

Malta Resources Authority

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**SUBJECT: DEVELOPMENT AND IMPLEMENTATION OF
AN ELECTRONIC DOCUMENT AND RECORDS
MANAGEMENT SYSTEM (EDRMS)**

Tender Document: (MRA/31/2012)

IMPORTANT

This Tender does not require the submission of a Bid Bond

**TENDER FOR THE DEVELOPMENT AND IMPLEMENTATION OF AN
ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM
(EDRMS)**

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TENDER FOR THE DEVELOPMENT AND IMPLEMENTATION OF AN ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM

PART 1:

1.0 SCOPE OF TENDER

1.1 Introduction

1.1.1 This Tender, which is being issued by the Malta Resources Authority, hereinafter referred to as “the Contracting Authority”, is for the development and implementation of an electronic document and records management system (EDRMS).

1.2 Tender Documentation

1.2.1 Each submission for Tender shall clearly indicate the details of the tenderer responsible for such activity and the rates/prices, inclusive of VAT and all other charges as may be applicable. The start date, as indicated, shall be upon the issuance of the ‘**Order to Start Works**’ issued by the Officer in Charge.

1.2.2 A form entitled “**Schedule of Rates/Prices**” is also attached with the Tender Document. Prospective bidders are requested to complete the form, giving the rates/prices in EURO for each item as indicated, inclusive of VAT and all taxes and any other charges as applicable. This form must be filled in and submitted with the tender document. Prospective bidders shall not at any time of the contract period request a revision of the rates/prices. **Failure to fill in the form, or a form with incomplete information, or a form containing ambiguous financial information (e.g. prices, totals etc.) shall disqualify the tender submission.**

1.2.3 Tenderers may supplement the “**Schedule of Rates/Prices**” with additional pricing information if they deem this necessary.

1.2.4 A form entitled “**Tenderer’s Details Form**” is attached with the Tender Document. Prospective bidders are requested to fully complete the form (including the Tenderer’s Declaration form), and submit it with the Tender Document.

1.2.5 Tenderers shall complete the attached “**Form of Tender**” as required, also confirming the tenderer’s undertaking that the offer shall not be retracted or withdrawn for a period of three (3) months from the closing date of the offer. **Failure to submit this form completed in all respects, shall disqualify the bid.**

1.2.6 A form entitled “**Data on Joint Venture/Consortium**” is attached with the Tender Document. Prospective bidders are requested to complete the form, and submit it with the Tender Document if they are planning to bid as a Joint Venture / Consortium.

1.2.7 A form entitled “**Sub-Contracting**” is also attached with the Tender Document. Prospective bidders are requested to complete the form, and submit it with the Tender

Document if they are planning to Sub-Contract the works or any part of the works listed in the Tender Document.

- 1.2.8 A form entitled “**Statement on Conditions of Employment**” is attached with the Tender Document. Prospective bidders are requested to complete the form, and submit it with the Tender Document.
- 1.2.9 A form entitled: “**Specification Form**” is attached with the Tender Document. Prospective bidders are requested to complete the form by filling in the requested data and submit it with their Tender offer.
- 1.2.10 Tenderers are also requested to submit with their Tender offer any relevant **Technical Literature, Catalogues and/or Illustration** related to the items being offered, which shall corroborates the details filled in the Specification Form. All Documents provided shall be written in English Language. **Failure to comply with this clause shall render the Tender offer null.**

1.3 Definitions

Note: the following definitions are given here for convenience only, in the context of the tender procedure. The definitions set out in the contract as concluded are determining for the relations between the parties to the contract.

Administrative order. Any written or oral instruction or order issued by the Project Manager to the Contractor regarding the execution of the services.

Authority: means the Malta Resources Authority.

Beneficiary Country: The Maltese Islands.

Breakdown of the overall price. A heading-by-heading list of the rates and costs making up the price for a lump-sum contract.

Budget Breakdown: In a fee-based contract, the schedule which breaks down the contract value, stating out the fee rates and the provision for incidental expenses.

Cash Flow Forecast: The Contractor’s estimate of the cash flows arising directly from the execution of a fee-based contract.

Central Government Authority: means the Department of Contracts.

Commission: The European Commission.

Conflict of interest. Any event influencing the capacity of a candidate, tenderer or supplier to give an objective and impartial professional opinion, or preventing him, at any moment, from giving priority to the interests of the Central Government Authority and the Contracting Authority. Any consideration relating to possible contracts in the future or conflict with other commitments, past or present, of a candidate, tenderer or supplier, or any conflict with his own interests. These restrictions also apply to sub-contractors and employees of the candidate, tenderer or supplier.

Contract: The signed agreement entered into by the parties for the performance of the services, including all attachments thereto and all documents incorporated therein.

Contract Value: The total value of the contract to be paid by the Contracting Authority in

terms of the agreed terms and conditions.

Contracting Authority: means the Malta Resources Authority.

Contractor: The party which contracts to perform the services.

Day: Calendar day.

Drawings: Drawings provided by the Contracting Authority, and/or drawings provided by the Contractor and approved by the Project Manager, for the carrying out of the services.

EC: The European Community.

EU: The European Union.

Evaluation Committee: a committee made up of an odd number of voting members (at least three) appointed by the Contracting Authority and possessing the technical, linguistic and administrative capacities necessary to give an informed opinion on tenders.

Fee-Based Contract: A contract under which the services are provided on the basis of fixed fee rates for each day/hour worked by experts/service provider.

Final Beneficiary: The Malta Resources Authority

Foreign currency: Any currency permissible under the applicable provisions and regulations other than the Euro, which has been indicated in the tender.

General conditions: The general contractual provisions setting out the administrative, financial, legal and technical clauses governing the execution of contracts.

General damages: The sum not stated beforehand in the contract, which is awarded by a court or an arbitration tribunal, or agreed between the parties, as compensation payable to an injured party for a breach of the contract by the other party.

Global Price Contract: A contract under which the services are performed for an all-inclusive fixed price.

In writing: This includes any hand-written, typed or printed communication, including fax transmissions and electronic mail (e-mail).

Liquidated damages: The sum stated in the contract as compensation payable by the Contractor to the Contracting Authority for failure to complete the contract or part thereof within the periods under the contract, or as payable by either party to the other for any specific breach identified in the contract.

Modification: An instruction given by the Project Manager which modifies the works.

Month: Calendar month.

National currency: The currency of the country of the Contracting Authority.

Period: A period begins the day after the act or event chosen as its starting point. Where the last day of a period is not a working day, the period expires at the end of the next

working day.

Plant: appliances and other machinery, and, where applicable under the law and/or practice of the state of the Contracting Authority, the temporary structures on the site required to carry out the works but excluding equipment or other items required to form part of the permanent works.

Project: The project in relation to which the services are to be provided under the contract.

Project Manager: The natural or legal person responsible for monitoring the implementation of the contract on behalf of the Contracting Authority.

Public Service: Government Ministries and Departments.

Services: Activities to be performed by the Contractor under the contract such as technical assistance, studies, training and designs.

Special conditions: The special conditions laid down by the Contracting Authority as an integral part of the tender document, amplifying and supplementing the general conditions, clauses specific to the contract and the terms of reference.

Tender document/s: The dossier compiled by the Contracting Authority and containing all the documents needed to prepare and submit a tender.

Tender price: The sum stated by the tenderer in his tender for carrying out the contract.

Terms of Reference: The Tender Specifications and Conditions drawn up by the Contracting Authority giving the definition of its requirements and/or the objectives in respect of the provision of services, specifying, where relevant, the methods and resources to be used by the Contractor and/or the results to be achieved by it.

Time Limits: Those periods in the contract which shall begin to run from the day following the act or event which serves as the starting point for those periods. Should the last day of the period fall upon a non-working day, the period shall expire at the end of the first working day following the last day of the period.

Written communications: Certificates, notices, orders and instructions issued in writing under the contract.

2.0 TENDER PROCESS

2.1 General Instructions (Pre Submission of Tenders)

2.1.1 In submitting a Tender, the tenderer accepts in full and its entirety, the content of this Tender Document, including subsequent Clarifications issued by the Contracting Authority, whatever its own corresponding conditions may be, which it hereby waives. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Tender Document.

2.1.2 No account shall be taken of any reservation in the Tender as regards the Tender

Document; any disagreement, contradiction, alteration or deviation shall lead to the Tender offer not being considered further.

- 2.1.3 The Tender Evaluation Committee shall, after having obtained approval by the Contracting Authority, request rectifications in respect of incomplete/non-submitted information pertinent to the documentation as outlined in sub-clauses 1.2.4, 1.2.6, 1.2.7, 1.2.8, and 1.2.9 **only**. Such rectification/s shall be submitted within two (2) working days from notification, and shall be subject to a non-refundable administrative penalty of €50. **Failure to comply shall result in the Tender offer not being considered further.**
- 2.1.4 Tenderers bear the sole liability of examining with appropriate care the Tender documents, including those design documents available for inspection, and any clarification notes to the Tender documents issued during the Tendering period, and for obtaining reliable information with respect to conditions and obligations that may in any way affect the amount or nature of the Tender or the execution of the works. In the event that the tenderer is successful, no claim for alteration of the Tender amount shall be entertained on the grounds of errors or omissions in the obligations of the tenderer described above.
- 2.1.5 Tenderers shall promptly notify the Finance and Administration Section, within the Malta Resources Authority, of any ambiguity or discrepancy that they may discover upon examination of the Tender Document.
- 2.1.6 Tenderers requiring clarification or interpretations of the Tender Document shall make a written or faxed request (fax number 22955200) or via e-mail (email address: enquiry@mra.org.mt) at least **six (6) working days prior** to the closing date for receipt of Tenders. **Any request after this date shall not be accepted.**
- 2.1.7 Any interpretations, corrections or changes to the Tender Document by the Contracting Authority shall be made by an official addendum. Interpretations, corrections or changes made in any other manner shall not be valid, and Tenderers shall not rely upon such interpretations, corrections and changes.
- 2.1.8 Addenda shall be faxed or emailed to all those who are known by the Contracting Authority to have procured a complete Tender Document.
- 2.1.9 No addenda shall be issued later than four (4) working days prior to the date of receipt of Tenders except an addendum postponing the date for receipt of Tenders or withdrawing the request for tenders.
- 2.1.10 The Contracting Authority may, at its own discretion, extend the deadline for submission of Tenders to give tenderers sufficient time to take clarification notes into account when preparing their Tenders.
- 2.1.11 The tenderer shall provide all documents required by the provisions of the Tender document. All such documents, without exception, shall comply strictly with these conditions and provisions, and contain no alterations made by the tenderer.
- 2.1.12 A tenderer may submit a tender for any or all of the lots.
- 2.1.13 Each lot will form a separate contract and the provision for services indicated for different lots will be indivisible. The tenderer must offer the whole of the services indicated for each lot. Under no circumstances will tenders for only part of the services required will be taken into consideration. If the tenderer is awarded more than one lot, a single contract

may be concluded covering all those lots.

2.2 Eligibility

2.2.1 Participation in tendering is open on equal terms, to all natural and legal persons of the member States of the European Union, the beneficiary country, and any other country in accordance with Regulation 76 of the Public Procurement Regulations.

2.2.2 Natural persons, companies or undertakings who fall under any of the conditions set out in Regulation 50 of the Public Contracts Regulations, 2010 (Legal Notice 296 of 2010) shall be excluded from participation in the award of the Contracts. Tenderers or candidates who have been guilty of making false declarations shall also incur financial penalties representing 10% of the total value of the contract being awarded.

2.2.3 Tenders submitted by companies forming a joint venture/consortium must also fulfil the following requirements:

- One partner must be appointed lead partner and that appointment confirmed by submission of powers of attorney signed by legally empowered signatories representing all the individual partners. The tender must include a preliminary agreement or letter of intent stating that all partners assume joint and several liability for the execution of the contract, that the lead partner is authorised to bind, and receive instructions for and on behalf of, all partners, individually and collectively.
- All partners in the joint venture/consortium are bound to remain in the joint venture/consortium until the conclusion of the contracting procedure. The consortium/joint venture winning this contract must include the same partners for the whole performance period of the contract other than as may be permitted or required by law.

2.2.4 All materials, equipment and services to be supplied under the Contract must originate in an eligible country. For these purposes, “origin” means the place where the materials and/or equipment are mined, grown, produced or manufactured and/or from which services are provided.

2.3 Multiple Tenders

2.3.1 A tenderer may submit multiple tender offers.

2.3.2 A Company shall not tender for a given contract both individually and as a partner in a joint venture/consortium.

2.3.3 A Company shall not tender for a given contract both individually/partner in a joint venture/consortium, and at the same time be nominated as a sub-contractor by any other tenderer, or joint venture/consortium.

2.3.4 A Company may act as a sub-contractor for any number of tenderers, and joint venture/consortia, provided that it does not participate individually or as part of a joint venture/consortium, and that the nominations do not lead to a conflict of interest, collusion, or improper practice.

2.4 Tender expenses

2.4.1 The Tenderer shall bear all costs associated with the preparation and submission of the

Tender.

- 2.4.2 The Contracting Authority shall neither be responsible for, nor cover, any expenses or losses incurred by the Tenderer through site visits and inspections or any other aspect of his/her Tender.

2.5 Labour Law

- 2.5.1 Particular attention is drawn to the conditions concerning the employment of labour in Malta and the obligation to comply with all regulations, rules or instructions concerning the conditions of employment of any class of employee.

2.6 Law

- 2.6.1 By submitting their Tenders, tenderers are accepting that this procedure is regulated by Maltese Law, and are deemed to know all relevant laws, acts and regulations of Malta that may in any way affect or govern the operations and activities covered by the Tender and the resulting contract.

2.7 Language of Tenders / Preparation of Tenders

- 2.7.1 The Tender and all correspondence and documents related to the Tender exchanged by the tenderer and the Contracting Authority shall be written in English.

- 2.7.2 Supporting documents and printed literature furnished by the tenderer may be in another language, provided they are accompanied by an accurate translation into English. For the purposes of interpretation of the Tender, the English language shall prevail.

- 2.7.3 The Tenderer's submission shall be typed in, or handwritten in indelible ink and signed by the person listed in the Tenderers Details Form enclosed with the Tender Document. Any pages on which entries or correction to his/her submission have been made shall be initialled by the person listed in the Tenderers Details Form. All pages shall be numbered consecutively by hand, machine or in any other way acceptable by the Contracting Authority.

- 2.7.4 The Tender shall contain no changes or alterations, other than those made in accordance with instruction issued by the Contracting Authority (issue as clarification notes) or necessitated by errors on the part of the tenderer. In the latter case, corrections shall be initialled by the person signing the tender.

- 2.7.5 The Tender shall be rejected if it contains any alteration, tampering, addition or deletion to the Tender documents not specified in a clarification note issued by the Contracting Authority.

2.8 Tender Rates/Prices

- 2.8.1 The Tender rates/prices shall cover the whole of the works/supplies/services as described in the Tender Document.

- 2.8.2 The tenderer shall provide a breakdown of the overall rates/prices in Euro (€).

- 2.8.3 Tenderers must quote all components of the price **inclusive** of taxes, customs and import duties and any discounts. Tenderers not registered with the VAT authority in Malta, must

still include in their financial offer any VAT that the contracting authority may have to pay either in Malta or the country where the tenderer is registered irrespective of the reverse charge mechanism. The financial offer will be considered as the total financial cost to the contracting authority including any VAT that may have to be paid not through the winning tenderer. Except as may otherwise be provided for in the contract, no payment will be made for items which have not been costed.

- 2.8.4 Different options are to be clearly identifiable in the technical and financial submission; **thus, a separate Tender form marked ‘Option 1’, ‘Option 2’ etc. for each individual option clearly outlining the rates/prices of the relative option, is to be submitted. Failure to abide by this clause shall render the Tender null.**
- 2.8.5 If the tenderer offers a discount, the discount shall be absorbed in the rates of the Bill of Quantities / Schedule of Rates / Schedule of Prices.
- 2.8.6 The rates/prices of the Contract shall include all of the works to be provided. The rates/prices quoted are fixed and not subject to revision or escalation in costs, unless otherwise provided for in the Special Conditions.

2.9 Currencies of Tender and Payments

- 2.9.1 The currency of the Tender is the Euro (€). All sums in the breakdown of the overall rates/price, in the questionnaire and in other documents shall be expressed in Euro (€).
- 2.9.2 Notwithstanding the provisions of payment terms referred to under the relative Clause of the General Conditions for Service Contracts (article 26, Payments and Interest on late payments) no pre-financing will be paid in this contract. Payment under this contract shall be effected within a reasonable period of time. This shall be taken to mean that payment is to be effected within 60 days from the presentation of the bill to the Contracting Authority provided that the invoices are accepted and certified by the Contracting Authority and that the services conducted are carried out to the satisfaction of the Officer in charge of the Contract. Any penalties which shall be incurred by the Contractor shall be deducted from these bills. In breach of this time limit a Contractor shall be entitled to the payment of interest at 2% over the rate of interest established by Central Bank of Malta for the particular period. The provisions established in the General Conditions for Service Contract with respect to late payment (Article 26) are not applicable.
- 2.9.3 The Contractor shall submit VAT invoices in accordance with the Twelfth Schedule of the VAT Act. Invoices shall only be registered as valid if in full compliance with this clause and the Contracting Authority shall not be held liable for delays in payments due should the Contractor have submitted an invalid invoice. Invoices submitted not in accordance with this requirement shall not be processed for payment and the Contracting Authority reserves the right to request the Contractor to re-issue the invoice accordingly.
- 2.9.4 Payment of bills shall be stopped whenever, in the opinion of the Contracting Authority, the Contractor is under penalty for breach of any conditions of the Contract.

3.0 TENDER SUBMITTALS

3.1 Method of Submissions

- 3.1.1 A written proposal for this call of Tender shall be submitted at the Finance and Administration Section of the Malta Resources Authority, Marsa by the time and date indicated in the attached notice. Tenders are to be delivered to the following address:

**The Financial Controller
Finance and Administration Section
Malta Resources Authority
Millennia, 2nd Floor
Aldo Moro Road
Marsa, MRS 9065
MALTA**

Late submissions shall not be accepted. The proposal for this Tender shall be closed in a sealed package with the Advert Number clearly marked on it and submitted either by recorded delivery (official postal/courier service) or hand delivered and deposited in the Tender Box at the Finance and Administration Section of the Malta Resources Authority. **Any other method of submission shall NOT be accepted.**

- 3.1.2 By casting the Tender, the tenderer shall be deemed to be in a position to carry out all the services specified in this Tender Document.
- 3.1.3 Each Tenderer shall ascertain, prior to submitting his/her Tender, that he/she has received all addenda issued and shall acknowledge their receipt in his/her Tender.
- 3.1.4 Tenderers shall quote their VAT Registration Number in the appropriate space provided in the Tenderers' Details Form. Moreover, prospective bidders shall be bound to conform in all respects to the VAT legislation and regulations.
- 3.1.5 Tenderers are required to submit the following set of documents with their tender submission and for each option submitted (if any):
- a. **Schedule of Rates/Prices** as per Clause 1.2.2
 - b. **Tenderer's Details Form** as per Clause 1.2.4
 - c. **Form of Tender** as per Clause 1.2.5
 - d. **Data on Joint Venture/ Consortium Form (if applicable)** as per Clause 1.2.6
 - e. **Sub-contracting Form (if applicable)** as per Clause 1.2.7
 - f. **Statement on Conditions of Employment** as per Clause 1.2.8

- g. **Specification Form** as per Clause 1.2.9
- h. **Technical Literature, in English Language** as per Clause 1.2.10

3.1.6 The information collected on this form shall be processed in accordance to the Data Protection Act 2001. The contents of this document are confidential and intended solely for the use of this organization, and shall not be disclosed or copied without your consent, to anyone outside the Company unless the law permits us to.

3.2 Late Tenders

- 3.2.1 All Tenders received after the deadline for submission specified in the contract notice or these instructions shall be kept by the Contracting Authority. The associated guarantees shall be returned to the tenderers (if any).
- 3.2.2 No liability shall be accepted for late delivery of Tenders. Late Tenders shall be rejected and shall not be evaluated.

4.0 OPENING AND EVALUATION OF OFFERS

4.1 Opening of Tenders

- 4.1.1 Tenders shall be opened in public session on the date and time indicated in the Tender advert and in the Tender Document, at the Finance and Administration Section of the Malta Resources Authority, Marsa, Malta by the Tender Opening Board. The Board shall draw up a 'Schedule of Tenders Received' which shall be published on the notice board at the Finance and Administration Section and shall also be available for public viewing.
- 4.1.2 Reductions or alterations to tender rates/prices made by tenderers after submission shall not be taken into consideration during the analysis and evaluation of Tenders.

4.2 Secrecy of the Procedure

- 4.2.1 After the opening of the Tenders, no information about the examination, clarification, evaluation or comparison of Tenders or decisions about the Contract award shall be disclosed before the notification of award.
- 4.2.2 Information concerning checking, explanation, opinions and comparison of Tenders and recommendations concerning the award of contract, shall not be disclosed to Tenderers or any other person not officially involved in the process unless otherwise permitted or required by law.
- 4.2.3 Any attempt by a tenderer to approach any member of the Evaluation Committee / Contracting Authority directly during the evaluation period shall be considered legitimate grounds for disqualifying his/her Tender.

4.3 Clarification of Tenders

- 4.3.1 When checking and comparing Tenders, the Evaluation Committee may, after obtaining approval from the Departmental Tenders Committee, ask a tenderer to clarify any aspect of his/her tender.
- 4.3.2 Such requests and the responses to them shall be made by email or fax. They may in no circumstances alter or try to change the rates/price or content of the Tender, except to correct arithmetical errors discovered by the evaluation committee when analysing tenders.

4.4 Tender Evaluation Process

- 4.4.1 **Part 1, Administrative compliance:** The Evaluation Committee shall check the compliance of Tenders with the instructions given in the Tender Document.
- 4.4.2 The Evaluation Committee shall, after having obtained approval from the Departmental Tenders Committee, request rectification in respect of incomplete/non-submitted information pertinent to the documentation as outlined in clause 2.1.3 of this Tender document. Such rectifications shall be submitted within two (2) working days from notification, and shall be subject to a non-refundable administrative penalty of €50. **Failure to comply shall result in the Tender offer not being considered any further.**
- 4.4.3 **Part 2, Eligibility and Selection compliance:** Tenders which have been considered

administratively compliant shall be evaluated for admissibility as outlined below:

- a) Eligibility Criteria
- b) Technical Compliance
- c) Financial Evaluation

4.5 Correction of Arithmetical Errors

4.5.1 Admissible Tenders shall be checked for arithmetical errors by the Evaluation Committee. Errors shall be corrected as follows:

- a) Where there is a discrepancy between amounts in figures and in words, the amount in words shall prevail;
- b) Where there is a discrepancy between a unit rates/price and the total amount derived from the multiplication of the unit rates/price and the quantity, the unit rates/price as quoted shall prevail.

4.5.2 The amount stated in the Tender shall be adjusted by the Evaluation Committee in the event of error, and the tenderer shall be bound by that adjusted amount. In this regard, the Evaluation Committee shall seek prior approval of the Departmental Tenders Committee to communicate the revised rates/prices to the tenderer. If the tenderer does not accept the adjustment, his/her Tender shall be rejected and his/her tender guarantee forfeited (if any).

4.5.3 When analysing the Tender, the Evaluation Committee shall determine the final Tender rates/prices after adjusting it on the basis of clause 4.5.1.

5.0 CONTRACT AWARD

5.1 Criteria for Award

5.1.1 The sole award criterion shall be the rates. The contract shall be awarded to the cheapest priced Tender satisfying the administrative and technical criteria.

5.2 Right of the Contracting Authority to accept or reject any Tender

5.2.1 The Contracting Authority reserves the right to accept or reject any Tender and/or to cancel the whole Tender procedure and reject all Tenders. In such an event, the Contracting Authority reserves the right to initiate a new invitation to Tender.

5.2.2 In the event of a Tender procedure's cancellation, tenderers shall be notified by the Contracting Authority. If the Tender procedure is cancelled before the opening of any envelope of any Tender, the sealed envelopes will be returned, unopened to the tenderers.

5.2.3 Cancellation may occur where:

- a) the Tender procedure has been unsuccessful, namely where no qualitatively or financially worthwhile Tender has been received or there has been no response at all;
- b) the economic or technical parameters of the project have been fundamentally altered;
- c) exceptional circumstances or force majeure render normal performance of the project impossible;
- d) all technically compliant Tenders exceed the financial resources available;
- e) there have been irregularities in the procedure, in particular where these have prevented fair competition.

5.2.4 **In no circumstances shall the Contracting Authority be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of a Tender, even if the Contracting Authority has been advised of the possibility of damages. The publication of a contract notice does not commit the Contracting Authority to implement the programme or project announced.**

5.3 Notification of Award of Contract

5.3.1 Prior to the expiration of the period of validity of Tenders, the Contracting Authority shall notify the successful tenderer, in writing, that his/her Tender has been recommended for award by the Evaluation Committee, pending any appeal being lodged in terms of Part II, Regulation 21 of the Public Contracts Regulations, a copy of which is reproduced hereunder .

5.3.2 Unsuccessful bidders shall be notified with the outcome of the evaluation process, and shall be provided with the following information:

- a) the criteria for award;
- b) the name of the successful tenderer;
- c) the recommended price of the successful bidder;
- d) the deadline for filing a notice of objection (appeal);

e) the deposit required if lodging an appeal.

5.3.3 The recommendations for award shall be published on the notice board of the Contracts and Procurement Section. It shall be the obligation of the Tenderer to periodically check that such recommendations have been so published.

5.4 Contract Signing and Performance Guarantee

5.4.1 After the lapse of the appeals period, and pending that no objections have been received and/or upheld, the successful tenderer may be invited to clarify certain contractual questions raised therein. Such clarification will be confined to issues that had no direct bearing on the choice of the successful tender. The outcome of any such clarifications will be set out in a Memorandum of Understanding, to be signed by both parties and incorporated into the contract.

5.4.2 At any time prior to the award of the tender, the Company reserves the right to request the tenderer to provide a certificate issued by the Employment and Training Corporation, indicating the number and details of employees duly registered with Corporation. In those cases where tenderers intend to sub-contract the works, they shall produce an original or authenticated certificate from ETC which indicates the respective registration number of the nominated subcontractors. The certificate shall be required for the sole purpose of confirming that the tenderer possesses, or has available, adequate human resources to perform the contract to a timely and successful completion. **Any tenderer who fails to provide the requested certificate/s when requested to do so, shall be disqualified from further consideration towards the award of the contract.**

5.4.3 Within 5 working days from receipt of letter of intent, from the Contracting Authority, the successful tender shall call at the Contracts and Procurement Section to sign and date the contract. The Contract would not be signed unless the successful tenderer furnishes personally the performance guarantee (where applicable). On signing of the Contract by the Contracting Authority the successful tenderer will become the Contractor and the contract will enter into force.

5.4.4 Before the Contracting Authority signs the contract with the successful tenderer, the successful tenderer may be requested to provide the documentary proof or statements required to show that it does not fall into any of the exclusion situations listed in Clause 7 of the Tender Form. The above mentioned documents must be submitted by every member of a Joint Venture/Consortium (if applicable).

5.4.5 If the selected tenderer fails to sign and return the contract, other required documentation, and any guarantees required within the prescribed 5 working days' period, the Contracting Authority may consider the acceptance of the tender to be cancelled without prejudice to the Contracting Authority's right to seize the guarantee (Bid Bond), claim compensation or pursue any other remedy in respect of such failure, and the successful tenderer will have no claim whatsoever on the Contracting Authority.

The tenderer whose tender has been evaluated as second cheapest / second most advantageous may be recommended for award, and so on and so forth.

5.4.6 Only the signed contract will constitute an official commitment on the part of the Contracting Authority, and activities may not begin until the contract has been signed by the Contracting Authority and the successful tenderer.

- 5.4.7 Tender guarantees (bid bonds) provided by tenderers who have not been selected shall be released within 30 calendar days from the signing of the contract. The tender guarantee of the successful tenderer shall be released on the signing of the contract, and on submission of a valid performance guarantee.
- 5.4.8 The performance guarantee referred to in the General Conditions is set at 10% of the amount of the contract and must be presented in the form attached to this tender document. The performance guarantee shall be released within 30 days of the signing of the Contractor's Performance Report by the Officer in charge of the contract, unless the Special Conditions provide otherwise.

Reproduction of Regulation 21, Part II of the Public Procurement Regulations 2010

Right of Recourse

21. (1) Where the estimated value of the public contract exceeds twelve thousand euro (€12,000) and is issued by an authority listed in Schedule 1, any tenderer or candidate concerned shall have a right to make a complaint to the Review Board in accordance with this regulation.

(2) (a) The contracting authority shall be obliged to issue a notice and affix an advertisement, in a prominent place at its premises, indicating the awarded public contract, the financial aspect of the award and the name of the successful tenderer. The contracting authority shall, by electronic means or by fax, inform the tenderer or candidate concerned of the publication of the award. The contracting authority shall be precluded from concluding the contract during the period allowed for the submission of appeals.

(b) The award process shall be completely suspended if an appeal is eventually submitted.

(3) Any tenderer or candidate concerned who is aggrieved by the award indicated by the contract authority may, within five working days from the publication of the notice, file a letter of objection, together with a deposit, with the contracting authority, clearly setting forth any reason for his complaint. The deposit to be paid in respect of tenders valued at less than forty-seven thousand euro (€47,000) shall be four hundred euro (€400), while those between forty-seven thousand euro (€47,000) and one hundred and twenty thousand euro (€120,000) shall be 0.5% of the estimated value of the tender, with a minimum deposit of four hundred euro (€400). The letter by the complaining tenderer shall be affixed on the notice board of the contracting authority and shall be brought to the attention of the recommended tenderer.

(4) After the expiry of the period allowed for the submission of a complaint, the contracting authority shall deliver the letter of complaint, the deposit receipt and all documents relating to the public contract in question to the Review Board who shall examine the matter in a fair and equitable manner. In its deliberation the Review Board shall have the authority to obtain, in any manner it deems appropriate, any other information not already provided by the contracting authority. The Review Board shall determine the complaint by upholding or rejecting it. The written decision of the Review Board shall be affixed on the notice board of the contracting authority and copies thereof shall be forwarded to the Director of Contracts and all the parties involved.

(5) The tenderer or candidate concerned who is not satisfied with the decision granted by the Review Board may refer the matter to the Court of Appeal (Inferior Jurisdiction) in terms of article 41(6) of the Code of Organization and Civil Procedure within a period of sixty days. Such recourse however may not delay the Head of the contracting authority from implementing the Review Board's decision.

6.0 GENERAL CONDITIONS

6.1.1 The full set of General Conditions for Supply / Works / Services Contracts (Version 1.02 dated 1st December 2011) can be viewed/downloaded from:

www.contracts.gov.mt/conditions

6.1.2 It is hereby construed that the tenderers have availed themselves of these general conditions, and have read and accepted in full and without reservation the conditions outlined therein, and are therefore waiving any standard terms and conditions which they may have.

These general conditions will form an integral part of the contract that will be signed with the successful tenderer/s.

6.1.3 Any reference made in the General Conditions for Service Contract to “Volume 1 Section 4.10 (Organisation & Methodology)” shall be considered as reference to “Part 2 – Organisation & Methodology”.

6.1.4 Any reference made in the General Conditions for Service Contract to “Volume 3 Section 1 (Terms of Reference)” shall be considered as reference to “Part 1 – 8.0 Tender Specifications and Conditions” of the tender document

7.0 CONTRACT SPECIAL CONDITIONS

7.1 General

- 7.1.1 This Agreement shall be read, governed and construed in accordance with the Laws of Malta and any controversy in relation thereto shall be submitted to final and binding arbitration in terms of Part IV of the Arbitration Act (Chapter 387 of the Laws of Malta)
- 7.1.2 Any dispute, controversy or claim arising out of or relating to this contract, or breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the rules of the Malta Arbitration Centre as at present in force. Any reference in the attached General Conditions to other arbitration procedures shall not apply.
- 7.1.3 The acceptance of the Tender under this contract shall not hinder the Contracting Authority from procuring works/supplies/services (as applicable) similar in nature to those requested by this Tender, but which fall outside the scope of this Tender in terms of quantity, quality and/or specifications, from any other source if and whenever is considered necessary. In these circumstances, the Contractor shall not claim any right whatsoever to be assigned such similar works/supplies/services.
- 7.1.4 The Contractor cannot, directly or indirectly, subcontract or handover any part of this contract without the prior approval of the Contracting Authority, after a written request to this effect by the Contractor.
- 7.1.5 The Contractor shall assume full responsibility and accountability, according to the current legislation, concerning the Health and Safety of his/her employees and/or his/her subcontractors, including any third parties involved in the execution of this tender.
- 7.1.6 The Contractor shall be bound to conform with the Occupational Health and Safety Authority Act 2000 (Cap 424 of the Laws of Malta) and to all regulations/legal notice that form part of his/her Act; as well as any other national and European Union legislation, regulations, standards, and/or codes of practices in effect during the execution of the contract, regarding Health-and-Safety issues, as they apply for the Contractor's particular operating situation and nature of work activities.
- 7.1.7 The successful Contractor shall provide all health and safety related equipment as required by the Maltese legislation, good practice, as may be required by the Company and as may be further detailed in this Contract.
- 7.1.8 The Contractor shall allocate all necessary resources to safeguard the health and safety of operatives, including those of subcontractors, and of any persons whom the Works may affect. The Contractor shall undertake to perform all necessary risk assessments, H&S procedures and maintain all relevant supporting records as required by Maltese legislation, good practice and as may be required by the Contracting Authority. This also includes the provision by the Contractor of all necessary personal protective equipment, mainly personnel on site are to wear safety boots, gloves, masks and all the necessary safety clothing to protect themselves, vaccinations and medical check-ups (if required) to all his/her employees, including those of subcontractors, employed on site or who are employed to execute the services requested in this Contract. The Contracting Authority reserves the right to carry out inspections in this respect and if the Contractor is found non-compliant then the Contracting Authority shall ask the Contractor to abide with H&S regulations with immediate effect. Subsequent notifications may imply that the Contractor is disqualified from the tender following which the Contracting Authority will seek the

services requested from the next cheapest Tenderer.

- 7.1.9 The contractor shall be solely responsible for the safe operation of the plant and equipment employed on site in connection with the works, including the safety of the operators. All equipment shall conform to all safety regulations and legislation in force and / or recognised standards/codes of practice, while all the operators shall be in possession of all the necessary recognised permits, qualification and skill required to carry out such duties.
- 7.1.10 The Contracting Authority reserves the right to inspect all the equipment that shall be required by the Contractor to provide the services requested in this Tender Document.
- 7.1.11 A daily penalty of Two Hundred Fifty Euro (€250) shall be charged to the Contractor if he/she fails to satisfactorily provide the requested services as stipulated in this Tender Document, and/or the service is found to be seriously lacking in quantity, quality or efficiency and/or the Contractor breaches any of the conditions stipulated in this Tender document. In such case, the Contracting Authority shall issue Notification Warning letters or Default Notices, notifying the Contractor of his/her breach of contract and requesting immediate remedial action by the Contractor who shall remedy the failure within three working days from the notification, or else, as may be otherwise required by the Contracting Authority. Moreover, the Contracting Authority reserves the right to engage other contractors to execute the contract and any extra expenses incurred, further to the contract rates, shall be borne by the contractor. During the period the daily penalty is being applied, the Contracting Authority reserves the right to terminate the contract and award the contract to other bidders competing in the same tender. Moreover, in such event, the bank guarantee shall be forfeited.
- 7.1.12 Should the abovementioned Clause (7.1.11) be applied, the final sum due to the contractor shall be determined upon the expiry of the notice period indicated and any penalties or extra costs shall be deducted accordingly.
- 7.1.13 The Contractor shall follow and execute all legitimate directives and instructions issued by the Contracting Authority. The procurement detailed in this tender is authorised by the Contracting Authority as represented on site by the designated Officer in charge of the Contract, who shall verify that all the conditions stipulated in this tender are adhered to. All works to be carried out by the contractor shall always be under the direction and supervision of the Officer in charge of the Contract, who may be assisted by a technical officer or employee of the Contracting Authority.
- 7.1.14 The contractor shall take all risks of accident or damage to the work, from whatever cause arising, and shall be responsible for the sufficiency of all means use by him for the fulfilment of the contract, and shall not be relieved from such responsibility by any approval which may have been given by the Chief Executive.
- 7.1.15 The Chief Executive may adopt any means he may think fit to satisfy himself that the materials specified are actually used, and he shall have the power throughout the contract, either personally or by deputy, to inspect, without giving previous notice, the entire work, or any part thereof at every stage of progress and wherever the work, or any part thereof, may be in progress, to amend or alter anything he may think fit and to reject any parts of the work of which he may disapprove.
- 7.1.16 The Authority is not bound to accept the lowest or any tender and shall not give reasons for the acceptance or rejection of a particular tender.

- 7.1.17 The Authority reserves the right of accepting any tender wholly or in part, or of dividing the contract among two or more tenderers.
- 7.1.18 The award of the contract does not exonerate the contractor from the obligation of obtaining any other permit and/or licence that may be required under any law, principal or subsidiary, in force in Malta from time to time.
- 7.1.19 Should there be any discrepancy between the General Conditions and any special conditions or specifications of any contract, the special conditions or specifications shall be followed in preference to the General Conditions.

7.3 Ethics Clauses

- 7.3.1 Any attempt by a candidate or tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the committee or the Authority or the Contracts Committee during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his candidacy or tender and may result in administrative penalties.
- 7.3.2 Without the Authority's prior written authorisation, the Contractor and his staff or any other company with which the Contractor is associated or linked may not, even on an ancillary or sub-contracting basis, supply other services, carry out works or supply equipment for projects or activities arising from or related to the Consultancy services being provided. This prohibition also applies to any other programmes or projects that could, owing to the nature of the contract, give rise to a conflict of interest on the part of the Contractor.
- 7.3.3 When putting forward a candidacy or tender, the candidate or tenderer must declare that he is affected by no potential conflict of interest, and that he has no particular link with other tenderers or parties involved in the project.
- 7.3.4 The Contractor must at all times act impartially and as a faithful adviser in accordance with the code of conduct of his profession. He must refrain from making public statements about the project or services without the Contracting Authority's prior approval. He may not commit the Contracting Authority in any way without its prior written consent.
- 7.3.5 For the duration of the contract, the Contractor and his staff must respect human rights and undertake not to offend the political, cultural and religious morals of Malta.
- 7.3.6 The Contractor may accept no payment connected with the contract other than that provided for therein. The Contractor and his staff must not exercise any activity or receive any advantage inconsistent with their obligations to the Contracting Authority.
- 7.3.7 The Contractor and his staff are obliged to maintain professional secrecy for the entire duration of the contract and after its completion. All reports and documents drawn up or received by the Contractor are confidential.
- 7.3.8 The contract governs the Parties' use of all reports and documents drawn up, received or presented by them during the execution of the contract.
- 7.3.9 The Contractor shall refrain from any relationship likely to compromise his independence or that of his staff. If the Contractor ceases to be independent, the Authority may, regardless of injury, terminate the contract without further notice and without the

Contractor having any claim to compensation.

- 7.3.10 The tender(s) concerned will be rejected or the contract terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a recipient who is not clearly identified or commissions paid to a company which has every appearance of being a front company.

7.4 Data Protection and Freedom of Information

- 7.4.1 Any personal data submitted in the framework of the procurement procedure and/or subsequently included in the contract shall be processed pursuant to the Data Protection Act (2001). It shall be processed solely for the purposes of the performance, management and follow-up of the procurement procedure and/or subsequent contract by the Contracting Authority without prejudice to possible transmission to the bodies charged with a monitoring or inspection task in conformity with National and/or Community law.

- 7.4.2 The provisions of this contract are without prejudice to the obligations of the Contracting Authority in terms of the Freedom of Information Act (Cap. 496 of the Laws of Malta). The Contracting Authority, prior to disclosure of any information to a third party in relations to any provisions of this contract which have not yet been made public, shall consult the contractor in accordance with the provisions of the said Act, pertinent subsidiary legislation and the Code of Practice issued pursuant to the Act. Such consultation shall in no way prejudice the obligations of the Contracting Authority in terms of the Act.

7.5 Gender Equality

- 7.5.1 In carrying out his/her obligations in pursuance of this contract, the tenderer shall ensure the application of the principle of gender equality and shall thus 'inter alia' refrain from discriminating on the grounds of gender, marital status or family responsibilities. Tenderers are to ensure that these principles are manifest in the organogram of the company where the principles aforementioned, including the selection criteria for access to all jobs or posts, at all levels of the occupation hierarchy are amply proven. In this document words importing one gender shall also include the other gender.

8.0 TENDER SPECIFICATIONS AND CONDITIONS

8.1 Contract Objective

- 8.1.1 This Tender is for the development and implementation of an electronic document and records management system (EDRMS)

8.2 Contract Term and Frequency of Use

The commencement of this contract shall be upon the issuance of the '**Order to Start Works**', issued by the Contracting Authority. It shall include a two year maintenance agreement covering the following:

- Support and fixing of any flaws/latent defects found in the system after launching
- General support and training where required

8.3 Submission of Literature

- 8.3.1 The tenderer shall provide the following;
- Literature as specified in 1.2.10
 - Evidence of experience of tenderer in change management

8.4 Services Required

8.4.1. Background

The Malta Resources Authority (MRA) intends to adopt an Electronic Document and Records Management System (EDRMS) to assist in replacing a number of systems, in which currently they are either performed manually or semi-automatically. The EDRMS will allow the Authority to manage the entire life cycle of content and aid the Authority perform its tasks more efficiently and effectively.

For the purpose of this tender, the term 'electronic document and record management system' encompasses software products designed specifically to manage the creation, use, maintenance and disposal of digital records. These systems maintain appropriate contextual information and metadata, as well as links between records.

The EDRMS software supplied as part of this tender should be a standard of the shelf system. Standard of the shelf systems can be customised to the specific needs of the MRA. Tender submissions with EDRMS specifically developed for the MRA will not be considered.

The tenderer shall also be responsible for the management of the changes in the work processes currently employed at MRA. The tenderer is to ensure that the changes to the current work practices required throughout the whole process of the setting up and implementation of the EDRMS are introduced in a controlled and coordinated matter.

Tenderers are required to have prior experience in the implementation of at least two similar change management processes in organisations that are of a similar or larger size than the MRA.

Tenderers are to ensure that the EDRMS system is in line with the national legislation, specifically, the National Archives Act (ACT V of 2005) and the Freedom of Information

Act (ACT XVI of 2008).

8.4.2. Requirements Analysis

Prior to the implementation of the system, the tenderer is to carry out a requirements analysis to elicit the needs of the MRA. Initially, it is envisaged that the tenderer will work closely with the MRA in fulfilling the requirements analysis. The manner in which this work is carried out is the tenderer's responsibility. However the main elements of the work are summarised in the following list:

- Scoping and information audit to identify the nature and extent of information to be managed
- Development of organisational policies including classification schemes, file plans, retention policies, etc that are in line with national legislation.
- Implementation of the EDRMS including the supply and installation of software
- Training of staff
- Drafting a migration strategy that shall clearly elicit how the tenderer shall complete the task of implementing the EDRMS within the MRA
- Maintenance

Prior to the adoption and implementation of the EDRMS the tenderer shall present what is considered to be the ideal EDRMS. The EDRMS shall include a number of technical and management options that address the issues needed in order to implement the EDRMS. The tenderer shall take into account the infrastructure already in place where the provision is considered current best practice.

8.4.3. Functional requirements

The functional and non functional-requirements of the EDRMS shall comply with the requirements laid out in this document. These requirements are based on the MoReq2010 specifications on Model Requirements for Records Systems. For the purpose of this tender, compliance with the MoReq2010 specifications is not mandatory. The Authority reserves the right to assess and amend the functional and non functional requirements of the EDRMS to suit its own business and technical requirements.

8.4.3.1. Functional requirements for records systems

The EDRMS should uphold the fundamental characteristics of a record i.e.: authenticity, reliability, integrity and usability.

Each instance or implementation of an EDRMS should be regarded as an entity and given a system identifier based on a universally unique identifier (UUID) as well as some other identifying metadata. Each separate site or installation should be identified in this way. This will allow any record that has been transferred between systems to be traced back to the very instance in which it was created and every separate installation it has been held in subsequently.

The EDRMS should have an inventory that represents the set of entities of a particular type within each EDRMS, so for example all disposal schedules are defined as belonging to a common disposal schedule inventory.

The EDRMS must interface in some way either to users directly through a user interface

and/or with other business systems through a services interface.

The EDRMS must have a proactive system of alerts that is used by the system to notify administrators of an issue that requires attention.

The EDRMS should have the capability to place a single record into more than one aggregation. This shall be done by duplicating the record at the point it is associated with the second and subsequent aggregation, including duplicating the record's metadata and event history, but with each instance sharing the same components. Each instance of the record shall then follow a separate lifecycle and retention path from that point onwards with the components themselves only being destroyed when the last instance of the record is destroyed.

8.4.3.2. Functional requirements for Performing functions

The EDRMS must keep a system log. System logs should be stored outside the system itself.

The EDRMS should allow the user to select more than one entity of the same entity type at the same time and simultaneously perform the same function on the whole selection, as if the user was performing a single function with a single entity.

Every function should be given its own function definition with its own system identifier, title and description. Administrators should have the possibility to configure the EDRMS and decide with functions in the function inventory when performed result in the generation of an event that is permanently added to an entity's event history.

Each entity's event history shall be considered as a permanent and necessary part of the metadata of that entity.

8.4.3.3. Functional requirements for Agents and Roles

The EDRMS should have the capability to assign roles to users and groups that are specific to the records system. Roles should be defined as a set of function definitions. Both users and groups can be granted roles since users will have access to roles granted to groups as a result of their group membership.

8.4.3.4. Functional requirements for Classification

The EDRMS must implement a classification scheme that contains classes. The system should allow aggregations and records to be given several classifications both by inheriting their parent aggregation's classes as well as by having classes applied to them directly. Each aggregation and record must have at least a primary classification and may have additional secondary classifications. Each entity's primary classification must carry with it an associated disposal schedule.

8.4.3.5. Functional requirements for Aggregation

The EDRMS must be able to have multiple root aggregations. At the lowest level of aggregation, aggregations should contain records. At intermediate levels of aggregation, aggregations should contain other aggregations. An aggregation cannot contain both records and aggregations. The EDRMS must support various levels of aggregation including records.

Aggregations should not just cluster entities together; they shall also place them into an implicitly ordered time and sequence. Each entity that is added to an aggregation should join the end of the sequence, but the administrator shall have the possibility to reorder the sequence if necessary. The system should also permit to split an aggregation into two aggregations at any point in the sequence.

8.4.3.6. Functional requirements for Records and Components

In the EDRMS a record shall be considered as the smaller discrete unit of records managed as an entity. While the record can have components, the components of the item shall be managed as a single entity within the system. Each record can be made up of several components but at least must have one component. When a record is created in the EDRMS each of its components must be separately identified.

8.4.3.7. Functional requirements for Metadata and templates

The EDRMS must be capable to provide metadata elements that either contains data in some format or else a reference to another entity in the EDRMS. Administrators should have the possibility to create new element definitions and add them to the element inventory. Administrators should have the possibility to construct templates, consisting of sets of custom element definitions, and apply them to entities.

The EDRMS should integrate component templates that capture metadata from standard industry document formats. When a user adds a new component whose data format is recognised, the EDRMS shall automatically select and apply the appropriate components template to the new component entity and extract the embedded metadata from the document into the corresponding elements from the component entity.

8.4.3.8. Functional requirements for Disposing of records

A record's disposal schedule shall derive in the first instance from its primary classification. By creating a record in an aggregation, the record shall automatically inherit the aggregation's primary classification and from it the disposal schedule associated with the primary classification.

If an administrator wishes to change the disposal schedule for a record the administrator shall be able to give the record a new primary classification or override the default disposal schedule derived from its primary classification by applying a different disposal schedule directly to the record.

Administrators shall have the possibility to create new disposal schedules and add them to a disposal schedule inventory.

In the EDRMS aggregations shall be destroyed when the last record they contain is destroyed. Higher level aggregations shall be destroyed when the last aggregation they contain is destroyed. When aggregations and records are destroyed, they shall become inactive and their components are deleted. Once aggregations and records are made inactive, they cannot be returned to an active state. The EDRMS should be configured in such a way that once an aggregation or record is made inactive, the record cannot be reconstructed again from its remaining metadata.

8.4.3.9. Functional requirements for Disposal holds

The EDRMS should have the capability to allow disposal holds to be created and aggregations and records to be added to them at any subsequent time. The EDRMS must maintain an inventory of all disposal holds.

While the disposal hold is active the EDRMS must not destroy any aggregations or their contents down to any level of aggregation, or any individual records listed in the disposal hold. When the disposal hold is made inactive then these entities are allowed to proceed to destruction.

8.4.3.10. Functional requirements for Searching and reporting

The EDRMS shall have the capability that any search criteria must be able to be saved and run as a report. Likewise any report should have an equivalent search that could be performed instead. The EDRMS should support searches that give summary reports, with results shown as the numbers of entities matching each search category rather than listing them in detail.

8.4.3.11. Functional requirements for Exporting

The EDRMS should only allow entities to be exported as complete entities with their metadata and event histories intact. In cases where entities are interrelated, the entities selected for export will be exported in full, any entities that they refer to will only be included in the form of an export header. The metadata that will be included in an export header shall be configurable by an administrator but by default shall indicate the system identifier of the entity and the system identifier of the entity type.

8.4.3.12. Non-functional requirements

The EDRMS should ensure business continuity by including back up and other forms of offsite redundant duplication and disaster recovery following the damage, loss or failure of the EDRMS. Business continuity shall also involve service level agreements (SLA) where service up time over a longer period of time is measured against agreed percentages, and planned outages for maintenance and upgrade are minimised or restricted to certain times of the week.

The EDRMS should be a scalable system that can expand to match the information management needs of the MRA over time. The system should be able to accommodate the increase and upgrade of hardware without interrupting availability.

8.4.4. Systems Integration

The EDRMS has to be implemented using current hardware available at MRA and interface with the data, systems and software packages currently employed by the MRA. The EDRMS should be scalable to the Windows Server 2003 operating system and compatible with Microsoft Outlook 2003 which is the current email application being used by the Authority. The EDRMS should be compatible with later versions of the applications currently used at the MRA should the Authority decide to upgrade to more recent versions.

The EDRMS should offer the capability of integrating new systems should these be adopted by the MRA.

8.4.5. Implementation

It is envisaged that the implementation of the EDRMS will take a step-wise process whereby priority will be given to activities that are easier to implement following on to broader more complex activities. The following list displays the current activities that shall be completed by order of implementation.

- The authorisation, approval and reimbursement of MRA officials travelling on official duty
- The communication and provision of memos for board meetings
- Purchasing
- Legal notices/court cases
- The administrative process of issuing acknowledgement letters for correspondence received by the MRA
- The administrative and technical processing of consultations with individuals and government entities with regards to proposed developments
- PV notifications/authorisation process
- The collection and dissemination of environmental and licensee data

The EDRMS shall be implemented in the following phases:

Phase 1:

Requirements Analysis – Phase 1 shall be completed within 30 days from the signing of the contract and the tenderer shall abide by the specifications laid out in section 2.

Phase 2:

Implementation - Phase 2 shall be completed within 5 months from the signing of the contract and this shall involve all the aspects of EDRMS implementation according to the specifications laid out in sections 3, 5 and 6.

Phase 3: Phase 3 shall involve the routine check-up of the system as shall be agreed upon by the tenderer and the MRA in the Maintenance and Support agreement.

Tenderers are to demonstrate that they are ready and capable of providing all the defined requirements above, within the timeframes being defined in this section of these Technical Specifications.

8.4.6. Training Requirements

The following points should be taken into consideration when formulating a Training Programme.

The training shall be conducted at MRA or any other suitable site approved by the MRA. The supplier is required to provide a training programme covering the full implementation period. Training in the use of the system shall be carried out for all MRA staff and for a number of users identified by the MRA; the training shall also include the configuration management of the system.

Training logistics shall be the sole responsibility of the tenderer and the training of staff shall be conducted on the fully finalized and functional system.

The training providers shall have a good working knowledge of the system. Furthermore,

the training shall be conducted in English/Maltese by trainers fluent in both languages.

8.4.7. Support Services

The tenderer should provide a 2 (two) year maintenance and support agreement, which may be renewed according to the exigencies of the Authority. The price of any extension of the maintenance agreement is to be quoted by the tenderer three (3) months before the end of the maintenance agreement period.

The price shall take into account variations in the prices of significant local or external elements which served as a basis for the calculation of the price of the original maintenance agreement, such as manpower, services, materials and supplies, as well as charges laid down by law or regulation. On renewal the maintenance agreement the price shall be agreed upon by both parties. The Authority reserves the right to enter into a maintenance agreement with another third party.

8.4.8. Project Documentation

The system needs to be thoroughly documented. All documentation shall be written in English and shall be available both in hard copy format and in an electronic format. The Tenderer shall list all the documents, manuals and handbooks that will be supplied. Documentation shall include, but is not limited to:

- Administrator's Manual - this manual shall provide an overview and implementation instructions
- Operator Manual - this manual shall provide a basic operational description of the software as well as other pertinent operational details
- Fault finding guides;

The tenderer is expected to provide the MRA with the final and updated version of the project documentation by the end of implementation Phase 2.

PART 2:

TENDER FORM

(A separate, distinct Tender Form must be submitted for EACH OPTION – if applicable - submitted)

Place and Date:

Publication reference: MRA/31/2012

Name & address of Contracting Authority: Malta Resources Authority
Millennia 2nd Floor
Aldo Moro Road
Marsa

Tender for the development and implementation of an electronic document and records management system (EDRMS)

A TENDER SUBMITTED BY

A. TENDER SUBMITTED BY:		<i>(This will be included in the Summary of Tenders Received)</i>	
In case of a Joint Venture/Consortium: Name(s) of Leader/Partner(s)		Nationality	Proportion of Responsibilities ²
Leader ¹			
Partner ¹			
Etc ...			

1. Add/delete additional lines for partners as appropriate. Note that a sub-contractor is not considered to be a partner for the purposes of this tender procedure. If this tender is being submitted by an individual tenderer, the name of the tenderer should be entered as 'leader' (and all other lines should be deleted)

2. Proposed proportion of responsibilities between partners (in %) with indication of the type of the works to be performed by each partner (the company acting as the lead partner in a joint venture/consortium, they must have the ability to carry out at least 50% of the contract works by its own means. If a company is another partner in a joint venture/consortium (i.e. not the lead partner) it must have the ability to carry out at least 10% of the contract works by its own means).

Service intended to be sub-contracted	Name and details of sub-contractors	Value of sub-contracting as percentage of the total cost	Experience in similar services (details to be specified)
1			
2			
(.)			

B CONTACT PERSON (for this tender)

Name		Surname	
Telephone	(____) _____	Fax	(____) _____
Address		
E-mail			

C TENDERER'S DECLARATION(S)

To be completed and signed by the tenderer (including each partner in a consortium).

In response to your letter of invitation to tender for the above contract, we, the undersigned, hereby declare that:

- 1 We have examined, and accept in full and in its entirety, the content of this tender document (including subsequent Clarifications Notes issued by the Contracting Authority) for invitation to tender No **MRA/31/2012** of [13/03/2012]. We hereby accept the contents thereto in their entirety, without reservation or restriction. We also understand that any disagreement, contradiction, alteration or deviation shall lead to our tender offer not being considered any further.

- 2 We offer to provide / supply, in accordance with the terms of the tender document and the conditions and time limits laid down, without reserve or restriction, the following services / supplies:

Lot No 1: [.....] [*description of services*]

Lot No 2: [.....] [*description of services*]

Lot No 3: [.....] [*description of services*]

- 3 The rates/prices of our tender (inclusive of VAT, duties, other taxes and any discounts) is:

Lot No 1: [.....]

Lot No 2: [.....]

Lot No 3: [.....]

- 4 This tender is valid for a period of 3 months from the final date for submission of tenders.

- 5 We are making this application in our own right and [**as partner in the consortium** led by < name of the leader / ourselves >] for this tender. We confirm that we are not tendering for the same contract in any other form. [We confirm, as a partner in the consortium, that all partners are jointly and severally liable by law for the performance of the contract, that the lead partner is authorised to bind, and receive instructions for and on behalf of, each member, and that all partners in the joint venture/consortium are bound to remain in the joint venture/consortium for the entire period of the contract's performance]. We are fully aware that, in the case of a consortium, the composition of the consortium cannot be modified in the course of the tender procedure.

- 6 We are not bankrupt or under an administration appointed by the Court, or under proceedings leading to a declaration of bankruptcy. We also declare that we have not been convicted criminally, or found guilty of professional misconduct. Furthermore, we are up-to-date in the payment of social security contributions and other taxes.

- 7 We accept that we shall be excluded from participation in the award of this tender if compliance certificates in respect of declarations made under Clause 7 of this declaration are not submitted by the indicated dates.

- 8 We have no potential conflict of interests or any relation with other candidates or other parties in the tender procedure at the time of the submission of this application. We have no interest of any nature whatsoever in any other tender in this procedure. We recognise that our tender may be excluded if we propose key experts who have been involved in preparing this project or engage such personnel as advisers in the preparation of our tender.

- 9 We will inform the Contracting Authority immediately if there is any change in the above circumstances at any stage during the implementation of the contract. We also fully recognise and accept that any false, inaccurate or incomplete information deliberately provided in this application may result in our exclusion from this and other contracts funded by the Government of Malta and the European Communities.

- 10 I acknowledge that the Contracting Authority shall request rectifications in respect of

incomplete/non-submitted information pertinent to the documentation listed in clause 2.1.3. We understand that such rectification/s must be submitted within two (2) working days, and will be subject to a non-refundable administrative penalty of €50, and that failure to comply shall result in our offer not being considered any further.

- 11** We note that the Contracting Authority is not bound to proceed with this invitation to tender and that it reserves the right to cancel or award only part of the contract. It will incur no liability towards us should it do so.

Name and Surname: _____

I.D. / Passport Number: _____

Signature of tenderer: _____

Duly authorised to sign this
tender on behalf of: _____

Company/Lead Partner VAT No: _____
(if applicable)

Stamp of the firm/Company: _____

Place and date: _____

TENDERER'S DETAILS

Name of Tenderer/Joint Venture/Consortium
Address
Manufacturer0
Country of Origin
VAT Registration Number (if applicable)
Name of Contact Person
I.D. / Passport Number
Signature
Date

DATA ON JOINT VENTURE/CONSORTIUM (if applicable)

4.4.1	Name
4.4.2	Managing Board's Contact Details	Address: Telephone: Fax: Email:
4.4.3	Agency in the state of the Contracting Authority, if any <i>(in the case of a Joint Venture/ Consortium with a foreign lead partner)</i>	Address: Telephone: Fax: Email:
4.4.4	Names of Partners	(i) (ii) (iii) (iv)
4.4.5	Name of Lead Partner

4.4.6	Agreement governing the formation of the Joint Venture/Consortium <i>(Enclose Joint Venture/ Consortium Agreement)</i>	
	Place of Signature:	Date of Signature:
4.4.7	Proposed proportion of responsibilities between partners (in %) with indication of the type of the works to be performed by each* * The Company acting as the lead partner in a joint venture/consortium, they must have the ability to carry out at least 50% of the contract works by its own means. If a Company is another partner in a joint venture/consortium (i.e. not the lead partner) it must have the ability to carry out at least 10% of the contract works by its own means	
 -% -%
 -% -%

Signature:

(the person or persons authorised to sign on behalf of the tenderer)

Date:

SUBCONTRACTING (if applicable)

If the tenderer plans to sub-contract part of the works, he/she must provide the following details:

Service/s intended to be sub-contracted	Name and details of sub-contractors	Value of sub-contracting as percentage of the total cost	Experience in similar services (details to be specified)

Signature:
(the person or persons authorised to sign on behalf of the tenderer)

Date:

STATEMENT ON CONDITIONS OF EMPLOYMENT

**Tenderers are to ensure that self-employed personnel are not engaged on this contract.
Non-compliance will invalidate the contract.**

It is hereby declared that all employees engaged on this contract shall enjoy working conditions such as wages, salaries, vacation and sick leave, maternity and parental leave as provided for in the relative Employment Legislation. Furthermore, we shall comply with Chapter 424 of the Laws of Malta (Occupational Health and Safety Authority Act) as well as any other national legislation, regulations, standards and/or codes of practice or any amendment thereto in effect during the execution of the contract.

In the event that it is proved otherwise during the execution of the contract it is hereby being consented that the contract is terminated with immediate effect and that no claim for damages or compensation be raised by us.

I agree and commit to submit a copy of the monthly payslips of the employees being detailed to carry out the services and also the copies of the FS3 forms at the end of the year if so requested.

Signature:
(the person or persons authorised to sign on behalf of the tenderer)

Date:

SPECIFICATIONS FORM

(To be completed by the Tenderer or an Authorised Representative)

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
8.4.1	<p><i>Background</i></p> <p>(i) The EDRMS software supplied as part of this tender should be a standard of the shelf system. Standard of the shelf systems can be customised to the specific needs of the MRA. Tender submissions with EDRMS specifically developed for the MRA will not be considered.</p> <p>(ii) The tenderer shall also be responsible for the management of the changes in the work processes currently employed at MRA. The tenderer is to ensure that the changes to the current work practices required throughout the whole process of the setting up and implementation of the EDRMS are introduced in a controlled and coordinated matter.</p> <p>(iii) Tenderers are required to have prior experience in the implementation of at least two similar change management processes in organisations that are of a similar or larger size than the MRA.</p> <p>(iv) Tenderers are to ensure that the EDRMS system is in line with the national legislation, specifically, the National Archives Act (ACT V of 2005) and the Freedom of Information Act (ACT XVI of 2008).</p>		
8.4.2	<i>Requirement Analysis</i>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
(i)	Prior to the implementation of the system, the tenderer is to carry out a requirements analysis to elicit the needs of the MRA.		
(ii)	Prior to the adoption and implementation of the EDRMS the tenderer shall present what is considered to be the ideal EDRMS. The EDRMS shall include a number of technical and management options that address the issues needed in order to implement the EDRMS. The tenderer shall take into account the infrastructure already in place where the provision is considered current best practice.		
8.4.3	<i>Functional requirements</i>		
(i)	The functional and non functional-requirements of the EDRMS shall comply with the requirements laid out in this document. These requirements are based on the MoReq2010 specifications on Model Requirements for Records Systems. For the purpose of this tender, compliance with the MoReq2010 specifications is not mandatory. The Authority reserves the right to assess and amend the functional and non functional requirements of the EDRMS to suit its own business and technical requirements.		
8.4.3.1	<i>Functional requirements for records systems</i>		
(i)	The EDRMS should uphold the fundamental characteristics of a record i.e.: authenticity, reliability, integrity and usability.		
(ii)	Each instance or implementation of an EDRMS should be		

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	<p>regarded as an entity and given a system identifier based on a universally unique identifier (UUID) as well as some other identifying metadata. Each separate site or installation should be identified in this way. This will allow any record that has been transferred between systems to be traced back to the very instance in which it was created and every separate installation it has been held in subsequently.</p> <p>(iii) The EDRMS should have an inventory that represents the set of entities of a particular type within each EDRMS, so for example all disposal schedules are defined as belonging to a common disposal schedule inventory.</p> <p>(iv) The EDRMS must interface in some way either to users directly through a user interface and/or with other business systems through a services interface.</p> <p>(v) The EDRMS must have a proactive system of alerts that is used by the system to notify administrators of an issue that requires attention.</p> <p>(vi) The EDRMS should have the capability to place a single record into more than one aggregation. This shall be done by duplicating the record at the point it is associated with the second and subsequent aggregation, including duplicating the record's metadata and event history, but with each instance sharing the same components. Each instance of the record shall then follow a separate lifecycle and retention path from that point onwards with the components themselves only being destroyed when the last instance of the record is</p>		

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	destroyed.		
8.4.3.2	<p><i>Functional requirements for Performing functions</i></p> <p>(i) The EDRMS must keep a system log. System logs should be stored outside the system itself.</p> <p>(ii) The EDRMS should allow the user to select more than one entity of the same entity type at the same time and simultaneously perform the same function on the whole selection, as if the user was performing a single function with a single entity.</p> <p>(iii) Every function should be given its own function definition with its own system identifier, title and description. Administrators should have the possibility to configure the EDRMS and decide with functions in the function inventory when performed result in the generation of an event that is permanently added to an entity's event history.</p> <p>(iv) Each entity's event history shall be considered as a permanent and necessary part of the metadata of that entity.</p>		
8.4.3.3	<p><i>Functional requirements for Agents and Roles</i></p> <p>(i) The EDRMS should have the capability to assign roles to users and groups that are specific to the records system. Roles should be defined as a set of function definitions. Both users and groups can be granted roles since users will have access to roles granted to groups as a result of their group membership.</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
8.4.3.4	<p><i>Functional requirements for Classification</i></p> <p>(i) The EDRMS must implement a classification scheme that contains classes. The system should allow aggregations and records to be given several classifications both by inheriting their parent aggregation's classes as well as by having classes applied to them directly. Each aggregation and record must have at least a primary classification and may have additional secondary classifications. Each entity's primary classification must carry with it an associated disposal schedule.</p>		
8.4.3.5	<p><i>Functional requirements for Aggregation</i></p> <p>(i) The EDRMS must be able to have multiple root aggregations. At the lowest level of aggregation, aggregations should contain records. At intermediate levels of aggregation, aggregations should contain other aggregations. An aggregation cannot contain both records and aggregations. The EDRMS must support various levels of aggregation including records.</p> <p>Aggregations should not just cluster entities together; they shall also place them into an implicitly ordered time and sequence. Each entity that is added to an aggregation should join the end of the sequence, but the administrator shall have the possibility to reorder the sequence if necessary. The system should also permit to split an aggregation into two aggregations at any point in the sequence.</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
8.4.3.6	<p><i>Functional requirements for Records and Components</i></p> <p>(i) In the EDRMS a record shall be considered as the smaller discrete unit of records managed as an entity. While the record can have components, the components of the item shall be managed as a single entity within the system. Each record can be made up of several components but at least must have one component. When a record is created in the EDRMS each of its components must be separately identified.</p>		
8.4.3.7	<p><i>Functional requirements for Metadata and templates</i></p> <p>(i) The EDRMS must be capable to provide metadata elements that either contains data in some format or else a reference to another entity in the EDRMS. Administrators should have the possibility to create new element definitions and add them to the element inventory. Administrators should have the possibility to construct templates, consisting of sets of custom element definitions, and apply them to entities.</p> <p>The EDRMS should integrate component templates that capture metadata from standard industry document formats. When a user adds a new component whose data format is recognised, the EDRMS shall automatically select and apply the appropriate components template to the new component entity and extract the embedded metadata from the</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
	document into the corresponding elements from the component entity.		
8.4.3.8	<p><i>Functional requirements for Disposing of records</i></p> <p>(i) A record's disposal schedule shall derive in the first instance from its primary classification. By creating a record in an aggregation, the record shall automatically inherit the aggregation's primary classification and from it the disposal schedule associated with the primary classification.</p> <p>(ii) If an administrator wishes to change the disposal schedule for a record the administrator shall be able to give the record a new primary classification or override the default disposal schedule derived from its primary classification by applying a different disposal schedule directly to the record.</p> <p>(iii) Administrators shall have the possibility to create new disposal schedules and add them to a disposal schedule inventory.</p> <p>(iv) In the EDRMS aggregations shall be destroyed when the last record they contain is destroyed. Higher level aggregations shall be destroyed when the last aggregation they contain is destroyed. When aggregations and records are destroyed, they shall become inactive and their components are deleted. Once aggregations and records are made inactive, they cannot be returned to an active state. The EDRMS should be configured in such a way that once an aggregation or record is made inactive, the record cannot be reconstructed</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
again from its remaining metadata.			
8.4.3.9	<p><i>Functional requirements for Disposal holds</i></p> <p>(i) The EDRMS should have the capability to allow disposal holds to be created and aggregations and records to be added to them at any subsequent time. The EDRMS must maintain an inventory of all disposal holds.</p> <p>(ii) While the disposal hold is active the EDRMS must not destroy any aggregations or their contents down to any level of aggregation, or any individual records listed in the disposal hold. When the disposal hold is made inactive then these entities are allowed to proceed to destruction.</p>		
8.4.3.10	<p><i>Functional requirements for Searching and reporting</i></p> <p>(i) The EDRMS shall have the capability that any search criteria must be able to be saved and run as a report. Likewise any report should have an equivalent search that could be performed instead. The EDRMS should support searches that give summary reports, with results shown as the numbers of entities matching each search category rather than listing them in detail.</p>		
8.4.3.11	<p><i>Functional requirements for Exporting</i></p> <p>(i) The EDRMS should only allow entities to be exported as complete entities with their metadata and event histories intact. In cases where entities are interrelated, the entities</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
	selected for export will be exported in full, any entities that they refer to will only be included in the form of an export header. The metadata that will be included in an export header shall be configurable by an administrator but by default shall indicate the system identifier of the entity and the system identifier of the entity type.		
8.4.3.12	<p><i>Non-functional requirements</i></p> <p>(i) The EDRMS should ensure business continuity by including back up and other forms of offsite redundant duplication and disaster recovery following the damage, loss or failure of the EDRMS. Business continuity shall also involve service level agreements (SLA) where service up time over a longer period of time is measured against agreed percentages, and planned outages for maintenance and upgrade are minimised or restricted to certain times of the week.</p> <p>(ii) The EDRMS should be a scalable system that can expand to match the information management needs of the MRA over time. The system should be able to accommodate the increase and upgrade of hardware without interrupting availability.</p>		
8.4.4	<p><i>Systems Integration</i></p> <p>(i) The EDRMS has to interface with the data, systems and software packages currently employed by the MRA. The EDRMS should be scalable to the Windows Server 2003</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
	<p>operating system and compatible with Microsoft Outlook 2003 which is the current email application being used by the Authority. The EDRMS should be compatible with later versions of the applications currently used at the MRA should the Authority decide to upgrade to more recent versions.</p> <p>(ii) The EDRMS should offer the capability of integrating new systems should these be adopted by the MRA.</p>		
8.4.5	<p><i>Implementation</i></p> <p>(i) Tenderers are to demonstrate that they are ready and capable of providing all the defined requirements as detailed in section 8.4.5, within the timeframes being defined in this section of these Technical Specifications.</p>		
8.4.6	<p><i>Training Requirements</i></p> <p>(i) The training shall be conducted at MRA or any other suitable site approved by the MRA. The supplier is required to provide a training programme covering the full implementation period. Training in the use of the system shall be carried out for all MRA staff and for a number of users identified by the MRA; the training shall also include the configuration management of the system.</p> <p>(ii) Training logistics shall be the sole responsibility of the tenderer and the training of staff shall be conducted on the fully finalized and functional system.</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
	(iii) The training providers shall have a good working knowledge of the system. Furthermore, the training shall be conducted in English/Maltese by trainers fluent in both languages.		
8.4.7	<p><i>Support Services</i></p> <p>(i) The tenderer should provide a 2 (two) year maintenance and support agreement, which may be renewed according to the exigencies of the Authority. The price of any extension of the maintenance agreement is to be quoted by the tenderer three (3) months before the end of the maintenance agreement period.</p> <p>The price shall take into account variations in the prices of significant local or external elements which served as a basis for the calculation of the price of the original maintenance agreement, such as manpower, services, materials and supplies, as well as charges laid down by law or regulation. On renewal the maintenance agreement the price shall be agreed upon by both parties. The Authority reserves the right to enter into a maintenance agreement with another third party.</p>		
8.4.8	<p><i>Project Documentation</i></p> <p>The system needs to be thoroughly documented. All documentation shall be written in English and shall be available both in hard copy format and in an electronic format. The Tenderer shall list all the</p>		

Tender reference	Tender - Minimum Requirements	Specifications of proposal offered by Tenderer: <i>To be filled in by Tenderer</i>	Confirmation whether tenderer's offer meets tender's minimum requirements – <i>Mark Y (Yes) or N (No) as applicable</i>
	<p>documents, manuals and handbooks that will be supplied. Documentation shall include, but is not limited to:</p> <ul style="list-style-type: none"> - Administrator's Manual - this manual shall provide an overview and implementation instructions - Operator Manual - this manual shall provide a basic operational description of the software as well as other pertinent operational details - Fault finding guides; <p>(i) The tenderer is expected to provide the MRA with the final and updated version of the project documentation by the end of implementation Phase 2.</p>		

Name of Tenderer: _____

Date: _____

I.D. No.: _____

Signature: _____

SCHEDULE OF PRICES & RATES

This form must be filled in and submitted with the tender document. Failure to fill in the form, or a form with incomplete information, or form containing ambiguous financial information (e.g. rates, totals etc) shall disqualify the tendered submission.

(To be completed by the Tenderer or an Authorised Representative)

Item	Description	Unit	Rate - Euros (inclusive of VAT, ECO- Contribution and any other charges/taxes)	Quantity	Total - Euros (inclusive of VAT, ECO- Contribution and any other charges/taxes)
1	Scoping and information audit	No.			
2	Development of organisational policies	No.			
3	Supply and installation of software and implementation of EDRMS	No.			
4	Staff training	No.			
5	Migration strategy drafting	No.			
6	Two year maintenance agreement	No.			

Tenderer's Declaration:

I hereby bind myself to deliver the items tendered for within _____
from date of Order to Start Works.

Name of _____
Tenderer:

Date: _____

I.D. No.: _____

Signature: _____

TENDER SUBMISSION CHECKLIST

The Tenderer is requested to tick in the boxes below to cross check that all documentation required in the Tender Document are completely filled-in and submitted with his/her Tender submission.

- SCHEDULE OF RATES & PRICES
- TENDERER'S DETAILS FORM
- FORM OF TENDER
- DATA ON JOINT VENTURE/ CONSORTIUM FORM (IF APPLICABLE)
- SUB-CONTRACTING FORM (IF APPLICABLE)
- STATEMENT ON CONDITIONS OF EMPLOYMENT FORM
- OVERVIEW OF TENDERER'S PERSONNEL
- SPECIFICATION FORM
- FULL DETAILED LITERATURE IN ENGLISH LANGUAGE
- CERTIFICATES ETC
- ALL ADDENDA IS ATTACHED WITH THE SUBMISSION (IF ANY)
- NO ALTERATIONS TO THE DOCUMENT HAVE BEEN MADE

Name of Tenderer: _____ Date: _____

I.D. No.: _____ Signature: _____