



EASTERN CARIBBEAN TELECOMMUNICATIONS AUTHORITY (ECTEL)

REQUEST FOR PROPOSALS

Title of the RFP: Design and Implement an Integrated Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) Solution for the ECTEL Directorate

Date of the RFP: 6th May, 2025

Closing Date for RFP: 13th June, 2025

RFP Number: 2025/RF/02

Address RFP response for the attention of: Managing Director

Address: Eastern Caribbean Telecommunications Authority, Level 5, Baywalk,
P.O. Box BW395, Gros Islet, LC01 601, Saint Lucia

Telephone: 1 (758) 458 1701

Email Address: procurement@ectel.int



**EASTERN CARIBBEAN TELECOMMUNICATIONS
AUTHORITY (ECTEL)**

REQUEST FOR PROPOSALS

Title of Consulting Services: Design and Implement an Integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) Solution for the ECTEL Directorate

May 6th, 2025

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Section 1. Letter of Invitation

Gros-Islet
Saint Lucia
May 6, 2025

Dear Consultant,

The Eastern Caribbean Telecommunications Authority (ECTEL) invites proposals to provide the following consultancy services: ***Design and Implement an Integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) Solution.***

Proposals must be submitted electronically by email in PDF format and addressed to the Managing Director of ECTEL at the following email address: procurement@ectel.int. Responses must be received by 4:30 p.m. EST on **Friday, June 13th, 2025**.

A Consultant will be selected based on the quality and cost of the proposal described in this Request for Proposal (RFP).

The RFP includes the following documents:
Section 1 - Letter of Invitation
Section 2 - Instructions to Vendors
Section 3 - Technical Proposal - Standard Forms
Section 4 - Financial Proposal - Standard Forms
Section 5 - Terms of Reference

Yours sincerely,

.....
David A. Cox
Managing Director

Section 2. Instructions to Vendors

- 1. Introduction**
- 1.1 ECTEL will select a Vendor (the Vendor) from those submitting proposals in response to the Request for Proposal (RFP).
 - 1.2 Vendors are invited to submit a proposal composed of a Simplified Technical Proposal and a Financial Proposal for the consulting services. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Vendor.
 - 1.3 Vendors shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. ECTEL is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without incurring any liability to the Vendors.
- Conflict of Interest**
- 1.4 ECTEL requires that Vendors provide professional, objective, and impartial advice, and at all times hold ECTEL's interests paramount; strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.
 - 1.4.1 Vendors have an obligation to disclose any situation of actual or potential conflict that impact their capacity to serve the best interest of ECTEL, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or the termination of the Contract.
- Only one Proposal**
- 1.5 Vendors must only submit one (1) proposal. If a Consultant submits or participates in more than one (1) proposal, such proposals shall be disqualified.
- Proposal Validity**
- 1.6 Vendors' proposals must remain valid for ninety (90) days after the submission date. During this period, Vendors shall maintain the availability of professional staff nominated in the Proposal. ECTEL will endeavour to complete negotiations within this period. Should the need arise, however, ECTEL may request Vendors to extend the validity period of their proposals. Vendors who agree to such extension shall either confirm that they maintain the availability of the professional staff nominated in the Proposal, or in their confirmation of extension of validity of the Proposal, Vendors could submit new staff in replacement, who would be considered in the final

- evaluation for the contract award. Vendors who do not agree have the right to refuse to extend the validity of their proposals.
- 2. Clarification and Amendment of RFP Documents**
- 2.1 Vendors may request clarification of any of the RFP documents up to five (5) days before the proposal submission date. Any request for clarification must be sent in writing, by standard electronic means to The Managing Director of ECTEL at procurement@ectel.int. ECTEL will post a response to the website without identifying the source of the inquiry. Should ECTEL deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure outlined in paragraph 2.2.
- 2.2 At any time before the submission of proposals, ECTEL may amend the RFP by issuing an addendum in writing, by standard electronic means. The addendum shall be sent to all Vendors and will be binding on them. Vendors shall acknowledge receipt of all amendments. To give Vendors reasonable time in which to take an amendment into account in their proposals, ECTEL may, if the amendment is substantial, extend the deadline for the submission of proposals.
- 3. Preparations of Proposals**
- 3.1 The Proposals (see paragraph 1.2), as well as all related correspondence exchanged by the Vendors and ECTEL, shall be written in the English language.
- 3.2 In preparing their proposals, Vendors are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a proposal.
- Technical Proposal Format and Content**
- 3.3 The Simplified Technical Proposal shall provide a brief description of the approach, methodology and work plan for performing the assignment and it should include the curriculum vitae of the proposed staff who will undertake the assignment. The Simplified Technical Proposal shall be submitted using the forms attached in Section 3.
- 3.4 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non-responsive.
- Financial Proposals**
- 3.5 The Financial Proposal shall be prepared using the Standard Forms attached in Section 4. It shall list all costs associated with the assignment, including (a) remuneration for staff and (b) reimbursable expenses. If appropriate, these costs should be broken down by activity, and if appropriate, into foreign and local expenditures. All activities in the Technical Proposal shall

- be assumed to be included in the final prices of the Financial Proposal.
- Taxes**
- 3.6 The Vendor may be subject to local taxes (such as: value added or sales tax, social charges or income taxes on non-resident Foreign Personnel, duties, fees, levies) on amounts payable by ECTEL under the Contract.
- 3.7 Vendors must express the price of their services inclusive of all taxes in Eastern Caribbean Dollars.
- 4. Submission, Receipt and Opening of Proposals**
- 4.1 The Proposals (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Vendors themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4.
- 4.2 An authorised representative of the Vendors shall initial all pages of the original Technical and Financial Proposals.
- 4.3 Prepare your Technical Proposal in PDF format. The document should be clearly marked as "TECHNICAL PROPOSAL" and include the name of the Consultant and assignment title. Prepare your Financial Proposal in a separate PDF document. This document should be clearly marked as "FINANCIAL PROPOSAL" and include the name of the Consultant as well as the assignment title.
- 4.3.1 Password-protect the Financial Proposal PDF document.
- 4.4** Submit only one email containing two attachments: one Technical Proposal and one Financial Proposal. The subject line of the email must read: "**TECHNICAL and FINANCIAL PROPOSAL - [Consultant's Name] - [Assignment Title]**."
- 4.4.1 Do not include the password for the Financial Proposal in the email.
- 4.5 Failure to submit the proposals in the required format may result in the rejection of your submission. The Proposals must be received by ECTEL electronically no later than **Friday, June 13th, 2025, at 4:30 p.m. EST** at the following email address: procurement@ectel.int Any proposal received by ECTEL after the deadline for submission shall remain unopened.
- A Vendor may withdraw its proposal at any time after the proposal's submission, provided that the signed written notice of the withdrawal is received by ECTEL prior to the closing date.

No proposal may be modified after the closing date for submission of proposals, unless ECTEL has issued an amendment to the RFP.

5. Proposal Evaluation

5.1 From the time the proposals are opened to the time the Contract is awarded, Vendors should not contact ECTEL on any matter related to their proposal. Any effort made by Vendors to influence ECTEL in the examination, evaluation, ranking of proposals, and recommendation for award of Contract may result in the rejection of the Vendors' Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation and presentation demonstration is concluded.

5.2 The Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub criteria, and point system specified below. Each responsive proposal will be given a technical score (St). A proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference, or if it fails to achieve the minimum technical score of seventy (70) points.

Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:

	Points
(i)	Specific experience of consultant relevant to the assignment:
	a) Experience providing and successfully implementing similar projects 5
	b) Information provided by reference 5
(ii)	Key professional staff qualifications and competence for the assignment:
	a) Qualifications of proposed staff for assignment 10
	b) Experience and expertise 20
	c) Knowledge transfer/training skills 5
	<i>Total points for criterion (i) & (ii):</i> 45
(iii)	Project approach and implementation methodology

	a) Demonstrated understanding of the objectives	10
	b) Approach to accomplishing scope of works	20
	c) Work plan	15
	d) Organisation and staffing	5
	<i>Total points for criterion (iii):</i>	50
(iv)	Value added Services	5
	Total points for the four criteria:	100

Short-List Selection and Presentation Demonstration

5.3 After completing the evaluation of technical proposals, the bidders who obtain the minimum qualifying score based on the evaluation criteria will be shortlisted for further consideration.

The shortlisted Vendors will be notified via email and invited to participate in a brief presentation demonstration of their proposed solution. Those wishing to continue with the evaluation process will be invited to prepare and conduct a demonstration of their proposed solution to the evaluation committee. The purpose of the demonstration is to validate the capabilities of the proposed system, assess user experience, and evaluate its alignment with the ECTEL’s operational needs. The Evaluation Committee shall evaluate the demonstrations applying the following evaluation criteria and point system. Each responsive presentation will be given a demonstration score (Sd). A bidder’s presentation will be rejected if it fails to achieve a minimum demonstration score of seventy (70) points.

The evaluation committee shall evaluate the demonstrations based on the following criteria:

	Points
(i) Functionality and features	35
(ii) User experience and interface	20
(iii) Compliance and security	10
(iv) Integration and compatibility	10
(v) Customisation and scalability	15
(vi) Vendor expertise and support	10
Total points for the six criteria:	100

Opening and Evaluation of

5.4 After the evaluation of demonstration presentations are completed, ECTEL shall inform the Vendors who made presentations of the demonstration scores obtained by

Financial Proposals

their presentations. ECTEL shall also notify those Vendors whose Technical Proposals:

(a) did not meet the minimum qualifying mark, or
(b) were considered non-responsive to the RFP and TOR, that their Financial Proposals will remain unopened, and access to the password will not be requested.

5.5 The password for the Financial Proposal must not be shared until requested by ECTEL.

ECTEL will request the passwords for the Financial Proposals from the qualifying Vendors.

5.6 Upon receipt of the passwords, ECTEL will open the Financial Proposals and record the total price. The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of a discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail.

5.7 The lowest evaluated Financial Proposal (F_m) will be given the maximum financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be computed as follows:

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration.

The weights given to the Technical Proposals, Demonstration Presentations and Financial Proposals are:

$T = 0.4$,

$D = 0.4$ and

$P = 0.2$

Proposals will be ranked according to their combined technical (S_t), demonstration (S_d) and financial (S_f) scores using the weights

($T =$ the weight given to the Technical Proposal = 0.4; $D =$ the weight given to the Demonstration Presentation = 0.4 and $P =$ the weight given to the Financial Proposal = 0.2; ($T + D + P = 1$)). $S = S_t \times T\% + S_d \times D\% + S_f \times P\%$.

The firm achieving the highest combined technical, demonstration and financial score will be invited for negotiations.

- 6. Negotiations**
- 6.1 Negotiations will be held on a date to be agreed to by ECTEL and the selected Consultant. The Consultant will, as a pre-requisite for attendance at the negotiations, confirm the availability of all Professional Staff. Failure to satisfy such requirements may result in ECTEL proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.
- Technical Negotiations**
- 6.2 Negotiations will include a discussion of the Technical Proposal, and the Demonstration Presentation. The proposed technical approach and methodology, work plan, and organisation and staffing, any suggestions made by the Consultant to improve the Terms of Reference and any matters for clarification based on the Demonstration Presentation. ECTEL and the Consultant will finalise the Terms of Reference, staffing schedule, work schedule, logistics, and reporting as well as features of the proposed solution. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from ECTEL to ensure satisfactory implementation of the assignment. ECTEL shall prepare minutes of negotiations, which will be signed by ECTEL and the Consultant.
- Financial Negotiations**
- 6.3 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the local tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm's tax liability in Saint Lucia, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services.
- Availability of Professional staff/experts**
- 6.4 Having selected the Consultant based, among other factors, on an evaluation of the proposed Professional Staff, ECTEL expects to negotiate a Contract that includes the participation of the Professional Staff explicitly named in the Proposal. Before contract negotiations, ECTEL will require assurances that the Professional staff will be available. ECTEL will not consider substitutions during contract negotiations, unless both parties agree that undue delay in the selection process makes such substitution unavoidable, or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the

- Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Consultant within the period specified in the letter of invitation to negotiate.
- Conclusion of the Negotiations** 6.5 Negotiations will conclude with a review of the draft Contract. To complete negotiations ECTEL and the Consultant will initial the agreed Contract. If negotiations fail, ECTEL will invite the Consultant whose Proposal received the second highest score to negotiate a Contract.
- 7. Award of Contract** 7.1 After completing negotiations, ECTEL shall award the Contract to the selected Consultant and promptly notify all Vendors who submitted proposals.

Section 3. Simplified Technical Proposal – Standard Forms

- TECH-1 Technical Proposal Submission Form

- TECH-2 Comments or Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be provided by the Client

- TECH-3 Description of the Approach, Methodology and Work Plan for Performing the Assignment

- TECH-4 Curriculum Vitae (CV) for Proposed Professional Staff and Personnel & Experience and Qualifications for Firm

- TECH-5 Work Schedule

FORM TECH-1 Technical Proposal Submission Form

[Location, Date]

To:
Managing Director
Eastern Caribbean Telecommunication Authority (ECTEL)
Level 5, Baywalk Mall
P.O. Box BW395
Gros Islet, LC01 601
Saint Lucia

Dear Sir,

We, the undersigned, offer to provide the consulting services for the **Design and Implementation of an integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) Solution for the ECTEL Directorate** in accordance with your Request for Proposal dated May 6th, 2025 and our Proposal. We are hereby submitting our Proposal, which includes a Technical Proposal and a Financial Proposal, in separate pdf documents.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of our Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment not later than [Insert Date.]

We understand that you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

FORM TECH-2 Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided by the Client

A - On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point and incorporated in your Proposal.]

B - On Counterpart Staff and Facilities

[Comment here on counterpart staff and facilities to be provided by the Client according to Terms of Reference including administrative support, office space, local transportation, equipment, data, etc.]

FORM TECH-3 Description of Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (maximum of five (5) pages, inclusive of charts and diagrams) divided into the following chapters:

- Technical Approach and Methodology
 - Work Plan
- a) Technical Approach and Methodology. Explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.
 - b) Work Plan. Propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-5.

FORM TECH-4.1 Curriculum Vitae (CV) for Proposed Professional Staff

1. **Name of Staff** [*Insert full name*]: _____

2. **Date of Birth:** _____ 3. **Nationality:** _____

4. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

5. **Membership of Professional Associations:** _____

6. **Other Training** [*Indicate significant training since degrees under 5 - Education were obtained*]: _____

7. **Countries of Work Experience:** [*List countries where staff has worked in the last five (5) years*]: _____

8. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

9. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]: _____

10. Work Undertaken that Best Illustrates Capability to Handle the Assignment

[*Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks outlined in the Terms of Reference.*]

Name of assignment or project: _____

Year: _____

Location: _____
Client: _____
Main project features: _____
Positions held: _____
Activities performed: _____

11. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date: _____

[Signature of staff member or authorized representative of the staff] *Day/Month/Year*

Full name of authorized representative: _____

FORM TECH-4.2: Experience and Qualifications of Firm

1. **Name of Firm:** _____

2. **Headquarters Location:** _____

3. **Year Established:** _____

4. **Specialization Areas:** [*List primary areas of specialization relevant to the assignment*]

5. **Experience Relevant to the Assignment:**

(List at least two relevant projects completed within the last five (5) years. Provide detailed information for each project.)

Project 1:

- Name of Assignment or Project: _____
- Year Completed: _____
- Location: _____
- Client: _____
- Description of Project: [*Brief description of the project*]
- Reference Contact:
 - Name: _____
 - Position: _____
 - Organization: _____
 - Email: _____
 - Phone: _____

Project 2:

- Name of Assignment or Project: _____
- Year Completed: _____
- Location: _____
- Client: _____

- Description of Project: [*Brief description of the project*]
- Reference Contact:
 - Name: _____
 - Position: _____
 - Organization: _____
 - Email: _____
 - Phone: _____

6. Key Personnel Involved:

(List key personnel who contributed to the projects mentioned above and their roles.)

7. Certification

I, the undersigned, certify that to the best of my knowledge and belief, the information provided above is accurate and reflects the experience and qualifications of the firm. I understand that any wilful misstatement described herein may lead to disqualification or dismissal, if engaged.

_____ Date: _____

[Signature of staff member or authorized representative of the staff] *Day/Month/Year*

Full name of authorized representative: _____

Section 4. Financial Proposal – Standard Forms

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2.

FIN-1 Financial Proposal Submission Form

FIN-2 Breakdown of Costs

FORM FIN-1 Financial Proposal Submission Form

[Location, Date]

To:
Managing Director
Eastern Caribbean Telecommunication Authority (ECTEL)
Level 5, Baywalk Mall
P.O. Box BW395
Gros Islet, LC01 601
Saint Lucia

Dear Sir,

We, the undersigned, offer to provide the consulting services to **Design and Implement an integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) Solution for the ECTEL Directorate** in accordance with your Request for Proposal dated May 6th, 2025 and our Technical Proposal.

Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*¹]. This amount is inclusive of the taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

No Commissions and gratuities have been or are to be paid by us to agents relating to this Proposal and Contract execution.

We understand that you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

¹ Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2

FORM FIN-2 Breakdown of Costs

Item	Quantity	Unit	Unit Cost	Total
Remuneration				
Reimbursable Expenses				
Total costs of Financial Proposal				

Costs included in Financial Proposal should be clearly stated in **Eastern Caribbean Dollars**.

Section 5. Terms of Reference

Consultancy: ***Implement an integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) Solution for the ECTEL Directorate***

Background

The **Eastern Caribbean Telecommunications Authority**, hereafter referred to as 'ECTEL', was established on May 4th, 2000, by Treaty signed in by the Governments of five Eastern Caribbean States - Commonwealth of Dominica, Grenada, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines.

ECTEL is the regulatory body for telecommunications in its Member States. It is made up of three components - A Council of Ministers, a regional Directorate and a National Telecommunications Regulatory Commission (NTRC) in each Member State.

The **Council of Ministers** made up of the Ministers responsible for Telecommunications in the ECTEL states, and the Director General of the OECS as an ex-officio member. Responsibilities include giving directives to the Board of Directors on matters arising out of the Treaty and ensuring that the Board is responsive to the needs of the Member States in the implementation of telecommunications policy.

The **Board of Directors** comprises one member and an alternate from each Member State and the Managing Director of ECTEL as an ex-officio member. Responsibilities include making recommendations to the Council on any matter relating to telecommunications and establishing rules and procedures consistent with the Treaty for the management and operation of the ECTEL Directorate.

The **NTRCs** – National Telecommunications Regulatory Commissions – are the Telecommunications regulators at the national level in each Member State. They are responsible for the processing of applications and advising the Minister on the award of licences.

Vision Statement

"Regulatory leadership committed to consumer empowerment and harmonised benefits in a unified space."

Mission Statement

“To provide transformative regulatory leadership which results in a competitive and innovative electronic communications sector.”

Proposal Intent and Objectives

The intent of this Request for Proposal (RFP) is to solicit proposals from qualified Vendors to implement an integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS) to streamline document handling, automate records lifecycle management, and improve the tracking and responsiveness of official communications.

ECTEL wishes to establish efficient and systematic control of the official records and information of the organization, regardless of format. Thus, ECTEL seeks to modernise its document and records management practices by implementing a robust Electronic Document and Records Management System (EDRMS). The system must enhance operational efficiency, ensure compliance with regulatory requirements, and support the secure storage, retrieval, tracking and lifecycle management of records.

ECTEL recognizes the need to greatly reduce the amount of paper currently being circulated to conduct its business activities and wishes to use this opportunity to implement streamlined records and information management policies and procedures by incorporating these within the EDRMS.

The following challenges will need to be addressed by the proposed EDRMS solution:

- Reliance on manual processes
- Management of all physical and electronic information in accordance with relevant laws, regulations, policies and procedures
- Reduction of time spent on document retrieval from onsite locations
- Managing document creation through final disposition (use of classification and retention schemes)
- Development and speeding up transactions through electronic workflows
- Correspondence management and tracking

Thus, the objective of this RFP is to seek submissions from qualified vendors (respondents) to:

- Design and implement an integrated Electronic Document and Records Management System (EDRMS) with a Correspondence Management System (CMS).

- Establish a centralized and secure repository for electronic documents and records, accessible both in-office and remotely.
- Digitize and index paper records, ensuring they are seamlessly incorporated into the EDRMS solution.
- Improve accessibility, retrieval, and management of documents across the organization.
- Automate records classification, retention, and disposal processes to ensure compliance with organizational and legal requirements.
- Ensure compliance with industry standards, including ARMA's Generally Accepted Recordkeeping Principles (GARP), ISO 15489, and ISO 16175.
- Enhance data security, disaster recovery, and business continuity features to protect organizational assets.
- Provide a scalable solution that can accommodate future growth and organizational needs.
- Deliver training and support to ensure successful adoption by end-users and administrators.

Current Environment and Information Systems

ECTEL runs a Windows 2022 Active Directory environment with client computers running Windows 11 and macOS 15.x.x. The server environment is virtualised using the Microsoft Hyper-V platform. Veeam is used to manage the backup and restore process for servers. Microsoft Exchange Online is the messaging solution with persons using both Microsoft Outlook and the Outlook web browser for email management.

On average about twenty 20 incoming correspondences are received daily through the Registry then sent to the Managing Director's office for distribution and action. It is anticipated that document imaging will occur at the Registry when documents are first received. The solution should allow the documents to be scanned directly into the system and be immediately available to the Managing Director's office for assignment.

Initial reviews have uncovered about 50 various document types currently in circulation at ECTEL, a number of these document types are ideal for articulate consolidation when the metadata design phase is being undertaken. On average each document type would require about twelve fields when being captured into the EDRMS.

The scanning requirement is typically for loose sheets up to legal page size, the paper is generally in good condition and may be printed on both sides; there is the occasion where bound pages must be scanned. (ECTEL has decided at this time to perform the retrospective scanning using internal resources but may decide to outsource this undertaking in part or whole in the future.)

The main Registry to capture incoming, outgoing and routing instructions are done within Access database. A few departments at ECTEL have also been using simple spreadsheets and databases to record correspondence status activities, it is anticipated that the vendor will prescribe a means for importing data from such repositories into the proposed solution.

The network and information system architecture is as follows:

Item	Description
Network Topology	Star topology
Authentication Protocols	LDAP – Active Directory
Network Server OS	Windows Server 2022
Storage System	Microsoft SharePoint
Email System	Microsoft Exchange Online
Database System	Microsoft Access 2019
Network Client OS	Windows 11; macOS 15.x.x
Web Browsers	Chrome, Firefox, Safari, Edge
Line of Business Applications	Microsoft Office Suite, Spectrum-E; Sage 50 Accounting 2024, BambooHR

Scope of Works and Tasks

The key features and specifications required of the proposed solution include:

- i. The solution should support the automation of **business processes**.
- ii. The solution should support document-centric workflows and also enable delegation of duties within **workflows**.
- iii. The solution should facilitate the seamless transfer of documents from emails and other applications, ensuring efficient integration with commonly used platforms.
- iv. The solution should support the **capture** of documents that are stored as single and batch electronic files.
- v. The system must support the **scanning and indexing of** paper records in coloured and black-and-white formats to enable retrieval by users. Additionally, the solution should be able to read and import documents that have already been scanned.

- vi. The solution should allow the assignment of access rights, enabling role-based or user-specific permissions to ensure secure and controlled access to documents and records.
- vii. The solution should be able to export and import to **different formats** e.g. xlsx, PDF, docx, jpg, etc.
- viii. The solution should allow document versioning (**version control**).
- ix. The solution should include a **Correspondence Management** System for tracking, managing, and archiving incoming and outgoing communications, ensuring seamless integration with document workflows.
- x. The solution must have extensive search capabilities using a search engine within the EDRMS and **advanced search** in metadata fields enabling efficient **retrieval**. Also, the solution should provide quick-viewing options for documents.
- xi. The solution should keep an audit trail of all activities to be able to report on these activities as needed.
- xii. The solution must provide some key standard reports and permit users to create custom reports (**reporting capabilities**).
- xiii. The solution should provide **retention and disposition** of records where notifications are sent for records at the end of their lifecycle enabling automatic disposition.
- xiv. The solution must have an intuitive **user-friendly interface** including drag and drop menus and toolbars.

The consultant shall undertake the tasks outlined below. In carrying out the tasks, the consultant shall identify and assess important issues that should be addressed in the assignment and discuss these issues with ECTEL.

1. Needs Assessment and System Design

- i. Conduct a comprehensive needs assessment to analyse current document and records management practices.
- ii. Identify gaps and inefficiencies in existing processes.
- iii. Develop a tailored EDRMS solution aligned with ECTEL's requirements, including document lifecycle management, user roles, access controls, and workflows.
- iv. Develop a data migration plan for transitioning existing records and records systems to the new system.

2. System Development and Customisation

- i. Develop or configure the EDRMS to include the following core functionalities:
 - o Document capture and classification.

- Metadata tagging and indexing.
 - Search and retrieval capabilities with advanced filters.
 - Automated workflows for records approval, retention, and disposal.
 - Audit trails for monitoring access and changes to records.
 - Integration with existing systems, such as email and collaboration platforms.
- ii. Develop or configure the CMS to include the following core functionalities:
- Correspondence or document registration – to register each document into the system with a unique identifier.
 - Document distribution – to enable routing of documents to the appropriate Department or individual.
 - Status monitoring and updating – to enable users to check the status of documents after routing.
- iii. Develop reports for key areas such as document and correspondence tracking, workflow efficiency, user activity, compliance with legal and organisational standards, monitoring critical metrics for improving decision-making, and enhancing overall operational efficiency.
- iv. Ensure the system is user-friendly.
- v. Implement robust access controls to secure sensitive information.

3. Data Migration, System Integration and System Testing

- i. Extract, clean, and migrate data from legacy systems and physical records repositories.
- ii. Ensure seamless integration with existing IT infrastructure and third-party applications.
- iii. Validate data accuracy and integrity after migration.
- iv. Conduct testing of the EDRMS to verify workflows, document retrieval, and security settings.
- v. Conduct testing of the CMS to ensure correspondence is tracked, categorised, and processed correctly.

4. Training and Support

- i. Develop and deliver structured training programs for administrators, records managers, and end-users.
- ii. Provide comprehensive system documentation, including user and administrator manuals, troubleshooting guides, and electronic resources such as video training for future users and reference.

5. Deployment and Go-Live

- i. Deploy the EDRMS across all departments.
- ii. Provide Post-Go-Live support and address any issues or queries that arise during the initial use phase.

6. Compliance and Security

- i. Ensure the system complies with data protection laws and records management standards.
- ii. Implement disaster recovery and business continuity features, such as regular backups and redundancy mechanisms.

7. Ownership and Licensing

- i. Implement the system to ensure that ECTEL retains ownership and administrative control over its configuration, operations, and all stored data.
- ii. Prioritise perpetual licensing models or non-restrictive subscription options that preserve access if the agreement is not renewed.
- iii. Ensure that the solution includes features that promote interoperability such as:
 - o Support for exporting data in open, widely used file formats
 - o APIs based on widely adopted industry standards
 - o Integration capabilities with third-party tools and services
- iv. For the proposed solution, clearly outline:
 - o All available licensing models and tiers
 - o Any ongoing or optional costs (e.g. maintenance, updates, support)

- The implications of non-renewal on system access, data retention, updates, and overall operability

8. Sustainability, Support, and Future Enhancements

- i. Include a post-implementation plan that supports long-term sustainability. The plan should address the following:
 - Provision of flexible support and service options
 - Clear strategies to ensure long-term system viability
 - Delivery of ongoing maintenance, software updates, and technical assistance when required
 - A proposed roadmap for future enhancements, systems improvements, and scalability options to meet ECTEL's evolving needs

Implementation Deliverables

This section provides a brief description of the expectations and training considerations ECTEL anticipates during project implementation. The Vendor should submit a detailed implementation plan that includes target dates and responsible parties for all tasks.

1. Inception Report
2. Detailed Project Plan
 - Comprehensive plan including milestones, resources, risk management strategies, and communication protocols.
3. Needs Assessment and Requirements Gathering
 - Needs Assessment Report
 - Analysis of current document and records management practices, gaps, and inefficiencies.
4. Functional and Non-Functional Requirements Specification
 - Detailed documentation of system requirements, workflows, and user needs.
5. System Design and Development
 - System Design Document

- Proposed EDRMS architecture, including workflows, metadata schemas, and security protocols.
 - Software and hardware installation and configuration
6. Prototype/Demo of Core System Features
- Initial prototype demonstrating core functionalities such as document capture, correspondence registration, classification, and search.
7. Data Migration Plan
- Detailed strategy for extracting, cleaning, and migrating data from legacy systems.
8. System Development and Customisation/Configured EDRMS and CMS Solution
- Fully developed and customised system meeting the specified requirements.
9. Integration Testing Report
- Developing a pilot and acceptance testing
 - Results of integration testing with existing systems and infrastructure.
10. Implementation and Deployment of system
- Presentation to Information Systems Manager and the Records Coordinator
 - Fully operational system deployed across all departments in phases
11. Training and Documentation
- Training Plan and Materials
 - Comprehensive training program for IT Administrators, Records Coordinator, and end-users.
 - User manuals, administrative guides, and troubleshooting documentation.
12. Support and Maintenance
- Detailed plan for ongoing support, including helpdesk services and maintenance.
13. Project Closure
- Final Project Report
 - Summary of the project outcomes, including lessons learned and recommendations for future enhancements.
 - Final Presentation to Leadership Team