

RFQ21-112 - Clarification Requests

We want to attract your attention to the fact that at this stage the SPC is asking vendors to express their capabilities and associated pricing.

We seek larger specialist vendors, capable of delivering a wide variety of skill-sets to be deployed on to be defined projects that fall in the E.C.M. programme.

We could imagine pricing to depend on skills/seniority/length of engagement/type of work.

Questions from Bidder 1:

Purpose

- At a high level, can you describe the problem you're trying to solve?

+ Strengthening our organisation's E.C.M. posture. In terms of priority, records management would be first, followed by publications management and media management.

- If the project/product was successful, what does that look like?

+ Records management: internal and external programme audits would be performed faster, with a reduced number of clarifications sought.

+ Document management: SPC's publications are available to the public and easily discoverable.

+ Our documents, some of them dating back up to 70 years, would be scanned, searchable and available to the public.

+ Our media would be stored, discoverable and available.

- What value does content management provide for Pacific Community?

+ reducing the costs of doing business. So the value is sought in optimisations.

- If already defined, can you describe or provide assets for the Pacific Community enterprise content management roadmap?

+ An initial analysis has been made, and a roadmap defined. The SPC will share this information with our selected vendors.

Project

- Have you identified any key outcomes?

+ Yes, in a nutshell, it would be to analyse the business processes, identify the artifacts that need to be lodged in the E.C.M. system and ensure the appropriate change management and business process changes are implemented.

- Have you identified any key milestones?

+ No, we will leave it to vendors to present us with project plans for the discrete pieces of work.

- Do you have a high level budget that the project is working towards?

+ No, not at this stage.

Process to date

- Please share the identified roadmap for ECM.

+ The roadmap will be shared with successful vendors.

- Where did this project originate from?

+ The work to date has been delivered by our current vendors on the E.C.M panel.

- Proof of Concepts (anything been spiked or trialled previously?) , prototypes etc?

+ Some sub projects have progressed. (Printing and Imaging as a Service – for scanning // Investments in Sharepoint for Work in Progress processes

Internal teams

- Can you provide a list of key stakeholders/org charts? (specifically project/product team, stakeholders and SMEs)

+ We will provide this once vendors have joined our panel.

- Can you provide an indication of internal development or technical teams?

+ The SPC has an ICT team with approx. 30 people. The SPC does not have internal developers.

Audience (internal & external)

- If already defined, who is consuming the content and when and how?

+ Corporate services, internal/external auditors, business divisions and the public. Each cohort uses (or will use) different channels to access content.

- How many internal users will be managing content (current and future)?

+ Approx 650

- How many external customers or users will be consuming content?

+ Approx 650 (excl. public)

- Have you identified channels for content consumption?

+ Yes, SharePoint / Navisions / Pacific Data Hub (public facing) / other.

- Which markets does Pacific Community cater to?

+ See www.spc.int

- Which languages does Pacific Community cater to?

+ French and English

What is the content?

- What does content look like at Pacific community?

+ Not sure how to respond to this. Could you please provide a more specific question?

- What is the value of content to Pacific Community?

+ Not estimated.

- Assets required for delivery?

+ Not sure how to respond to this. Could you please provide a more specific question?

- Content formats? Eg text, rich text, PDF, JPEG, video etc

+ Assume all formats, and cater for flexibility to accommodate future formats.

Content Delivery

- Where does content need to be delivered? How many channels do you foresee in the future? Eg voice or app

+ Initially we expect this to be delivered over the classic web interface channels.

- Does any content need to be regional, localised (translation) or delivered by market?

+ Not in scope for this programme.

- Does any content need to be indexed or blocked from indexing for SEO implications?

+ Not in scope for this programme.

Technical

- Do you have current / up to date solutions architecture documentation available to share?

+ Not at the moment. We expect vendors to be able to provide this type of documentation for the as-is and the to-be states.

- Can you describe any associated systems, either for integration or just relevance of enterprise architecture?

+ Our printing and imaging as a service PlaaS platforms, OfficeLens.

- Do you have enterprise architecture documentation?

+ No

- Do you have any pre-considered system decisions for platforms or products?

+ Yes, the SPC has investments in SharePoint.

- Can you explain how you view Information management services and the delivery of them

+ This will be discussed with the successful vendors.

- Are you looking for an out of the box solution or custom solutions?

+ SPC has a preference for out of the box configurations. Code should only be used in well defined cases.

Data migration

- Where is the data coming from? Do you have a data architecture document?

+ The SPC has a file plan and the archiving policy.

- Do you have an estimate of how much data you need migrated into the future ECM?

+ 1M+ paper records + 100s K of digital records.

- Are expecting a successful vendor within this scope of work to include digitising physical assets?

+ No, however we seek advice on the best methods.

Questions from Bidder 2:

No.	Question	Response by SPC
01	Do we have to use the Annex VI and Annex VII templates? We assume yes but we would like to seek a confirmation.	Yes please, but you can also add your own documents.
02	Is there a formatting restriction for the final response document? Due to lack of space in Annex VI response template, can we make the response table in landscape format or add a new line for the answer?	Yes, you are free to do so.
03	Can we use our own branded template as long as it follows the structure of the SPC templates (i.e. Annex VI and Annex VII)? Can we for example provide the answers not in the embedded tables but in standard Word structure to improve readability of the response document(s)?	Yes, you are free to do so.
04	Can the submitted document be in PDF format filled using the supplied word Annex VI and Annex VII?	Yes, you are free to do so.
05	In Annex II (section G) you have mentioned to provide 3 reference however in Annex VI - Section 2. the allocated the space for two references. We believe you expect us to provide three references?	2 reference will suffice.
06	What is the approx. content volume (number of documents, data volume) you currently manage across your source repositories? Is there potentially a breakdown of file types per source/repository which can be shared?	<p>We do not have a clear view at the moment. But approximately the following would hold true.</p> <ol style="list-style-type: none"> 1. Paper - Library (publications): 300K documents. 2. Paper – Archive rooms (invoices/travel tickets/receipts): at least 500K 3. Digital – Procurement related content: at least 250K 4. Digital – Other financials: at least 150K 5. Digital – Correspondence: Correspondence at least 30K
07	Do you know the approximately growth volumes (monthly/annually)?	No, we have no clear visibility of this.
06	Do you use a scanning/digitisation solution? If so, please provide details and whether the current solutions are expected to stay or are they ageing and candidate for replacement/modernisation too?	<ol style="list-style-type: none"> 1. We have rolled out a Printing and Imaging as a Service project. Basically all employees have access to good scanning machines. 2. OfficeLens to digitise content. 3. 1x high end, high volume scanner

07	What is the volume of documents that needs to be migrated? Do you have a list of various source along with volumes?	<p>1. Research will clarify this. It has been a long held desire by the SPC to digitise it's library content.</p> <p>2. We are currently weighing options, to either start new, either migrate.</p>
10	What is the quality of the metadata definitions for the content that needs to be migrated?	The quality is fairly low for the bulk of our content.
11	Are there any records management industry standards to comply with?	This is some advice we would like to work out with our successful vendors. As an intergovernmental organisation the SPC will require quality advice of the best standards to follow.
12	What sort of technical and non-technical skills SPC can provide to form a joint delivery team?	<p>1. In terms of technical skills: we have reasonably strong ICT capabilities. But only in terms of commodity services. Our application management capabilities are weaker.</p> <p>2. In terms of archiving and classifying data, we can claim strong capabilities in our libraries and our archive rooms.</p>