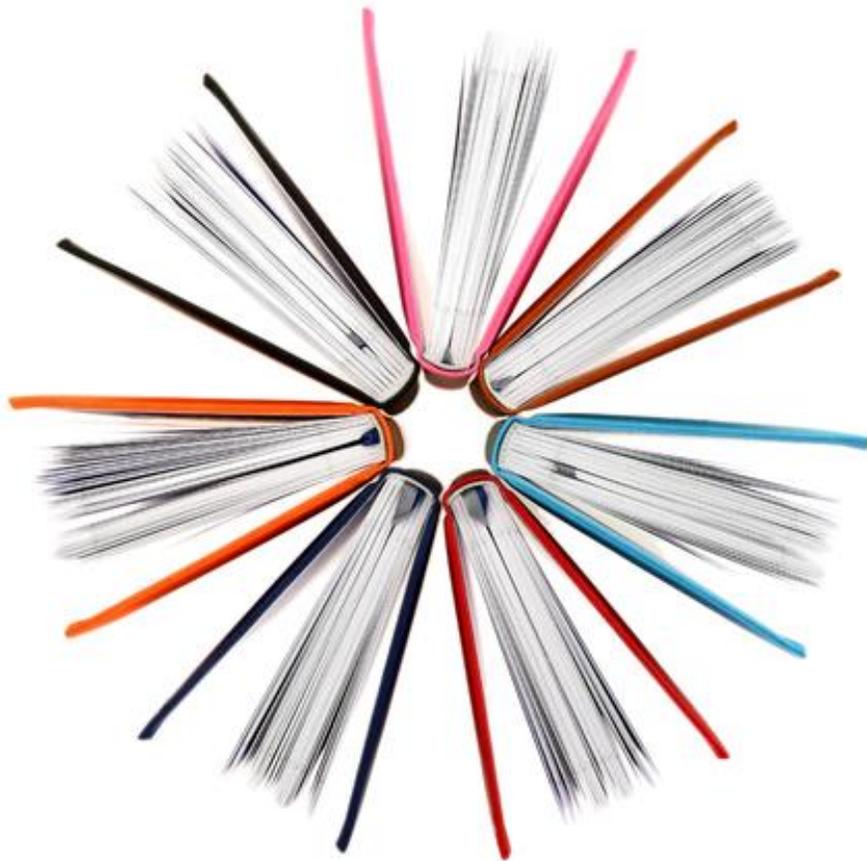


# **Terms of Reference for Supply, Installation and Commissioning of a Knowledge Management System**



November, 2016

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# **1. Introduction**

## **1.1. Background**

The Financial Sector Deepening Trust (FSDT) was incorporated in Tanzania in 2004 with the overall aim to develop a deeper financial system that can provide greater access to finance for more Tanzanians. FSDT is supported by the Canadian Department of Foreign Affairs, Trade & Development (DFATD), Department for International Development (DFID), Swedish International Development Cooperation Agency (SIDA), DANIDA, Embassy of Denmark (DANIDA) and Bill and Melinda Gates Foundation. FSDT provides the following types of support to stimulate the financial sector:

- Provide funding to support the development of new financial products that address the needs of poor households and micro and small enterprises.
- Support improvements in the policy, legislative and regulatory framework affecting delivery of services.
- Support initiatives aimed at improving financial market integration and access to wholesale forms of finance by financial service providers addressing poor households and micro and small enterprises.
- Support initiatives aimed at enhancing the supply of appropriate business services to financial service providers in Tanzania.

## **1.2. FSDT Knowledge Management**

At the heart of the FSDT is a factory of knowledge focused on addressing systemic constraints in the market through the use of various financial instruments, facilitation and evidence generation, with the aim of accelerating the movement towards financial inclusion for Tanzanians. Efficiency in these operations including knowledge management, is critical to nurture a results driven culture of innovation. Information technology has a significant role to play as an enabler for FSDT's administrative and operational processes.

In a bid to increase efficiency, FSDT conducted a review of the existing MIS environment to identify areas of inefficiencies, opportunities for IT enablement and provide recommendations for a way forward for implementation of an integrated management information system supporting the organization's activities in providing a positive customer experience. Findings from the review highlighted among other challenges that most processes within the FSDT environment are conducted manually, and are not integrated. Further it was found that the organization currently maintains limited standardization of processes around document management, as well as limited automation to enhance collaboration and access to information and knowledge. Currently, the primary system used for document management within FSDT is the MS Windows File Server. FSDT does not currently have an intranet and is limited to the Windows operating system for search,

collaboration and access to knowledge created in the course of operations. The FSDT team experiences difficulty finding documents, and inefficient practices related to collaboration.

In light of these findings, it was recommended that FSDT implement a system, establishing an intranet and ultimately improving document management, content management, collaboration and communication internally.

## 2. Scope of work

The overall objective is to gain a vendor who shall supply, implement and commission a system to facilitate knowledge management for FSDT. This system will include:

- **Content Management**

Refers to the capture, management and delivery of the content created across the trust, includes document management, workflow, and web content management.

- **Portal (Intranet)**

Ability to draw together both internal and external applications and information and present a personalized view to staff. The Portal will also facilitate collaboration through the use of tools such as forums and collaborative authoring.

- **Search**

The key objective of the search engine is to provide an accurate and relevant search experience which will assist users to get information quickly and effectively.

The system will facilitate the creation and management of information and provide a mechanism for FSDT to access information online.

The application will cater for the 20+ FSDT staff members. The office is located at **De Ocean Plaza, 2nd floor, 400 Toure Drive, Masaki.**

## 3. Deliverables

The vendor will be responsible for the following deliverables throughout the system development lifecycle.

- **Supply of licenses;**
- **Detailed work plan;**
- **Technical design document;**
- **Installation of the system (including technical documentation on deployment topology);**

- **System Testing plan and report;**
- **User training;**
- **User Manuals ;**
- **Close out/final report;**
- **3 month post implementation support.**

#### **4. Price and payment**

Pricing shall be quoted on contractual terms, and include an option of extension, and will note any potential discounts. The quotation is expected to include the full cost for the following:

- Software licensing cost (include breakdown based on licensing model)
- Professional services cost (include breakdown)
- Support and maintenance cost (post implementation support)

#### **5. Duration of the assignment**

The assignment is expected to commence on the 23<sup>rd</sup> January 2017 and be completed no later than 3 months. In the event that additional time is required please specify as part of your proposal and work plan.

#### **6. Proposal Structure**

The vendor should submit a proposal clearly describing past experience in the respective field. The proposal must demonstrate familiarity with similar assignments. The proposal should be structured as follows:

##### **Section 1 – Vendor and Product Information**

- Company information;
- Understanding of the engagement;
- Approach and methodology, including:
  - Implementation approach
  - Training approach;
  - Support and maintenance plan;
- Relevant experience, including a minimum of 3 references within the last 7 years including:
  - Customer name;
  - Contact address;

- Contact phone number;
- Engagement start and end dates;
- Description.
- Personnel details, including CVs for all key members of the proposed team;
- Work schedule and timeline of implementation;
- Other information proposer deems relevant.

## Section 2 – Financial Requirements

- Software licensing cost (include breakdown based on licensing model)
- Professional services cost (include breakdown)
- Support and maintenance cost (post implementation support)

## Section 3 - Statement of Requirements

The statement of requirements response should be in the following format:

No	Requirement	Yes/No or Customization	Comment
1			
2			

### Definitions

- **Yes** – The required functionality is provided out of the box in the vanilla version. It may require configuration but does not require customization of code.
- **No** – The required functionality is not provided in the proposed solution
- **Customization** – The required functionality is provided by a customization of the solution.

## Section 4 - Commercial Requirements

- Manufacturer’s Authorization Form (MAF);
- Legal and Regulatory requirements which include:
  - Business license, company certificate of corporation, TIN, VAT Registration;

- Current Physical Location that is valid right of occupancy of office premises or lease contract;
- At least three years latest AUDITED financial statements.

## 7. Language

Proposal language should be in English.

## 8. Third party

If the vendor will involve the third part in this proposal the following should be provided:

- A complete description of all third parties / consortia members to this tender
- Describe roles for each third party / consortia member and describe how they will be organized and who will have overall responsibility. Describe how third parties / consortia members will be managed in terms of performance and delivery.

## 9. Evaluation and selection

FSDT will award a contract to the most economically advantageous proposal based on the following criteria:

<b>Mandatory requirements</b>
Confirmed MAF
Provision of 3 references implemented in the last 7 years
Timely submission of the proposal
Legal and Regulatory requirements which include: <ul style="list-style-type: none"> <li>• Business license, company certificate of corporation, TIN, VAT Registration;</li> <li>• Current Physical Location that is valid right of occupancy of office premises or lease contract;</li> <li>• At least three years latest AUDITED financial statements.</li> </ul>

Technical Proposals Scoring Grid

<b>Criteria</b>	<b>Bidder</b>	<b>Max Marks</b>
<b>Product</b>		<b>55</b>
Ability for the system to meet requirement as listed in the Statement of Requirements		35
Ability to deliver a product out of the box functionality.		20
<b>Vendor</b>		<b>40</b>
• Approach & Methodology		5
• References		5
• Undertaking similar projects or demonstrating regular and recent successful examples of assignments conducted in last 5 years. <ul style="list-style-type: none"> <li>○ Tanzania</li> <li>○ East Africa and Beyond</li> </ul>		15 <ul style="list-style-type: none"> <li>○ 5</li> <li>○ 10</li> </ul>
• Personnel demonstrate strong implementation knowledge and experience		15
<b>TOR Adherence</b>		<b>5</b>
• Understanding of and adherence to the ToRs, response to and comments on them, including any suggested amendments (with justifications)		5
<b>Total marks</b>		<b>100</b>

To be considered further, a minimum total technical score of 70/100 is required. Only financial proposals from bidders scoring at least that level will then be evaluated.

The total financial cost in US\$ will be weighted according to the formula:

- $(\text{Lowest total financial cost} / \text{Bidder's total financial cost}) \times 0.2$
- Total technical marks weighted by a factor of 0.8.

The weighted technical and financial scores for each proposal that passes the minimum technical threshold will then be added to produce a total score. The preferred bidder will be the one producing the highest total combined score.

## **10. Submission**

### **10.1. Submission Instruction**

The deadline for submitting proposal is **1600 hours Dar es Salaam time on 6<sup>th</sup> January 2017**. Submission after this time will not be considered.

All proposals should be submitted in Hardcopy (1 original and 2 copies) and electronically (PDF) to:

Nkundwe Mwakiluma,  
FDST  
De Ocean Plaza,  
2nd floor, 400 Toure Drive, Masaki  
[nmwakiluma@deloitte.co.tz](mailto:nmwakiluma@deloitte.co.tz)

With a PDF copy to [pamela@fsdt.or.tz](mailto:pamela@fsdt.or.tz)

### **10.2. Amendment of proposal**

Amendment of submitted proposal may occur at any time prior to the submission deadline by written request. Amendments will only be accepted through the submission of completely new materials that meet the requirements set forth in the submission instructions above.

### **10.3. Withdrawal of proposal**

Withdrawal of the proposal may occur at any time prior to the submission deadline by written request. Withdrawal of one proposal will not preclude the submission of another timely proposal but, no withdrawal will be allowed after the submission deadline.

## **11. Detailed Requirements**

### **11.1. Requirements Priority**

Detailed requirements for the knowledge management system have been prioritized as either "Mandatory", "Important" or "Desirable". The following table outlines the requirement priority level. These requirements have been validated by key process owners within FSdT.

Priority	Requirement Criteria
<b>Mandatory</b>	<ul style="list-style-type: none"><li>▪ Is required in order for a core Business Process / step to be performed</li><li>▪ Acceptable workarounds do not exist or would cause significant impact on the efficiency of the</li><li>▪ Business Process Remainder of the module will be affected if this requirement is not met</li></ul>
<b>Important</b>	<ul style="list-style-type: none"><li>▪ Requirement is required order for the important</li></ul>

	Business Process / step to be performed <ul style="list-style-type: none"> <li>▪ Acceptable workaround exists and does not go against FSDT Objectives</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>▪ All elements of the Business Process can be performed without this requirement</li> <li>▪ Has minor functional or cosmetic impact</li> <li>▪ Acceptable workaround exists</li> </ul>

### 11.2. Functional Requirements Definition

The objective of this functionality is to provide an effective, efficient and user friendly method of carrying document management, content management, portal and search at FSDT. A system is required to enable the following requirements:

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM01	Content Management	Accessibility	Ability for an internal user to access system and content remotely	Mandatory
KM02	Content Management	Administration	Ability for an internal user to use the system without needing to be an expert in web content authoring.	Mandatory
KM03	Content Management	Administration	Ability for the system to consistently present user interface menus, commands and other facilities in all parts of the application.	Mandatory
KM04	Content Management	Administration	Ability for the system to use consistent terminology to label functions and actions in all parts of the application.	Mandatory
KM05	Content Management	Administration	Ability for the system to provide access to online contextual help to assist an internal user. The online help screen must include design guidelines to assist with content authoring, as well as the ability to include cross references to mandated 'requirements reference'	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			data.	
KM06	Content Management	Administration	Ability for the system to produce error messages which are meaningful and appropriate, and should offer immediate prompts for actions to resolve the error. Where validation errors are detected, the system must unambiguously describe the nature of the error, and offer a method of correcting the error, or canceling the action.	Mandatory
KM07	Content Management	Administration	Ability for the system to provide facilities for internal users and administrators which are intuitive and easy to use, and require as few actions as possible to carry out the function to the required standard.	Mandatory
KM08	Content Management	Approval capabilities	Ability for an internal user to view content pending approval.	Mandatory
KM09	Content Management	Archive	Ability for the system to control the ability to edit, add and delete content to authorized internal users.	Mandatory
KM10	Content Management	Archive	Ability for the system to compress content for efficient storage.	Mandatory
KM11	Content Management	Archive	Ability for internal users to view a list of all past/present, future and archived content stored in the system.	Mandatory
KM12	Content Management	Archive	Ability for the system to allow archived content to remain in an archive repository for use at a later date.	Mandatory
KM13	Content Management	Archive	Ability for an internal user to retrieve archived content	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM14	Content Management	Audit	Ability for the system to automatically record an audit trail of events under the control of the system, storing information about: <ul style="list-style-type: none"> <li>· The action which is being carried out (e.g. create, edit, delete, approve, move);</li> <li>· The object to which the action is being applied (e.g. to content or a template);</li> <li>· The internal user or administrator carrying out the action; and</li> <li>· The date and time of the event.</li> </ul>	Mandatory
KM15	Content Management	Audit	Ability for the system to ensure that audit trail data cannot be modified in any way, or any part of the data be deleted by an internal user or administrator.	Important
KM16	Content Management	Audit	Ability for an internal administrator to control who has access to the audit logs.	Optional
KM17	Content Management	Audit	Ability for the system to produce ad hoc reports selecting all relevant information from the audit trail. Examples include, but are not limited to: <ul style="list-style-type: none"> <li>· Actions carried out by a specified internal user, or group of internal users, during a specified date and time period; or</li> <li>· Actions carried out on content, during a specified date and time period.</li> </ul>	Mandatory
KM18	Content Management	Authoring tools	Ability for the system to provide authoring capabilities.	Mandatory
KM19	Content Management	Authoring tools	Ability for the system to support a 'drag and drop' method for manipulating or adding content.	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM20	Content Management	Authoring tools	Ability for the system to provide spell-check and 'find/ replace' functionality.	Mandatory
KM21	Content Management	Authoring tools	Ability for the system to download content or multiple assets into a network or local folder.	Mandatory
KM22	Content Management	Authoring tools	Ability for an internal user to email content to another internal user or (external) user directly from the system, linking to Exchange account	Mandatory
KM23	Content Management	Classification	Ability for the system to support the representation of a classification scheme, by which content is placed in an organized structure consistent with defined business rules. Includes the ability for the system to support taxonomies.	Mandatory
KM24	Content Management	Classification	Ability for the system to support the initial construction of a classification scheme in preparation for the creation and addition of content.	Mandatory
KM25	Content Management	Classification	Ability for the system to visually represent file plans and other structural indexes for the orderly storage of content.	Mandatory
KM26	Content Management	Classification	Ability for an internal users with appropriate access to add new classes to the classification scheme or taxonomy.	Mandatory
KM27	Content Management	Classification	Ability for the system to impose any practical limit on the number of classes that can be created at any point within the classification scheme or taxonomy.	Mandatory
KM28	Content	Classification	Ability for the system to enable	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
	Management		content to be relocated to another point in the classification scheme or taxonomy.	
KM29	Content Management	Classification	Ability for the system to filter the display of content according to defined metadata. For example the ability to view content via the classification scheme according to approval status, content creator, date etc.	
KM30	Content Management	Classification	Ability for the system to automatically maintain an up-to-date site map.	Important
KM31	Content Management	Classifications	The system should be able to replicate the file structure defined by FSDT for storage of files	Mandatory
KM32	Content Management	Collaboration	Ability for the system to have a workspace / sites where a user can edit and make changes on an uploaded file for collaboration simultaneously	Mandatory
KM33	Content Management	Creation of content	Ability for an internal user, with little or no experience of programming or mark-up languages (such as HTML and XML), to create new pages	Mandatory
KM34	Content Management	Creation of content	Ability for the system to display the primary navigation at all times.	Mandatory
KM35	Content Management	Creation of content	Ability for the system to support the addition of custom built web pages.	Mandatory
KM36	Content Management	Creation of content	Ability for the system to automatically generate customizable navigation structures (for example, but not limited to, menus and breadcrumbs).	Important
KM37	Content	Creation of	Ability for the system to create multiple navigation links to single	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
	Management	content	piece of content or page. Refers to the ability to tag content as residing or being displayed in multiple areas.	
KM38	Content Management	Creation of content	Ability for the system to support multiple displays of the menu structure. Examples include, but are not limited to, graphics, graphics with rollovers, text, and text with rollovers, Flash, Drop-down menus.	Mandatory
KM39	Content Management	Creation of content	Ability for the system to migrate websites to a consistent look and feel using themes	Mandatory
KM40	Content Management	Creation of content	Ability for the system to upload documents individually or in bulk	Mandatory
KM41	Content Management	Creation of content	Ability for the system to create URLs with meaningful names.	Mandatory
KM42	Content Management	Creation of content	Ability for the system to change the URL for a page.	Mandatory
KM43	Content Management	Creation of content	Ability for the system to create and manage content in other languages.	Mandatory
KM44	Content Management	Creation of content	Ability for the system to display relevant content to a particular user based on their access control settings	Mandatory
KM45	Content Management	Creation of content	Ability for the system to enforce ownership of content including my logging authors and modifiers	Mandatory
KM46	Content Management	Digital asset management	Ability for the system to manage the following image type: <ul style="list-style-type: none"> <li>•JPG;</li> <li>•JPEG;</li> <li>•GIF; and</li> <li>•PNG.</li> </ul>	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM47	Content Management	Digital asset management	Ability for the system to create, manage and upload digital content including, but not limited to: <ul style="list-style-type: none"> <li>· Text;</li> <li>· Portlets;</li> <li>· Photos;</li> <li>· Streaming audio;</li> <li>· Podcasts / RSS;</li> <li>· Audio (e.g. wma, wav, mp3)</li> <li>· Video;</li> <li>· Live webcasts;</li> <li>· RSS;</li> <li>· Rich interactive media;</li> <li>· Flash;</li> <li>· Share price indexes;</li> <li>· News feeds;</li> <li>· Calendaring content;</li> <li>· Glossaries;</li> <li>· FAQ's;</li> <li>· Charts and graphs;</li> <li>· BLOG entries;</li> <li>· Classified entries;</li> <li>· Discussion forum entries;</li> <li>· Opinion poll entries;</li> <li>· Bulletin board entries.</li> </ul>	Mandatory
KM48	Content Management	Digital asset management	Ability for the system to convert large image files to print quality, thumbnail, and site images without the need for specialist desktop tools.	Mandatory
KM49	Content Management	Digital asset management	Ability for the system to flag images that should be governed as too large for the web.	Mandatory
KM50	Content Management	Document Management	Ability for the system to upload and manage FSDT documents	Mandatory
KM51	Content Management	Edit content	Ability for an internal user to edit content on a file or site, and effect changes immediately	Mandatory
KM52	Content Management	Edit content	Ability for the system to allow updates to uploaded files of different types, e.g. Word,	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			PowerPoint, Excel, PDF, spss, stata etc.	
KM53	Content Management	Edit content	Ability for an internal user, with little or no knowledge of programming or mark up languages, to amend, add and delete content.	Mandatory
KM54	Content Management	Edit content	Ability for the system to allow for the update of content without requiring the modification of all pages.	Mandatory
KM55	Content Management	Edit content	Ability for an internal user to update content in one place and for those changes to flow through to all areas where that content is presented.	Mandatory
KM56	Content Management	Edit content	Ability for the system to apply file name changes to content across the site navigation structure.	Mandatory
KM57	Content Management	Input templates	Ability for the system to provide standard page templates.	Mandatory
KM58	Content Management	Input templates	Ability for the system to provide standard web forms.	Mandatory
KM59	Content Management	Input templates	Ability for an internal user, with little or no knowledge of programming or mark-up languages, to create or edit page templates.	Mandatory
KM60	Content Management	Input templates	Ability for an internal user, with little or no knowledge of programming or mark-up languages, to create or edit web forms.	Mandatory
KM61	Content Management	Input templates	Ability for the system to restrict access to certain parts of a template to selected internal users.	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM62	Content Management	Input templates	Ability for an internal user to configure the order in which content is displayed on the site within the constraints of the page template.	Mandatory
KM63	Content Management	Manage roles and entitlements	Ability for the system to provide an authentication mechanism which controls access to the system and which validates each internal user at the start of each session.	Mandatory
KM64	Content Management	Manage roles and entitlements	Ability for the system to provide single sign on.	Mandatory
KM65	Content Management	Manage roles and entitlements	Ability for the system to allow: <ul style="list-style-type: none"> <li>· New internal users to be defined and identified;</li> <li>· Existing internal users to be marked as inactive, with the effect of preventing that internal user accessing the system; and</li> <li>· Existing internal users being deleted.</li> </ul>	Mandatory
KM66	Content Management	Manage roles and entitlements	Includes the ability to limit this functionality to an internal administrator.	Mandatory
KM67	Content Management	Manage roles and entitlements	Ability for the system to define a role for each known internal user. The user role must always identify a functional role.	Mandatory
KM68	Content Management	Manage roles and entitlements	Ability for the system to support the definition of a set of internal user roles, which control the assignment of entitlements. The ability to define internal user roles must be restricted to an internal administrator.	Mandatory
KM69	Content Management	Manage roles and entitlements	Ability for the system to limit access to functions, so that internal users are only able to	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			carry out those functions which are permitted by the role they have been assigned.	
KM70	Content Management	Manage roles and entitlements	Ability for the system to define access groups which identify business or other functional units. This means in principle any internal user can be a member of any group, and differing groups at differing times. This ability must be restricted to an internal administrator.	Mandatory
KM71	Content Management	Manage roles and entitlements	Ability for the system to allow: <ul style="list-style-type: none"> <li>· New groups to be defined;</li> <li>· Existing groups to be marked as inactive; and</li> <li>· Existing groups to be deleted.</li> </ul>	Mandatory
KM72	Content Management	Manage roles and entitlements	Ability for the system to enable any internal user to be added to or removed from groups at all times.	Mandatory
KM73	Content Management	Metadata	Ability for the system to cater for the creation of metadata (such as relevant keywords, titles, descriptors) as new content is added, edited or deleted.	Mandatory
KM74	Content Management	Metadata	Ability for the system to assign attributes to content.	Mandatory
KM75	Content Management	Reporting	Ability for the system to provide a reporting capability for internal administrators and other authorised internal users. This includes the ability to provide management and statistical reports on activity and status within the system.	Mandatory
KM76	Content Management	Reporting	Ability for the system to allow reports to be generated for screen display, for printing, and for both	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			display and printing.	
KM77	Content Management	Version control	Ability for the system to provide version control against all content pieces, allowing for tracking of changes and rollback if necessary.	Mandatory
KM78	Content Management	Version control	Ability for the system to support 'check in and check out' functionality. This means content can only be edited by a single internal user at a time. While content is in check out mode other internal users will not be able to make amendments to the content and will be provided with 'read only' access. A message should be presented to the internal user informing them the content is checked out and by whom.	Mandatory
KM79	Content Management	Version control	Ability for the system to create an audit trail including creating date and time stamp for changes to content. Includes the ability to capture the date and time amendments to content where scheduled for release.	Mandatory
KM80	Content Management	Workflow	Ability for a business unit to customise and configure their own workflows.	Mandatory
KM81	Content Management	Workflow	Ability to send notifications, reminders and delegations via email.	Mandatory
KM82	Content Management	Workflow	Ability for an internal user to delegate a workflow action to another internal user.	Mandatory
KM83	Content Management	Workflow	Ability for an internal user to send content for approval.	Mandatory
KM84	Content Management	Workflow	Ability for the system to support: · Production Workflows – pre-	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			<p>defined sequence to guide and control processes.</p> <ul style="list-style-type: none"> <li>· Adhoc Workflows – processes developed on the fly by an internal user.</li> <li>· Linear Workflows – processes and actions undertaken in sequence.</li> <li>· Parallel Workflows – processes and actions undertaken simultaneously.</li> </ul>	
KM85	Content Management	Workflow	Production and adhoc workflows should support both linear and parallel approval processes.	Mandatory
KM86	Content Management	Workflow	Ability for the system to provide annotation features, so internal users (such as a reviewer) can be appropriately informed of content changes.	Mandatory
KM87	Portal	Access Control	Ability for the system to provide effective identity management mechanisms and access control for different workspaces and components of the portal.	Mandatory
KM88	Portal	Interface	Ability for the system to provide forum for specific pages / workspaces	Mandatory
KM89	Portal	Interface	The system should be accessible via the web	Mandatory
KM90	Portal	Interface	The system should be accessible via a single interface / home page and should have the ability to provide links to other locations or systems from the landing page	Mandatory
KM91	Portal	Interface	Ability for the system to share and re-purpose news content across multiple business units, and multiple sites.(RSS Feed)	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM92	Portal	Interface	Ability for the system to serve as an intranet portal. This may include links to external content.	Mandatory
KM93	Portal	Interface	Ability for any user to post announcements based on access right	Mandatory
KM94	Portal	Interface	Ability for the system to link to online calendar entries.	Mandatory
KM95	Portal	Interface	Calendar items must be similar to Outlook calendar entries; with: <ul style="list-style-type: none"> <li>• subject,</li> <li>• location,</li> <li>• start/finish dates and time,</li> </ul>	Mandatory
KM96	Portal	Interface	Ability for the system to integrate with other systems such as an ERP to display dashboard updates e.g. on project progress	Mandatory
KM97	Portal	Interface	Ability for the system to provide different skins as required.	Mandatory
KM98	Portal	Interface	Ability for the system to tailor components of the UI/skin of any part of the site by segment type.	Mandatory
KM99	Portal	Interface	Ability for users to navigate intuitively with minimal click through and data entry	Mandatory
KM100	Portal	Interface	Ability for the system to provide adequate error recovery; including ensuring error messages are meaningful, constructive and helpful.	Mandatory
KM101	Portal	Interface	Ability for the system to view and print portal content in a printable format.	Mandatory
KM102	Portal	Interface	Ability for the system to provide links to download plug-ins (e.g. Adobe Acrobat, Flash).	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
KM103	Portal	Interface	Ability for a user to select a temporary chat room handle, or give them the ability to sign up for a permanent one.	Mandatory
KM104	Portal	Interface	Ability for the system to affix the correct time zone to news item releases.	Mandatory
KM105	Portal	Interface	Ability for the system to remember user content preferences and location.	Mandatory
KM106	Portal	User log in	Ability for the system to support single sign on for all content tools and applications accessed via the portal.	Mandatory
KM107	Portal	User log in	Ability for the user to login securely with an appropriate username and password, or digital certificate.	Mandatory
KM108	Portal	User log in	Ability for the system to manage registration and user management through the portal, including the display of the user's logged in status across the site.	Mandatory
KM109	Portal	User log in	Ability for a user to manually logout of the site.	Mandatory
KM110	Search	Configure search result	Ability for an internal user to control the order of search results via business rules.	Mandatory
KM111	Search	Configure search result	Ability for the system to display metadata in search results.	Mandatory
KM112	Search	Configure search result	Ability for the system to display search results in a controlled manner if no metadata is present in the source document.	Mandatory
KM113	Search	Configure search result	Ability for the system to specify how many page levels deep to	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			fetch from a web site.	
KM114	Search	Content search	Ability of the system to assign tags to files to enhance search capabilities	Mandatory
KM115	Search	Content search	Ability for an internal user to search content repositories.	Mandatory
KM116	Search	Content search	Ability for the system to support the dynamic creation/ updating of search mechanisms to provide contextual search functionality.	Mandatory
KM117	Search	Content search	Ability for the system to search based on metadata (including user defined metadata), full-text content and controlled vocabulary lists or thesaurus.	Mandatory
KM118	Search	Content search	Ability for the system to search based on multiple criteria.	Mandatory
KM119	Search	Content search	Ability for the system to sort search results by attributes including, but not limited to, subject, segment and date.	Mandatory
KM120	Search	Content search	Ability for the system to support federated searching.	Mandatory
KM121	Search	Display search result	Ability for the system to identify content types in the search results e.g. PDF.	Mandatory
KM122	Search	Display search result	Ability for the system to provide the user with the ability to navigate between pages (pagination) if search results spans more than one page.	Mandatory
KM123	Search	Display search result	Ability for the system to display links to intranet web pages in the search results.	Mandatory
KM124	Search	Display search	Ability for the system to provide the user with relevant search	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
		result	results including only the secured documents which that user has permission to see. Users should not see items in the search results if they do not have read permissions for the document.	
KM125	Search	Display search result	Ability for the user to search within the search results i.e. filtering.	Mandatory
KM126	Search	Indexing	Ability for the system to maintain (add, edit, delete) index definitions including site URL and content type which may include but are not limited to: <ul style="list-style-type: none"> <li>• Content;</li> <li>• Utility applications (linked to applications like Siebel, and Tribold);</li> <li>• Metadata;</li> <li>• User profiles;</li> <li>• Device profiles;</li> <li>• Transcoding permissions;</li> <li>• Indexing latency;</li> <li>• Query logs;</li> <li>• Content logs;</li> <li>• Content source descriptions;</li> <li>• Content volumes;</li> <li>• Security profiles;</li> <li>• Query volumes; and</li> <li>• Response times.</li> </ul>	Mandatory
KM127	Search	Indexing	Ability for an internal user to modify the configuration of an index.	Mandatory
KM128	Search	Indexing	Ability for the system to index https pages.	Mandatory
KM129	Search	Indexing	Ability for the system to generate logs for successful/failed authentication attempts to index content.	Mandatory
KM130	Search	Manage linguistics	Ability for the system to provide pre-populated dictionaries e.g.	Mandatory

SN	PROCESS	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
			spell check true synonyms, spelling variation synonyms, lemmatization's, spelling of names and phrases, spelling of dictionary words, acronyms, proper nouns and stop words. The system must also be populated with local terms defined in existing data stores such as Jargon Buster.	
KM131	Search	Manage linguistics	Ability for the system to add, edit or remove entries from a dictionary (includes, spelling, synonyms, proper nouns and stop words dictionary).	Mandatory
KM132	Search	Manage linguistics	Ability for the system to configure the application to enable/disable spell check	Mandatory
KM133	Search	Manage linguistics	Ability for the system to provide a spell-check facility that automatically checks misspelled words and offers suggestions as to the correct spelling.	Mandatory
KM134	Search	Manage linguistics	Ability for the system to accept search terms in both upper and lowercases (case insensitive).	Mandatory
KM135	Search	Manage linguistics	Ability for the system to provide support for wildcard searching.	Mandatory
KM136	Search	Manage linguistics	Ability for the system to support search terms which include special characters e.g. '\$#@!'.	Mandatory
KM137	Search	Manage linguistics	Ability for the system to provide support for synonym (alias) searching.	Mandatory
KM138	Search	Restrict domains	Ability for the system to block sensitive pages from being searchable by the user.	Mandatory

### 11.3. Non-Functional Requirements Definition

This section defines requirements related to the operation of a system rather than specific behaviors.

Each specification category includes a description of the objective. These detailed technical specifications are seen as the standard necessities for the knowledge management system. A vendor shall specify any hardware, database application and any other requirements needed for the system in this proposal.

SN	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
NFR1	Security	Collect audit data and provide the ability to review audit logs and restrict access to audit logs. For example, all usage (transactions, logons, etc.) to the system can generate a persistent audit trail including the User ID, date and time accessed and changes made by transaction	Mandatory
NFR2	Security	The system should enable user authentication via Single Sign On in the FSDT environment, including compatibility with MS Active Directory	Mandatory
NFR3	Security	Ensure that passwords are never stored anywhere within the application or supporting database in clear text, that is, unencrypted. This specifically includes, but is not limited to: Windows Registry; Relational database tables and connect strings; XML/Text files, etc.	Mandatory
NFR4	Security	Only transmit all passwords and other sensitive information across the network in a secure manner. For example: Encryption is employed using HTTPS encryption for traffic over the FSDT LAN/WAN; External party (Internet) activity to be suitably encrypted (subject to corporate security policy/risk assessment outcomes etc.).	Mandatory
NFR5	Security	Provide a role-based application security model, in that users can be assigned to one or	Mandatory

SN	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
		more security groups, based on their role and management reporting unit. In particular, support roles for: External Parties - display (read-only) access to specific transactions; Internal Users (Administrators, HoD); User role definitions will determine specific transaction rights (View, Review, Submit).	
NFR6	Security	Users of the system should have access only to the modules, areas, information and functions that are appropriate for them.	Mandatory
NFR7	Security	Logon access to the system should provide the following features: <ul style="list-style-type: none"> <li>· Only authorized personnel are able to log on to the system;</li> <li>· Ability to provide password-controlled access;</li> <li>· Users are automatically prompted to change their passwords after a predefined period (like 30 days); and</li> <li>· The same password can't be utilized again.</li> <li>· Option to have a generic password at first setup with the first login forcing the user to change and set a new password;</li> </ul> Should Provide options for tracking password history E.g. Password logs of last 6 password changes	Mandatory
NFR8	Security	User profiles will be determined by the job role sets and linked to the MS Active Directory.	Mandatory
NFR9	Security	Each log-in session MUST be for an authorized user. Multi log-ins for users can be configured, but should be disabled by default.	Mandatory
NFR10	Security	The System should maintain critical data and confidential documents in an encrypted form in the database.	Mandatory
NFR11	Security	Ability to terminate sessions after thirty (30) minutes of inactivity but this should be configurable. Valid data records should be saved before terminating the session.	Mandatory

SN	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
NFR12	Security	Confidential data/documents/reports should travel on the network in a secure mode to prevent espionage or hacking.	Mandatory
NFR13	Security	Provide a security & user administration interface for the system administrator to enable management of user access rights and privileges.	Mandatory
NFR14	Security	Ability to track login & logout details (including time) of every user and maintain a log of the same.	Mandatory
NFR15	Security	Record the User ID date and time that data records were last changed or updated.	Mandatory
NFR16	Security	Monitor web statistics such as how many web pages users visited, specific details of the web page, duration spent, etc.	Mandatory
NFR17	Security	Ability to generate required reports such as Database Access, and File Transfer Protocol (FTP) Access.	Mandatory
NFR18	Security	The solution meets current industry security standards	Mandatory
NFR19	Security	The system is expected to interface with other databases hence should support encryption standards. Please state the encryption standards offered by your solution offers if any.	Mandatory
NFR20	Security	The system MUST provide for security backup facilities to enable complete file restore and recovery.	Mandatory
NFR21	Security	The system MUST be able to interface with external systems. Please specify the protocol interface(s) available for connectivity.	Mandatory
NFR22	Security	The system MUST provide for roll-forward and roll-backwards crash recovery for any incomplete transaction.	Mandatory
NFR23	System	The vendor should have the ability to provide	Mandatory

SN	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
	Administration	24 hour / 7 days support based on agreed SLAs	
NFR24	System Administration	Ability to import / export data in various formats including excel, flat file, text, access, etc.	Mandatory
NFR25	System Administration	Provide support processes and tools to assist in the migration of configuration and dynamic data between development, test and production environments	Mandatory
NFR26	System Administration	Provide published installation documentation and procedures.	Mandatory
NFR27	System Administration	Provide automatic, configurable clean-up routines of error and audit logs, and should not fail due to database object sizes exceeding predefined limits.	Mandatory
NFR28	System Administration	Facility to archive transaction details to history files.	Mandatory
NFR29	System Administration	The System MUST have the capability of performing incremental backups without system downtime.	Mandatory
NFR30	System Interface	The System should be able to interface with other applications for example MS Word, Excel, and Adobe Acrobat.	Mandatory
NFR31	Disaster Recovery	Describe typical disaster recovery options (hardware, software, redundancy, availability in line with industry best practices)	Mandatory
NFR32	Performance	Specify the default system capacity/transaction volumes (peak volumes, growth). Comment on capacity/transaction volumes when there is concurrent access of the system and all users are carrying out different transactions.	Mandatory
NFR33	Performance	The system should be able to support a minimum of 50 concurrent users.	Mandatory

SN	CATEGORY	REQUIREMENT DESCRIPTION	PRIORITY
NFR34	Scalability	The system MUST be scalable to accommodate growth in the user base as well as transactions. The system should maintain current customers and allow creation of new ones. Please comment on how this is achieved.	Mandatory
NFR35	Availability	The system MUST be highly available with an uptime of at least 99.9% availability.	Mandatory
NFR36	Availability	Ability to integrate with other reporting tools to add reporting functionality	Mandatory
NFR37	Data Backup & Restoration	Ability of the system to provide automatic and regular data backups.	Mandatory
NFR38	Data Backup & Restoration	Ability of the system to manage partial and full backups.	Mandatory
NFR39	Data Backup & Restoration	Ability of the system to perform system backups while users are connected to the system and processing transactions.	Mandatory
NFR40	Data Backup & Restoration	Option for carrying out restoration tests for backups performed.	Mandatory