Request for Proposals



Implementation of Government of St Kitts and Nevis Human Resources Management Department Electronic Records and Document Management System March 18th 2025 Request for Proposals (RFP)

Project name: Implementation of Government of St Kitts and Nevis (GoSKN) Human Resources Management Department (HRMD) Electronic Records and Document Records Management System (eRDMS)

Issued by: Human Resources Management Department, Government of St Kitts and Nevis

Date: March 18, 2025

1. Introduction

The Human Resource Management Department (HRMD) seeks to modernize its records management practices by implementing a robust and secure Electronic Records and Document Management System (eRDMS) enabling service delivery across Ministries. This initiative aims to transition from a primarily paper-based system to a secure, digital and highly collaborative environment, enhancing efficiency, improving accessibility, and ensuring the long-term preservation of critical human resources (HR) documents.

Current document storage practices within the organization present several significant challenges. Primarily, the existing storage environment lacks adequate climate control, exposing documents to potential damage from factors such as light, humidity, mould, insects, and general aging. This inadequate storage poses a substantial risk of document loss, including irretrievable information, challenges the limited storage facilities and poses potential disruption to operational continuity. Furthermore, the current storage conditions may contribute to an unfavourable working environment for employees.

The primary drivers of this project are the mitigation of these risks, including the prevention of document loss and the creation of a secure and efficient document management system that enhances employee well-being and overall organizational productivity.

2. Background

HRMD currently relies heavily on paper-based records for personnel files, employee vacation and leave documentation, and other vital HR documents. This manual system presents several challenges:

- i. **Inefficient Information Retrieval:** Difficulty in locating and retrieving specific files quickly, leading to delays in decision-making.
- ii. **Security Risks:** Vulnerability to physical damage, loss, and unauthorized access, compromising sensitive employee data.
- iii. **Poor Version Control:** Difficulty in tracking changes and maintaining up-to-date versions of documents.
- iv. **Compliance Challenges:** Difficulty in meeting regulatory requirements for data security, privacy, and record retention.

v. **Limited Scalability:** Inability to easily accommodate the growing volume of electronic and paper documents.

3. Project Objectives

- i. **Digitize and Centralize HR Records:** Transition from paper-based to a fully digital environment, centralizing all HR documents within a secure and accessible eRDMS, improving data integrity, reducing redundancy, and enhancing information security.
- ii. **Enhance Efficiency and Productivity:** Streamline document workflows, improve search capabilities, and reduce manual tasks, allowing staff to focus on strategic HR initiatives.
- iii. Improve Data Security and Compliance: Implement robust security measures, including access controls, encryption, and audit trails, to ensure data integrity and compliance with relevant regulations (Data Protection Act, 2018) and ISO 27001.
- iv. Enhance Information Governance and Compliance: Implement robust controls and permission-based workflows to ensure adherence to legal obligations, regulatory requirements and internal policies related to records management, minimizing legal risks and improving compliance posture.
- v. **Enhance Collaboration and Communication:** Facilitate highly accessible, secure and efficient information sharing among authorized personnel, both within and across GoSKN ministries, fostering better teamwork and decision-making.
- vi. **Improve Record Retention and Disaster Recovery:** Ensure business continuity and disaster recovery, enabling long-term preservation of electronic records, minimizing data loss and downtime in the event of unforeseen circumstances.
- vii. **Improve Search and Retrieval Capabilities**: Implement advanced search functionalities to enable quick and accurate retrieval of information, empowering users to find the data they need efficiently.
- viii. Improve reporting capabilities and leverage of data analytics to gain valuable performance insights : Leverage data analytics and reporting capabilities to gain valuable insights into HR data and operational efficiencies to make data driven decisions.
- ix. **Increase User Adoption and Satisfaction:** Provide comprehensive training and support to users to ensure smooth adoption of the new system and maximize user satisfaction, leading to successful and sustained utilization of the eRDMS.
- x. Enable integration with Existing and planned Open Standards Systems: Seamlessly integrate the eRDMS with existing business systems (e.g., Intelligent Treasury Information System, Human Resources Information System) to ensure data consistency, avoid data silos, and streamline workflows.

4. Scope of Work

The selected vendor will be responsible for the following:

- i. **Needs Assessment and Gap Analysis:** Conduct a thorough assessment of HRMD's current record management processes and identify gaps that can be addressed by the eRDMS.
- ii. **System Design and Implementation:** Design, develop, and implement a comprehensive eRDMS solution that meets HRMD's specific requirements.
- iii. **Data Migration and Digitization:** Develop and execute a comprehensive data migration strategy to transfer existing paper and electronic file reference records into the eRDMS.
- iv. System Integration: Create eRDMS interfaces interoperable with other relevant systems to be deployed across the GoSKN, such as HRIS, ITMS (Intelligent Treasury Management System) payroll, and professional development learning management systems.
- v. **User Training and Support:** Provide comprehensive training to all end-users on the use of the eRDMS, including system navigation, document management features, workflow processes, and security protocols. On demand ongoing technical support will also be required.
- vi. **Project Management:** Develop and manage a detailed project plan, including timelines, milestones, and resource allocation, status reports.
- vii. **Ongoing Maintenance and Support:** Provide ongoing on demand maintenance, support, and system upgrades to ensure the continued operation and effectiveness of the eRDMS.

viii. Infrastructure Components:

- **Server Infrastructure:** Specifications of physical or cloud servers to host the eDRMS application, database, and storage. This includes considerations for scalability, redundancy, and security.
- Database Management System (DBMS): Selection and configuration details of a robust database to store metadata, user information, workflow configurations, audit trails, and potentially document content (depending on storage strategy).
- Storage Infrastructure: Recommendations on storage type (local, network attached storage (NAS), storage area network (SAN), cloud storage), capacity planning, backup and recovery strategies, and data archiving considerations.

5. eRDMS System Requirements

5.1 Core Functionality:

i. Document Management:

- a. Secure document storage, retrieval, and version control
- b. Metadata management and indexing
- c. Full-text search and advanced filtering capabilities
- d. Document classification and categorization
- e. Check-in/check-out functionality
- f. Document redaction and watermarking
- g. Archiving and Retention

ii. Workflow Automation:

- a. Customizable workflows for document approval, routing, and escalation
- b. Role-based access control and permissions
- c. Automated notifications and reminders
- d. Integration with existing business processes

iii. Security and Compliance:

- a. Strong authentication and authorization mechanisms (e.erverg., multi-factor authentication, single sign-on)
- b. Data encryption (at rest and in transit) and secure data transfer
- c. Audit trails and activity logs

iv. Collaboration and Communication:

- a. Secure document sharing and collaboration features
- b. Integrated communication tools (e.g., messaging, commenting)

v. **Reporting and Analytics:**

- a. Customizable reports and dashboards
- b. Key performance indicators (KPIs) tracking
- c. Data analysis and trend identification

vi. User Interface (UI) and User Experience (UX):

a. Intuitive and user-friendly interface

- b. Modern and visually appealing design
- c. Accessible to users with varying levels of technical expertise

vii. Integration Capabilities:

- a. Seamless integration with HRIS and ITMS systems and applications (MS Word)
- b. Open APIs for custom integrations

5.2 Digitization Guidelines :

- i. Legal and Regulatory Compliance
 - a. Alignment with Act 5 of 2018 Data Protection Act, Act 9 of 2011 Electronic Transactions Act (Revision date 31 Dec, 2017)

5.3 Specific Features:

i. Secure User Access:

- a. Multi-factor authentication (2FA)
- b. Single Sign-On (SSO) open standards operability
- c. Secure password policies and management
- d. Batch user addition and cloning of existing users

ii. Folder Creation and Rights Management:

- a. Flexible folder structure creation and management
- b. Granular access control and permissions at the folder and document level
- c. Ability to manage folder and user rights via CSV import/export

iii. Document Security:

- a. Encryption at rest and in transit
- b. Digital signatures and timestamps
- c. Watermarking and redaction capabilities

iv. Versioning and Control:

- a. Automatic versioning and tracking of document changes
- b. Ability to restore previous versions of documents
- c. Check-in/check-out functionality with version history

v. Workflow Automation:

- a. Drag-and-drop workflow designer
- b. Automated routing and escalation of documents
- c. Conditional branching and parallel workflows
- d. Integration with email and other communication channels

vi. Reporting and Analytics:

- a. Customizable reports and dashboards
- b. Interactive visualizations and charts
- c. KPI tracking and performance monitoring
- d. Ad-hoc query and reporting capabilities

vii. User Interface (UI) and User Experience (UX):

- a. Modern and intuitive user interface
- b. Personalized dashboards with key information
- c. Interactive recent documents, total document count, document view filter, sort functions
- d. Contextual help and support resources

viii. System Monitoring:

- a. Activity auditing and logs
- b. System performance monitoring
- c. Transaction notifications and exception reports

ix. Disaster Recovery and Business Continuity:

- a. Data backup and recovery procedures
- b. Disaster recovery plan
- c. High availability and redundancy features

6. RFP Requirements

i. Project Plan:

a. Detailed project plan outlining all phases of the project, including timelines, milestones, and resource allocation.

- b. Digitization strategy and guidelines for existing paper records, including scanning procedures, quality control measures, and indexing methods.
- c. Training plan for all end-users, including on-site and online training options, and ongoing support mechanisms.
- d. Hybrid Training manuals
- e. Include digitization/scanning plan (means include process, monitoring, user interventions)
- f. Hardware and infrastructure requirements, including server specifications, storage capacity, and network connectivity.
- g. System specifications and technical documentation.
- h. Quality Assurance (QA) and Quality Control (QC) plan, including testing procedures, acceptance criteria, and defect resolution processes.
- i. Project rollout status updates and reports across both phases
- j. Phased by stage:

The system project plan must allow for phased activities utilizing an iterative approach. Specific functionality to satisfy phase objectives must be completed and ready for testing at the end of each phase, facilitating feedback and adjustments based on testing and user input.

Objectives for Each Phase : Well-defined and measurable objectives must be defined for each phase to ensure progress and successful completion. Phase components must deliver the following outputs and functionality.

- i. (Initial assessment, target state and GAP analysis, digitization strategy and scanning plan, system development, system testing 1, training 1 process, digitization process, system testing 2, training 2 process, system delivery).
- **ii. Phase 1:** Phase 1 focuses on establishing the foundational elements of secure access and getting documents into the system and stored reliably. Components specific to Phase 1 include:

1. User Access Management Module

- a. Authentication Module: Implementation of secure authentication methods (usernames/passwords, multifactor authentication, integration with existing directory services like Active Directory).
- b. Authorization Module: Role-Based Access Control (RBAC) or Attribute-Based Access Control (ABAC) to

define and enforce user permissions for accessing different parts of the system and documents/records.

- c. User Account Management: Functionality for creating, modifying, and deactivating user accounts.
- d. Password Management Policies: Implementation of strong password policies and password reset mechanisms.
- e. Security Testing for User Access: Specific test cases and procedures to verify secure login processes, access control enforcement, and resistance to common user access vulnerabilities.

2. Document Scanning Module:

- a. **Scanning Interface:** Integration with scanning devices or software (TWAIN/ISIS drivers, APIs for specific scanners).
- b. **Image Processing Capabilities:** Functions for basic image cleanup and optimization (deskew, despeckle, rotate, blank page removal).
- c. Optical Character Recognition (OCR): Implementation of OCR technology to convert scanned images into searchable text (may be basic in Phase 1, with more advanced features in Phase 2).
- d. **Metadata Capture (Basic):** Functionality to capture minimal metadata during scanning (e.g., document type, date scanned, scanner operator). May be manual entry initially.
- e. **Batch Scanning Functionality:** Ability to scan multiple documents as a batch for efficiency.
- f. **Scanning Workflows (Basic):** Simple workflows for scanning and initial quality checks.
- g. **Testing for Scanning Functionality:** Test cases to verify successful scanning, image quality, OCR accuracy (basic level), and metadata capture.

- 3. Document Storage Module:
 - a. **Repository Management:** Structure and organization of the digital document repository (folders, libraries, etc.).
 - b. File Upload/Import Functionality: Ability to upload electronic documents directly into the storage system (beyond just scanned documents).
 - c. Version Control (Basic): Potentially basic version control to track changes to documents (maybe simple version numbering).
 - d. **Metadata Management (Basic):** Functionality to store and manage basic metadata for stored documents (document title, description, keywords, etc.).
 - e. Search Functionality (Basic): Basic keyword search capability across document metadata and potentially full-text search if OCR is implemented.
 - f. **Retrieval Functionality:** Ability to easily locate and retrieve stored documents.
 - g. **Storage Security:** Implementation of security measures to protect documents at rest (encryption, access controls at the storage level).
 - h. Testing for Storage Module: Test cases to verify document storage, retrieval, metadata management (basic level), versioning (if implemented), and storage security.
- iii. Phase 2: Phase 2 builds upon Phase 1 by adding more sophisticated workflow, record management, and distribution features.
 Components specific to Phase 2 include:

1. Workflow Management Module:

- a. **Workflow Engine:** A robust engine to define, execute, and manage automated workflows for document and record routing, review, approval, and processing.
- b. **Workflow Designer:** User-friendly interface to create and modify workflows (graphical workflow designer).
- c. **Workflow Templates**: Pre-defined workflow templates for common business processes.

- d. **Task Management:** Functionality to assign tasks to users, track task completion, and manage task deadlines and escalations.
- e. Workflow Notifications and Alerts: Automated notifications to users about task assignments, deadlines, and workflow status changes.
- f. **Workflow Reporting and Analytics:** Tools to monitor workflow performance, identify bottlenecks, and generate reports on workflow activity.
- **g. Testing for Workflow Management:** Test cases to verify workflow creation, execution, task assignment, routing logic, notifications, and workflow reporting.

2. Managed Receiving Module:

- a. **Managed Ingestion Channels:** A module to handle receipt from various electronic sources (email inboxes, shared folders, web forms, integrations with other systems with open APIs).
- b. Automated Capture and Classification: Rules-based or AI-powered mechanisms to automatically capture documents from different sources and classify them based on content and metadata.
- c. **Managed Receiving Workflows:** Workflows to manage the receiving, classification, and initial processing of documents from various sources.
 - Advanced Metadata Extraction: More sophisticated metadata extraction techniques (AI-driven or template-based) to automatically extract metadata from documents during ingestion.
 - ii. **Quality Control and Validation:** Processes and tools for verifying the quality of ingested documents and metadata, and for correcting errors.
- d. **Testing for Managed Receiving:** Test cases to verify document capture from various sources, automated

classification accuracy, metadata extraction accuracy, and quality control processes.

3. Managed Sending Module:

- a. Secure Sending Channels: Mechanisms for securely sending electronic records to internal and external recipients (encrypted email, secure file transfer protocols and/or integration with secure communication platforms).
- b. Distribution Lists and Recipient Management: Functionality to manage distribution lists and recipient information.
- c. **Delivery Confirmation and Tracking:** Features to track document delivery status and obtain delivery confirmations.
- d. **Sending Policies and Rules:** Configuration of policies and rules for document sending (e.g., required approvals, security protocols).
- e. Audit Trails for Sending: Detailed audit logs of all sending activities, including recipients, delivery methods, and timestamps.
- f. **Testing for Managed Sending:** Test cases to verify secure document sending, delivery confirmation, and audit logging.

4. Records Management Module:

- a. Retention Schedules: Configuration of retention schedules to define how long records must be kept and when they should be disposed.
- **b.** Disposition Management: Processes for securely disposing of records according to retention schedules (destruction, archiving).
- c. **Records Classification Schemes:** Implementation of record classification schemes to categorize and organize records based on business function and retention requirements.

- d. Legal Hold/Litigation Hold: Functionality to place records under legal hold to prevent disposition during legal proceedings.
- e. **Compliance Management:** Features to support compliance with relevant regulations and standards for records management.

5. Collaboration Tools:

- a. Document Sharing and Co-authoring: Features to enable collaborative document editing and review.
- b. Version Control (Advanced): More robust version control features with branching, merging, and detailed change tracking.

6. Advanced Search and Retrieval:

- a. **Faceted Search:** Ability to refine search results using metadata facets (eg. document type, author, date created, and subject).
- **b.** Saved Searches: Functionality to save and reuse complex search queries.
- 7. Integration with Other Systems: Open API to facilitate Integration with HRIS, ITMS (Intelligent Treasury Management System) and other business applications to streamline workflows and data exchange.
- 8. Integration with M365.
- 9. Advanced Reporting and Analytics:
 - a. Customizable Reports: Ability to create custom reports based on specific data points.
 - **b. Dashboards**: Visual dashboards to provide real-time insights into system usage, document/record status, and key performance indicators.
 - **c.** Trend Analysis: Tools to analyze trends in document and record management data.

iv. Testing Across Both Phases:

1. **Unit Testing:** Testing individual components and modules in isolation.

- **2. Integration Testing**: Testing the interaction between different modules and components.
- 3. **System Testing:** Testing the entire eDRMS system as a whole to ensure it meets functional and non-functional requirements.
- 4. User Acceptance Testing (UAT): Testing by end-users to validate that the system meets their needs and is user-friendly.
- **5. Security Testing:** Comprehensive security testing throughout both phases, including vulnerability scanning, penetration testing, and security audits.
- 6. **Regression Testing:** Repeating tests after code changes to ensure that new changes haven't introduced regressions or broken existing functionality.

ii. Vendor Experience:

- a. Proven track record in implementing and supporting eRDMS solutions, particularly within the government sector/CARICOM.
- b. Experience with data migration and digitization projects.
- c. Experience with integrating eRDMS with HRIS and other systems.
- d. Expertise in data security and compliance.

iii. Support and Maintenance:

- a. Vendor support services proposal with services options including
 - i. On demand (recommended and accepted) remote maintenance services
 - ii. On demand (recommended and accepted) on-site maintenance
 - iii. Annual license-based remote or onsite maintenance services
 - iv. 24/7 technical support,
 - v. On demand technical support
- b. System security updates
- c. Proactive monitoring and maintenance of the eRDMS.

iv. Pricing and Contract Terms:

a. Clear and detailed pricing information, including licensing fees, implementation costs, support and ongoing maintenance costs.

b. Contract terms and conditions, including service level agreements (SLAs), warranties, and intellectual property rights.

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

i. Technical Approach:

- a. Completeness and clarity of the proposed solution
- b. Alignment with HRMD's specific requirements
- c. Innovation and technical feasibility
- d. Quality of the proposed architecture and design

ii. Experience and Expertise:

- a. Vendor's experience in implementing eRDMS solutions
- b. Relevant industry certifications and accreditations
- c. Expertise in data security and compliance

iii. Project Management:

- a. Quality of the proposed project plan
- b. M&E framework
- c. Resource allocation and project timelines
- d. Risk management and mitigation strategies
- e. Add other

iv. **Pricing and Value:**

- a. Competitiveness of pricing
- b. Value for money and return on investment
- c. Clarity and completeness of pricing information

v. Support and Maintenance:

- a. Quality and comprehensiveness of support services
- b. Service level agreements (SLAs) and response times

vi. References:

- a. References from previous clients
- b. Customer testimonials and case studies

8. Submission of Proposals

i. General Instructions:

a. Vendors are invited to submit proposals for the Human Resources Management Department eDRMS. All proposals submitted in response to this Request for Proposal (RFP) must adhere strictly to the guidelines set forth herein. Proposals must be comprehensive, well-structured, and fully compliant with all stipulated requirements. Any submission failing to meet these requirements may be deemed non-responsive and, consequently, disqualified from consideration.

ii. Contact Information

- a. All inquiries and correspondence related to this RFP shall be directed to the designated contact person as follows:
- b. Christopher Herbert
 Programme Manager
 Digital Transformation Management Unit, Ministry of Technology,
 Government of St Kitts and Nevis
 <u>christopher.herbert@gov.kn</u>
 869-467-1389
- c. Communication regarding this RFP with any other personnel is strictly prohibited and may result in disqualification.

iii. Submission Deadline

a. Proposals must be received no later than April 25, 2025 4pm AST. Late submissions shall not be considered under any circumstances. Bidders bear sole responsibility for ensuring the timely delivery of their proposals.

iv. Submission Format

- a. Proposals shall be submitted in electronic format (PDF).
- b. Electronic submissions must be sent via email to <u>deshai.dore@gov.kn</u>, copy <u>thelma.rhichard@gov.kn</u> with the subject line: "Proposal Submission – Implementation of Government of St Kitts and Nevis Human Resources Management Department Electronic Document and Records Management System ".
- c. Hard copy submissions (if applicable) must be delivered to Human Resource Management Department, Government Head Quarters, Church Street, Basseterre, St Kitts in a sealed envelope marked "Confidential – Implementation of Government of St Kitts and Nevis Human Resources Management Department Electronic Document and Records Management System"

v. Proposal Organization

- a. Proposals must be formatted as follows:
 - i. **Cover Letter** Signed by an authorized representative of the bidding entity.
 - ii. Executive Summary A concise overview of the proposal.
 - iii. **Technical Approach** A detailed description of the proposed electronic platform, including:
 - 1. System architecture and design
 - 2. Functional requirements and features
 - 3. Technical specifications (hardware, software, database)
 - 4. Security measures and data protection
 - 5. Integration capabilities with existing systems
 - 6. Scalability and performance considerations
 - 7. Development methodology and project management approach
 - 8. Implementation plan and timeline
 - 9. Training and support services
 - 10. Maintenance and support plan
- b. **Company Qualifications & Experience** A demonstration of relevant expertise, organizational structure, and key personnel.
- c. **Project Timeline** A proposed schedule with key milestones.
- d. **Financial Proposal** A comprehensive, itemized budget and pricing breakdown, including development, implementation, hardware, software, training, maintenance, and support.
- e. References Contact details for previous clients or partners.
- f. **Appendices** (if applicable) Any supporting documentation or additional materials.

vi. Confidentiality

a. All information contained within the RFP and any proposals submitted in response shall be regarded as confidential. Bidders shall not disclose any details pertaining to their submission to external parties without prior written authorization from the issuing entity.

vii. Clarifications and Questions

a. Bidders may seek clarification regarding this RFP by submitting written inquiries to <u>christopher.herbert@gov.kn</u>, copy to <u>thelma.richard@gov.kn</u>, <u>deshai.dore@gov.kn</u> no later than April 2, 2025 . Responses will be provided via **an email addendum** by April 11, 2025.

viii. Proposal Validity Period

a. Proposals shall remain valid for a minimum period of **[60] days** from the submission deadline. During this period, proposals may not be withdrawn or amended.

ix. Cost of Proposal Preparation

- a. All costs incurred in the preparation and submission of proposals shall be borne exclusively by the bidder. The issuing organization shall not be held responsible for any expenses related to proposal development, submission, or presentation.
- **9. Management Proposal:** Details on the project management team, including roles, responsibilities, and experience. Also includes project governance, risk management, and communication plans.

10. Evaluation Criteria:

- i. **Technical Merit:** Assessment of the proposed solution's technical soundness, functionality, performance, and compliance with requirements.
- ii. **Management Capability:** Evaluation of the proposer's project management experience, team qualifications, and proposed approach.
- iii. **Cost:** Assessment of the reasonableness and competitiveness of the proposed costs.
- iv. **Past Performance:** Evaluation of the proposer's track record on similar projects.
- v. Other Factors: Other criteria may include innovation, security, accessibility, and compliance with specific government regulations or policies. These will be detailed in the RFP.