

**GOVERNMENT OF  
SAINT CHRISTOPHER AND  
NEVIS**

# ***Request For Proposal***

**DIGITAL TRANSFORMATION  
MANAGEMENT UNIT**



**Implementation of Government of Saint Christopher and Nevis  
WHOLE OF GOVERNMENT ELECTRONIC RECORDS AND DOCUMENT  
MANAGEMENT SYSTEM**

**12<sup>th</sup> May, 2025**



## Request for Proposals (RFP)

**Project name:** Implementation of for a Whole-of-Government Electronic Document and Records Management System (EDRMS)

**Issued by:** Digital Transformation Management Unit, Ministry of Technology, Government of St Christopher and Nevis

**Date:** May 7th, 2025

### 1. Introduction

In the context of increasing demands for transparency, efficiency, and digital service delivery, governments are prioritizing the modernization of public sector information and records management. The Government of St. Christopher and Nevis (GoSKN) is actively advancing its digital transformation agenda, is aiming to strengthen institutional capacity, improve public administration processes, and ensure effective management of public records in line with global best practices.

At present, Ministries, Departments, and Agencies (MDAs) operate under fragmented, paper-based, or siloed digital document systems, which limit collaboration, slow down decision-making, and increase the risk of data loss or non-compliance with information governance standards. These challenges are exacerbated by the risks of lack of institutional resilience, potential natural disasters and urgency for information accessibility when critical to governance continuity and sustainable development.

A centralized, secure, and integrated **Electronic Document and Records Management System (EDRMS)** will serve as a foundational component of public sector digital infrastructure, enabling the Government to:

- 1.1 Ensure consistent and compliant records lifecycle management across MDAs.
- 1.2 Strengthen institutional memory and legal accountability.
- 1.3 Support efficient digital workflows and business process automation.
- 1.4 Minimize risks associated with data loss, security breaches, and non-compliance.
- 1.5 Enhance service delivery through timely access to relevant information.

In recognition of this strategic need, the Government seeks to engage a qualified consultant or consulting firm to propose a procurement or development solution to implement a whole of government EDRMS. This consultancy will also support the development of a **framework for implementation**, and a **change management and training procedure** to ensure successful adoption and sustainability.

## 2. Background

The ministries and departments of the GoSKN currently rely heavily on paper-based records for office administration records, including correspondence, personnel and policy documents:

- 2.1 **Correspondence Records** – Emails, letters, memos, and official communications between ministries, departments and external entities.
- 2.2 **Personnel Files** – Employment records, benefits, performance evaluations, leave requests and disciplinary actions.
- 2.3 **Meeting Minutes** – Notes and summaries from official meetings that document discussions, decisions, and action items.
- 2.4 **Financial Records** – Budgets, invoices, contracts, purchase orders to track spending.
- 2.5 **Public Records** – Documents accessible to citizens and/or residents, such as service request and reporting forms, permits, licenses, public notices, and government reports.
- 2.6 **Policy Documents** – Plans, strategies, guidelines, and standard operational procedures that outline government functions.
- 2.7 **Archived Materials** – Historical records and documents stored for long-term reference and legal purposes.

Where emails are utilized, they are largely assigned to individual officers with unstructured means of collating and sharing. This practice leading to information siloing and inefficient electronic correspondence locating and reporting of department and ministry operations. This manual system presents several challenges:

- 2.8 **Inefficient Information Retrieval:** Difficulty in locating and retrieving specific files quickly, leading to delays in decision-making.
- 2.9 **Security Risks:** Vulnerability to physical damage, loss, and unauthorized access, compromising sensitive employee data.
- 2.10 **Poor Version Control:** Difficulty in tracking changes and maintaining up-to-date versions of documents.
- 2.11 **Compliance Challenges:** Difficulty in meeting regulatory requirements for data security, privacy, and record retention.
- 2.12 **Limited Scalability:** Inability to easily accommodate the growing volume of electronic and paper documents.

## 3. Objectives

The primary objective of this RFP is to develop or procure and customize, a comprehensive, scalable, highly accessible yet secure electronic document and records management system. This digital solution must enable the standardized capture, classification, storage, retrieval, management, and disposal of government records and documents in both digital and digitized formats. This eDRMS must comply with

international records management standards (ISO 15489-1:2016: Records Management - Concepts and Principles, ISO 16175: Principles and Functional Requirements for Records in Electronic Office Environments ) and align with the national digital transformation goals to enhance transparency, operational efficiency, compliance, and secure information governance across ministries, departments, and agencies, as listed following.

- 3.1 **Digitize and Centralize all GoSKN Records:** Transition from paper-based to a fully digital environment, centralizing all GoSKN documents within a secure and managed accessible eDRMS, improving data integrity, reducing redundancy, and enhancing information security. Demonstrate adherence to ISO 15489-1:2016
- 3.2 **Enhance Efficiency and Productivity:** Streamline inter and intra department document workflows, improve search capabilities, and reduce manual filing and retrieval tasks, allowing staff to focus on strategic initiatives.
- 3.3 **Improve Data Security and Compliance:** Implement robust security measures, including multi-factor access controls, encryption, and audit trails, to ensure data integrity and compliance with relevant regulations (**Data Protection Act, 2018**), ISO 27001, ISO 15489-2016, ISO16175.
- 3.4 **Enhance Information Governance and Compliance:** Implement robust controls and permission-based workflows to digitize government MDA office records-based operations, while ensuring adherence to legal obligations, regulatory requirements and internal policies related to records management, minimizing legal risks and improving compliance posture. Provide leadership in the establishment of a Whole of Government records management policy, enabling demonstration of system adherence to ISO 30301: Management Systems for Records (MSR)
- 3.5 **Enhance Collaboration and Communication:** Facilitate highly accessible, secure and efficient information sharing among authorized personnel, both within and across GoSKN MDAs, fostering better teamwork and decision-making.
- 3.6 **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.
- 3.7 **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.
- 3.8 **Improve reporting capabilities and leverage of data analytics to gain valuable performance insights:** Leverage data analytics and reporting capabilities to gain valuable insights into GoSKN MDA data, information and operational efficiencies to make data driven decisions.
- 3.9 **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 eDRMS.

- 3.10 **Enable integration with Existing and planned Open Standards Systems:** Seamlessly integrate the eDRMS with existing and planned business systems (e.g., Intelligent Treasury Information System, existing eDRMS and Human Resources Information System) to ensure data consistency, avoid data silos, and streamline workflows.

#### 4. Expected Benefits

The eDRMS is expected to provide the following key benefits:

- 4.1 **Improved Government Efficiency and Service Delivery** by streamlining the management of documents and records across GoSKN MDAs, reducing time and effort, while supporting faster decision-making and more efficient service delivery to citizens and businesses.
- 4.2 **Enhanced Information Security and Compliance** by providing strong access controls, audit trails, encryption, and role-based permissions, significantly reducing the risk of data breaches or unauthorized access, improving compliance with legal and regulatory requirements for information management and data protection.
- 4.3 **Strengthened Disaster Recovery and Continuity** to enable secure digital backup and remote access capabilities, ensuring that vital records are preserved and accessible even in post-disaster recovery scenarios.
- 4.4 **Cost Savings and Reduced Physical Storage Needs** through reduced reliance on physical storage infrastructure, printing, and manual filing, by digitizing and managing documents electronically, to realize significant operational cost savings and space optimization.
- 4.5 **Foundation for Digital Transformation and Interoperability** in establishing a foundational system for wider e-government initiatives, to support integration with other digital platforms (e.g., existing eDRMS, Intelligent Treasury Management System (ITMS), Human Resource Information System (HRIS), planned case management) to enable data sharing and workflow automation across GoSKN MDAs, promoting a whole-of-government approach to digital governance.

#### 5. Scope of Work

The Consultant shall perform the following tasks:

- 5.1 **Needs Assessment and Gap Analysis:** Conduct a thorough assessment of GoSKN MDAs current record management processes and identify gaps that can be addressed by the eDRMS.
- 5.2 **eDRMS governance framework:** Propose a framework for records management policy that identifies roles, responsibilities, and authorities for the eDRMS and proposes policy statements for
  - 5.2.1 Access & Security
  - 5.2.2 Disposition (Retention & Disposal)
  - 5.2.3 Monitoring, Auditing & Improvement

- 5.3 **System Design and Implementation:** Design, develop, and implement a comprehensive eDRMS solution that meets GoSKN document and records management requirements, in adherence with security and regulatory obligations (ISO 27001, ISO 15489-1:2016, ISO 16175).
- 5.4 **Data Migration and Digitization:** Develop and execute a comprehensive data migration strategy to transfer existing paper and electronic file reference records into the eDRMS for each GoSKN MDA. Include a strategy statement for each of the following demonstrating adherence to ISO standards for Records Management and System functional requirements:
  - 5.4.1 Records Creation & Capture
  - 5.4.2 Classification
  - 5.4.3 Metadata
  - 5.4.4 Storage & Preservation
- 5.5 **System Integration:** Create eDRMS Application Programming Interfaces interoperable with other relevant systems to be deployed across the GoSKN, such as ITMS, HRIS, existing eDRMS, and case management systems. Demonstrate adherence to ISO 16175 standards for interoperability and integration
- 5.6 **User Training and Support:** Provide comprehensive training to all end-users on the use of the eDRMS, including system navigation, document management features, workflow processes, and security protocols. On demand technical support throughout the deployment phase will also be required.
- 5.7 **Project Management:** Develop and manage a detailed project plan, including timelines, milestones, resource allocation and status reports.
- 5.8 **Ongoing Maintenance and Support:** Provide ongoing on demand maintenance, support, and system upgrades to ensure the continued operation and effectiveness of the eDRMS for no less than 12months post go live.
- 5.9 **Infrastructure Components:**
  - 5.9.1 **Server Infrastructure:** Specifications of cloud servers and on-premise back up servers to host the eDRMS application, database, and storage. This includes considerations for scalability, redundancy, and security.
  - 5.9.2 **Database Management System (DBMS):** Selection and configuration details of a robust relational database to store metadata, user information, workflow configurations, audit trails, and potentially document content (depending on storage strategy).
  - 5.9.3 **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.
- 5.10 **Develop an Implementation and Deployment Framework**
  - 5.10.1 Outline phased and iterative deployment strategies across MDAs.
  - 5.10.2 Identify dependencies, resources, roles, and estimated timelines.

- 5.10.3 Include provisions for system customization, integration, and migration of legacy data.
- 5.10.4 State a plan for existing document scanning and quality control
- 5.11 **Prepare a Change Management and Training Framework**
  - 5.11.1 Develop strategies to support organizational change readiness and end-user adoption.
  - 5.11.2 Recommend training models for administrators, records officers, process approvers and general users.
  - 5.11.3 Suggest ongoing support and refresher mechanisms.

## **6. eDRMS System Requirements**

### **6.1. Core Functionality**

#### **6.1.1. Document Management**

- 6.1.1.1. Secure document storage, retrieval, and version control
- 6.1.1.2. Metadata management and indexing
- 6.1.1.3. Full-text search and advanced filtering capabilities
- 6.1.1.4. Document classification and categorization
- 6.1.1.5. Check-in/check-out functionality
- 6.1.1.6. Document redaction and watermarking
- 6.1.1.7. Archiving and Retention

#### **6.1.2. Workflow Automation:**

- 6.1.2.1. Customizable workflows for document submission, approval, routing, and escalation Inter alia
- 6.1.2.2. Role-based access control and permissions
- 6.1.2.3. Automated notifications and reminders
- 6.1.2.4. Integration with existing business processes

#### **6.1.3. Security and Compliance:**

- 6.1.3.1. Strong authentication and authorization mechanisms (OAuth2.0, Multi-Factor Authentication, Single Sign-On)
- 6.1.3.2. Data encryption (at rest and in transit) and secure data transfer
- 6.1.3.3. Audit trails and activity logs

#### **6.1.4. Collaboration and Communication:**

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

#### **6.1.5. Reporting and Analytics:**

- 6.1.5.1. Customizable reports and dashboards
- 6.1.5.2. Key performance indicator (KPI) definition and tracking
- 6.1.5.3. Data analysis and trend identification

#### **6.1.6. User Interface (UI) and User Experience (UX):**

- 6.1.6.1. Intuitive and user-friendly interface
- 6.1.6.2. Modern and visually appealing design



6.1.6.3. Accessible to users with varying levels of technical expertise

**6.1.7. Integration Capabilities:**

6.1.7.1. API based integration (with systems such as HRIS, Intelligent Treasury Management System and M365 applications (Word, Excel, Outlook)

6.1.7.2. Open APIs for custom integrations

**6.2. Digitization Guidelines**

**6.2.1. Legal and Regulatory Compliance**

6.2.1.1. Alignment with **Act 5 of 2018 Data Protection Act, Act 9 of 2011 Electronic Transactions Act (Revision date 31 Dec, 2017)**

**6.3. Specific Features:**

**6.3.1. Secure User Access:**

6.3.1.1. Multi-factor authentication (2FA)

6.3.1.2. Single Sign-On (SSO) open standards operability

6.3.1.3. Secure password policies and management

6.3.1.4. Batch user addition and cloning of existing users

**6.3.2. Folder Creation and Rights Management:**

6.3.2.1. Flexible folder structure creation and management

6.3.2.2. Granular access control and permissions at the folder and document level

6.3.2.3. Ability to manage folder and user rights via CSV import/export

**6.3.3. Document Security:**

6.3.3.1. Encryption at rest and in transit

6.3.3.2. Digital signatures and timestamps

6.3.3.3. Watermarking and redaction capabilities

**6.3.4. Versioning and Control:**

6.3.4.1. Automatic versioning and tracking of document changes

6.3.4.2. Ability to restore previous versions of documents

6.3.4.3. Check-in/check-out functionality with version history

**6.3.5. Workflow Automation:**

6.3.5.1. Drag-and-drop workflow designer

6.3.5.2. Automated routing and escalation of documents

6.3.5.3. Conditional branching and parallel workflows

6.3.5.4. Integration with email and other communication channels

**6.3.6. Reporting and Analytics:**

6.3.6.1. Customizable reports and dashboards

6.3.6.2. Interactive visualizations and charts

6.3.6.3. KPI tracking and performance monitoring

6.3.6.4. Ad-hoc query and reporting capabilities

**6.3.7. User Interface (UI) and User Experience (UX):**

6.3.7.1. Modern and intuitive user interface

- 6.3.7.2. Personalized dashboards with key information
- 6.3.7.3. Interactive recent documents, total document count, document view filter, sort functions
- 6.3.7.4. Contextual help and support resources
- 6.3.8. **System Monitoring:**
  - 6.3.8.1. Activity auditing and logs
  - 6.3.8.2. System performance monitoring
  - 6.3.8.3. Transaction notifications and exception reports
- 6.3.9. **Disaster Recovery and Business Continuity:**
  - 6.3.9.1. Data backup and recovery procedures
  - 6.3.9.2. Disaster recovery plan
  - 6.3.9.3. High availability and redundancy features

**7. Deliverables The consultant shall provide:**

- 7.1. **Project Plan:** Detailed project plan outlining all phases of the project, including piloting recommendation, timelines, milestones, and resource allocation.
- 7.2. **Implementation Framework:** The framework must demonstrate a clear methodology that ensures successful delivery, adoption, integration, and sustainability across GoSKN ministries, departments, and agencies (MDAs). The implementation framework must include, but is not limited to, the following phases:
  - 7.2.1. Stakeholder kick-off meeting
  - 7.2.2. Initial assessment, target state and GAP analysis
  - 7.2.3. Validation of project governance structure and establishment of communication protocols and reporting mechanisms
  - 7.2.4. Requirements validation and system design
  - 7.2.5. Digitization strategy and guidelines for existing paper records, including scanning strategy, quality control measures, indexing methods, monitoring, user interventions,
  - 7.2.6. System Procurement /Configuration, Customization, and Integration approach
  - 7.2.7. Data migration and cleaning strategy, including Data mapping and Data cleansing approaches
  - 7.2.8. User Training and Change Management plan for all end-users, including on-site and online training options, hybrid training manuals, user adoption driving strategy, awareness campaigns, and ongoing support mechanisms.
  - 7.2.9. Testing and Quality Assurance phase planning
  - 7.2.10. Deployment and rollout to production environment (including phases and pilot grouping
  - 7.2.11. Post implementation support approach (to be detailed in section 11 Support and Maintenance)

7.3. **Hardware and infrastructure requirements**, including server specifications, storage capacity, and network connectivity.

7.3.1. System specifications and technical documentation.

7.3.2. Quality Assurance (QA) and Quality Control (QC) plan, including testing procedures, acceptance criteria, and defect resolution processes.

7.3.3. Project rollout status updates and reports across both phases

**8. Timeline** The consultancy is expected to last twelve (12) months, with key milestones including but not limited to:

<b>Month</b>	<b>Milestone / Activity</b>
<b>Month 1</b>	<ul style="list-style-type: none"> <li>• Project Kick-off Meeting</li> <li>• Stakeholder Engagement &amp; Communication Protocols Setup</li> </ul>
<b>Month 2</b>	<ul style="list-style-type: none"> <li>• Needs Assessment and Gap Analysis</li> <li>• Draft eDRMS Governance Framework</li> </ul>
<b>Month 3</b>	<ul style="list-style-type: none"> <li>• Requirements Validation with MDAs</li> <li>• Presentation of System Procurement Options for Review</li> <li>• Digitization Strategy commencement</li> </ul>
<b>Month 4</b>	<ul style="list-style-type: none"> <li>• Decision Point: Procurement vs Custom Development</li> <li>• Begin Selected System Design or Procurement Preparation</li> <li>• Draft Digitization Strategy</li> </ul>
<b>Month 5</b>	<ul style="list-style-type: none"> <li>• Draft Data Migration and Metadata Mapping Strategy</li> </ul>
<b>Month 6</b>	<ul style="list-style-type: none"> <li>• Finalization of Digitization Strategy</li> <li>• Initial System Configuration / Vendor Engagement</li> <li>• API Design for System Interoperability</li> </ul>
<b>Month 7</b>	<ul style="list-style-type: none"> <li>• Begin Development / Customization or Procurement Deployment</li> <li>• Develop Training &amp; Change Management Framework</li> </ul>
<b>Month 8</b>	<ul style="list-style-type: none"> <li>• QA &amp; Testing (System, Integration, and Security)</li> <li>• UAT Setup and Execution</li> </ul>
<b>Month 9</b>	<ul style="list-style-type: none"> <li>• Pilot Implementation in Select MDAs</li> <li>• Initial End-User and Admin Training Begins</li> </ul>
<b>Month 10</b>	<ul style="list-style-type: none"> <li>• Review and Optimization Post-Pilot</li> <li>• Start of Full Rollout</li> </ul>

<b>Month 11</b>	<ul style="list-style-type: none"> <li>• Continued Training and Technical Support</li> <li>• Operational Performance Monitoring</li> </ul>
<b>Month 12</b>	<ul style="list-style-type: none"> <li>• Final Implementation Review</li> <li>• Delivery of Documentation, SOPs</li> <li>• Activation of Maintenance &amp; SLA Support</li> </ul>

**9. Qualifications and Experience The consultant (or consulting firm) must have:**

- 9.1. Proven track record in implementing and supporting eDRMS solutions, particularly within the government sector/CARICOM.
- 9.2. Experience with data migration and digitization projects.
- 9.3. Experience with integrating eDRMS with other existing Information systems
- 9.4. Expertise in data security and compliance.

**10. Reporting and Coordination** The consultant will report to the Chief Transformation Officer, Digital Transformation Management Unit, Ministry of Technology with regular updates provided to a designated project steering committee.

**11. Support and Maintenance:**

- 11.1. Consultant support services proposal with services options including
  - 11.1.1. On demand (**recommended and accepted**) remote maintenance services
  - 11.1.2. On demand (**recommended and accepted**) on-site maintenance
  - 11.1.3. Annual license-based remote or onsite maintenance services
  - 11.1.4. 24/7 technical support,
  - 11.1.5. On demand technical support
- 11.2. System security updates
- 11.3. Proactive monitoring and maintenance of the eDRMS.

**12. Post Delivery Consultation:**

- 12.1. The vendor shall reserve fifty (50) hours of consultation post delivery of the strategy for GoSKN for strategy clarifications. This 50 hour time must be utilized within twenty-four (24) months post delivery date of the plan.

**13. Pricing and Contract Terms:**

- 13.1. Clear and detailed pricing information, including licensing fees, implementation costs, support and ongoing maintenance costs.
- 13.2. Contract terms and conditions, including service level agreements (SLAs), warranties, and intellectual property rights.

**14. Evaluation Criteria.** Proposals will be evaluated based on the following criteria:

**14.1. Technical Approach:**

- 14.1.1. Completeness and clarity of the proposed solution
- 14.1.2. Alignment with eDRMS specific requirements

- 14.1.3. Innovation and technical feasibility
- 14.1.4. Quality of the proposed architecture and design

**14.2. Experience and Expertise:**

- 14.2.1. Consultant's experience in implementing eDRMS solutions
- 14.2.2. Relevant industry certifications and accreditations
- 14.2.3. Expertise in data security and compliance

**14.3. Project Management:**

- 14.3.1. Quality of the proposed project plan
- 14.3.2. M&E framework
- 14.3.3. Resource allocation and project timelines
- 14.3.4. Risk management and mitigation strategies

**14.4. Pricing and Value:**

- 14.4.1. Competitiveness of pricing
- 14.4.2. Value for money and return on investment
- 14.4.3. Clarity and completeness of pricing information

**14.5. Support and Maintenance:**

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

**14.6. References:**

- 14.6.1. References from previous clients
- 14.6.2. Customer testimonials and case studies

**15. Submission of Proposals**

**15.1. General Instructions:**

Consultants are invited to submit proposals for the Whole of Government 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.

**15.2. Contact Information**

- 15.2.1. All inquiries and correspondence related to this RFP shall be directed to the designated contact person as follows:

**15.2.2. Christopher Herbert**

**Programme Manager**

**Digital Transformation Management Unit, Ministry of Technology,**

**Government of St Christopher and Nevis**

**National ICT Centre**

**#3 CA Paul Southwell Industrial Park**

**Basseterre, St Christopher**

[christopher.herbert@gov.kn](mailto:christopher.herbert@gov.kn)

869-467-1389

Copy to: **Digital Transformation Management Unit, Ministry of Technology, Government of St Christopher and Nevis**  
**Digital Transformation Management Unit, Ministry of Technology, Government of St Christopher and Nevis**  
**National ICT Centre**  
**#3 CA Paul Southwell Industrial Park**  
**Basseterre, St Christopher**  
**dtmu.technology@gov.kn**

- 15.2.3. Communication regarding this RFP with any other personnel is strictly prohibited and may result in disqualification.
- 15.3. **Submission Deadline**
- 15.3.1. Proposals must be received no later than **July 28<sup>th</sup> 2025** 4pm AST. Late submissions shall not be considered under any circumstances. Bidders bear sole responsibility for ensuring the timely delivery of their proposals.
- 15.3.2. **Submission Format**
- 15.3.2.1. Proposals shall be submitted in electronic format (PDF).
- 15.3.2.2. Electronic submissions must be sent via email to [dtmu.technology@gov.kn](mailto:dtmu.technology@gov.kn) copy [Christopher.herbert@gov.kn](mailto:christopher.herbert@gov.kn) with the subject line: "**Proposal Submission – Implementation of Government of St Christopher and Nevis Whole of Government Electronic Document and Records Management System**".
- 15.3.2.3. Hard copy submissions (if applicable) must be delivered to Digital Transformation Management Unit, Ministry of Technology, National ICT Centre, #3 CA Paul Southwell Industrial Park, Basseterre, St Kitts in a sealed envelope marked "**Confidential Proposal Submission – Implementation of Government of St Christopher and Nevis Whole of Government Electronic Document and Records Management System**".
- 15.3.3. **Proposal Organization**
- 15.3.3.1. Proposals must be formatted as follows:
- 15.3.3.1.1. **Cover Letter** – Signed by an authorized representative of the bidding entity.
- 15.3.3.1.2. **Executive Summary** – A concise overview of the proposal.
- 15.3.3.1.3. **Technical Approach** – A detailed description of the proposed electronic platform, including:
- 15.3.3.1.3.1. System architecture and design
- 15.3.3.1.3.2. Functional requirements and features

- 15.3.3.1.3.3. Technical specifications (hardware, software, database)
- 15.3.3.1.3.4. Security measures and data protection
- 15.3.3.1.3.5. Integration capabilities with existing systems
- 15.3.3.1.3.6. Scalability and performance considerations
- 15.3.3.1.3.7. Development methodology and project management approach
- 15.3.3.1.3.8. Implementation plan and timeline
- 15.3.3.1.3.9. Training and support services
- 15.3.3.1.3.10. Maintenance and support plan
- 15.3.3.1.4. **Company Qualifications & Experience** – A demonstration of relevant expertise, organizational structure, and key personnel.
- 15.3.3.1.5. **Project Timeline** – A proposed schedule with key milestones.
- 15.3.3.1.6. **Financial Proposal** – A comprehensive, itemized budget and pricing breakdown, including development, implementation, hardware, software, training, maintenance, and support.
- 15.3.3.1.7. **References** – Contact details for previous clients or partners.
- 15.3.3.1.8. **Appendices** (if applicable) – Any supporting documentation or additional materials.
- 15.3.4. **Confidentiality**
  - 15.3.4.1. 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.
- 15.3.5. **Clarifications and Questions**
  - 15.3.5.1. Bidders may seek clarification regarding this RFP by submitting written inquiries to [christopher.herbert@gov.kn](mailto:christopher.herbert@gov.kn) , copy to [dtmu.technology@gov.kn](mailto:dtmu.technology@gov.kn), [dot@gov.kn](mailto:dot@gov.kn) no later than **June 2<sup>nd</sup> , 2025**. Responses will be provided via **an email addendum by June 18<sup>th</sup> 2025**.
- 15.3.6. **Proposal Validity Period**
  - 15.3.6.1. 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.
  - 15.3.6.2. **Cost of Proposal Preparation**
    - 15.3.6.2.1. 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.

**16. Management Proposal:** Details on the project management team, including roles, responsibilities, and experience. Also includes project governance, risk management, and communication plans.