

Request for Proposal on Document Management System Project

1. REQUEST FOR PROPOSAL

The University Hospital Sharjah (UHS) herewith invites proposals from interested service providers to submit responses to this Request for Proposal (RFP) for the:

- Document Management System Project

2. PURPOSE

The purpose of this Request for Proposal (RFP) is to provide broad details relevant to the services required and is not intended to provide a detailed overview of every action required.

UHS is planning for comprehensive integrated document management and business process management system, with features for archiving, managing, indexing and retrieving documents based on a distributed and web services architecture, include powerful features like integrated OCR engine (Arabic and English), full-text search and workflow with complete tracking etc.

The purpose of this RFP is to:

- (a) Select a competent Proponent who has sufficient experience supplying, installing, training and supporting the solution deployment that satisfies requirements equivalent to the UHS's requirements;
- (b) Acquire hardware, software, maintenance, support and Implementation services required to deploy Document Management System.

The RFP contains sufficient information and instructions to enable qualified bidders to prepare and submit proposals and supporting material. To be considered responsive, vendors must submit a complete bid that satisfies all requirements as stated in this RFP.

3. PROJECT BACKGROUND

UHS is looking for comprehensive integrated document management and business process management system, with features for archiving, managing, indexing and retrieving documents based on a distributed and web services architecture, include powerful features like integrated OCR engine (Arabic and English), full-text search and workflow with complete tracking etc.

4. Project Scope

The proposed Document Management System solution must meet the technical & functional requirements delineated in this RFP. The Successful vendor should initially supply, install and operationalize the whole of the proposed system (hardware, software, HA etc.) based on the requirements mentioned in this RFP.

The proposed solution/model should be a comprehensive and complete Document Management System solution:

- Supply, Installation, Testing, and Commissioning of Document Management System and its associated components in High Availability mode.
- Any other software/hardware component required to satisfy the requirement must be supplied and installed.

5. Requirements

The proposed solution(s) must meet the below mentioned Technical & Functional requirements and design objectives mentioned in this RFP. These features will be part of the scope of work.

- Intelligent content capture and Indexing. System should sort, categorize, apply OCR and text extraction for full-text searching and indexing of all the incoming(scanning) documents.
- Quickly and seamlessly capture, organize and find content.
- System should able to recognize content even it is hand written.
- System should automatically populate the content and indexing for the documents uploaded through ERP (SAP- S4HANA) and Health information system (TrakCare). Solution should not be limited to the specified systems and it should capable to integrate market leading application systems.
- Ability to recognize the different formats of the document.
- Solution should not be single point of failure.
- Solution should include alerts and notifications for the critical events.
- System should properly centralize and secure files, while offering the convenience for the users to collaborate and find quickly what they need. System should support compliance and security without sacrificing convenience.
- System should have role base privilege to limit the user access.
- Personalize access by role and easily share useful content with others
- Unified audit trail that tracks file sharing, upload and download activity for each step of the way.
- Auto route document and approval work flow → Such as ICT request (IT services Request).
- System should support document retention.
- Purchase contract tracking in terms of contract expiry. Receiving convenient, automated alerts for contract renewals.
- Solution should include Purchase, IT, Human Resource... request process workflow implementation.
- Solution should include survey forms and reports based on the questionnaire.
- Solution should include documents correlation. User should able to see all the related documents from a reference link.
- Track and manage contracts at every stage of the lifecycle.
- Solution should include complete invoice journey.
- Solution should include manual annotation with change tracking information.
- Update, review, approve and acknowledge policies and manuals in one location
- Automate the timely review of policies, so the right version is always available
- Accelerate reviews and updates with automated workflows and alerts

- Organize and store organizational policies in a secure, centralized repository. Should be able to track the access information.
- Quickly search and retrieve policies at the moment they're needed.
- System should be compatible with web base application.
- Solution should include Active Directory integration for SSO.
- Preferably, solution should include a single (systemwide) system wide perpetual license instead of user-based subscription license.

Note: Please note that the above scope of work is not preserved. UHS may add an extra scope during the product evaluation phase.

6. Security and Audit

The solution should not cause any security vulnerabilities.

7. Training and Support

7.1. Training

- Vendor must provide free-of-cost certified (authorized) professional training from an authorized training partner for two (2) UHS IT Administrators.

7.2. Support

- Proposal must include 24 x 7 support of 3 years for all proposed solution components.
- Vendor should provide mandatory 3 Months support after go-live (remote and on-site support).
- **Need to specify what will be on-going maintenance & subscription cost (HW/SW/Licenses) in figures for 4th & 5th year.**

8. INSTRUCTIONS TO VENDORS

- Vendor must have a highest level of partnership with the proposed product.
- Vendors must address all information specified by this RFP.
- Vendor to clearly specify the structure of Licensing whether it is Annual or Perpetual.
- It is mandatory for the Vendor to provide item-wise and with sub-total prices in Commercial Proposal.
- Technical and Financial proposals should be submitted to Director of Finance Office in separated shield envelops.
- Partial proposals will not be considered/accepted.
- **It is mandatory for the Vendor to submit End-of-Sale, End-Of-Support, and End-Of-Life for each individual hardware component - Proof documents from the manufacturer to be attached with the proposal. Note: Proposals submitted without these documents will not be considered.**
- Vendor should provide reference sites where each components/module of your proposed solution has been installed. UHS may contact these users to obtain any information on the solution and implementation. Vendors will co-ordinate with the reference sites and arrange the visit on request from UHS if required.
- Vendor is required to share the manufacturer's vision and road map to look for indicators of an advanced technology strategy (Proof documents need to be provided).
- Vendor should commit the Hardware and required software's Delivery and Implementation within 4 weeks' period (Note: UHS is exempted from Sharjah Customs).
- **Vendor should discuss the final technical proposal with the technical team before submission.**
- Proposal should include ongoing hardware warranty, support and license subscription for 4th and 5th each year.