Brief of Scope

Supply, Installation, Commissioning and Maintenance of Document Management System for Parliament of Sri Lanka

01 INTRODUCTION

The Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex body in implementing the Government ICT policy and making recommendations for policies required for ICT based development in Sri Lanka aligning with the national development agenda. As part of the above agenda, ICTA is in the process of formulation and driving national level initiatives towards developing and empowering all sectors through the intervention of digital technologies.

02 BACKGROUND

Parliament is the apex of all representative bodies, and is the sovereign legislature in the country. Its purpose is to exercise effective supervision through its procedures ensuring the effective functioning of the Government. In recent years, Parliament has begun to exploit advances in Information and Communication Technology (ICT) to support its many functions and modernize the institution. Parliament of Sri Lanka has developed e-Parliament strategy to accommodate institutional growth, improvement of internal processes, stakeholder satisfaction and cost effectiveness.

The Department of Information Systems and Management (IS&M) has launched diverse initiatives in achieving above goals including:
- Automating internal business functions
- Empowering average citizen and enhancing citizen representation

iParliament is the intranet portal that automates and integrates the business functions of the eight departments of the Parliament. It is developed based on the concept of Integrated Parliament. There are more than 25 applications available on iParliament including following:
- Member Information Management System (on Members of parliament)
- Human Resource Management System
- Finance Information Management System

iParliament is developed based on **PHP and MySQL**

Web and mobile portals are actively maintained to empower the citizens with the knowledge and information on parliamentary decisions that impact their everyday life. It is continuously updated with Business of Parliament and many more information including a live and on-demand webcast on the parliamentary proceedings (www.parliament.lk). Web portal is based on Joomla. Mobile portal supports **Android, iOS and windows platforms**.

The Parliament website has been awarded with the **Best Government Website** award in the BestWeb.Lk conducted by the LK Domain Registry.

03 CURRENT STATUS

3.1 Document and Workflow Management Capability

Department of Information Systems and Management needs a technology capability layer with document and workflow management, which can be reused to automate the existing business workflows with the support for following features:
- Structured Data concept
- Multimedia content management
- Trilingual (Sinhala, English, Tamil)
- Unicode (Sinhala and Tamil)

Following business functions should be automated on top of the above mentioned capability layer as the first priority.
- Table Office
- Hansard Department and Indexing Unit
- Integration to Archive Digitizing System

3.2 Table Office

The Table Office in the Legislature of Sri Lanka is exclusively responsible for conducting Business of Parliament. It is exclusively responsible for preparation of the following Parliamentary Publications as pivotal requirements to conduct the proceedings of the House of Parliament:
- Order Book of Parliament
- Addenda to the Order Book of Parliament
- Order Paper of Parliament
- Presentation of Papers in Parliament
- Order of Business of Parliament
- Minutes of Parliament

There are many other functions handled by the Table Office. Almost all of those functions are handled manually (Other than the Member Information application and the application for Parliamentary Questions).

3.3 Hansard Department and Indexing Unit

Preparation of the printed copy of Parliamentary Proceedings and preparation of verbatim reports of meetings of Parliamentary Committees is the responsibility of the Hansard Department. It is using a legacy system with considerably large number of limitations which makes the process of Hansard reporting inefficient. Indexing unit under the Hansard department also uses an old application which needs improvements. In addition they maintain a number of manual registers for Indexing purposes. Due to these reasons it takes a long time to output an index relevant to a particular Hansard Report which makes the indexing process inefficient and ineffective.

3.4 Integration to Archive Digitizing System

There is an initiative to digitize the physical archives of the required Parliamentary documents through a separate project. Under the Integrated Parliament concept it is expected to bring the digitized archive and the DMS archive in to a single collection.

3.5 Hardware capability

The IT infrastructure of the parliament includes a Storage Area Network (SAN) and a VM Ware platform.

04 PROBLEM STATEMENT

The proposed Document Management solution should be a technology capability layer which integrates to the existing iParliament infrastructure and applications as appropriate. Table Office, Hansard Department and Integration to Archive Digitizing System business flows should be automated on top of this capability layer. This should improve the internal business performance and enhance the citizen representation by providing a hypermedia enabled information access. Further, this capability layer should enable the Information Systems team at the Parliament to automate the other business functions of the Parliament (not covered in this project scope) to achieve the Integrated Parliament concept.

05 OBJECTIVE(S)

This project envisages to hire a firm for acquiring a robust and scalable Document Management System with rich multimedia capabilities, to achieve the below stated brief scope of services within a period of six months, conforming to the industry standards; implementing, integrating with internal applications and providing support and maintenance for a period given under the scope of work.
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06 BRIEF SCOPE OF SERVICES

The brief scope of work of this project includes the following activities.

6.1 Document Management System Customized for Parliamentary Specific Business Needs

Following functionality should be covered in the solution

1. Industry standard General Document Management System features including:

    a) Workflow Management

    b) Document Management

    c) Records Management

    d) Content Management

    e) Security and Access Management

    f) Digital Signature Management

g) Searching

h) Archiving

i) Administration (e.g. Monitoring / Control / Auditing)

2. Parliamentary Business specific general DMS features including (not limited to) following:

       a) Business Model Management (Business Rules / Life cycles / workflows)

       b) Roles & Responsibility Management

       c) Administrative modules

       d) Task Management

       e) Roster Management

       f) Multimedia Content Management

       g) Templates Management

       h) Alerts and Notification Management

       i) Metadata Management (Trilingual / Unicode based)

       j) Advanced Search (Trilingual / Unicode based)

       k) Custom Report Management

3. Table Office business functions

4. Hansard Department and Indexing Unit business functions

5. Member related functions

6. Integration workflow for Archive Digitizing System

7. Other related functions (e.g. Integration with not automated functions)

8. Specific non-Functional Requirements (except for the standard non functional requirements)

       a) Multimedia content support

       b) Unicode (Sinhala, Tamil) Support

       c) Trilingual support (Sinhala, English, Tamil)

9. Integration with existing systems including:

       a) iParliament

       b) Integrate with web/mobile content update

6.2 Hardware and Software

1. The shortlisted firms should study the existing infrastructure of the Parliament during the pre-bid clarifications period

2. Identify any gaps on hardware and software requirements to deploy the proposed system

3. Provide such requirements and the corresponding cost components in detail, in the proposal

6.3 Project Management and Execution

1. Project should be executed in an iterative manner including following activities:

      a) Product demonstration

      b) Proof of Concept (POC) and demonstration

      c) Requirements gathering / analysis / clarification / verification

      d) Develop required documentation such as Systems Requirements Specification, Architecture and Design Documents, Test cases etc.

      e) Development, unit testing, quality testing

      f) Iterative delivery of the system

2. For each iteration following activities should be covered

      a) Maintain Requirements Tractability Matrix

      b) Provide Admin help content / Admin user manuals

      c) Provide User Manuals

      d) Provide User Training materials

      e) User training Plan and training execution

      f) Provide Deployment Guides documented

      g) Data migration plan / Data migration where applicable

      h) Product deployment for UAT

      i) UAT readiness check and UAT execution support

      j) Successful closure of UAT

      k) Operational readiness check

      l) Product deployment (Host on infrastructure in Parliament)

m) Go Live readiness check and Go Live

6.4 Quality Assurance

The vendor providing the solution should adhere to industry standard best practices and quality assurance practices in the aspects including following:

a) Project management

- Planning / Monitoring / Control
- Progress Reporting

b) Requirements analysis, Design and development

c) Documentation

d) Testing

e) Training

f) UAT support

g) Deployment and Go Live

h) Application Support and Maintenance

6.5 Application Support and Maintenance

Provide application support and maintenance services for a period of three years with compliance to the corresponding Service Level Agreements.

06 FINAL DELIVERABLES

Above mentioned scope need to be delivered within 06 months of duration as per the client requirements.

07 SERVICES AND FACILITIES PROVIDED BY THE CLIENT

- Setup meetings.with relevant parties
- Delivery review meetings and progress report meetings
- Facilitate to conduct study during the prebid period
- Project management in collaboration with focal point of selected vendor

08 REVIEW PROCEDURE

The Consultant Firm will be required to work closely with the relevant officials of ICTA and Parliament of Sri Lanka throughout the assignment.