



**Request for quotation (RFQ)  
Correspondence Management System  
(CMS) integrated with a Document  
Archiving System**

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# 1. Introduction

The Union of Automobile Agents in the State of Kuwait is seeking proposals from qualified IT solution providers for the supply, implementation, and support of a Correspondence Management System (CMS) integrated with a Document Archiving System.

The system will initially serve approximately 6–10 users and aims to transition current paper-based workflows into a fully digital correspondence and archiving solution.

## 2. Scope of Work

- Provision and implementation of a CMS platform
- Deployment of a secure document archiving system (with detailed procedure of archiving process).
- Integration between CMS and Archiving solution
- User training and technical support (including preview of demo version)

## 3. Workflow

### 3.1 Current Workflow in general

- Receiving hard copy letters and emails from various institutions, and printing incoming correspondence received via email.
- Writing down the incoming reference number of the letter, along with its date and time of delivery, and scanning all documents in all cases.
- Keeping a copy of the letter in the incoming file and storing it in a designated cabinet.
- Outgoing letters are prepared by the Union and signed by the authorized personnel and sent via email or hard copy.
- An outgoing reference number and date are assigned to the letter, after which it is scanned.

### 3.2 Expected Workflow

- Transitioning the processes of receiving, sending, and archiving correspondence into an electronic system.

## 4. Technical Requirements

- Shall meet or exceed the following:
- Security standards and data protection.
- Scan files
- Document can be uploaded as pdf, word and JPEG etc.
- Document can be downloaded as pdf, word and JPEG etc.
- Can generate electronic signature
- User security and privilege/specified documents.
- Centralized document storage and management
- Advanced search and indexing capabilities
- Multi-language support (Arabic & English preferred)
- Cloud or on-premises deployment options of 10 years of documentation
- Import documents
- Share info with others
- Each file is associated with information like sender, receiver, document type/class, subject, status etc. in Microsoft office and PDF environment
- Share information with other users
- Monitoring
- User privileges
- More than five Level user privileges (No access, View, Add, Edit, Delete)
- Search with all fields
- Search with wild characters
- Search for specific content in PDF
- User friendly Dashboard with statistics in charts (For Administrators and decision makers)
- The system interface should be user-friendly and easy to use

## 5. Maintenance

- The proposer is solely responsible for the full operational and functional of the system for the entire project period

### 5.1 Critical System Issues.

- A complete system or service failure affecting the entire system, response time 15mins the resolution time should not exceed 4 hours

### 5.2 Minor system issue:

- Incidents causing minor impact were work around available, response time 1 hour resolution time 16 business hours.

## 6. Deliverables

- Detailed technical proposal
- Project timeline and implementation plan (7-14 days of implementation)
- Licensing model and pricing breakdown
- Maintenance and support packages
- User Manual

## 7. Training

- Onsite training of relevant staff.
- Consideration of the staff feedback to enhance the system.

- Detailed Training Manual with Screenshots / Pictures / Flowcharts

## 8. Contract duration

- A 3-year contract duration.
- Upon expiration of the contract, if both parties agree to renew the solution price shall remain unchanged.
- The bidder must confirm the commitment to maintaining the offered prices without any change for at least 9 years.

## 9. Project timeline

- full system implementation deployment and training from signing the contract within 2 weeks.
- From 2 weeks to 12 months period of testing amendment and feedback if required
- From month 13 to 36 months period of maintenance phase.

## 10. Warranty:

- The delivered system shall be under warranty for the period of all contract duration.

# 11. Payment Term:

Milestone	Description	Payment%
Contract signing	Upon contract signing	10%
Implementation Completion	After full system implementation deployment and training (within 2 weeks)	40%
Post-Implementation (6 Months)	After successful operations at the end of 12 months	20%
1 <sup>st</sup> year maintenance	End of 24 months	15%
2 <sup>nd</sup> year maintenance	End of 36 months	15%

# 12. Vendor Information

Please include:

- Company profile and relevant experience
- List of similar projects completed
- Client references (preferably in Kuwait or GCC)