**Document Management System RFP - Technical Specifications**

**Scope of Work**

Touch would like to implement a Document Management System (DMS) and best practices. The main objective of this DMS solution and implementation is ensuring that technology, processes, and employees are aligned and working perfectly in order to achieve our business goals.

The solution should include the following functionalities:

### **Document Storage and Organization** including **Centralized Repository and Folder Structure.**

### **Advanced Search and Retrieval: Full-Text Search and Metadata Search.**

### **Version Control.**

### **Access Control and Security: Role-Based Permissions and Encryption and Security.**

### **Out of the Box Workflow Engine: Business Process Automation and Custom Workflows.**

### **Collaboration Tools: Annotations and Comments capabilities and Document Sharing.**

### **Audit Trails and Compliance:** Audit Logs and Compliance Support.

### **Document Capture and Scanning: OCR (Optical Character Recognition), Document Import and Indexing**.

### **Integration Capabilities: System Integration, APIs and Connectors**

### **Mobile App Access**.

### **Records Management: Retention Schedules** and **Records** lifecycle Management.

### **Analytics and Reporting: Dashboards, Reports, and Data-Driven Insights.**

### **Backup and Recovery.**

As part of the solution, the bidder should implement the currently implemented processes including Subscribers Contracts Scanning and Archiving, Suppliers Contracts Management, MoT Letters Management, Governmental Relations Documents Management, and Archiving documents from all departments.

Identifying, documenting, reviewing and validate the above processes will be part of this implementation and should drive touch toward the achievement of the below objectives:

* [Process optimization](https://www.sydle.com/blog/what-is-process-optimization-6126ac39b060f57604039a57) and standardization.
* Improved performance, quality, and productivity.
* Ability to manage risks and avoid mistakes.
* Continuous visibility and online reports generation with reliable data.
* Clear definition of responsibilities and functions.
* Customer satisfaction and greater competitive advantage.

The implementation should take into consideration the data migration of the current LaserFiche system while maintaining business continuity. The current size of the data to be migrated to the new system is about 5.5 Million documents (21Million pages) that size about 7GB.

The solutions should include licenses for 300 Forms users.

The software and the implementation of the above solution should be located on MIC2 premises.

**THREE** years of maintenance and support including regular onsite visit.