

**Terms of Reference**



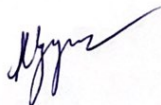
**Setup, Customization and implementation and Training of the Ministry of Foreign Affairs  
staff for the Archival System that has been implemented in RCSC**

For Ministry of Foreign Affairs (MFA)

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## 1. Background

- 1.1 Ministry of Foreign Affairs would like to implement Archival System to replace paper filing with digital storage that is secure and easy to use.

### Archival System Cost Submission (Financial Proposal)

- Developers bidding for the project will have to quote for all modules with running cost of the project (in lump sum).
- The Developer shall provide costing in accordance to financial proposal forms as per PRR 2009, and failure to quote accordingly shall lead to disqualification.
- The Archival System implementation project will be evaluated based on the total cost of all the modules and the technical capacity of the vendor. Therefore, the Technical and Financial weightage would be **60:40 (T:F)**

### Project Schedule

The tentative timeline includes customization and implementation of Archival System

- 3.5.2 The proposed Archival System project (Setup, Customization and implementation) Schedule is as follows:

**Two weeks** from the date of issuance of letter of award.

## 2. Scope of this Tender

- i. Installation of Alfresco Archival System with additional module to save document to department folder without being able to view the documents in it.
- ii. Customise the Alfresco system to need the Ministry of Foreign Affairs.
- iii. Setup(primary server, backup server and SAN server) for the Archival System
- iv. The Developer shall provide maintenance and support services during the Launch, Warranty and Maintenance periods.
- v. Archival System should have all the features implemented in RCSC excluding RCSC specific modules.
- vi. The Developer shall train MoFA ICT personnel to Ensure Business Continuity with all the necessary services including backup and recovery processes/procedures.
- vii. The developer shall train MoFA Staff(2 groups) on the usage of the Archival System (1 day each to each group)
- viii. Provide and update Standard Operating Procedure (User Manual) and Technical Information throughout the duration of the Contract



### 3. Features

Department wise grouping

Users should have access to the group or groups that they belong to.

This system should have module whereby an individuals can upload the scanned file to respective department folder without being able to view the document in it.

### 4. Training

#### 4.1 Developer shall:

- 4.1.1. Provide Training to ICT Personnel to manage the system.
- 4.1.2. Provide training to two groups (1 day for each group)All available users.

#### 4.2. MoFA shall:

- 4.2.1. Identify Trainees;
- 4.2.2. Arrange logistics such as venue, refreshments & working lunch; and
- 4.2.3. Facilitate the training program.

### 5. Technical Requirements

Archival System should have features similar to System implemented in RCSC but customised for MoFA need.

The system should have high availability which should be implemented by configuring primary server, backup server with additional SAN server and provide training to ICT personnel.

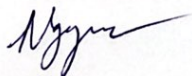
Should have separate module to upload the document to Archical system without being able to see the documents in it.

### 6. Implementation/Customization Methodology

Template and other customization as required for the Archival System implementation shall be implemented in consultation with MoFA

### 7. Deliverables

The activities/deliverables of the assignment and Work Schedule is indicated for reference in Annexure II.



**8. Support**

The consultant shall provide support for 1 year with respect to any issues (errors and updates) for the system that is implemented;

**9. Backup and Recovery**

Details on the Backup and Recovery will be indicated for reference in Annexure V

**10. Key Professional Staff**

**22.1. Team Leader - Bhutanese**

Project Manager to oversee the complete work as per the TOR.

**22.2. System Implementer/ programmer (2 nos) -Should be Bhutanese**

Qualifications and skills

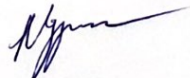
Should have Implemented Alfresco System in other Organizations in Bhutan

or

Should be Alfresco Certified( Certificate to be attached and original to be provided during the time of evaluation)

and

Programmer should have prior experience of java programming language and should be able to integrate upload modules with alfresco system.



## **Annexure I: Deliverables**

### **Deliverables:**

1. Installation of Alfresco Archival System with additional module to save document to department folder without being able to view the documents in it.
2. Customise the Alfresco system to meet the needs for Ministry of Foreign Affairs.
3. Setup(primary server, backup server and SAN server) for the Archival System
4. The Developer shall provide maintenance and support services during the Launch, Warranty and Maintenance periods.
5. Archival System should have all the features implemented in RCSC excluding RCSC specific modules.
6. The Developer shall train MoFA ICT personnel to Ensure Business Continuity with all the necessary services including backup and recovery processes/procedures.
7. The developer shall train MoFA Staff(2 groups) on the usage of the Archival System (1 day each to each group)
8. Provide and update Standard Operating Procedure (User Manual) and Technical Information throughout the duration of the Contract

### **Documentation**

The Developer shall supply and deliver full documentation on all aspects of the System including but not limited to the following:

- (a) Installation and Implementation Plan;
- (b) User Acceptance Test Plan
- (c) Training Plan, Training Guide and materials;
- (d) Configuration Management;
- (e) Exit, Handover Plan;
- (f) System Operation Manual, including system operation, database archival, configuration, database backup and recovery, etc;
- (g) User Guide/User Operation Manual;
- (h) Post Implementation Support Plan;
- (i) Support Plan;
- (j) Exit Plan.

The Developer shall provide a soft copy of all the documentation and provide any other additional documentation as and when required during the contract period.



**Annexure II: Backup and Recovery**

1. The Developer shall in proposal submit a backup and recovery strategy and methodology for the System. The methodology shall include hardware and software used, types of backup, frequencies of backup, as well as procedures for performing the backup and recovery.
2. The Developer shall note that the System and Data recovery when situations arise e.g system failure is very important therefore and there shall be “no loss” of data at any instance. The Developer shall work out a data backup plan (including backup and restoration procedures) for all software used in the System and test it to ensure data recoverability before the commissioning of the System.
3. The detailed backup and recovery plan shall include the following areas:
  - (a) Overview of backup and housekeeping strategy;
  - (b) Detailed backup and recovery procedure;
  - (c) Process of system recovery from the backups following a system failure;

