



## Consultancy to Commissioning on PASS ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

### Terms of Reference

#### 1. Background

PASS Trust requires an experienced service provider that will be able to provide an Electronic Document and Records Management System for PASS Trust within a period of three (3) months. The required Electronic Document and Records Management System must comply with the National Archives and Records Management Services policy and meets the file plan of all Departments of PASS Trust.

The appointed service provider should be able to provide a professional, efficient system that will be able to accommodate metadata and workflows provided by PASS Trust. Currently the bulk of PASS Trust's documents are in the form of physical paper and softcopy of randomly archived electronic documents on Nextcloud server. The plan is to implement a central electronic document repository that is identical to a physical filing of PASS Trust and must both comply with the National Archives and Records Management Services policy.

#### 2. Purpose

PASS Trust is planning to move towards a more digitized environment in its business operations. The purpose of this project is therefore to appoint a suitable service provider who will provide an Electronic Document and Records Management System (EDRMS) for PASS Trust within a period of five (5) months and provide a roll out plan that complies with the National Archives and Records Management Services policy.

#### 3. Scope of work and expected output/deliverables

##### 3.1. Documents Capturing

This is associated with capturing of documents as scanned PDF, Word Doc, Excel, Images, or any readable document format. Various scanners will be used to scan and create readable PDF documents

##### 3.2. Storing Documents

EDMS should be able to store electronic documents in a file once they have been captured. These files will be defined in the system with its Identification number and name.

##### 3.3. Retrieving and Distribution of Documents

EDMS should be able to provide a flexible way of retrieving documents. Easier and faster searching of documents using keywords (Meta data tagging is of assistance). As soon as you enter a search term, you will see a list of documents matching the term.

### **3.4. Work Flow Automation**

The Electronic Document Management System should have built in enterprise level business process management and workflow automation that automatically routes the documents to their destination. The workflow automation should provide;

- Rule based processing incoming & outgoing documents and internal memos,
- Configured multi-level approvals
- Automatic creation of records based on documents
- Update records based on documents and
- Documents routing algorithm

### **3.5. Local Backup**

The system should have a specific document storing module for uploading all types of documents and retrieval mechanism

### **3.6. Document Indexing**

Document indexing is the process of associating or tagging documents with different “search” terms. Indexing is a path to the documents. That path is based upon our business processes The EDMS should provide indexing of the following;

- ✓ Indexing of all documents
- ✓ Custom automatic document numbering
- ✓ Content recognition and indexing
- ✓ Indexing meta data
- ✓ Support innumerable formats
- ✓ Extendable meta data fields

### **3.7. Payment Forms**

These are finance approval forms, that will need to be signed digitally during the process, Electronic signature devices, will be used to add signatures to the given forms. And the system will need to be integrated with these devices.

### **3.8. Security**

Security is one of the most critical aspects of a document management system. The EDMS should provide a high level of documents encryption and role-based access, as well as;

- ✓ Audit trail, User and Roles
- ✓ Advanced access rights
- ✓ Encrypted documents on file system
- ✓ Modify ownership and Support SSL

### 3.9. Dashboard

EDMS should have a simplified and easy to navigate user dashboard which contains;

- ✓ Work flow inbox
- ✓ Documents inbox
- ✓ Alerts and notifications
- ✓ Report graphs and charts
- ✓ Inbuilt calendar and time.

The service provider/s are required to provide a detailed project methodology outlining their understanding of the deliverables and scope of work to be undertaken in order to provide an efficient, effective and professional Electronic Document and Records Management System.

### 4. Consulting Company Profiling Instructions.

Companies wishing to undertake the process will be needed to submit their profiles and proposals

The following format and sequence should be followed in order to provide consistency in Companies' responses and to ensure each profile receives full and fair consideration.

- All pages should be consecutively numbered.
- Cover Page, showing Company's name, address and contact information;
- Up to one-page Letter of Introduction, signed by an authorized signatory;
- Table of Content, including page numbers;
- Presentation of the Company and its suitability for the assignment;
- A Company Reference List (with references' names and contact details) with at least 3 similar tasks conducted;
- Detailed CV of the expert proposed to execute the assignment, along with his/her current employment status with the Company or in case of proposing external expert a pre-contract document specifying availability of the proposed expert;
- Appropriate IT- related certification of the proposed expert;

### 5. Proposal Contents

The Consulting company must submit both financial and Technical proposal Including at least, the following.

- Sketch of the proposed System Workflow and Structure.
- Financial Consideration of carrying out the Whole Project to Final Launching,
- Proposed support Scheme
- Breakdown of Time frame of carrying out the Project

### Submission

Interested Companies are required to submit their profiles and Proposals as per this TOR Guidelines to the address below to the following websites. <https://pass.or.tz/vacancies>

The Application must be submitted on or before 15th May 2020. For any enquiry please send email to the address below

Email: [procurement@pass.or.tz](mailto:procurement@pass.or.tz)