**ABC ORGANIZATION**

**TERMS AND SPECIFICATIONS**

**FOR**

**PROVISION OF CONSULTANCY SERVICE ON THE DEVELOPMENT OF FILE CLASSIFICATION PLAN**

# TYPE OF QUOTATION

The Quotation shall be on a Lump Sum basis. The Lump Sum Quotation Price shall allow for all necessary requirements, labour, tools, equipment, transportation, etc. needed to complete for the Services.

# FIRM PRICE CONTRACT

The Lump Sum Quotation Price shall be firm and the Contractor shall allow for all risks, any imposition of quota, currency rate fluctuation, fuel price increases, material prices and wages fluctuations that may affect the Lump Sum Quotation Price after the closing date of the Quotation.

# ACCEPTANCE OF QUOTATION

The Organization reserves the right not to accept the lowest or any Quotation the Organization may receive.

The Organization reserves the right to accept and award the Quotation either in total or in parts.

# ALTERATIONS, ERASURES, AMENDMENTS, OR QUALIFICATIONS

Tenderers shall not make any alterations, erasures, amendments or qualifications direct onto any part(s) of the Invitation to Quote. Where such alterations, erasures, amendments or qualifications are considered necessary, Tenderers shall bring such alterations, erasures, amendments or qualifications to the attention of the Organization by way of a separate letter and attach it together with this electronic submission. Any alterations, erasures, amendments or qualifications which are not indicated clearly in separate attachments as aforesaid but made directly on the Invitation to Quote, whether discovered before or after award of the Quotation, shall not be acceptable and shall be deemed not to have been made.

# CONTRACT PERIOD

The Contract Period shall be for a period of **Six (6) Weeks** from the Commencement Date stated in the Electronic Purchase Order.

# BACKGROUND INFORMATION

Alpha Betical Corporation (ABC) is Singapore’s leading provider of business and retail services, offering a wide range of business solutions tailored to suit all types of manufacturing, retail and related operations.

Records in ABC used to be managed by 20 registries from different divisions. Each registry may not have applied the Organization’s Records Management policy consistently in the past. With effect from 1 August 2017, all the registries were merged to form a new department – the Information Management Department (IMD). IMD’s main function is to manage all **15.57** million physical documents in ABC and **3.6** million electronic documents in the Enterprise Document Management System (EDMS). IMD supports ABC’s business functions by providing:

* Effective and efficient document/record/information search and retrieval services through many channels; and
* Timely records archiving services.

ABC will be implementing a new Document Management System (DMS) in 2018. In preparation for the new DMS, ABC aims to develop a common and effective ABC-wide Taxonomy and File Classification Plan (T&FCP), Access Control List (ACL) and Metadata structure that will facilitate and enhance the capacity of the organization to share information and knowledge.

## SCOPE OF PROJECT

ABC invites interested Consultants to submit quotations for the following:

* + - 1. Study of the current file categories/series and file reference numbering for both physical and EDMS records, identify the gaps, propose and develop a unified enterprise T&FCP that allows systematic identification and arrangement of documents, information, business records, activities and facilitates records disposition;
      2. Development of a metadata model that facilitates the capturing of critical and useful data that facilitates the search and retrieval for documents/records/information;
      3. Development of a set of Document/Record/Information Management (DRIM) Guiding Principles for ABC to develop a set of document/record/information management policies and procedures that can be applied across the organisation to ensure the effective management of document/record/information. The guiding principles developed shall benchmarked against Best Practices, ISO Standards and ABC’s Record Management Processes; and
      4. Recommend a search engine to aid search and retrieval of documents/records/information etc. in the new DMS.

## PROJECT SPECIFICATIONS

The scope of work to be carried out under this Contract includes:

* 1. Development of ABC-wide Taxonomy and File Classification Plan (T&FCP)
     1. The Consultant shall review ABC’s current file categories/series, metadata structure and file reference numbering for both physical and EDMS documents and records and identify gaps in respect of implementing the new DMS which requires a unified T&FCP.
     2. The Consultant shall propose a development plan for a ABC-wide T&FCP that addresses ABC’s business functions regardless of the various business units that might carry out the business transactions and activities. The new T&FCP will need to:
        1. Manage the categorisation of ABC’s documents/records/information;
        2. Manage the archival and disposition of records;
        3. Manage the assignment of access control rights (ACL) in the new DMS;
        4. Address the migration of documents/data from the current EDMS to the new DMS; and
        5. Cater to potential corporate re-structuring, business growth and changes in the future.
     3. The Consultant shall work with appointed ABC staff to develop minimally the top three (3) levels of the new T&FCP structure and provide guidance to appointed ABC staff to further develop subsequent levels within the T&FCP structure.
     4. The Consultant shall perform reviews and validate the T&FCP structures developed by ABC staff.
     5. The Consultant shall provide guidance to appointed ABC staff to map the existing file categories/series, metadata and reference numbers to the new T&FCP.
     6. The Consultant shall validate the mapping mentioned in 8.1.5 to ensure the mapping is done effectively and addresses ABC’s business needs.
     7. The Consultant shall provide guidance and impart methodology to ABC on the maintenance of the new T&FCP so that ABC have the capability to further develop and maintain the T&FCP when necessary.
  2. Development of Metadata Model
     1. The Consultant shall study the existing metadata sets in EDMS, ABC’s document/record/information retrieval needs and current search habits to propose and develop a new Metadata Model for the new DMS.
     2. The Consultant shall provide guidance and impart methodology to appointed ABC staff to co-develop the Metadata Model.
     3. The Consultant shall ensure that the existing metadata in EMDS can be mapped to the new Metadata Model in DMS by providing documentation such as a migration plan or a step-by-step guide on how to perform the mapping of the metadata.
     4. The Consultant shall provide guidance to appointed ABC staff to map the existing metadata in EDMS to the new DMS.
     5. The Consultant shall validate the mapping mentioned in 8.2.4 and provide advice to ensure the mapping is done effectively and addresses ABC’s business needs.
     6. The Consultant shall provide guidance to ABC on the maintenance of the new Metadata Model so that ABC have the capability to further develop and maintain the Model when necessary.
  3. Development of Document/Record/Information Management (DRIM) Guiding Principles
     1. Items under Section 8.3 shall be quoted as optional items.
     2. The Consultant shall develop a set of DRIM guiding principles that will form the basis for ABC to develop its document/record/information policies and procedures and implement the new DMS.
     3. The Consultant shall ensure that the DRIM guiding principles complies with regulatory/statutory requirements.
     4. The Consultant shall ensure that the DRIM guiding principles covers the following:
        1. The definition of document/record/information in relation to ABC’s business; and
        2. The management of different stages of the DRIM Management Life Cycle; ie including but not limited to Creation, Storage, Ownership, Release, Reuse, Preservation, Disposal etc.
  4. Other optional services that are necessary for the performance of this Contract.

## ELIGIBILITY

* 1. The Consultant shall have a proven track record in the development of File Classification Plans and/or Taxonomy and implementation of Records/Information Management Projects especially for the business services sector.
  2. The Consultant shall be knowledgeable in Records/Information Management Principles and familiar with Registry functions especially for the regulatory and compliance requirements of the business services sector.

## CONFIDENTIALITY AND SECURITY

All the personnel of the Contractor and Sub-Contractors assigned to the Project shall be required to comply with a Confidentiality and Non Disclosure Agreement (CNDA) and shall sign an undertaking to safeguard ABC’s information.

## REPLACEMENT OF PERSONNEL

* 1. The Consultant shall replace its personnel within fourteen (14) days from the date of written notice from ABC that the said personnel is either:
     + 1. Technically incompetent in carrying out the Services and all efforts by the Consultant have failed to resolve the issue within the said period; or
       2. The conduct of the said personnel is found to be detrimental to the confidentiality and security of ABC’s information; or
       3. Not able to meet the service standards as required by ABC.

## SUBMISSION DETAILS

* 1. The cost/sum quoted in the Consultant’s submission shall be deemed to cover all costs of the Consultant including labour costs, supply of materials, construction, transport, training facilities, insurance, documentation, delivery and any out-of-pocket expenses.
  2. The Consultant must submit the following:
     + 1. Project Proposal (Annex A);
       2. Reference List (Annex B); and
       3. Price Schedule (Annex C)
  3. Please note, however, that the Project Specification is not intended to be completely prescriptive and if Consultants believe that they can address ABC’s issues/needs with a more effective method and can complete the project in a shorter time, they should state what that method would be and provide a Gantt chart on how the project can be achieved in a shorter time.
  4. The Consultant must submit summaries of past records/information management and/or taxonomy development projects (if any), preferably list at least two (2) of similar nature to ABC’s T&FCP project. Please provide the contact details of the clients for the projects listed (Annex B). ABC reserves the right to contact the persons listed.
  5. Please note that this is a lump sum contract as per clause 2 – Firm Price Contract above. The Price Schedule, Annex C, shall be used to value variations to the scope of work.

## PROJECT DELIVERABLES

The Consultant shall provide the following deliverables:

13.1 Develop Project Execution Plan:

|  |  |
| --- | --- |
| Task | Develop an overall Project Execution Plan (PEP) in accordance to the requirements of IMD. |
|  |  |
| Deliverables | A PEP with the following:   * Introduction (Project Description, Scope and Boundaries, Definitions) * Management Plan (Management, Status Reporting, Skills & Resource Requirements, Changes, Problems, Joint Reviews, Updating of this Plan) * Development Plan (Organisation and Staffing) |

13.2 Develop Detailed Project Plan:

|  |  |
| --- | --- |
| Task | Develop an overall Project Plan (PP):   * Showing how the Consultant conducts the tasks specified within the scope of the ITQ; * Listing the schedule and milestones and this list shall be updated regularly to facilitate close status monitoring |
|  |  |
| Deliverables | A PP with the following:   * Tasks * Delivery dates * Dates of Milestones * Resources by staff responsibilities (Consultant/ ABC) * Estimated man-days for each task * Issue/ problem log tracking |

13.3 Develop ABC-wide Taxonomy and File Classification Plan and Metadata Model:

|  |  |
| --- | --- |
| Task | Carry out detailed analysis of the following:   * + - 1. Current File Classification Plans; and       2. Current Metadata Model.   Identify gaps and make recommendations that cater to ABC’s requirements. |
|  |  |
| Deliverables | A Proposal with the following:   * Identify gaps in (a) and (b) * Share the good practices of the development of Taxonomy and File Classification Plan and Metadata Model * Propose and develop solutions to have a single effective Taxonomy and File Classification Plan that can be used for physical files and electronic records. * Propose and develop a Metadata Model that will enable effective and efficient search and retrieval for documents/records/ information. |

13.4 Develop DRIM Guiding Principles (Optional):

|  |  |
| --- | --- |
| Task | Develop a set of DRIM Guiding Principles for ABC. |
|  |  |
| Deliverables | A set of guiding principles that covers the management of different stages of the DRIM Management Lifecycle with the definition of document/record/information in relation to ABC’s business. |

13.5 Recommend a Search Engine (Optional):

|  |  |
| --- | --- |
| Task | Provide a recommendation on a suitable Search Engine for ABC:   * + - 1. Analyse existing search engines and ABC’s search and retrieval requirements;       2. Provide a list of functionalities;       3. Provide a comparison table of search engines that meet the functionalities with a recommended option |
|  |  |
| Deliverables | A comparison of search engine functionalities with an evaluation of how well they meet ABC’s requirements. |

13.6 Documentation for the Proposed Solutions:

|  |  |
| --- | --- |
| Task | Provide electronic-copy and hard-copy of the development of the Taxonomy and File Classification Plan and Metadata Model to facilitate the following:   * Train ABC staff on the development and maintenance of the Taxonomy and File Classification Plan and Metadata Model * Serves as a reference for the future development of Taxonomy within ABC |
|  |  |
| Deliverables | * The guide shall provide step-by-step instructions on how to develop and maintain the Taxonomy and File Classification Plan and Metadata Model. * The guide shall provide either a migration plan or step-by-step instructions on how to map the developed Metadata Model to the new DMS. |

## EVALUATION CRITERIA

* 1. The proposals will be evaluated based on the following criteria:
* Price
* Experience & Good Track Record (references)
* Quality of Project Proposal