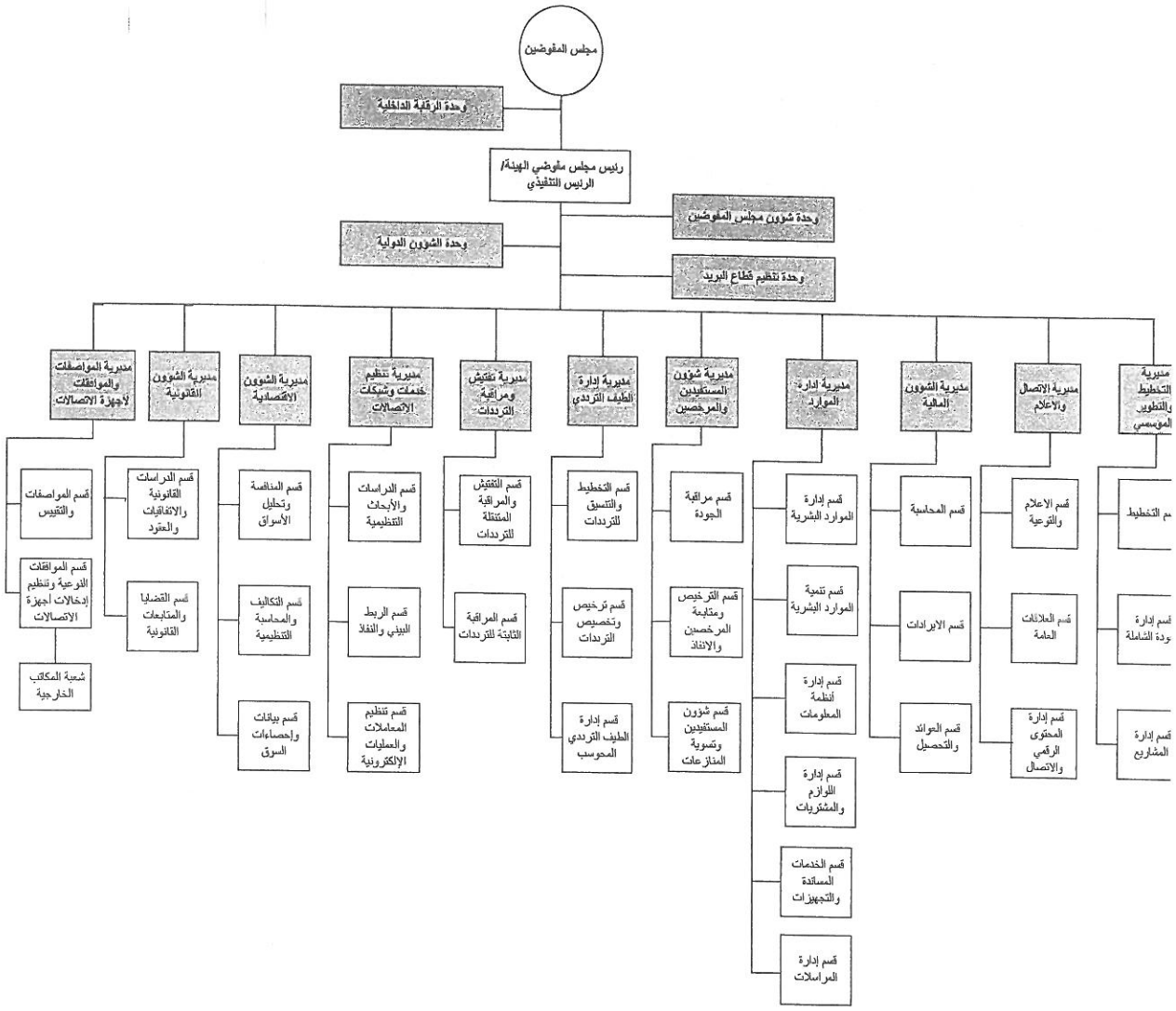
Our Mission is to:

- "Ensure advanced high quality ICT and postal services are available to all at affordable price;
- Maintain an adaptive regulatory environment that promotes fairness, competition and investment;
- Work with all beneficiaries and stakeholders in an open, transparent and professional manner; and
- Build a world class regulatory body staffed by highly qualified, well trained professionals".

4.1 TRC General Information

In accordance with the Telecommunications Law, TRC is tasked with "regulating the telecommunications and information technology services in the Kingdom in compliance with the stated policy to guarantee the provision of high-standard ICT services to end user at reasonable prices, and in such a manner as to ensure optimum performance in the ICT sector."

4.2 Organizational Structure of the TRC



Important Notes:

- TRC is going into the above Organizational Restructuring process from the currently adopted one.
- The estimated total number of the TRC's employees is (280) employees by 2018 where the Correspondences section staff includes (8) employees.

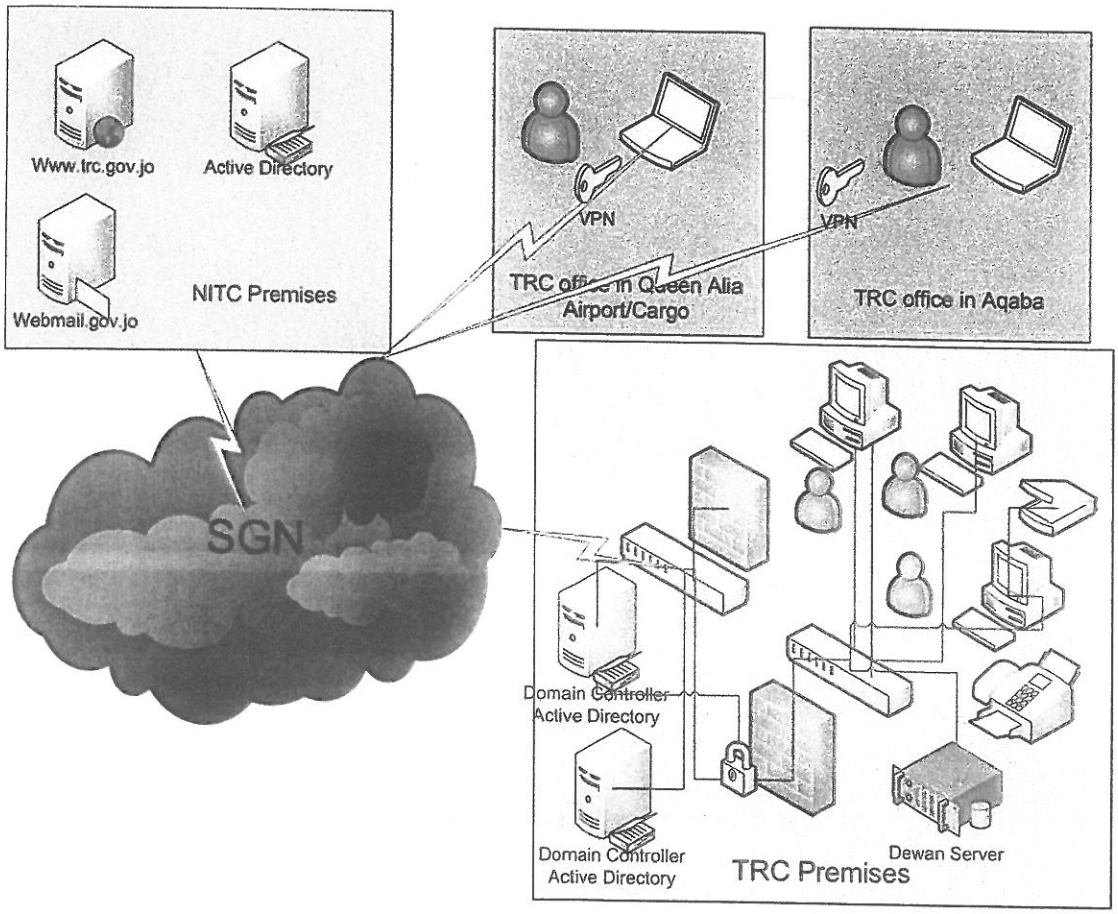
4.3 The Business Objectives of the Project:

The Business Objectives to be met through the implementation of DMS solutions are:

- Ensures quicker processing of information and reduces the burden of paperwork as possible, in addition to have a paperless environment while transfer memos internally.
- Improve efficiency, performance and productivity levels, which will be reflected on the overall organizational performance and empower the way of tracking the status of the memos by the higher management and by the citizens/companies while checking their applications.
- To increase control and reduce cost of management of documents and contents, while ensuring the concept of availability and scalability.
- Improve the working environment through the new software to help monitor and track transactions to reduce the time used to complete the work required Current Architecture and Infrastructure

5. Technical Requirements:

Current Architecture and Infrastructure



TRC is looking from the new proposed solution is to allow the internal users and the remote users to access to the server based on their privileges, taking into consideration the current requirements of the newly proposed system are depicted on the above diagram. And the bidder should notice the current topology that includes related systems and their current locations such as the active directory, website, exchange server which are installed in NITC premises.

5.1.1 Archiving system

- Smart Doc Archeif
- Local Provider for this system Allied Application Group AAG))
- Limited Archive functionalities Like Search and Track
- Used Database is SQL Server 2008 R2
- Web Archiving Applications
- Not possible to send and receive transactions from other sections
- The Full Backup for the records is around 1 GB

- The data type of the scanned documents is .Tiff

5.1.2 This input information may be received through various channels:

- internet (Online Application),
- e-mail,
- paper mail,
- fax,

5.1.3 The input may consist of:

- Document(s)
- Forms filled via the web-based interface
- Scanned and processed (e.g. OCR) images of documents
- Other captured content objects (including audio and video files)
- Database reports from the different application modules
- Records
- Journals and log files

5.1.4 General Technical Requirements:

5.1.4.1 Attached in annex 1

5.1.5 Hardware and Software Requirements:

5.1.5.1 Attached in annex 2

5.1.6 Maintenance Contract

The bidder shall define, clarify and describe his **Maintenance** services and shall take into consideration the following points:

1. The Bidder shall commit of signing a maintenance contract with TRC after the end of the free warranty period for additional 3 years.
2. The Bidder shall price the cost of the maintenance contract after the warranty period including spare parts, site visit every one month and labor for the additional 3 years on a yearly basis.

3. The warranty shall cover hardware and software problems, spare parts and man days, bug fixing, patches, software upgrades...etc.
4. Maintenance shall be provided at the site within no more than 24 hours after notification by TRC.
5. Acceptance of the offered maintenance contract shall be at the sole discretion of TRC, at any time prior to delivery and acceptance of the goods

5.1.7 Documentation

The Bidder shall provide the following documents as part of the deliverables:
(a) System application Documentation
(b) System administration Documentation
(c) System Configuration Management
(d) System User Guide

5.1.8 Training

1. Training shall be provided to TRC Chairman, Vice Chairman, system administrator and other users of the System. The objective of the training to be provided by the Bidder is to achieve transfer of technical knowledge and as well as to fulfil TRC objectives to operate, maintain and manage the System and to accomplish all tasks successfully.
2. The Bidder shall quote training costs in away covering all proposed solution functionalities and capabilities and to be conducted in multiple rounds or phases for all TRC Staff at TRC's premises.

5.1.9 Warranty and Support

The bidder shall define, clarify and describe his **warranty** services and shall take into consideration the following points:

1. The bidder shall provide TRC with a free three (3) years full warranty on the proposed Software Solution and as requested for the other hardware components.
2. The warranty shall cover hardware and software problems, spare parts and man days, bug fixing, patches, software upgrades...etc.
3. The service shall be provided 24/7/365 to TRC and support shall be conducted in TRC whenever is needed.

Annex (2)

Hardware Infrastructure and Networking (TRC's SOLUTION Minimum requirements)

Item (1): DB server QTY (2)

High quality brand name USA or ECC or Japan (manufactured and assembled) with the following minimum specifications:		
Form Factor chassis	Rack mountable	
Processors	Installed: Two (2) Intel Xeon 3.00 GHz	
Cores	4	
Chipset	Intel Chipset	
Installed memory	32 GB of RAM	
Cooling	hot-plug redundant cooling fan	
Storage	5*600 RAID 6	
Power Supply	Dual, Hot-plug, Redundant Power Supply	
Optical Drive	DVD+/-RW Drive or Equivalent system	
Networking	4 x 10/100/1000 Ethernet ports 4 x 10G Ethernet Ports Base -T	
Fiber card	2 x single port FC 16GB/s card	
Slots	5 PCIe slots	
Ports	four USB 2.0,3.0 Ports	
Operating System support	Microsoft® Windows Server® 2012 64 bit	
Service & Support	3 years (parts and Labor) onsite warranty	

Item (2): Clustered Data Base Servers server QTY (2)

High quality brand name USA or ECC or Japan (manufactured and assembled) with the following minimum specifications:		
Form Factor chassis	Rack mountable	
Processors	Installed: Two (2) Intel Xeon E73.00 GHz	
Cache	50MB cache per CPU	
Chipset	Intel Chipset	
Cores	4	
Installed memory	64 GB	
Internal Storage	5*600 RAID 6	
Cooling	hot-plug redundant cooling fan	
Power Supply	Dual, Hot-plug, Redundant Power Supply	
Optical Drive	DVD+/-RW Drive or Equivalent system	
Networking	4 x 10/100/1000 Ethernet ports 4 x 10G Ethernet Ports Base -T	
Fiber card	2 x single port FC 16GB/s card	
Slots	5 PCIe slots	
Ports	four USB 2.0,3.0 Ports	
Operating System support	Microsoft® Windows Server® 2012 64 bit	
Service & Support	3 years (parts and Labor) onsite warranty	

Item (3): Backup SW server QTY (1)

High quality brand name USA or ECC or Japan (manufactured and assembled) with the following minimum specifications:	
Form Factor chassis	Rack mountable 2U Height
Processors	Installed: One Intel Xeon E5-2630v4 10C/20T 2.20 GHz
Cache	25MB cache per CPU
Chipset	Intel Chipset
Installed memory	64GB of RAM
Internal Storage	2 x 600GB SAS 15K RPM Hard Drive (Hot-plug)
Drive Bays	Up to Four drives
RAID Controller	RAID controller support 0/1/5/10 & 6 with 1GB Cache
Cooling	hot-plug redundant cooling fan
Power Supply	Dual, Hot-plug, Redundant Power Supply
Optical Drive	DVD+/-RW Drive or Equivalent system
Networking	4 x 10/100/1000 Ethernet ports 2 x 10G Ethernet ports Base -T
Fiber card	1 x Dual port FC 16GB/s card
Slots	5 PCIe slots
Ports	four USB 2.0 ,3.0 Ports
Operating system	MS Windows Server 2012 64 bit R2
Operating System support	Microsoft® Windows Server® 2012
Service & Support	3 years (parts and Labor) onsite warranty

Item (4) DB licenses and Microsoft licenses

Bidder shall quote the required number of licenses

Item (5): Notebook: Qty (3)

Notebook specifications.	
Processor and Chipset	• Intel Core i7, 6th Generation • Min 2.5 GHz 4 MB Cache • Intel chipset.
Memory	• **1 x 16GB** DDR4 RAM 2133MHz expandable
Storages	• **1TB** SSD SATA hard disk • DVD-RW Super Multi drive.
Monitor and Graphic	• **At least 15.6" FHD** LED. • Graphic integrated controller with min 1GB or higher
Controllers	• 10/100/1000Mbps Ethernet Interface. • Integrated Sound with speakers. • Built-in Bluetooth. • Built-in Wireless controller . • Built in Camera.
Expansion & I/O	• 1x Display port, 1 x Docking Connector, Min 3 USB 3.0 ports, 1 x RJ45, 1x audio in, 1x audio out.
Docking station	• Docking station or port replicator included.
Battery	• Battery with 6 cells runs the system up to min 4 Hours.
Power	• AC Adapter with ability to work in 110-220 Volts 50/60Hz power adapters with MK Plug.
Operating System	• Windows 10 pro 64 bit
Peripherals	• Backlit keyboard black Arabic/English • Touch Pad Mouse with Two Mouse Buttons + Same as system brand External optical mouse. • **USA, European, or Japanese Made & Brand Name only.** • Original Carrying case same brand as system.
Others	• Microsoft Operating Systems approvals Certificate. • All Drivers that support the system must be delivered with the Systems as provided from manufacturer on CD-Media.
Warranty	• 3 years.

Item (6) Printers: Qty (3)

Network Laser color Printer specifications	
Technology	Laser Printer
Paper	A4 Paper Size
Paper Trays	500 sheet Input Tray, 50 Sheets Multi-Purpose Tray
No of Trays	3
Resolution	1200 X 1200 dpi
Speed	Up to 40 pages per minute A4.
Memory	512 MB
Media Type	Plain paper ,label, envelope
Media Size	A4,B5,A5,Legal, Letter, Executive
Duty Cycle	100000 Page per month
Emulation	Support PCL 6 , PostScript 3
Interfaces	High speed USB 2.0 with cable, Gigabit Ethernet, Wireless
Duplex	Automatic Duplex Unit
Drivers	All drivers that support 7, 8, 10 32 bit & 64 bit
Others	Standard 220-240VAC 50Hz MK Power cable. Warranty 3 Years. All necessary toner, accessories, and cabling for installation. Complete original documentation manuals, setup utilities for installation.

Item (7) Tablets: Qty (3)

Processor	**Dual-core 2260MHz Twister ARMv8-a64 bit**
Display size	**9.7 inch 2,048x1,536**
Pixel density	**(264)ppi**
Weight	**Less than (440)g**
Storage	**128GB**
RAM	**2 GB**
Battery	**Up to 10 hours watching video on Wi Fi**
Capacity	**7306 mAh**
Touch ID	Yes
Color	Gray
Wifi Enabled	Yes
LTE Enabled	Yes
Warranty	3 Years

Item (8) Scanners: Qty (4)

Document Scanner

Supported Technology	TWAIN 1.9
Interfaces	USB Interface 2.0, 3.0
Paper size	A4, A3
Feeder Type	Automatic Document Feeder
Scanning Speed	40 ppm (minimum)
Resolution	1200*1200 pixels
warranty	3 years
support	Next day, onsite
Scanned data types	Jpeg, pdf, tiff, gif, doc, docx, bmp, etc

Item (9) Barcode Printer: Qty (3)

- Direct thermal - Black: 203 dpi x 203 dpi
- Support Roll (11.4 cm) Media Size

Compatible with windows 7,8,10 32, 32, 64 bit

Item (10) Handheld Barcode Scanner: Qty (20)

- 1D
- 2D
- Scan Pattern: Omni-directional
- Connectivity Technology: USB 2.0 Cable
- Light Source: LED
- Image Sensor: Imager
- Barcode: Symbology
- Expecting operating time: 8 hours
- Compatible with windows 7, 8, 10, 32,64 bit

Items (6,7,8,9&10) shall satisfy the following requirements:

1. Well-known brand name (American or Europe or Japan)
2. Three years manufacture warranty for all item (a letter from mother company must be provided)
3. The provided solution must be fully redundant with zero down time.

Annex (1)

No.	Technical requirments sheet	Compliance Yes/No	Remarks
1	System must be product of minimum 10 years of operational experience		
2	System must be certified product with over 10 successful implementation at medium or large sized companies, Recommendations letters from those companies shall be provided showing the scope of work performed, time in use, start and end date of implementation, project execution time		
3	solution provider must be the vendor of the system or a certified partner with over 5 years of experience with the system		
4	Store all types of documents from any source in electronic file cabinets		
5	Store scanned documents, files, and emails in file cabinets		
6	Ability to archive emails directly from Microsoft Outlook, with automatic extraction of index fields from the email header		
7	Ability to move / copy emails with/without attachedments directly from Microsoft Outlook.		
8	Support of Folder structure and integration into Windows Explorer		
9	Import of documents from the file system with drag & drop or button		
10	Transfer imported files in the original format		
11	Copy documents from one file cabinet to another		
12	Scan documents from any scanner (with TWAIN or WIA driver or ISIS)		
13	Convert documents into PDF/A (long-term archiving format)		
14	Index document using 1D and 2D barcodes		
15	Storing Documents Using the Print Function in any Program		
16	Automatic reading of content from defined readout areas of the document. This content is used for indexing		
17	Automatic rotating and aligning of pages that were scanned in the wrong direction or at an angle		
18	Rearrange the pages within a document using drag & drop at scanning time		
19	Automatic deletion of blank pages		
20	Automatic detection and deletion of separating pages		
21	Option to staple multi-page documents or to unstaple documents in the document tray		

22	Option to select from various views for the documents contained in the system: a simple list through thumbnails to an index card		
23	Select list of previously entered words for each store dialog		
24	Split multi-page documents based on barcodes at scanning time		
25	Identification of mandatory fields with asterisks (*) in store and info dialogs		
26	Change index entries of several documents at one time		
27	Use barcodes for manual archiving: read barcodes (or Text) with One Click Indexing and copy them to the store dialog as an appropriate value		
28	system provides intelligent indexing capabilities to automatically Classify documents in a document tray and automatically suggest index words based on known documents whose indexing was already "learned"		
29	Automatically suggest store documents that have been evaluated by Intelligent Indexing		
30	Color-code documents and individual index words by the level of confidence that the suggested index words are correct		
31	Enabled Document search using index words		
32	Ability to Search several file cabinets at the same time		
33	Select list(s) for each search field ensure that index words can be entered quickly and without errors		
34	Search with the logical operators AND, OR, and NOT (including for index filters)		
35	Dynamic links: all documents that belong to the same process can be displayed in a further result list – documents with an identical index word in defined field(s) called up directly in result list or viewer. For example, all documents with the same project name can be displayed in a linked result list		
36	System must provide integration with third party business application , to retrieve archived related document		
37	Finding Documents Directly from Third-Party Applications with One Click based on extracted content from third-party applications' screens.		
38	Find archived documents connected to an email at the click of a button directly from Microsoft Outlook (e.g. from the same sender)		

39	system provides dedicated viewer supports viewing less than 50 file type of documents without need associated application installed on the machine		
40	Clear listing of retrieved documents with the associated search terms in a result list, display of fields in the result lists can be individually adapted		
41	Documents with attachments are identified in the result list with a symbol		
42	Download documents in original format or PDF		
43	Open several documents in separate Viewer windows simultaneously		
44	Call up linked documents from a result list, task lists, and using the Viewer toolbar		
45	Documents displayed in optimum width without a margin in the Viewer using the "Fit to width for optimum display" option		
46	Automatic image enhancement in Viewer: Rotate and/or deskew document		
47	Automatically refresh the display of a document in the Viewer when it has been changed using the "Edit" function in the viewer		
48	Fulltext indexing of scanned documents with powerful OCR and of other common formats with an integrated text filter		
49	Option for fulltext search with wildcards before and after a word		
50	In Viewer, fulltext search terms are highlighted in the document, in the display of both scanned documents and other documents that are present as coded information (CI)		
51	Sorting of fulltext search results according to relevance, i.e. frequency of the index word		
52	Attach a new document from a document tray to a document in a file cabinet		
53	Open and edit archived documents in Viewer: Mark and annotate documents with overlays – the original document is not modified		
54	Open info box for current document to view index entries and change them if necessary		
55	Numerous editing options in Viewer: Text passages can be highlighted using a rectangle or circle in any color, either transparent or opaque, or with a freehand line; text notes can be positioned at any location in the document - any font, size, and color can be selected; annotations can be entered with a freehand line, e.g. signature on touch displays. Save custom settings for all tools, e.g. font size or color		

56	Text passages can be highlighted on any page of a file		
57	Copy text to the clipboard to use it in other applications		
58	Overlays can be printed with document		
59	Personal and public stamps in the Viewer for processing documents; workflows are initiated by stamps		
60	Password prompt for stamps in order to increase security for stamp processes		
61	Customization of stamps, e.g. with scanned-in signature as well as stamp date, time and user ID of person signing		
62	Stamps can be customized by adding form fields: option to enter variable information when stamps are applied		
63	Stamps can be used for both scanned documents and for Office, PDF, and other file formats		
64	Automatic version management: a new version is created for every document processed directly in the file cabinet		
65	Manual version management: Version control per document by checking out and checking in; document is locked for further editing by checking out		
66	Display of the version history and option to go back to previous versions		
67	Send any document via email directly		
68	Send parts of documents by email, i.e. single files/page		
69	Send several documents simultaneously by email directly from a result list		
70	System provides Graphical workflow designer that requires no or minimal programing		
71	Edit tasks, e.g. enter decisions directly in a form		
72	Reassign tasks to other users, roles, or substitution rules		
73	Specify "out of office" status so that tasks will be forwarded to substitute		
74	Display workflow history of the document that was or is part of a workflow		
75	Specify a calendar with work times for the organization		
76	Define time-based escalations for tasks: 1. Period to remind those responsible, 2. Overdue period for task		
77	Define tasks and parallel tasks		

78	Set triggers for workflow instances, e.g. storing a new document or modifying index values for a document that has already been stored		
79	Inform employees via email notification that a new task has been assigned to them		
80	Remind employees via email notification that a task is due or overdue		
81	Attach document to email notification, e.g. for external users		
82	Opening tasks from the email notification		
83	Encrypted data storage in a European data center (EMEA)or in a US-American data center (US)		
84	Certified according to ISO 27001, this standard specifies the requirements for the manufacture, introduction, operation, monitoring, maintenance, and optimization of a documented Information Security Management System (ISMS)		
85	Encrypted communication: Data encryption with Secure Site SSL certificate, 256 Bit		
86	Strict separation between customer data and system data		
87	The solution is required to be fully web enabled. Users interface and administrator interface should be fully web enabled.		
88	The solution must be ready-made 'off-the-shelf' with a minimal need for any development efforts.		
89	The solution is required to be fully bilingual supporting the Arabic and English languages.		
90	System must allow user Authentication through LDAP or single sign on		
91	System must provide records management, correspondence & documents routing, Information & Regulation Publication Management, reporting, alerting and notifications functionalities. In addition to digital signature application.		
92	The administrator should be able to define a correspondences stamp/sticker for incoming documents to be added automatically on the original physical document before scanning. It should be possible to define different suitable locations for the stamp depending on the choice of the user. The stamp should include the generated incoming reference and other relevant data such as date and name of organization / dept.		

93	It should be possible to link an outgoing reference to its corresponding Incoming reference. This will facilitate automatic retrieval of both documents when searching for any of them and vice versa		
94	System must provide ability to Track all the incoming and outgoing correspondences.		
95	Users should be able to attaches documents to new correspondences from the file system and/or a scanner and/or predefined templates and/or existing cases.		
96	It should be possible to link an outgoing documents to its corresponding Incoming documents. This will facilitate automatic retrieval of both documents when searching for any of them.		
97	Only authorized users can start and initiate workflow item. A user can assign cases on multi-level beneath, also he can assign a case to one step upper in his root. The Assignment will be on the level of Workflow Case NOT Workflow Step.		
98	The user can send the workflow item to as many as other users for their view and comments . The comment field size should accept not more than 800 characters.		
99	Users must have access to all system components like: work on workflow items, search for a workflow item content, correspondence Management System, and documents sharing; through a single point of entry via a common URL and a single user login		
100	The solution should provide the ability to attach documents scanned images to workflow item. (A document can be attached optionally or as a mandatory field)		
101	The solution should reflect the organization hierarchal organization structure and support the existing communication rules.		
102	The solution should provide the ability to define committees and add users to these committees from different locations on the organization structure, one of these users is assigned as the committee head.		
103	The system should allow the user to open and view his subordinates all workflow items but not the workflow items related to communication among committee (Workflow inbox should show priority column).		

104	Certain users should be defined as unrestricted receivers or unrestricted senders. This is important for users who are required to communicate with other users regardless of their position in the organization structure.		
105	It should also provide the ability to implement ad-hoc non-structured workflow structure.		
106	System should have the ability to circulate a correspondence to a department or a group of departments or a group of certain positions.		
107	The sender can make a condition to prevent the workflow item receiver from performing any action before his manager view and comment on the workflow item.		
108	The solution should provide the ability to set any user to have more than one job function in the organization using the same username.		
109	The solution should allow authorized users to attach as many as required documents to the workflow item.		
110	The solution should allow users to attach documents from DMS centralized documents storage or from the file system .		
111	Scanning feature should be available from the same system's web interface to allow users to attach paper-based document such as HR documents, instructions, and regulations using scanner.		
112	Users should be able to attaches documents from the file system and/or a scanner and/or predefined templates and/or existing cases.		
113	If the user attaches documents from the file system and/or a scanner and/or predefined templates; these documents should be uploaded to the server and saved into central documents storage for future reference.		
114	In each workflow step, the user must have the ability to add confidential comments where only selected user can view this comment.		
115	The user or the administrator should be able to define a list of frequently used comments to ease and speed up users' replies.		
116	Only permitted users can close a workflow item.		
117	The user can recall the workflow item if required		
118	The solution must allow the supervisor to reassign certain workflow item from one user to another.		

119	In workflow item a user is going on leave, he should be able to assign another user as replacement. In this case all routed items will be automatically redirected to the assigned user.		
120	The solution must provide a comprehensive audit trail that contains information such as but not limited to Initiator and Recipients Names, Route Reference, User comments, attachments, Date and Time, etc…		
121	Users must be able to generate this audit trail as a report and print it if required.		
122	Provide multiple reports with the ability to configure these reports based on (ORGANIZATION) needs Using a Reports Module. Including Statistical Reports, Organization Reports and Data and KPIs Reports.		
123	System should have the ability to print (reports & statistics) for all incoming and outgoing correspondences (completed & active) for certain departments, positions or users.		
124	System should provide multiple alerts methods via email, SMS, etc…		
125	System should allow "Custom Links" to allow system administrator to add/edit/remove desired links.		
126	System must support generating documents in the predefined form of official letter for outgoing records and workflow cases directly from initiation screen.		
127	System must provide editor to modify the content and formatting of official letter.		
128	System must support versioning of the official letter content with ability to use any of the saved versions.		
129	System must support converting of editable (MS Word) documents into pdf format at the signature action time		
130	System must allow sending documents for signing directly from record registration screen.		
131	Users must be able to create their own private predefined text templates to use to create official letters.		
132	System Administrators must be able to create public predefined text templates to be used by users to create official letters.		
133	The system must have functionalities to handle distribution of regularity nature documents such as rules and standards documents.		

134	The system must allow Rules/Standards regularity versioning.		
135	The system must allow the definition of Authorities who are responsible for issuing Rules/Standards regularity.		
136	Only authorized users can Distribute the Rules/ Standards/ regularity to other users.		
137	The receiver can view and acknowledge the receiving the Rules/Standards.		
138	User will receive email notification when a new broadcast is sent.		
139	All viewed and acknowledge Rules/ Standards should be available for user through a Rules/ Standards Library.		
140	Any time the initiator of the Distribution can monitor who view and acknowledge the Distributed Rules/Standards.		
141	It should allow sending publication & broadcast to unlimited Number of users.		
142	Proposed solution must provide multiple reports with the ability to configure these reports based on organization's needs Using a Reports Module.		
143	System must include by default built in predefined reports; and the administrator can assign the required privileges for users to generate and customize these reports.		
144	System must include Dashboard; which is a report panel that displays the performance of the organization during a specific period; three modules are included in the dashboard: Workflow, Records, and Broadcast. The dashboard displays the performance as percentages and numbers via pies and bars.		
145	Built in predefined reports should include: Statistical Reports, Organization Reports and Data and KPIs Reports.		
146	Organization Reports must list information regarding the organization structure; some of the reports that must be provided are: Organization Details, List of Committees, Available Vacancies, User's Job Function History, Users Report, Departments report, Job Functions report, List of Stamps report, List of Schemas report, List of Records' Report, List of Workflow Types report, List of Broadcast Types, List of Follow-Up Cards, List of workflow Categories' Report and List of Storage Libraries report.		

147	Data and KPIs Reports must measure the performance of the organization during a specific period and should include:		
148	1- Inbox Reports : These reports must measure the performance based on the user 's inbox to know how many cases are in the user 's inbox , including: Workflow Cases report , Broadcast Cases report and Records Cases report		
149	2- Completed cases Reports : These reports must measure the users' performance on the cases completed within their due date and those completed passed their due date , including: Workflow Cases Report and Broadcast Cases		
150	System should have the ability to print (reports & statistics) for all incoming and outgoing correspondences (completed & active) for certain departments, positions or users.		
151	System should provide multiple alerts methods via email, SMS, and Pop-up notification.		
152	System must provide alerts are for the following: New Case in the inbox, Case due date exceeded, Case recalled, Case closed, Case acknowledgment, Case assigned, Case de-assigned, Broadcast help request, Broadcast received, Broadcast acknowledged, Broadcast case help request reply and Application Errors.		
153	Application users must be able to access the cases in his/her inbox either through the web using the correspondence management system or through the application. There should be a synchronization between both applications so the user has a unified information if the cases accessed through any of the two applications.		
154	Application users will receive their cases in the routing folder.		
155	Cases in the routing folder will be ordered descending per the received date.		
156	Users must be able to open a case, review its comments, review case history and take actions, including: forward, reply and reply to allow and		
157	Users must be able to assignee a case to another user.		
158	Application must allow users to effectively sign or initial documents using a specially designed pen or just directly with their fingers while cleverly controlling where and how the signature appears on the document.		

159	Application must provide markup tools that include: Voice notes, sticky notes, highlight, free-hand, text-pads, and much more.		
160	Users of application can finger-flip pages of correspondence and its supporting material, and intuitively embed markup notes, comments, and recipient list & action instructions to their office managers (or sender).		
161	Supporting material can be anything from office documents to videos and audio material.		
162	Application must allow users to continue their work even if they are disconnected from the internet, and allows them to perform all the needed actions on the received cases and then sending them, to save it temporarily in user's outbox until he is reconnected again with the internet, then the cases will be auto-transferred directly from outbox to the recipients that he has specified.		
163	Application must allow users to access their broadcasts; all received broadcasts can be accessed through Broadcasts folder in application.		
164	Users must be able to Accept regulation broadcasts and acknowledge information broadcasts directly from application.		
165	Users will get push notifications whenever a new broadcast or case is received and the badge number on application icon will be updated automatically.		
166	The system must provide the ability to: Maintain requirements, Support failback to earlier versions, Track code changes, Provide Secure remote access to the system for remote maintenance workers		
167	The system must be scalable and flexible to easily adapt to changes within the business and/or organization.		
168	The system application front end must allow for additional servers to be added if required. The system database must support partitioning of large tables, A modular design approach is required to allow for additional hardware/software to be added/modified/removed with minimal impact to the system.server clustering and multi-threading implementation		

169	The system shall allow lights-out management on a 24/7 continuous operation basis, The system shall offer no single point of failure as far as is reasonably practicable The system must run continuously with limited scheduled downtime. The system must compile with 99% monthly uptime SLA.		
170	The system will provide accurate and unambiguous error messages to assist with troubleshooting		
171	The GUI shall respond to all user actions without delay regardless of the number of users logged on to the system		
172	The GUI shall be designed for compatibility with at least Internet edge and Firefox browsers		
173	The GUI shall be similar to Outlook		
174	The GUI shall be configurable to display information in both Arabic and English		
175	The GUI shall consist of drop down menus, pop-up dialogs presenting questions or information		
176	The bidder should program a code on TRC website that allow TRC's clients to check the status of their application, via an integeration between the website and the solution		
177	The users shall have the ability to resize windows to view more or less information		
178	Menus and submenus shall remain visible unless selected even if the mouse moves (Collapsible)		
179	Toolbars shall be used effectively on main windows so menu names and sub-menu information are placed consistently in the main windows across the system		
180	Data validation shall be applied to all user input data		
181	The user shall be able to access information required with minimum number of clicks		
182	Workflows, Announcements & Publication, shall be displayed in main page (Dashboard)		
183	Shall support full integration with SharePoint.		
184	Offering the capability to assign an electronic readable barcodes in a serial format on various types of incoming/outgoing correspondence and to provide the capability for future manipulation. Adopting a standardized barcode assignment architecture		
185	Offering online enquire engine about applications status using TRC's assigned barcodes		
186	Support customized scanning in separate batches		
187	Support automatic single or double side pages recognition and scanning		

188	Supplier shall perform full data migration and mapping at TRC's premises from the currently used systems into the new proposed solution to insure the availability of the existing information for future usage.		
189	The proposed solution should be based and built on open applications interface APIs architecture in order to interface with other TRC's automated systems that might be implemented in the future including but not limited to Enterprise Resources Planning (ERP) and on line applications offering different types of services such as type approvals.		
190	The Supplier must deliver during the implementation the following documentations: System installation documentation, System user manual documentation, System administration documentation, Training documentation, Backup approach to retrieve the whole system, or part of it when needed.		
191	The solution must include online help for all application software modules, where applicable.		
192	Supplier shall perform installation , testing and acceptance of the proposed soultion at TRC's premises		
193	supplier shall provide TRC with a Start-up assistance services for a 1 to 3 months after the "go-live" moment.		
194	The Supplier must include and quote post-implementation services and describe the content of such services.		
195	The proposed solution shall allow a subset of users, who belong to correspondence section, to verify, audit and authorize all outgoing correspondence before being granted an official reference number.		