



BML/PD/OPN-BID/2019/054

04th November 2019

Announcement

Bank of Maldives is seeking a service provider to provide a comprehensive Document Management System (DMS) to improve record management, retention, indexing, workflow, record access and retrieval of records created and utilized by the Bank.

Clarifications

Request for clarifications should be submitted via email to tenders@bml.com.mv before 16:00hrs (local time) on Monday, 18th November 2019.

Submission of Proposal

All submissions should be e-mailed tenders@bml.com.mv before 16:00hrs (local time) on Monday, 16th December 2019.



REQUEST FOR PROPOSAL (RFP)

DOCUMENT MANAGEMENT SYSTEM

04 November 2019



Introduction

Bank of Maldives PLC (BML) was inaugurated on November 11, 1982 and is the leading financial institution in the Maldives. BML is a full-service bank engaging across a complete spectrum of personal, SME and corporate financial services. With a nationwide network of 37 branches across all 20 atolls, 43 Self Service Banking Centers, 103 ATMs, 6300 Point of Sale Merchants, 277 agents and a full suite of Digital Banking Services, Bank of Maldives is committed to supporting individuals, businesses and communities across Maldives.

Requirement

Bank of Maldives is seeking a service provider to provide a comprehensive Document Management System (DMS) to improve record management, retention, indexing, workflow, record access and retrieval of records created and utilized by the Bank. The system should support archival permanency with the ability to migrate records to other mediums (hardware or software) for the full retention of a record and must be able to export the digital information into various formats.

The scope of work will include the following;

1. Installation, customization, configuration and maintenance of the software required for a Document Management System (DMS).

DMS should deliver (but not limited to) the following;

- a. Document Acquisition and Input
 - b. Storage and Retrieval
 - c. Image Viewer
 - d. Workflow Management
 - e. Role based access control
 - f. Forms and Fields editor
 - g. Query Builder, Dashboards and Reports
2. Interfacing with other external systems, validation of models and processes and maintenance of application software, system software, database, interfaces etc. used by the Bank
 3. Assistance in supply, installation and maintenance of related hardware at Primary and Disaster recovery data centres of the Bank.



4. Providing training to Bank's designated personnel and also provide Modular wise user manual as well as administrator's manual, post-implementation on-site support from Go-Live date and further support till the end of the agreed period.
5. DMS is expected to include (but not limited to) the functional and technical requirement stated in Annexure

Documents Required

- Detailed proposal including work plan with key milestones, timelines and associated costs.
- Details of the individual, firm or company, including company profile, expertise and resource capacity
- Company Registration Certificate copy.
- Brief background of senior management personnel who will be involved in this project. CVs of individual team members should be enclosed.
- Name, title, address and telephone number of the person who will serve as the authorised representative on behalf of the company.
- Evidence of prior relevant experience. Reference letters should be enclosed.
- Name of project lead who will directly report to BML during the engagement period.

This RFP document is not a recommendation, offer or invitation to enter into a contract agreement or any other arrangement.

Clarifications

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Submission of Proposal

All submissions should be e-mailed (see below) before 16:00hrs (local time) on Monday, 16th December 2019

Contact Information:

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Annexure

Functional Requirement

DMS is expected to include (but not limited to) the below mentioned requirement

Document Acquisition	System to have the ability to interface with scanners, emails and shared file systems
Document Acquisition	System should have Configurable Inputs from Different Sources. The input module polls and picks images from multiple folders or email accounts. If the image sources are many (folders /email accounts), they should be handled parallel.
Document Acquisition	Documents/Images can be routed to appropriate workflows based on configuration Documents/Images can be polled from a folder with/without index files Domain specific information like, Product Code, Application number etc can be automatically populated All content types can be uploaded such as pdf, jpeg, word, excel etc. Supports Network Scanning, Desktop Scanning, Email Integration
Workflow Management	Workflow management feature, and to support multiple states in the system and different users have different access levels to the information in each state of the workflow. Information that is being processed should go through various states in the workflow based on the defined criteria. Multiple workflows should be configurable using the solution. Should have a mechanism to integrate other BPM platforms such as cumunda
Workflow Management -Fields / Forms Editor	Using the fields / forms editors, fields needed for the workflow can be configured. Fields can be of a Text, Date, Number data types. Additional fields can be added at any stage of the workflow processing. The UI type for the fields can be configured as a text, dropdown, label, radio button, checkbox, text area etc.
Workflow Management -States / Activity	User level access as to who can view/edit cases in an activity should be configurable
Workflow Management -States / Activity	Back end processes that perform specific condition based access to cases should be able to assigned to an activity
Workflow Management - Threshold	Within an activity, multiple thresholds can be configured that act as an escalation mechanism. Thresholds should be exposed API (webhooks)
Workflow Transition	The source and the destination states should be chosen and transitions are configured. These configurations can then be deployed which further routes the workflow processing based on the configuration. Supports configuring parallel workflows



Workflow Transition	On deploying the workflow the engine routes the workflow from one activity to the other. When a user logs in, they will be displayed with the activities queues to which they have access to view or edit
Define products and product based forms	Allows defining products and attaching forms such that the fields for data capture differ for the products.
Ability to define masters dynamically	Provides a template for creating masters on the fly and uploading master data that can be mapped to the fields during data capture.
Defining Sections	Fields can be grouped under sections. Sections give a rich user interface for the application
Document Master	The list of all the documents needed for the specific workflow can be configured
Audit Trail	Details the sequence of actions taken on the document at every stage of the workflow. This includes the date and time, user who accessed the case. Audit trials to be maintained for all the cases
Notes	Enables the user to put in added comments so that this information can be referred by the other users who act on the document at various stages.
Search	Enables authorized users to locate a case quickly. The parameters for search are configurable and will appear as a drop down for the users to choose and search.
Email Send	Workflow application enables users to send emails to any user from any activity.
Merge	Supporting document that come in at a later point of time can be merged to the parent document using the merge facility available as a part of the workflow.
Sorting	Documents in the respective queues can be sorted in an ascending or a descending order. The parameters for sort should be configurable.
Upload	Additional documents can be uploaded to a case from within an activity and will remain as a part of this case.
Scan	Desktop scanners can be attached to the PC and the user can scan and attach additional documents to a case.
Image Viewer	<p>System should support editing and viewing of images. The features provided as a part of the image viewer are</p> <p>Viewing and annotating image documents</p> <p>Standard Image Operations such as Rotate, Invert, Pan, Cut, Copy, Paste, Zoom-in and Zoom-out</p>



	<p>Split and merging of images</p> <p>Annotate text and image stamps on documents for signatures, approval seals etc</p> <p>Add new image page</p> <p>Document Image scrolling while tabbing down the fields</p>
Image Viewer	Image manipulations should be supported for the following types of images. • TIFF (Multi Page format) , JPEG, GIF, BMP, PNG
Role based access control	The solution should provide the ability to define Roles and a role based selective access control to parts of the application. All unauthorized access attempts to protected resources or functions are logged as a part of the security event logs.
Storage of documents/images and retrieval	System to support storage and retrieval of documents in multiple modes. Adaptors to be provided to archive and store images in various systems used by the bank. Advanced search also comes with a query builder. It can be used to search inside a folder, a sub folder and if no conditions provided it would search across the database.
Reporting Capabilities	Query builder feature to help in providing more complex filters and search criteria than are normally possible with the options in the Filter and Advanced Find dialog boxes. Using query builder, user to be able to create custom queries "on-the-fly", save the query and use this as and when required. Users to be able to personalize their own query such that other users are restricted to view such queries. The reports should be able to generate in PDF, HTML or can be exported in an excel format
Reporting Capabilities	Report Engine - System to be able to integrate with a common reporting module that provides fast, secure and effective reports, publishing, analytics & dashboards.



Technical Requirement

DMS is expected to include (but not limited to) the below mentioned requirement

Overall System Architecture	<p>The system should have a modular architecture – separate modules of the system should run independently.</p> <p>System should be platform independent.</p> <p>System should be available in browser based environment</p> <p>This system should be Database agnostic, operating system agnostic and application server agnostic</p> <p>The system should be horizontally scalable event driven distributed system.</p> <p>The system should support deployment on to clustered architecture.</p>
Ease of Use	<p>Quick and easy navigation</p> <p>System should provide print facility i.e. print to file, print screen, print to printer etc.</p> <p>System should have standard menu structure</p>
User Interface	<p>System should support GUI</p> <p>On-line help for important features of the system should be available</p> <p>The system should provide a consistent and user-friendly interface</p>
Help Facility	<p>Provision of simple and interactive dialogues to obtain the desired information e.g. help facility</p> <p>Help facility should explain probable causes of errors and possible solutions</p> <p>Availability of documentation i.e. User Manuals, System management manuals, technical manual, training manuals</p>
Scalability & High Availability	<p>Without the necessity of re-writing code or undertaking other major efforts, the system should be easily upgradable to: - Increased Workload - Better Performance -Additional Users -Improved Network Capability</p> <p>Scalability must be available in the form of horizontal as well as vertical scalability.</p> <p>Solution should support application and database server clustering.</p>
Interfacing/Integration	<p>The system should have an import and export functionality to import and</p>



	<p>export transaction data and static data</p> <p>The architecture shall provide support for Web-Services and messaging based interfacing as well as stream based</p> <p>The architecture should support secure data exchange/transmission (ex. Cryptography)</p> <p>The system should be open and API driven so that it is able to interface with banks system</p> <p>The system should allow for extraction of all data from the system</p> <p>Integration/Interfacing should be facilitated across platforms</p> <p>The system should interface with mail servers to generate notifications and auto-mailers</p>
Error logs	<p>Application must handle and generate proper and meaningful error message and logs</p> <p>User-friendly error messages to be provided.</p> <p>The error logs should be descriptive enough to allow traceability of the data/function error to the most granular level.</p>
Security management	<p>The system should have active directory integrated</p> <p>System should provide for creation, deletion and modification of users, upgrades of users and data access rights</p> <p>The system should permit access only through password verification and all user IDs should be unique</p> <p>There should be a maker-checker facility and ability to control their behaviour</p> <p>The system should have the ability to generate a detailed audit trail on a daily basis for the following minimum features:</p> <p>Attempted unauthorized logins Time of login and logout Change of passwords</p> <p>Change of parameters</p> <p>The architecture shall provide with password encryption mechanism that supports salt based encryption – Application level Password, DB Password for both storage and transmission</p> <p>The architecture shall support password encryption from client to server without requiring http(s)</p>



	<p>The architecture shall support two factor authentication, SSO and LDAP Authentication</p> <p>The architecture shall provide mechanism to allow single login session of any identified user</p> <p>User should be logged out when the session expires. The timeout period should be configurable by group/type of users.</p>
User Management	<p>The system should allow users to be controlled by a specific administrator</p> <p>Automatic user time-out on inactivity for a predefined time duration</p> <p>The system should have the ability to provide or restrict access privileges based upon hierarchy and multiple criteria.</p>
Password management	<p>The system should allow to define password length and complexity</p> <p>Password history to prevent reuse of password for the particular user</p> <p>Bank defined password expiry period, Automatic user disabling</p> <p>The system should have the ability to force password changes</p>
Audit trail	<p>The system should maintain the audit trail with details like WHAT, WHO and WHEN. The audit trail should be at the granular level, and track the user across each activity.</p>
Archival	<p>System should support archiving of data that are beyond a specified time horizon.</p> <p>System should support data retrieval – from the specified archives. The archival and retrieval programs should facilitate easier analysis of old data.</p>
Backup and Recovery	<p>The system should allow have a day-end back-up process</p> <p>The system should also have recovery features in case of system failures</p> <p>Back-up should be possible in external media (CD, tapes, DVD) for off-site storage</p> <p>Export of data to secondary storage device should be supported by the system without down-time</p>
Support	<p>There should not be any restrictions / conditions applicable, on the Support Arrangement, in case of bank not opting for any higher version of the Solution, whenever it is available. Software AMC should include compatibility with higher version of Operating systems, RDBMS, etc. from time to time</p>
Reporting	<p>Solution should provide report scheduler.</p> <p>The architecture shall support generation & download of reports in csv, pdf, html, xml, rtf and MS Excel format</p> <p>The architecture shall support drill down reports and generation of reports using charts. Report Creation utility should be provided for the user to generate new reports.</p>