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TENDER FORM

The Chairman – Tender Opening Committee

PNG Power Ltd

P. O. Box 1105

BOROKO 111 NCD

Papua New Guinea

Phone: (675) 324 3381

Fax: (675) 3250791

Email: supplyhelpdesk@pngpower.com.pg

We (Full name of company).....

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hereby tender for the undermentioned goods and services subject to the conditions of tendering and at the prices quoted in the scheduled therein

TENDER No. 11/2019

CLOSING AT 4.00 PM FRIDAY 08TH MARCH 2019

FOR TO SOURCE A DOCUMENT MANAGEMENT SYSTEM (D.M.S) THAT WILL REPLACE THE EXISTING MANUAL FILLING SYSTEM.



Statement of requirements for a Document Management System (DMS)

Tender submissions due by 4.30pm on Friday 08th March 2019

1 Introduction

This statement of requirements sets out the scope and requirements for a Document Management System (DMS) that will be used by PNG Power Limited.

2 The Organisation

PNG Power Limited (PPL) is the power authority in that it is responsible for the generation, transmission, distribution and retailing of electricity throughout Papua New Guinea.

PPL services customers in almost all urban centres throughout the country encompassing industrial, commercial, government and domestic sectors. Where possible, the services extend to rural communities adjacent to these urban centres.

PPL is also presently undertaking a regulatory role on behalf of the Independence Consumer and Competition Commission (ICCC). These responsibilities include approving licenses for electrical contractors, providing certification for models of electrical equipment and appliances to be sold in PNG and providing safety advisory services and checks for major installations.

PNG Power Limited (Company No 1-44680), was incorporated under Section 3 (1) of the Electricity Commission (Privatization) Act 2002 as the successor company to the Papua New Guinea Electricity Commission (ELCOM). All of ELCOM's assets, liabilities, rights, titles and personnel were transferred to PPL.

The PNG Power Ltd workforce is currently made up of 2000 employees on Permanent or Contract time contracts. We also provide a number of work experience, student placements and apprenticeships each year.

The diversity of our workforce and our 24/7 operation means that we need to manage and monitor a wide range of different working patterns, terms and conditions and workforce information.'

All queries relating to this Invitation to Tender should be addressed to:

Josua Naisau

Email – jnaisau@pngpower.com.pg

Mobile: +675 71963016

All submissions to this Invitation to Tender should be addressed to:

**Document Management System Tender Committee, PNG Power Ltd, P. O. Box 1105,
Boroko, National Capital District**

3 Scope of tender

3.1 Elements

The tender package comprises the following key elements:

- application software

- the supplier will deliver a software that will convert the hard copy documents of mixed sizes into PDF format and electronically file away safely in the server.
- create a workflow to automate PPL manual processes and procedures
- create electronics forms to be accessed by customers or vendors to share or request information
- consultation – the supplier will provide a consultation service (“Business Process Mapping”) that will allow the supplied DMS software to be best configured to suit the requirements of the PNG Power Ltd
- software configuration - the supplier will be responsible for installing and configuring the chosen application software and working with PNG Power Ltd staff as necessary to ensure successful implementation
- data transfer - the supplier will be responsible for transferring the data from PPL’s existing data management system to the new system.
- testing – the supplier will assist PNG Power Ltd staff with acceptance testing of the software and correct any components that fail to meet the agreed specifications
- training – the supplier will provide training in the new system to PNG Power Ltd staff
- commissioning – the supplier will be responsible for preparing the system for live use.

It is expected that the PNG Power Ltd will enter into a maintenance contract for any ongoing support. This will be a separate contract and negotiated with the successful supplier at a later date.

4 Tender responses

4.1 Tender submissions

Formal tender submissions must be received by 4.30pm on 08th March 2019.

Tender submissions may be made electronically to:

supplyhelpdesk@pngpower.com.pg

Documents must be sent in PDF format.

Receipt of submissions will be acknowledged by email.

4.2 Supplier interviews

Tender responses will be evaluated and shortlisted companies will be invited to give a presentation on their proposals for the DMS system. The presentations will be followed by questions from the client team.

It is expected that supplier presentations/interviews will take place on 11th March 2019. Specific times will be arranged directly for each shortlisted supplier.

4.3 Structure of tender submissions

Tender submissions must include all of the information in the following list:

- A brief summary of your response
- A summary of your experience of implementing DMS solutions for institutions of a similar size and complexity to PPL
- A suitable single point of contact for all correspondence relating to the tender - this should include email address, postal address and telephone number(s)
- A description of the methodology that will be used:
 - suppliers should provide an outline description of the proposed approach that will be adopted to deliver all aspects of the project
 - suppliers should also provide details of the project team along with roles & responsibilities of team members
- An outline of the proposed solution
 - software (and licensing arrangements)
 - hardware requirements and technical architecture including a rationale for technologies used to build the product
 - methodology for product development
 - methodology for updates, testing and deployment
 - future product strategy
 - installation and configuration
 - data conversion
 - testing
 - training
 - commissioning
 - data security
- Clarification that the proposed software solution meets the PNG Power Ltd.'s requirements as set out in section 6 of this document
 - suppliers should refer to all points in section 6 (system requirements) stating whether the requirement is met through an existing version of the software
 - suppliers should identify if any functionality required will need to be met by bespoke programming or a future version of the software package
- Details of any added value or additional functionality in the solution which you consider may be relevant to our needs
- A fixed price proposal:
 - this should be an itemized breakdown of costs rather than a single lump sum figure
 - software licenses
 - data conversion
 - project management and configuration
 - testing
 - training
 - annual maintenance and support
 - costs should be quoted ex-TAX
- Details of day rates
 - these will be used to assess costs for additional services

- Details of any licensing arrangements and/or terms & conditions associated with the overall solution
- A description of support and assistance services available along with associated costs.
 - specific reference must be made to support hours, methodology, response times (Service Level Agreement - SLA) and escalation procedures
- A description of any warranties associated with the solution
- An indicative project delivery plan showing key milestones and deliverables for installing, configuring and commissioning the solution
- Names of three referees for whom you have delivered similar solutions who may be contacted following the shortlisting process
- A client list
- A draft contract / terms of business.

4.4 Selection criteria

The tender responses will be evaluated against the following selection criteria:

- price
- ability to meet system requirements
- user customisation of products
- ongoing support costs – level / cost of service – track record
- modular functionality which enables phased introduction if required
- added value / additional services

4.5 Contract award

Contract award will be on the basis of meeting all the tender requirements in particular the System Key Requirements at an economical cost.

5 Project implementation

5.1 Project organisation

It is expected that the successful supplier will appoint a project manager to work with the client during the installation, configuration and testing stages of the project.

5.2 Project timetable

We wish to commence implementation of the new DMS solution as soon as possible.

5.3 The contractor will work with the PNG Power Ltd to establish a project delivery plan ideally within 3 months.

6 System requirements

Key requirements

The PNG Power Ltd requires a new DMS to meet its requirements as specified below;

6.1 PPL Archive Storage

- Currently stores 30, 577 files for all business Units which are all in hard copies. Nothing in the Archives is stored electronically
- Types of document files range from A4 Size, A3, Drawings, Maps, Books
- Files are indexed and stored in boxes
- Some documents archived don't need to be kept as parts of the files hence have been identified for shredding.
- The Archives Storage has reached its capacity to store hard files resulting in files kept in respective offices.
- The system must enable all hard files to be scanned and saved as e files, find information quickly, free office of papers and increase information security.
- There are 30, 577 files stored in boxes and each file contains an average of about 150 documents.
- Manpower will be sourced to manually scan all documents and store as e files, shred documents that are not required at the same time clearing out the archives storage room

6.2 Current or Active Files

Moving forward, all source documents after being processed are to be filled electronically through the DMS.

- **Accessing of Information**

The documents must be stored in a systematic order through the DMS and easily accessed when required.

Files must be easily and concurrently accessed by different users at different security levels.

Mobility to information retrieval must be archived.

- **Create a Workflow**

The DMS must provide an unlimited capability of matching PPL's simple to complex processes and procedures to be automated.

- **Electronic Integration**

The DMS must be a web based application which will enable integration of electronic files and forms that are confined in the office but can be accessed from any location outside of the office by external and internal customers.

7 ICT requirements

7.1 A web based application

The DMS must be a web based application which allows users to access it from any location.

Must have API interfacing functionalities including cross mobile platform accessibility through Android and IOS.

Cloud-based storage integration capabilities.

Bar-code technology

7.2 Audit Trails

Meet a minimum requirement of audit trails of who view an item at what time or who modified an item at what time. Modifications includes delete, add and change.

7.3 Supported files

Supports all types of information into their native formats, for instance MS – Office, Acrobat, AutoCAD, Movies, etc.

7.4 Security

The DMS must provide a better, more flexible control over sensitive documents and allow the control at the folder or document level for different groups and individuals.

7.5 Disaster Recovery

The DMS must provide user-friendly way to backup-up documents for offsite storage and an effective recovery strategy.

7.6 Hardware and Software Requirements

7.6.1 Software for deployment must be a virtual machine compliant.

7.6.2 Solution must be capable to run on a virtual platform on the following hypervisor:

- VMware ESXi 6.0 and above.

7.6.3 Windows Operating environment;

Server:

- Windows Server 2008R2 minimum.

Client:

- Windows 8.1 minimum.
- MAC OS

7.6.4 Hardware resource allocation requirements for the virtual deployment are solution dependent.

7.6.5 There must be an open protocol to multifunctional printing or scanning hardware devices regardless the vendor.

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