

# Electronic Document and Records Management Solution

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| Document Owner | |
| Author | Position / Responsibility |
| Eamon Donnelly | Records Management Controller |

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1. Overview and Plan

**Overview and Plan:**

bpha want to digitally transform. We have reviewed our organisation’s current document management practices and now need to purchase a solution(s) to meet this need.

We are seeking potential suppliers to complete this technical requirement document. Then we will seek demos of the vendors that we feel best suit our needs and will be a true partner with bpha. Following the demos we would want to test our preferred 1-2 solutions before buying the solution.

Please answer the questions detailed within this document and please do feel free to provide supporting documentation as you think it will help to answer these questions.

## Vision

There should be a single electronic copy of each document that can be retrieved by the right people at the right time.

## Objectives

* Create a central secure storage repository for all business-critical electronic documents and references to documents stored in any other format or locations.
* Act as a central email archive ensuring bpha complies with all compliance and regulatory requirements.
* Eliminate excessive repositories.
* Facilitate departmental digital clean up.
* Deliver the requisite records management functionality to ensure material is stored no longer than is necessary or legally required and is stored for as long as is required.
* Embedding Document Information Governance.
* Provide the first and, over time, major point to search for information relevant to SAR under GDPR and provide the functionality to act upon GDPR requests.
* Facilitate the development of electronic workflows that could be used to create more automated processes or make existing processes more effective and efficient with the potential to assist with reduction of costs.
* Facilitate the delivery of public and shared documents via the public internet, business Cloud and internal intranet sites.

2. GDPR Compliance Software Functional Requirements

**2.1. EDRMS Functionality**

| ID | Requirements Detail | MoSCoW | Response |
| --- | --- | --- | --- |
| 1 | The Solution will contain the best and most relevant aspects of Moreq2010 core functional requirements of an EDRMs solution. | M |  |
| 2 | Search Engine must have the capability to search across the entire enterprise solution as well as specific repositories based on user access, it should also offer advanced searching including additional filtering and fuzzy searching and should be able to search against metadata as well as document content.  Please expand on any other search functionality your product can undertake | M |  |
| 3 | The solution should provide full Records management capabilities throughout the document / Item's lifecycle. | M |  |
| 4 | The Solution should have the ability to Import / Export files & associated metadata out from the system subject to roles given | S |  |
| 5 | Please provide details of your Scanning processes and whether any intelligent solutions are part of this, please also indicate whether mobile phones can be utilised as part of the scanning solution e.g. Using office Lens & saving to system | S |  |
| 6 | The Solution has ability to include and apply records management functions on Information held outside of the system, Paper Files held in Offsite Storage for example, or Digital Photo Library held on Network | C |  |
| 7 | It should have the ability to capture and store all electronic outputs including Social Media & application content | S |  |
| 8 | Saving and Indexing documents to be as automated as possible to avoid misfiling. | M |  |
| 9 | Once a document has been successfully captured within the system it will remove the original source to avoid duplications existing, without impacting on users | S |  |
| 10 | A document stored on the system can be held by 1 or multiple categories rather than in a fixed folder Structure and indexed against 1 or several items. | C |  |
| 11 | The System should have an Audit Trail. Please detail the completeness of the auditability of the solution. | M |  |
| 12 | The system to provide the ability to have unique links to each Case folder / document which shouldn’t change if the document or case folders name is amended or moved. | S |  |
| 13 | The Solution should have an inbuilt workflow capability or integration with other workflow engines, e.g. Microsoft Dynamics. | S |  |
| 14 | Solution to hold information with a Virtual folder structure allowing flexibility for users | M |  |
| 15 | Users being able to tag virtual folders and being notified or report on when changes occur (e.g. documents added / amended), Users to amend notifications. | W |  |
| 16 | Please detail how Paper documents are captured and indexed into the system, please outline any functionality on making the process more efficient and /or effective. | M |  |
| 17 | Please detail how electronic documents are captured and indexed into the system, please outline any functionality on making the process more efficient and /or effective.  Please also expand on how third parties and agencies would be able to collaborate using this solution. | M |  |
| 18 | Please provide information on how your system is compatible with ISO requirements | M |  |
| 19 | Can you provide an Extranet / Portal which is both Secure and enables collaboration | W |  |
| 20 | Does your solution allow document annotation e.g. PDF’s, MS Docs. Please expand on additional capabilities and functionalities the system possesses | W |  |
| 21 | Please detail how your solution complies and will help with bpha’s compliance with the GDPR. | M |  |
| 22 | bpha have their own inhouse software development team, please detail how the solution is compatible with integration, interfaces and other applications. | M |  |

**2.2. Security**

| ID | Requirements Detail | MoSCoW | Bidder Response |
| --- | --- | --- | --- |
| 23 | Please detail how the solution meets a minimum of the Traditional EDRMS Moreq2010 Security requirements (Please also detail any more modern security parameters) | M |  |
| 24 | With relation to both document sharing and document at rest, please detail the encryption applied. | M |  |
| 25 | Please detail how metatags or classifications can be applied to restrict access, modification and sharing. | M |  |
| 26 | Please identify how your product is compliant with security processing requirements of the GDPR | M |  |

**2.3. Usability / Performance**

| ID | Requirements Detail | MoSCoW | Bidder Response |
| --- | --- | --- | --- |
| 27 | Please expand on how your product is user-friendly and intuitive, ideally reducing the need for extensive training. | S |  |
| 28 | We are seeking for the best solution to store and retrieve documents in the quickest and easiest way. Please detail how your solution is better than competitors such as other EDRMs & Network Drives. | S |  |
| 29 | bpha currently have 400 staff members, some work remotely & out of hours, please can you provide details of how your solution can manage a large amount of users at one time without the loss of performance, Please also advise on your support strategy / packages you offer. | M |  |
| 30 | Please detail your products licencing strategy including any third party licencing you may use, e.g. Kofax etc. | M |  |
| 31 | Do you facilitate regular user base meetings to help collaborate with others | W |  |

**2.4. Environment**

| ID | Requirements Detail | MoSCoW | Bidder Response |
| --- | --- | --- | --- |
| 32 | bpha are seeking a Cloud based solution, please confirm this can be provided and the details surrounding your solution. | M |  |
| 33 | bpha are looking to incorporate an Intelligent Storage Management to promote cost and performance efficiencies. | W |  |
| 34 | Solution compatible with Single sign on (AD) | M |  |
| 35 | Solution should operate in a Thin Client environment. | M |  |
| 36 | Solution can be accessed via devices (e.g. Mobile / Surface) in multiple locations. | S |  |

**2.5. Other**

| ID | Requirements Detail | MoSCoW | Bidder Response |
| --- | --- | --- | --- |
| 37 | Please provide details about your company’s position in this market, it’s Customers, background, Vision, Ethics & any charitable work you support. | M |  |