

REQUEST FOR PROPOSAL (CMS)

TABLE OF CONTENTS

I.	TERMS OF REFERENCE.....	3
A.	CONDITIONS.....	3
B.	PAYMENT TERMS	3
C.	PROPOSALS	3
D.	DELIVERABLES	4
E.	EVALUATION CRITERIA.....	4
II.	SOFTWARE SPECIFICATION	5
	PURPOSE.....	5
	CURRENT SYSTEM OVERVIEW	5
	REQUIREMENT DEFINITION	6
	• Registrar Role.....	6
	• President Role.....	6
	• Claim specific user–rights control.....	6
	• Member Tasks.....	6
	• Chairperson Tasks	6
	• Tribunal Officer Role	6
	• Search Claims	6
	• Update Claim Information	6
	• Generate Claim Conclusion Report.....	7
	• Archive Claim Docs.....	7
	• Generate Statistics & Reports.....	7
	• Language and system messages	7
	• User Desktop View	7
1.	Scheduling.....	7
2.	Claim related Documents viewing	8
3.	Most recent tasks and status.....	8
	• Use of Data from GEMS (only for optional use)	8
	ACTIVITY DIAGRAM.....	9
	TANDARDS AND TOOLS/TECHNOLOGY	10
	THIRD PART SOFTWARES REQUIRED	10

I. TERMS OF REFERENCE

A. CONDITIONS

1. Object- Oriented Analysis and Design techniques are preferred in analysis and designing the system. Required technical documentation includes Use Case Diagrams, Activity Diagrams, Sequence Diagrams, State Diagrams, Collaboration Diagrams, Component Diagrams, Deployment Diagrams and relational database ER Diagrams. . All these shall be copyrights of the Employment Tribunal.
2. Analysis and Design reports submission is expected to be not more than 4 months from starting date. Other reports / documents such as operation manual, training materials, etc must be provided at the end of the project. These reports must be checked and approved by the Employment Tribunal before advancing into next phases. Total development period is expected to be not more than 6 months.
3. All requirements must be met as specified in the Software specification.
4. Non-compiled & compiled error free source must be provided, User Manuals, Operation Manuals must be supplied at the end of the project. All these shall be copyrights of the Employment Tribunal.
5. Any information provided either in written form or verbal must be solely used for this project purpose. And the developer should not allow unauthorized parties to access this information.
6. The developer should provide training to at least 5 employees before the final payment. This includes system administrator training as well.
7. The Developer is not allowed to sub-contract the project in part or in whole.
8. All work must be primarily carried out in Maldives.
9. In case of inevitable circumstances no penalties will be charged on any party.
10. All user manuals for the application must be user –friendly and maybe electronic.
11. An independent consultants' view and advise may be used to design the project and in detailing the requirement specification. The Consultant may review the project at the end of the Project.

B. PAYMENT TERMS

1. Bid security value is 5% of the proposed value.
2. If not completed before deadline a fine of 7.5% of the total cost per extra day will be charged.
3. If the responsible party for the delay is employment tribunal then equal number of days must be added as additional days for completion of the project.
4. At beginning of the project 10% of the project must be paid. At end of Analysis phase 40% of the remaining payment will be paid. Remaining payments will be done at the end of the project.

C. PROPOSALS

1. The bidder must submit 1 financial proposal and 1 technical proposal sealed separately.
2. The financial proposal must state the total price of the development of software. Furthermore the financial proposal must contain separate sub-prices for development cost, training & source code. The sub-prices may be further detailed into phases.
3. Technical proposal should contain:
 - a) Technical team CVs with detail information on their role in the project

- b) Company profile
- c) Past Projects information
- d) Each phase's schedule and development duration
- e) A proposed solution (system architecture, tools and technology that will be used, etc)

D. DELIVERABLES

1. Required technical documentation includes Use Case Diagrams, Activity Diagrams, Sequence Diagrams, State Diagrams, Collaboration Diagrams, Component Diagrams, Deployment Diagrams and relational database ER Diagrams.
2. Non-compiled & compiled error free source code must be provided, User Manuals, Operation Manuals must be supplied at the end of the project. All these will be copyrighted to Employment Tribunal at the end of the Project.
3. Tested and fully functional program that meets the specified requirements.

E. EVALUATION CRITERIA

Technical capability 15%
Experience 20%
Implementation plan and duration 25%
Proposed solution 25%
Price 15%

II. SOFTWARE SPECIFICATION

PURPOSE

The main aim of this software is to enable case related information be available for the management & members promptly and hence reduce time for searching related documents. And to share critical case information securely and to generate required statistics automatically. This will improve services provided to the public and other corresponding parties respectively. Also all documents will be archived therefore it will save space and time wasted in storing non-electronic documents. Hence the following objects must be achievable at the end of the project.

- The software is designed to minimize repetitive checks and rework done by legal officers, tribunal officers and provide prompt information to Members.
- Claim information: Includes claim search, claim information update module & customized view of claim information for each assigned employee. Only the authorized employee must be able to view and modify the claim information.
- Archived documents: Finalized claim documents such as statements, documents from claimants, documents from respondents, etc. should be scanned into PDF formats and these huge amount of documents should be searched easily using key fields thereby reducing storage space.
- Statistics and Reports: Required statistics and other detail reports must be generated based on period-wise and user-wise so that no time is wasted in computing these figures separately in excel.
- Secure sharing of information and improve work efficiency by providing multi-user capability so that only authorized users are able to update their respective files.

CURRENT SYSTEM OVERVIEW

1. Claim Registry and Claim Schedule stored in multiple shared Ms Excel 2010 files in a Ms Windows Standard Domain Environment. Each user uses a separate account with required rights and separate folders for each purpose with group or individual rights.
2. Key fields searched using find tool in Ms Excel. Microsoft excel shared file allows multiple uses to edit same file simultaneously.
3. Claim schedule manually prepared in Ms Excel and SMS are send to remind customers manually. Claim related information is accessible with user-specific privileges such as write/read or read only. Unauthorized users have no access. The schedule is daily posted at our website.
4. Session audios are recorded at each session and statements are prepared using MS Word 2010. Each user has exclusive rights on their audio folders secured using MS Windows 2008 Server. At the end of each month audio sessions are recorded to DVDs in mp3 format.
5. Solved claim reports / judgments, claim member comments are prepared in a similar manner using MS Word 2010.
6. All Statistical data are computed automatically using the MS Excel's built-in functions and required statistical charts are generated using MS Excel.
7. Claim end judgments and final reports are published at the website at the end of case. At the end of each year all the scanned PDF documents are burned to CDs.

REQUIREMENT DEFINITION

- Registrar Role
Approve registration of claims before assigning the members to the claim. If not approved, claim will be recorded as a rejected claim and a generated report will be posted on website.
- President Role
Assign odd number of members and 2 tribunal officers to each claim. Assign priority to each claim. Designate a member to chair each claim. Also should be able to check status & reports status for all claims. Should be able to re-assign in case of absenteeism.
- Claim specific user–rights control
Should be able to assign rights to each claim with an odd number of members in addition to tribunal officer and assister. Only these employees must be able to view and update any information related to that claim such as initial case recording, scheduling, summons information, claim related documents' updating and final report.
- Member Tasks
Members are assigned to specific claims therefore only the respective claims must be accessible by the respective members. Each claim is always handled by odd number of members therefore all these members must have access to the corresponding claim information. After each session, member may update their opinion on claims. These include amendments of comments after each session, add final view for each assigned claim & issuing temporary order when required. Also should be able to check case status and report status for assigned claims. Only the assigned employees must be able to view and update their respective claims.
- Chairperson Tasks
Decide a time / date and modify the schedule claim before final hearing. Schedule includes case number, claimant ID, name and address, respondent ID, name and address, hearing date, time, hearing number, members & tribunal officer assigned. Only the assigned employee must be able to view and update the schedule of their respective claims. A weekly view of calendar (drag/drop) is preferred and time/date may be frequently required to amend so it should be easily amendable. Once scheduled it must be posted on website. Software must generate an updated html/xml file as in the given format each month.
- Tribunal Officer Role
Claim Specific - update of assigned claim information, recording of case sessions details and generate case end reports. In addition to these tasks printing summons and recording summons delivery information is also included. Only the assigned employees must be able to view and update their respective claims.
- Search Claims
All above users need frequently to search the claims and access key information such as claimant details, respondent details, claim summary information using IDs, names, case number, case category, filed date, concluded date & status.
- Update Claim Information
Update claim information includes Claim entry and updating session details, printing & updating summons information. Updating claim details is carried out by the assigned Tribunal Officer therefore they should have exclusive access to these information.

- Generate Claim Conclusion Report
Based on the information entered all statements, comments must be generated in the given report format. Must fine-tuning of this report must be allowed in the system (generate an MS Word File) before final print. All reports and documents must be in Dhivehi language.
- Archive Claim Docs
The finalized claim documents such as statements, documents from claimants, documents from respondents and any other related documents should be scanned into PDF formats. These archive docs must be searchable by claimant details, respondent details, claim summary information using IDs, names, case number, case category, filed date, concluded date etc. Easy access to the claim related administrative documents such as letters, additional docs within the archive module must be possible. Archived documents (documents more than five years) may need to be included in generally searched claims but if required it must be searchable in archived claims.
- Generate Statistics & Reports
Statistical reports must be printable directly and should be able to view a print preview of the report without printing it if required. Solved claims information is posted on the website so the software must generate a html/xml file in the given format. Statistical and other reports must be in Dhivehi language and in given formats and generated automatically. This report must be available for each category as well as complete report as detailed below.

Required statistical reports include:

1. *Claim Status total for any given period.*
2. *Sector-Wise Claim Report for any given period.*
3. *Month-Wise Claims with status such as concluded, rejected, resolved, withdrawn, cancelled and pending with the total number of claims registered each month.*
4. *Member-Wise claims with status such as concluded, rejected, resolved, withdrawn, cancelled and pending for any given period.*
5. *Number of claims category wise (claim types) for any given period for any given member, or claimant, or respondent.*
6. *Number of claims filed, solved claims, resolved claims, cancelled claims, withdrawn claims, rejected claims and pending claims for any given period.*
7. *Number of claim end reports generated tribunal officer-wise for any given period.*
8. *Number of temporary order for any given period.*
9. *Number of Claims not enforced for any given period.*

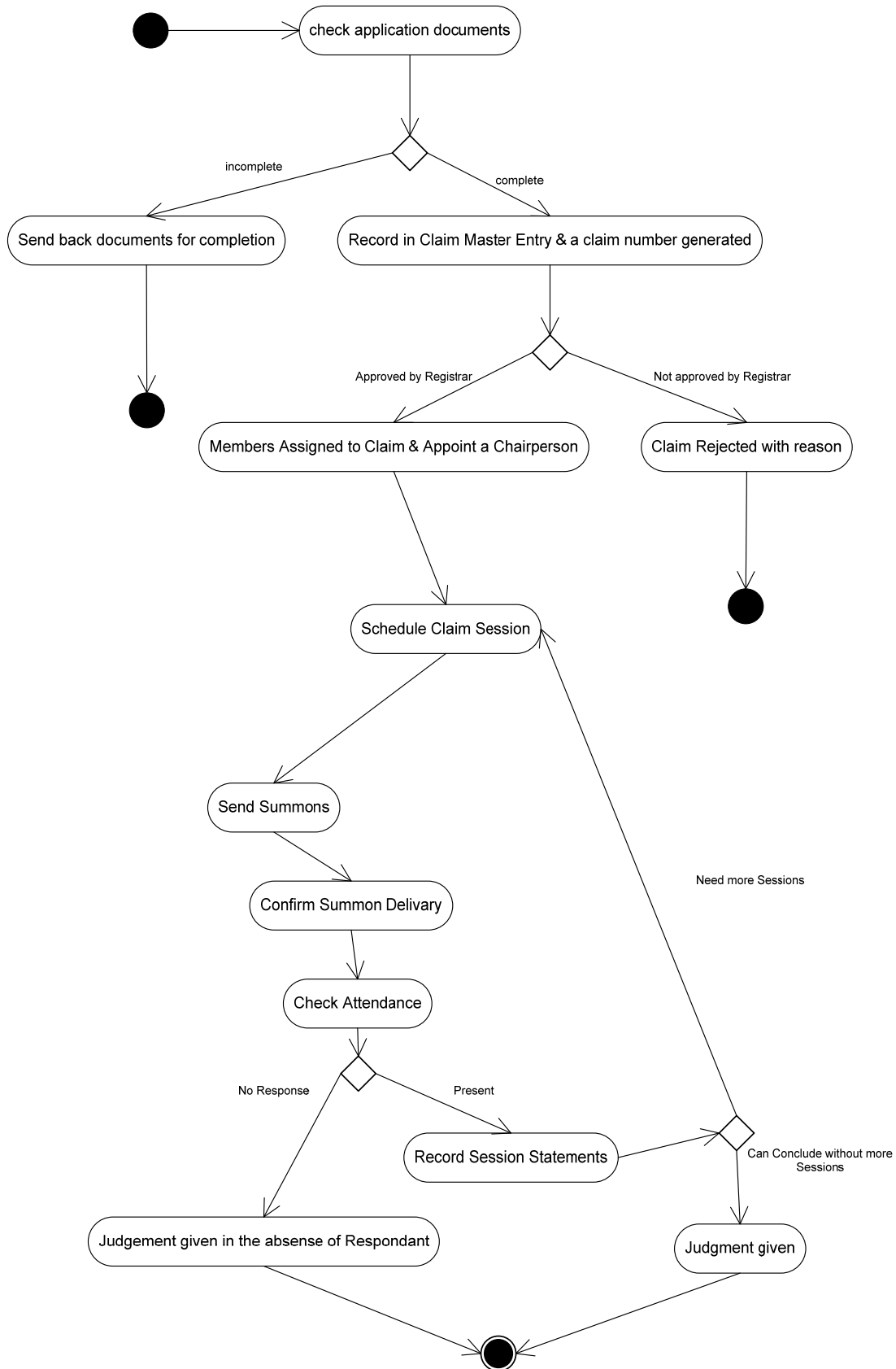
In addition to above reports the following details reports are required. Detail reports include claim number, claimant, respondent, dates, etc as specified in sample reports.

1. *Details report on claims member-wise for any given period.*
2. *Details report on claims not enforced for any given period.*

- Language and system messages
All data entry must be in Dhivehi language. But system messages may be displayed in English language.
- User Desktop View
User desktop includes main 3 categories: claim information, scheduling, and recent tasks.
 1. Scheduling
 - user specific scheduling activities
 - weekly and full view of schedule calendar
 - drag and drop amendments must be available

2. Claim related Documents viewing
 - notification of newly assigned claims
 - easy access to the claim related administrative documents such as letters, summons, additional docs etc.
 - on-going case audio and documents.
 - comments on documents etc.
 3. Most recent tasks and status
 - the latest state of the claim must be visible in a single click.
 - other incomplete tasks
 - summons status
- Use of Data from GEMS (only for optional use)
 1. Exported excel entry sheets and claim status sheets may be used for entry and update of Claim related information by importing sheets. But manual and entry/update of claims must also be available.

ACTIVITY DIAGRAM



STANDARDS AND TOOLS/TECHNOLOGY

1. Object- Oriented Analysis and Design techniques are preferred in analysis and designing the system.
2. Microsoft Visual Studio .NET languages are preferred. Supports a fully object oriented environment and helps in a rapid development through use of multiple languages and offers latest development technologies in a single Integrated Development Environment.
3. Microsoft SQL Server 2008 preferred as the database backend.
4. Application response time should be in few mili-seconds. With growth of the database the response time may vary corresponding to the size.
5. Multi-user capability is by default required and should solve deadlocks within a reasonable time limit.
6. The application client components should be compatible with windows 7 and Vista client systems and server components should be compatible with 64-bit applications.
7. Non-web based system is preferred.
8. Multi-tier Architecture approach is preferred in developing the software architecture.

THIRD PART SOFTWARES REQUIRED

1. Microsoft Windows Server 2008 (64-bit) for Application server and Database Server as server operating system.
2. Microsoft SQL Server 2008 (64-bit) for database management is preferred.