

# **Invitation to Tender**

## **Electronic Document Management (EDM) System**

Issued 4<sup>th</sup> May 2018

Electronic Document Management (EDM) System .....	1
1.0 Introduction to Leeds Federated .....	3
2.0 Background Information.....	4
3.0 Timescale.....	4
4.0 Brief .....	4
5.0 Evaluation of Tender Submissions .....	11
6.0 Terms of Appointment .....	14
7.0 Terms and Conditions .....	14
8.0 Submitting your Tender Proposal .....	16
9.0 Supporting Documentation Checklist.....	17
10.0 Quality Questions .....	18
11.0 Pricing Matrix.....	19
12.0 Form of Tender .....	21
13.0 Certificate of Non-Collusion .....	22
Tender Return Label .....	24
Appendix A – EDM Requirements .....	25
Appendix B – Supplier Presentations .....	59
Appendix C – User Testing.....	60
Appendix D – Implementation Plan .....	61

## 1.0 Introduction to Leeds Federated

Leeds Federated Housing Association (The Association) is a registered social landlord formed in 1974 for the benefit of the community. The Association has a central office in Leeds.

The Association employs approximately 120 staff and provides approximately 4,000 homes in Leeds, Harrogate and Wakefield Districts.

The approximate housing portfolio breakdown is:

3200	general needs properties
210	supported housing properties
260	sheltered properties
210	shared ownership properties
85	non-social properties

Our vision statement describes what the Association is aiming to achieve over the medium to long term:

### **Building Futures Together**

The vision statement reflects our aim to grow through *building* more homes. It is our intention to enable our customers to consider their *future* knowing they have a place they can call home. The Association will work *together* with staff, customers and other stakeholders in making our vision a reality.

The three goals of the Association are as follows:

#### **1. Sustain**

We will provide good quality homes that people want to live in and provide value for money services, delivering quality at an affordable cost. We will maintain a healthy business in terms of its finances, expertise and governance.

#### **2. Innovate**

We will make the best use of technology to improve the efficiency and effectiveness of services and find ways to work smarter. We will adapt to change in our business and operating environment to remain competitive.

#### **3. Grow**

We will expand our delivery of good quality homes and identify new business opportunities to enhance Leeds Federated's viability. We will grow our capacity, skills and influence to support the business.

## 2.0 Background Information

This document sets out the Association's requirements for the provision of an Electronic Document Management (EDM) system and provides information about the Association and the key criteria for this contract. Importantly, it also contains the specific requirements that tenderers are to respond to, as well as setting out the evaluation criteria and scoring system that the Association will be using to apply to responses.

This Tender is being advertised on Contracts Finder. All documents are available on this portal. Interested tenderers are advised to 'watch' the notice to receive notifications if the notice is updated.

Any queries should be placed in writing (e.g. email) and directed to Joanne Harrison, Procurement & Contracts Coordinator, email: joanne.harrison@lfha.co.uk. **The latest date for the receipt of queries is midday on Friday 25<sup>th</sup> May 2018.**

A full list of any queries raised by a tenderer during the tender stage will be created and disseminated to all tenderers at the same time (if and when they occur) via an update to the Contracts Finder notice.

## 3.0 Timescale

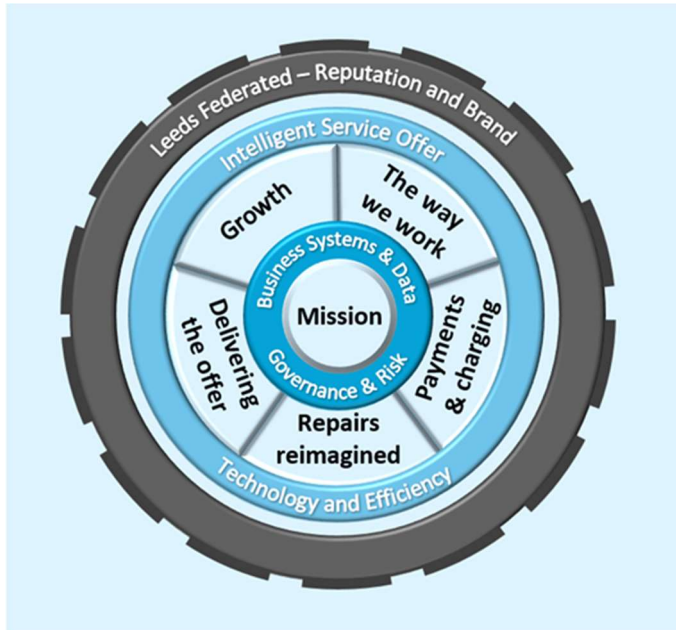
Circulate Invitation to Tender	4 <sup>th</sup> May 2018
Deadline for submission of clarifications	Midday 25 <sup>th</sup> May 2018
Submission of tenders	Midday 1 <sup>st</sup> June 2018
Evaluation of tenders / shortlist for presentations	4 <sup>th</sup> – 15 <sup>th</sup> June 2018
Notifications to shortlisted Tenderers	By 4pm 18 <sup>th</sup> June 2018
Interviews / Presentations	2 <sup>nd</sup> / 3 <sup>rd</sup> July 2018
User Testing	9 <sup>th</sup> – 13 <sup>th</sup> July 2018
Internal Board approvals	23 <sup>rd</sup> July 2018
Notice of Award	By 3 <sup>rd</sup> August 2018

Dates are correct at time of publishing the Invitation to Tender and may be subject to change

## 4.0 Brief

- 4.1 Leeds Federated has over recent years invested a lot of time and resources into creating IT Infrastructure and Applications that support users to access and update information wherever and whenever they need to. The Vision 21 programme and delivery of the Digital World work stream builds on these foundations and includes the implementation of an Electronic Document Management (EDM) solution.
- 4.2 The overall purpose of the Vision 21 programme is to deliver a significant evolution in the way Leeds Federated provides services to its customers. The organisation is well placed to make further improvements in order to deliver even greater value, whilst maintaining quality and customer focus. These improvements will be built on the foundations of a highly engaged staff team, great relationships with customers and stakeholders, and an increasing role for technology and innovation in our business.
- 4.3 To deliver these improvements, a programme of interdependent projects has been developed. This change programme, titled 'Vision 21' will enable the delivery of the objectives

set out. The programme is conceived as a wheel, with core fundamentals forming the hub and five specific projects the spokes. Together, these build an 'Intelligent Service Offer' built in large part on technology and principles efficiency. Surrounding all of this is Leeds Federated's reputation and brand – the tyre with which the organisation grips the road.



- 4.4 Leeds Federated are looking to source standard document management functionality to sit behind its line of business systems. We are looking for a system with open APIs or web services that will allow full integration with our applications where the retrieval and saving of documents is intuitive and automated with little or no user intervention as part of our wider transformation through delivery of our Digital World work stream.
- 4.5 We are looking for documents to be indexed against and their retention to be driven by data from the Civica UHT Housing Management System and to be dynamically linked to tenancy start and end dates. Efficiency around space is required with the EDM solution using appropriate file compression and by holding a unique record with multiple links and designed for avoidance of duplicate document records.
- 4.6 The Electronic Document Management (EDM) system is expected to store all documents/files of all types (e.g. tenancy agreements, letters, certificates, photographs, surveys and other). Most of the applications already in place at Leeds Federated and the new systems developed will require to interface with the EDM product.
- 4.7 The EDM solution will need to support Leeds Federated Online Customer Portal allowing customers to access their documents held in the EDM solution via the Portal.
- 4.8 There has been significant work in recent years to convert paper records to digital images and to move away from paper based systems. House files are already held as electronic files on the image server which forms part of the Civica UHW system. Day to day staff scan and save against the house file any new documents created in paper form and add these to the customer file. LFHA are looking for a system where document processing into the EDM can be automated wherever possible.

- 4.9 Origin, Leeds Federated's bespoke mobile CRM system is designed so that all forms created in the application are automatically saved against the customer or property record in Civica UHW when submitted without any intervention by the user. The system also calls relevant documents and displays these within the application linked to the type of visit being undertaken any EDM solution introduced will need to behave in a similar way.
- 4.10 Leeds Federated is looking to replace the Civica UHW system as this does not have the required functionality to manage documents efficiently and to support LFHA to be compliant with DPA and the imminent GDPR, the introduction of an EDM solution is one of the early stages of the migration away from this system and documents will need to be migrated from the Civica UHW Image Server into the EDM solution.
- 4.11 The majority of outgoing post is dispatched electronically and outsourced however incoming white post is managed manually and LFHA are looking for the EDM solution to offer functionality to effectively distribute, manage and monitor incoming post.
- 4.12 **Existing Applications**

Below is list of applications currently in use at Leeds Federated with details around their anticipated relationship with the EDM solution and if integration with the EDM solution is an expected requirement as part of the implementation.

Software Product	Supplier	Notes
UHW Contact Management and Workflow	Civica	The EDM solution will replace the Image Server as part of the decommissioning of this application. Leeds Fed are looking to migrate these documents to the EDM Solution as part of this implementation.
UHT Universal Housing	Civica	Housing Management System – tenancy and property information from this system will need to be available in the EDM solution to be held as metadata against documents.
Sun Financials	Castle Computer Services Ltd	No EDM requirements identified at this time.
QA		Financial reporting solution, no EDM requirements identified at this time.
RAM Real Asset Management	Real Asset Management Ltd	Component Accounting Solution, no EDM requirements identified at this time.
Brixx	Castleton	Business Planning Software, no EDM requirements identified at this time.
Omfax	Omfax Systems Ltd	Repairs Diagnostic Tool, no EDM requirements identified at this time.
Deeplake	Deeplake Ltd	Used for sending SMS messages via XML interface connected to a mobile network gateway. No EDM requirements identified at this time.
Microsoft Office 2013	Microsoft	Outlook, Word, Excel, PowerPoint, Visio, Project. We would be looking for the EDM

		solution to be fully integrated with the Microsoft Office suite of products.
SharePoint 2013	Microsoft	Used for all corporate documents and as an intranet. We are currently reviewing this and evaluating options.

Bespoke Software Solutions	Technology	Notes
Android Mobile CRM	Android APK	Includes ability to update certain information and submit referrals to back office system. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Mobile inspections	Android APK	Included raising repairs and booking repairs appointments. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Mobile fire testing	Android APK	Manages the fire testing process. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Appointments	SQL, .NET, C#	Used to manage repairs appointment bookings. No EDM requirements identified at this time.
Arrears actions	SQL, .NET, C#	Suggests actions to take based on set criteria and allows various actions to be done. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Call manager	SQL, .NET, C#	A mobile phone recharging programme No EDM requirements identified at this time.
Asset Management	SQL, .NET, C#	Manages planned works programme. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
My Account	SQL, .NET, C#	Customer online area. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Asbestos portal	SQL, .NET, C#	Used internally and externally to view asbestos documentation, we would be looking for documents stored in the EDM solution to be available to view in this application.
Contractor Portal	SQL, .NET, C#	We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Various interfaces	SQL, .NET, C#	
Conversion utilities	SQL, .NET, C#	

#### 4.13 Planned Applications

Below is list of planned applications with detail around the functionality expected and the EDM requirements for each planned solution.

Planned Software Developments	Notes
CRM and Communications module	This will be the core system that will serve all communication with tenants, and customers. The use of multiple channels is expected to be utilised with the aim to achieve maximum efficiencies and effect for getting information to and from the customers. Included will be email, SMS texting, letters but prioritising digital methods. Social media and likes of Twitter will be also considered. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Contacts Database	This will be the main storage for customer details such as contact numbers, emails, communication preferences and opt in/outs. Sensitive data fields will be subject to protective marking classification (GDPR compliance supported) and as a result subject to data retention, archiving policies. Customer information from this system will need to be available in the EDM solution to be held as metadata against documents.
Case Management functionality	To support all required housing and tenancy services such as managing various tasks, dealing with e.g. customer complaints, antisocial behaviour, any follow up activities, logging of requests for visits, general tasks and similar. The range of the requirements will be varied and is expected to be comprehensive enough to enable smooth running and management of the housing services. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Responsive Repairs module	System enabling Leeds Fed staff to create repair orders with associated appointments. Leeds Fed currently uses schedule of rates (SOR) to identify the repair order detail and cost. Repair orders are sent to various Leeds Fed contractors via interfaces (exchange of XML files) or made available on a secure web portal. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Arrears and Payment Management	A system that will suggest actions for customers in rental arrears based on defined logic with tracking of payments/missed payments functionality. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Procure to Pay (P2P)	To replace the existing PIP (Purchase Invoicing Processing) system in UHW and move to a fully electronic process from procurement and ordering through to payment with appropriate controls and fully interfaced with Sun Financials and UHT.



	We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Development Management System	A new system to track, control and manage new development schemes; including costs, funding, cashflow, workflow, key people, documents, property details, sales, correspondence. The system will provide KPIs and financial reporting around Leeds Federated's development activity. This could be an off the shelf solution or a bespoke software development. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.
Geographical Information System (GIS)	A mapping tool to support front line service delivery and provide statistical information geographically to inform business planning. We would be looking for the EDM solution to be fully integrated with this solution via APIs or similar.

#### 4.14 Infrastructure

All the applications detailed above run on an on premise infrastructure that is located at Leeds Fed's head office.

- The majority of the existing applications run on a virtual server infrastructure which is Microsoft Hyper-V running on Windows 2008/ Windows 2012 servers.
- The desktop infrastructure is a mixture of PCs and Laptops which have a full client install of Windows 10 (small quantity Windows 7) and Microsoft Office 2013.
- In addition, staff requiring mobile working have a company provided Android Nexus smartphone or Android Galaxy tablet, for using mobile bespoke applications such mobile CRM, Inspections and fire testing.
- Microsoft Exchange 2013 is used for email.
- There is a 100Mbps internet connection.
- There is a Mitel 3300 IP Telephony system.

NOTE: Although the current infrastructure set-up is "on premise" the future objective is to promote agile working and working from anywhere and it is therefore anticipated that the infrastructure will be cloud based or located in an off-premise data centre. The EDM solution will need to anticipate this and be developed in a way to function with said infrastructure – not solely on premise.

4.15 Tenderers are committing to meet the critical milestones detailed in the outline implementation plan described in Appendix D.

4.16 Through this tendering exercise, for the provision of Electronic Document Management (EDM) software, the Association would like to appoint a Partner who shall offer throughout the 4 year contract period, with an optional extension up to a further 2 years:

- Complete supply chain management solution
- Best Value for money
- Comprehensive management information

- Process improvement through innovation
- High customer satisfaction
- Consolidated monthly invoices
- Advice on any legislative requirements related to the contract

#### 4.17 **Key Performance Indicators and Performance Reviews**

Key Performance Indicators will be agreed with the Partner and included in the contract. The Association will hold annual performance reviews with the Partner. The Partner will send the appropriate personnel including the Account Manager to each review with the Association which shall focus in detail on the service delivered. Review meetings shall be at the intervals and at a venue to be determined by the Association. For the avoidance of doubt, attendance at such meetings will be at no additional cost to the Association.

#### 4.18 **Rates**

The Association is looking to have in place **Pre-Agreed, Fixed Rates** for all items provided under the agreement for the duration of the contract term. That is to say that the rates may not be increased by the tenderer throughout the term.

Tenderers are referred to the Form of Tender within this Invitation to Tender to provide details of their prices.

## 5.0 Evaluation of Tender Submissions

- 5.1 The Association reserves the right to exclude a Tender from evaluation if it does not conform to the Tender requirements or does not demonstrate sufficient capability to perform the required work.
- 5.2 Award will be based on the most suitable solution and most economically advantageous tender received, where Price tendered accounts for 40% of the overall score and Quality accounting for 60%.
- 5.3 The Quality score will be split into 3 areas, 35% for the written responses to the tender, up to 10% for information provided and the quality of the presentation at the shortlisted interview stage and a further 15% from user testing of the software.

**The scoring mechanism is as follows:**

**i. Pricing: (40% of the overall score)**

This sets out the pricing information required by the Association for evaluation and appointment of the successful Partner(s).

A price score shall be calculated for each tender by reference to the lowest tender, which is given a points score of 100. One point shall be deducted from each of the other tenders for each percentage point above the lowest in accordance with the following formula:

$$\text{Maximum Available Price Score (100)} \times \frac{\text{Lowest Price received}}{\text{Tenderer's Price}}$$

A maximum price ratio score of 40% shall be given to the lowest price. The price ratio score shall then be calculated for each other tender according to the points achieved as a proportion of 100.

Tenderers shall note that tenders considered to be priced very low shall be scrutinised to ensure that this is not as a result of a failure to understand the requirements of the Contract. The Association shall have the right to disregard any tender that it considers to be abnormally low.

**ii. Quality – Written responses to EDM Requirements (35% of the overall score)**

This measures the responses to the EDM Requirements set in the Tender and will be scored in accordance with the table below unless otherwise stated against the question:

Evaluation of answer	Marks (E)	Marks (D)
Completely fails to meet required standard or does not provide a proposal	0	0
Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals	1	1
Proposal falls short of achieving expected standard in a number of identifiable respects	2	2
Proposal meets the required standard in most material respects, but is lacking or inconsistent in others	3	2
Proposal meets the required standard in all material respects	4	3
Proposal exceeds the required standard and delivers added value	5	3

All tender responses must be submitted as a read-only MS Word document with 'Arial' Font, size 11.

Supporting information may be submitted as appendices, but will not be scored.

The highest scoring Tenderer for **Quality** will be awarded the full 35% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Quality Score (100)} \times \frac{\text{Tenderer's Total Score out of 400}}{\text{Highest Score awarded out of 400}}$$

### iii. Quality – Presentation (10% of the overall score)

The shortlisted Suppliers will be invited to deliver a presentation at Leeds Federated HA offices in Leeds. The dates for the presentation is included in the schedule. Attendance times and details will be emailed to Suppliers on 18<sup>th</sup> June 2018 allowing 2 weeks prior to the presentation dates.

The presentation should not exceed an hour with a further hour being scheduled for questions from the panel. The quality of the presentation and answers given during the interview and will be scored in accordance with the table below:

Marking Criteria for the Presentation		Score
Void	Fails to address the questions / issues or provide any answer	0
Weak	Unacceptable responses / answers / solution with serious reservations.	1-2
Fair	Responses / answers / solution with reservations.	3-4
Adequate	Meets requirements. The response generally meets the requirements but lacks sufficient detail to award a higher mark.	5-6
Good	Provides good responses that meets the requirements with good supporting evidence. Demonstrates a good understanding.	7-8
Excellent	Indicates excellent responses with detailed supporting evidence and no weaknesses. Response demonstrates that the Supplier will provide an outstanding solution / services if awarded.	9-10

The highest scoring Tenderer for **Quality - Presentation** will be awarded the full 10% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Presentation Score (100)} \times \frac{\text{Tenderer's Total Score out of 10}}{\text{Highest Score awarded out of 10}}$$

### iv. Quality – User Testing (15% of the overall score)

Each shortlisted supplier is required to provide LFHA with access to a hosted web based test / demo portal for assessing usability, accessibility, performance and functionality of the proposed solution. The solution must be available for LFHA to use from 9:00am on Monday 18<sup>th</sup> June to 5.00pm on Friday 22<sup>nd</sup> June 2018.

The features detailed in the table below will be scored from the user testing:

<b>Evaluation of Solution – Features to be scored</b>	<b>Marks (Max 15)</b>
Ease and process speed for searching for and retrieving documents	1
Ease of saving documents with appropriate index / metatag information	1
Editing documents and index / metatag information	1
Document collaboration functionality	1
Redaction tools	1
Exporting documents	1
Viewing / retrieving document version history	1
Managing retention criteria against a document	1
Reporting tools and ease of setting up reports	1
Administrative functionality – to include user permissions / document security	2
Intuitiveness of the system	1
Visual experience	1
Overall user experience	2

Suppliers are requested to supply a document in the appropriate format to include information to support a small number of LFHA employees to explore, test and feedback on the system. The document needs to include:

1. URL / Website address for accessing the portal.
2. Log in details for accessing the system as a user.
3. Log in details for accessing the system as an administrator.
4. User and Admin Guides or short process guides on how to complete tasks.
5. Contact details for support should issues be experienced during testing.
6. Confirmation of the features from the list that are available in the test system.

The highest scoring Tenderer for **User Testing** will be awarded the full 15% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Presentation Score (100)} \times \frac{\text{Tenderer's Total Score out of 15}}{\text{Highest Score awarded out of 15}}$$

**v. Combining Price & Quality (Overall Score)**

The adjusted percentage scores for Quality/Price will be added together to give an overall percentage score as below.

$$(\text{Price Score} \times 0.40) + (\text{Quality Score} \times 0.35) + (\text{Pres. Score} \times 0.10) + (\text{Testing Score} \times 0.15) \\ = \text{Total score out of 100}$$

## 6.0 Terms of Appointment

- 6.1 The contract will be awarded on the basis of the most economically advantageous tender, and Tenders will be evaluated on the offer price and on the Tenderer's experience and capability.
- 6.2 Appointment will be on the basis of a 4 year contract with an optional extension up to a further 2 years. Tenderers are requested to include with their response a copy of their proposed Terms and Conditions for the contract, for review and mutual agreement. Where there is a conflict between the Terms & Conditions provided and this tender / the Tenderer's response, the ITT and response will take precedence. The Terms and Conditions submitted shall include payment milestones and a proposed invoice schedule.
- 6.3 The Association reserves the right to award a contract for all or any part of the work specified in this invitation to tender, or not to award a contract.
- 6.4 The Association may award a task or series of tasks to the awarded Partner, another Partner or retain the task and carry it out itself.
- 6.5 The Association does not guarantee any award of work or any minimum payment to the Partner under this Agreement. The tenderer acknowledges and agrees that the Association shall have no liability whatsoever (whether under Term Partnering Agreement, statute, tort or otherwise) in respect of any consequential or indirect loss or any actual or expected loss of profit, loss of revenue, loss of goodwill or loss of opportunity in the event that the Association reduces or reallocates any amount of works awarded to the Partner.

## 7.0 Terms and Conditions

- 7.1 The Association reserves the right to award a contract for all or any part of the work specified in this Invitation to Tender, or not to award a contract. The Association also reserves the right to award the contract to more than one Tenderer.
- 7.2 The successful Tenderer will be required to sign and abide by a contractual agreement, and will submit staged invoices and reports in the prescribed format at intervals determined by the Association. Payment terms are 30 days from receipt of invoice with payment by BACS.
- 7.3 Any variations to the fee due to fundamental changes in the nature of the project shall be by negotiation between the parties.

- 7.4 It is expected that the Contractor will maintain the following insurances at Contract award:

Employers (Compulsory) Liability Insurance for a sum insured of not less than £5,000,000  
Public Liability Insurance for a sum insured of not less than £5,000,000  
Professional Indemnity Insurance of not less than £2,000,000  
Product Liability Insurance of not less than £5,000,000

The Tenderer will supply the Association with full particulars of such insurance to accompany their Tender submission.

## 7.5 Data Protection

(i) The appointed Partner will:-

1. Duly observe their obligations under the Data Protection Act 1998 and associated Regulations to ensure full compliance with the law relating to personal information.
2. In this clause references to Personal Data are to be interpreted as defined in the Data Protection Act 1998 ("DPA") and related case law. The Partner shall comply with all relevant provisions of the DPA and do nothing which causes, or may cause, The Association to be in breach of its obligations under the DPA. In particular, to the extent that the Partner acts as a Data Processor in respect of any Personal Data pursuant to this Agreement, the Partner shall only process such Personal Data as is necessary to enable it to fulfil its obligations under the contract and only in accordance with instructions from the Association. The parties hereby agree that the Association shall be the Data Controller in respect of such Personal Data.
3. From its introduction in May 2018, any reference to the DPA shall also refer to the General Data Protection Regulation (GDPR).

(ii) The Partner shall:

1. Implement technical and organisational measures in place to protect any personal data it is processing on The Association's behalf against any unauthorised or unlawful processing and against any accidental loss, destruction, damage, alteration or disclosure and undertakes to maintain such measures during the course of this Contract. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data which is to be protected.
2. Take all reasonable steps to ensure the reliability of its staff having access to any such Personal Data.
3. Monitor and maintain the integrity of all Personal Data in full accordance with the Data Protection Principles.
4. Obtain prior written consent from the Association in order to transfer the Personal Data to any sub-contractors or affiliates to fulfil their obligations under this Contract. This is subject to the confidentiality issues as set out in this document.
5. Ensure that all employees of the Partner who reasonably require access to the Personal Data are informed of the strict confidential nature of the Personal Data; and
6. Ensure that no employees of the Partner publish, disclose, or divulge (whether directly or indirectly) any of the Personal Data to any third party unless directed in writing to do so by The Association.
7. Notify The Association within 5 (five) working days if it receives any complaint, enquiry or request from any person whatsoever relating to The Association's obligations under the DPA.
8. At its sole cost, promptly to provide The Association with full cooperation and assistance in relation to any complaint, enquiry, or request made to the Partner which shall include, but shall not be limited to:
  - (i) Providing to The Association full and complete details of the complaint, enquiry or request;
  - (ii) Complying with a data access request and within the relevant timescales as set out in the Data Protection Legislation and in accordance with The Association's instructions;

- (iii) Providing to the Association any and all Personal Data it is in possession of in relation to tenants/ residents and shall do so within the timescales required by The Association and notified to the Partner; and
  - (iv) Providing to The Association any and all relevant information requested by the Association.
- 9. Upon reasonable notice, allow the Association access to any premises owned or controlled by the Partner to enable the Association to inspect and audit its procedures and shall, upon the Association's request from time to time, prepare a report for the Association in respect of the technical and organisational measures it has in place to protect the Personal Data.
- 10. Warrant that it has submitted, pursuant to section 18(1) of the DPA, a notification to the Information Commissioner (as defined by the FOIA) and shall keep that notification correct, complete and up to date.
- 11. Not transfer any Personal Data (whether in whole or in part) to any country outside of the European Economic Area unless authorised in writing to do so by the Association and, where the Association authorises such transfer, the Partner shall fully comply with:
  - (i) The obligations of the Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the DPA by the provision of an adequate and appropriate level of protection in respect of any Personal Data which is transferred in accordance with this and;
  - (ii) Any reasonable instructions notified to the Partner by the Association.
- 12. Upon the termination of this Agreement for whatever reason, unless notified otherwise by the Association or required by the law, immediately cease any and all processing of the Personal Data on the Association's behalf, and destroy or provide to the Association with a copy of all such Personal Data on suitable media.
- 13. Upon receipt of any request from the Association to do so, promptly amend, transfer, or delete the Personal Data (whether in whole or in part). Upon deletion of the Association's data, the Partner will not be able to provide any reports or other benefits relating to any deleted data.
- 14. When required to collect any Personal Data on behalf of the Association, ensure that the Partner provides to the Data Subjects, from whom the Personal Data is collected, with a fair processing notice in a form to be agreed by the Partner.
- 15. Comply with all reasonable requests or directions by the Association to enable The Association to verify and / or procure that the Partner is in full compliance with its obligations under this contract.

## **8.0 Submitting your Tender Proposal**

- 8.1 All tenderers are deemed to have made sufficient allowances for all proposed pricing requirements including contingencies where required. Contingencies or other like allowances are to be clearly indicated on the Tender submission.
- 8.2 The tenderer must acquaint and satisfy themselves with all conditions likely to affect the execution of any of the Services.
- 8.3 The Association will not be liable for any expenses incurred by the tenderer in the preparation of its Tender.



- 8.4 Tenderers shall note that generic method statements and those of a general nature which refer to information within company profiles, brochures or other promotional and/or marketing literature will not be acceptable.
- 8.5 The tenderer shall complete the Form of Tender in respect of this contract.
- 8.6 The tenderer shall comply with the Non Collusion Statement in respect of this contract and date and sign the Statement accordingly.
- 8.7 Tenderers **must** submit a **hard copy** of their response to the Association.
- 8.8 Tenderers must **not** submit their response to this invitation to tender electronically. A soft copy of the response on CD or memory stick **must** be included with the hard copy. Any email / electronic submissions will be disregarded / deleted.
- 8.9 Tenderers **must** use the Return Label Provided and ensure that they deliver their tenders on time. Please note that we do not have a manned Reception. Deliveries made by methods other than Royal Mail and that need a signature will require the courier to call 0113 3861106 / 1104 or enter extension 1106 / 1104 at the entrance intercom to obtain a signature. A letterbox is available 24/7 for non-signed for deliveries.
- 8.10 Proposals must be received by Midday on 1<sup>st</sup> June 2018 by post to Joanne Harrison – you must use the Tender return label on page **24** of this ITT. There must be no other markings anywhere on the envelope whatsoever. If you are using a courier or other method that requires external identification, you should enclose your submission in another envelope bearing the tender return label within the external packaging. Please enclose a hard copy that is signed, and a soft copy on CD / USB stick.
- 8.11 Failure to comply with these requirements may invalidate your tender.

## 9.0 Supporting Documentation Checklist

9.1 Please ensure that you check carefully and include with your response to this Tender:

- (i) The Form of Tender (Section 12.0)
- (ii) Completed Pricing Matrix
- (iii) Response to EDM Requirements (Appendix A)
- (iv) Signed Certificate of Non Collusion (Section 13)
- (v) Return Label – (page 24)
- (vi) Copies of Insurances (Section 7)
- (vii) Soft copy of the tender

## 10.0 Quality Questions

- 10.1 There are 6 Quality questions which have been incorporated in Appendix A - EDM requirements, these are denoted by a Q and are subdivided into individual requirements with a maximum score of 10 points each which will be included in the combined total as set out in Section 6.
- 10.2 Included with the tender response you are asked to provide the following items. Please note that these are for information purposes only and will not be scored by the Association, although the references will be obtained to give assurance / confidence in the tender responses.
- (i) Company details: Company Background, services provided and location of base.
  - (ii) Dates and details of last audit.
  - (iii) Referees: minimum of 2 referees.
  - (iv) Contact details for follow up communication regarding your tender

## 11.0 Pricing Matrix

Licensing / Software Costs – based on 120 users			
Item	Notes – this should also include any server / 3 <sup>rd</sup> party licensing requirements	Cost per licence	Total Cost excl. VAT

Implementation Costs / Day rates			
Item	Notes (please ensure where daily rates are stated the number of hours per day is included)	Cost per day / item	Total Cost excl. VAT

Support and Maintenance Costs			
Item	Notes	Cost	Total Cost excl. VAT

Training Provision Costs			
Item	Notes	Cost per day / item	Total Cost excl. VAT

Additional / Optional Item Costs			
Item	Notes	Cost	Total Cost excl. VAT

Overall Cost Summary for the Tender	
Initial	Cost (this is the total cost of all item lines at quantities specified) excl. VAT
Licensing / Software	
Implementation costs	
Support and Maintenance	
Training costs	
Year 2	Cost excl. VAT
Support and Maintenance	
Year 3	Cost excl. VAT
Support and Maintenance	
Year 4	Cost excl. VAT
Support and Maintenance	
	Cost excl. VAT
Overall Total	

## 12.0 Form of Tender

Leeds Federated Housing Association Ltd  
Arthington House  
30 Westfield Road  
Leeds  
LS3 1DE

### **TENDER FOR: Electronic Document Management (EDM) Software**

I / We understand that:

- (a) This Tender shall be returned in an envelope with the label provided attached to the front so as to reach this office not later than Midday 1<sup>st</sup> June 2018.
- (b) The lowest or any Tender will not necessarily be accepted by Leeds Federated Housing Association Ltd, and no allowance or payment will be made for making any Tender.
- (c) We have examined and agree to the Specification, have submitted only one bid and agree to the contract terms.
- (d) We understand that it is our responsibility to ensure that the contract documents have been completed correctly.
- (e) The Tender Price must stand for period of 13 weeks from the date of submission of the Tender.

### **PRICE**

I/We, having read the Conditions of Contract and Specification delivered to me/us and having examined the information referred to therein, do hereby offer to execute and complete in accordance with the Conditions of Contract the whole of the Works described for the sum as identified in the enclosed Pricing Matrix.

I/We agree that should obvious errors in pricing or errors in arithmetic be discovered before acceptance of this offer in the pricing submitted by me/us, these errors will be corrected in accordance with Alternative 1 contained in Section 6 of the 'Code of Procedure for Single Stage Selective Tendering 1989'

Company Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Address of Tenderer: \_\_\_\_\_

\_\_\_\_\_

Telephone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

## 13.0 Certificate of Non-Collusion

The essence of tendering is that Leeds Federated Housing Association Ltd shall receive bona fide competitive tenders from all organisations tendering. In recognition of this principle, I/we certify that this is a bona fide Tender, intended to be competitive, and that I/we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. I/We also certify that I/we have not done and I/we undertake that I/we will not do at any time before the return date for this Tender any of the following acts:-

1. Communicate to a person other than the person calling for these tenders, the amount, or approximate amount of the proposed Tender;
2. Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
3. Offer or pay or give or agree to pay or give any sum or money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the work any act or things of the sort described above.

In this certificate, the word 'person; includes any persons and any body or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

### CONFLICT OF INTEREST STATEMENT

Leeds Federated Housing Association Ltd must ensure that it does not contravene Schedule 1, Part 1 of the Housing Act 1996, i.e. Leeds Federated Housing Association Ltd may not make a payment or grant a benefit to a Committee or Board Member, Officer or Employee of the Client save and except in certain specified circumstances. Leeds Federated Housing Association Ltd therefore requires Tenderers to answer the following questions:

1. Has any Director, Partner or Associate been an employee of Leeds Federated Housing Association Ltd within the last five years?

YES/NO (if yes please give details)

--

2. Please state if any Director, Partner or Associate has a relative(s) who is an employee of Leeds Federated Housing Association Ltd at a senior level or is a Board, Committee, or Panel Member of the Association.

--

3. Please state if any Directors, Partners or Associates of your firm have any involvement in other firms who provide or have provided services to Leeds Federated Housing Association Ltd.

YES/NO (if yes please give details)

--

1. Is any Director, Partner or Associate an existing tenant or leaseholder of Leeds Federated Housing Association Ltd?

YES/NO (if yes please give details)

--

**Note:** A relative is defined as a person's spouse, parent, grandparent, child, grandchild (including illegitimate children and grandchildren) brother and sister. Technically the term relative does not include any relationship that is not by blood, marriage, civil partnership or co-habitation; however, if considered close the same criteria should apply

Signature : \_\_\_\_\_

On Behalf of:  
(Full Name of Tenderer) \_\_\_\_\_

Address (In the case of a Limited Liability Company the registered office):


Date: \_\_\_\_\_

Tender Return Label

<b>TENDER – DO NOT OPEN</b>	
<p>Tender Title: <b>Electronic Document Management (EDM) Software</b></p> <p>Return Date: 1<sup>st</sup> June 2018</p> <p>Deadline for Return: 12:00 Midday</p> <p>Leeds Fed contact for courier receipt signature:</p> <p>Joanne Harrison: 1106</p> <p>Michelle Rowland: 1104</p>	<p>To: <b>Joanne Harrison</b></p> <p>Leeds Federated Housing Association</p> <p>Arthington House</p> <p>30 Westfield Road</p> <p>Leeds</p> <p>LS3 1DE</p>
<p>This label <b>MUST</b> be used to submit your tender</p> <p>There must be <b>no other identifying markings</b> anywhere on the envelope whatsoever</p>	<p>LEEDS FED USE ONLY</p> <p><b>Date received:</b></p> <p><b>Time Received:</b></p> <p><b>Initials:</b></p>

It is Leeds Federated policy not to consider LATE tender submissions



## Appendix A – EDM Requirements

ID	1. EDM: Document Management	
101	Your solution must include functionality that enables the processing of documents of all formats.	E
<p>Response:</p> <p>Max Score 5</p>		
102	Your solution must include functionality that ensures documents are stored efficiently i.e. to reduce the need for large amounts of disk storage. Please detail how your system meets this requirement.	E
<p>Response:</p> <p>Max Score 5</p>		

103	Your solution should include pre-built workflow processes for operating an electronic post room	D
Response:		
Max Score 3		
104	Your solution must include pre-built workflow processes for managing documents.	E
Response:		
Max Score 5		
105	Your solution must provide end users with options for categorising and / or applying reference keys for searching. Please provide full details of the functionality and any limitations.	E
Response:		
Max Score 5		

106	Your solution should provide searches for key words within specified documents or document types.	D
Response:		
Max Score 3		
107	Your solution must provide comprehensive functionality for archiving of documents. Please detail the systems capabilities.	E
Response:		
Max Score 5		
108	Your solution must be capable of defining obsolescence / retention rules which can be linked to archiving and / or disposal. Please detail the systems capabilities.	E
Response:		
Max Score 5		

109	Your system must be able to set review dates for documents individual and by type of document. When review dates are due the system must provide alerts. Please outline how your system meets this requirement.	E
Response:		
Max Score 5		
110	Your solution must be legally compliant with the rules surrounding legal admissibility of electronic documents, archiving, data retention and access including new requirements outlined in GDPR. Please detail how the system meets this requirement.	E
Response:		
Max Score 5		
111	Your solution should provide change control and approval processes for documents, including adding signatures. Please detail the systems capabilities.	D
Response:		
Max Score 3		



115	Your solution must be able to create associations across different documents to enable cross referencing.	E
Response:		
Max Score 5		
116	Your solution must be able to distribute documents via email.	E
Response:		
Max Score 5		
117	Your solution must incorporate a wide range of file viewers. Please detail which viewers are provided as standard with the solution and then detail which additional viewers past customers have required.	E
Response:		
Max Score 5		

118	In addition to the above, Leeds Fed has a large number of the photos of varying size; your proposed solution should include functionality to ensure photos are stored efficiently and can be easily managed.	D
Response:		
Max Score 3		
119	The solution should have a process that identifies all the documents expected against a defined entity in the system, for example, a new build property, which triggers alerts after a specified time period if documents are missing, for example after 12 months.	D
Response:		
Max Score 3		
120	The system should support the preview of documents contents using thumbnails or similar with the facility to scroll through these, similar to windows functionality and how images preview in explorer.	D
Response:		
Max Score 3		





ID	2. EDM: Search Facilities	
201	The system(s) must include comprehensive search facilities, including key word searches.	E
<p>Response:</p> <p>Max Score 5</p>		
202	You must detail how search results are displayed and include a screen shot to show this.	E
<p>Response:</p> <p>Max Score 5</p>		
203	The solution should provide the facility to select multiple documents from the search results and then export to one file for example as a combined .pdf, that can then be exported to print, email etc.	D
<p>Response:</p> <p>Max Score 3</p>		

204	The system should associate barcodes, QR codes or similar with documents and support the retrieval of documents through scanning a barcode or similar.	D
Response:		
Max Score 3		
205	The system should offer RSS (Rich Site Summary) or subscription features.	D
Response:		
Max Score 3		
206	The system should offer the capability of using Soundex with other fuzzy matching algorithms.	D
Response:		
Max Score 3		

ID	3. EDM: Tracking and Version Control	
301	The solution must track and provide an audit log of the location of physical and electronic records. Please detail how your proposed system meets this requirement.	E
<p>Response:</p> <p>Max Score 5</p>		
302	You must provide full details of what is recorded in the audit trial of the proposed system.	E
<p>Response:</p> <p>Max Score 5</p>		
303	The solution must provide a process for checking in and out documents that are used offline.	E
<p>Response:</p> <p>Max Score 5</p>		

304	The solution must provide a process version controls / revision history available with the system.	E
Response:		
Max Score 5		
305	The solution must provide a way of identifying the latest version of a document (Physical or Electronic) as well as all older versions.	E
Response:		
Max Score 5		

ID	4. EDM: Disposal	
401	The solution must provide configurable options, including retention periods and timescales, and workflow processes to manage the disposal of physical and electronic documents.	E
Response:       Max Score 5		
402	The solution must provide tracking and audit logs of the documents (physical and electronic) that have been disposed.	E
Response:       Max Score 5		
403	The solution must provide security controls that control access to who can dispose of documents.	E
Response:       Max Score 5		



ID	5. EDM: Management of the EDM System	
501	Your solution must provide a comprehensive set of administration features. Please detail in full the features available.	E
<p>Response:</p> <p>Max Score 5</p>		
502	Your solution must provide administrator defined security so that access to documents can be restricted by at least document type, file type and or by user. Please detail the security measures provided.	E
<p>Response:</p> <p>Max Score 5</p>		
503	Your solution must provide full audit trail facilities that are limited to, via security, to administrators, defined user groups and/or individual users.	E
<p>Response:</p> <p>Max Score 5</p>		

504	Your solution must provide API's or similar that pass the required data to allow documents to be called from and viewed within other applications in use at Leeds Federated.	E
Response:		
Max Score 5		
505	Your solution must provide API's or similar that allow documents created within other applications in use at Leeds Federated and automatically saved into the EDM with the required index metadata.	E
Response:		
Max Score 5		
506	The solution must be able to integrate with other applications in use at Leeds Fed and utilise data from other applications for triggering retention periods and updating index metadata. Please describe how your system meets this requirement with examples of where this is in place and whether changes to data in the source system is recognized and applied to existing documents to update index metadata.	E
Response:		
Max Score 5		



507	The EDM solution should have its own workflow tool, providing a graphical tool that enables the creation / modification of workflow processes within the system.	D
Response:		
Max Score 3		
508	Your solution should provide functionality for document template management. Please detail the features available and how these can be applied to day to day operations	D
Response:		
Max Score 3		
509	Your solution should provide automatically alerts on breaches of security. Please detail how the system meets this requirement.	D
Response:		
Max Score 3		

510	Your solution must provide a range of tools to interrogate the system on a breach of security.	E
Response:		
Max Score 5		
511	The system should support the archive or removal of obsolete index / metadata tags so these are no longer available to users and provide the facility to archive documents and data that relates to entities that become obsolete.	D
Response:		
Max Score 3		
512	Leeds Fed require the EDM solution to be available to use across a minimum of 4 environments: Development, Test, Train and Production (Live) with the facility to move/copy configuration and/or data between environments with the ability to anonymise customer data when this is copied to a non-live environment. Please state how you will meet this requirement.	E
Response:		
Max Score 5		

513	Please state whether your solution could include the functionality to create a data warehouse for querying and reporting.	D
Response:		
Max Score 3		
514	Describe any IT infrastructure pre-requisites and the minimum requirements that Leeds Fed would need to have in place to setup and use the EDM solution on premise including storage capacity expectations over the life of the contract.	I
Response:		
Max Score 3		
515	Describe any IT infrastructure pre-requisites and the minimum requirements that Leeds Fed would need to have in place to setup and use the EDM solution as part of a cloud based off premise infrastructure including storage expectations over the life of the contract.	I
Response:		
Max Score 3		

516	You must detail any maximum limits of the EDM solution including to individual file size, number of objects that can be stored, number of data identification fields and total storage capacity.	E
Response:		
Max Score 5		
517	Outline your current support arrangements including hours available, SLA's, escalations and how you approach and support upgrades to the EDM solution.	E
Response:		
Max Score 5		
518	Please state your approach to changes needed to your solution to accommodate updates to operating systems such as Windows, Microsoft SQL Server, Android and Microsoft Office or to meet new or amended legislative requirements, for example, GDPR, indicating if there is a cost implication to the customer.	E
Response:		
Max Score 5		

ID	6. Service and Performance Management: General Requirements	
601	<p>In achieving the requirements, the integrated solution(s) must also support Leeds Fed in the provision of consistent and high quality services and in the monitoring of agreed services delivery standards. As a result, the solution(s) must be capable of:</p> <ul style="list-style-type: none"> <li>-Embedding performance standards, for example service level agreements and or timescales, into workflows; and</li> <li>-Enabling effective and efficient monitoring of performance</li> </ul>	E
<p>Response:</p> <p>Max Score 5</p>		
602	<p>Must be able to update performance management information in real time as well as including the ability to create historical reports which can be broken down over any timeframe.</p>	E
<p>Response:</p> <p>Max Score 5</p>		

603	Must include the functionality for analysing, tracking and managing staff.	E
Response:       Max Score 5		
604	Should include a centralised calendar which integrates (in real-time bi-directionally) to Microsoft Exchange.	D
Response:       Max Score 3		
605	Should be able to link to multiple service level agreements.	D
Response:       Max Score 3		

606	Should include proactive alerting / escalation functionality for managing service level agreements; for example when task deadlines are about to be and then are exceeded and where staff are absent.	D
Response:		
Max Score 3		
607	Must include drill up, down and across functionality within your proposed solution that enables management to get to source data.	E
Response:		
Max Score 5		
608	Must either include a built in analysis tool or include a 3 <sup>rd</sup> party tool for analysis.	E
Response:		
Max Score 5		

609	The system must be able to analyse data from different angles e.g. document type, person, property, street, neighbourhood, etc.	E
<p>Response:</p> <p>Max Score 5</p>		
610	You must include examples of how customer segmentation can be analysed through your proposed system.	E
<p>Response:</p> <p>Max Score 5</p>		
611	Your solution must include functionality which can analyse service against key performance indicators.	E
<p>Response:</p> <p>Max Score 5</p>		



612	Your solution should support document level reporting to enable Leeds Fed to identify where a certain document type is held against an entity and report on numbers held and exceptions.	D
Response:		
Max Score 3		
613	Your solution should include functionality that allows Leeds Fed to associate an expected catalogue of documents that would be held against an entity and report against this.	D
Response:		
Max Score 3		
614	Linked to the above requirements Leeds Fed should be able to use the solution to identify where expected documents are missing against an entity.	D
Response:		
Max Score 3		

615	You must provide a full list and examples of the management reports your proposed system can provide. <b>Note:</b> This can be included as an electronic attachment – Please ensure this is properly referenced in the cell opposite.	E
Response:		
Max Score 5		
616	The system should have facility to export data relating to documents held in the EDM to display in other systems, for example showing properties with Land Registry Title Deeds as a layer in a GIS system.	D
Response:		
Max Score 3		
617	The system must include a comprehensive set of audit features, records that are changed should visibly indicate when and by whom it was last updated.	E
Response:		
Max Score 5		

ID	7. Implementation	
701	<p>Leeds Fed have multiple projects running concurrently as part of the Vision 21 Programme, implementation of the EDM solution to the agreed time, cost and quality requirements is fundamental to avoid unnecessary costs and delays across the project portfolio. Please demonstrate your previous experience implementing a Document Management System similar to the requirements of this opportunity and detail the approach, resources and controls that you will deploy to ensure successful delivery of the project to the agreed time, cost and quality meeting the requirements set out in this tender.</p>	Q
<p>Response:</p> <p>Max Score 10</p>		

702	Leeds Fed currently has documents in Civica UW held on the image server and documents on shared network drives, these documents need importing into the EDM solution, describe how you would approach this, the tools you have available to support migration of documents from multiple locations and outline your experience providing this solution to other customers.	Q
<p>Response:</p> <p>Max Score 10</p>		
703	The EDM solution must include an import tool to enable Leeds Fed to bulk upload documents, for example to enable the upload of documents and data following the back scanning of physical paper records.	E
<p>Response:</p> <p>Max Score 5</p>		





708	Leeds Federated currently use SharePoint to view and manage corporate documents such as Policies, Procedures, Meeting agendas, minutes etc. please outline the benefits of holding this information in the EDM Solution, describe the functionality available to manage these types of documents and provide details of your experience importing documents from SharePoint into your solution for other customers.	Q
<p>Response:</p> <p>Max Score 10</p>		

ID	8. Standards	
801	The system(s) must enable Leeds Fed to meet / manage Data Protection including the new GDPR legislation please outline the processes and functionality within your solution that support this.	E
<p>Response:</p> <p>Max Score 5</p>		
802	The proposed system(s) must enable Leeds Fed to apply to documents held both physically and electronically the National Housing Federation Document Retention for Housing Associations.	E
<p>Response:</p> <p>Max Score 5</p>		



803	The proposed system(s) must meet / be compliant with all the relevant statutory, legal and industry standards. Please provide evidence.	E
<p>Response:</p> <p>Max Score 5</p>		

## References

Name of customer organisation			
Point of contact in the organisation			
Position in the organisation			
Email address			
Telephone No.			
Description of contract			
Contract start date			
Contract completion date			
Estimated contract value			

## **Appendix B – Supplier Presentations**

Supplier presentations / interviews will be held on 2<sup>nd</sup> and 3<sup>rd</sup> July 2018 at the Leeds Federated Offices in Leeds. Shortlisted tenderers will be invited to attend and details of the attendance time and areas to be covered in the presentation will be issued to all shortlisted suppliers on 18<sup>th</sup> June 2018.

The presentation should not exceed an hour with a further hour being scheduled for questions from the panel. The quality of the presentation and answers given during the interview and will be scored in accordance with the table included in Section 6.

## Appendix C – User Testing

Each shortlisted supplier is required to provide LFHA with access to a hosted web based test / demo portal for assessing usability, accessibility, performance and functionality of the proposed solution. The solution must be available for LFHA to use from 9:00am on Monday 9<sup>th</sup> July to 5.00pm on Friday 13<sup>th</sup> July 2018.

Suppliers are requested to supply a document in the appropriate format no later than Friday 6<sup>th</sup> July 2018 to include information to support a small number of LFHA employees to explore, test and feedback on the system. The document needs to include:

1. URL / Website address for accessing the portal.
2. Log in details for accessing the system as a user.
3. Log in details for accessing the system as an administrator.
4. User and Admin Guides or short process guides on how to complete tasks.
5. Contact details for support should issues be experienced during testing.
6. Confirmation of the features from the list that are available in the test system.

The areas being assessed are:

- Ease and process speed for searching for and retrieving documents
- Ease of saving documents with appropriate index / metatag information
- Editing documents and index / metatag information
- Document collaboration functionality
- Redaction tools
- Exporting documents
- Viewing / retrieving document version history
- Managing retention criteria against a document
- Reporting tools and ease of setting up reports
- Administrative functionality – to include user permissions / document security
- Intuitiveness of the system
- Visual experience
- Overall user experience

## Appendix D – Implementation Plan

Suppliers are committing to deliver against the critical milestone dates below. A detailed implementation plan will be agreed with the successful supplier and flexibility will be required as new planned developments become available.

- **August / September 2018** - Contract agreed and in place.
- **31 October 2018** - EDM Software installed, configured and available to integrate with other applications in a Test Environment.
- **31 January 2019** – Import of existing documents fully scoped, proof of concept completed in test and timetable in place for live implementation.
- **January 2019 through December 2019** – EDM fully integrated with new planned developments as they become available.
- **January 2020 – March 2020** – Final import of documents and system fully deployed and in live use.
- **April 2020** – Implementation complete.