

QUESTION	ANSWER
1. What is the project duration?	Mentioned in the TOR
2. Can we have a list of departments and sub departments? (Org chart)	Org chart attached
3. How would you prefer to allow users to sign into the system (SSO, AD Integration)	SSO
4. How many integration touch points we need to develop for Integrating DMS to ERP, CRM, etc.?	No integration needed with existing systems
5. How many users in total will be using the system?	Mentioned in the TOR
6. Will be the system be accessed by external users? for example a customer might view some documents?	The software must be fully web access -based only the employees can access the system by using the <u>web access</u> feature from outside the company if needed.
7. What is your acceptable Service Level Agreement for reported issues if any?	<p>Availability: The software should have a high availability rate, with minimum downtime. An acceptable SLA for availability would be 99.9% uptime.</p> <p>Response time: The software should have a fast response time for document searches, retrieval, and other actions. An acceptable SLA for response time would be under 2 seconds.</p> <p>Performance: The software should perform well even when managing large volumes of documents or workflows. An acceptable SLA for performance would be a minimum of 95% successful transactions.</p> <p>Security: The software should have robust security measures to protect your documents and data. An acceptable SLA for security would be compliance with industry-standard security certifications like ISO 27001 or SOC 2.</p>

	<p>Support: The software provider should offer prompt and helpful customer support for any issues or questions. An acceptable SLA for support would be 24/7 availability and response within a defined time, such as 4 hours for critical issues.</p> <p>Maintenance and upgrades: The software provider should provide regular maintenance and upgrades to ensure the software remains up-to-date and functioning properly. An acceptable SLA for maintenance and upgrades would be a defined schedule for updates and upgrades, with minimal disruption to your workflow.</p>
8. What virtualization currently in use? VMware, Virtual Box, etc	As mentioned in TOR New and separate hardware/devices dedicated to the system (DMS) needed
9. Are there any migration requirements?	NO they are not
10. Do you have customized CMS workflow to be implemented? if yes please send us your desired workflow? Our CMS is ready to be utilized for all use cases of CMS, we just need your template header, org chart and authorities' matrixes to operate the system fully, without customization	No, we don't.
11. Is it requested to design and develop a mobile app?	As per the tender requirements, it is mandatory for all vendors to strictly adhere to the specified technical specifications without any deviations.
12. 4.2 Technical requirements: 34 Would it be considered acceptable for the system to support only TWAIN and WIA scanning standards?	As per the tender requirements, it is mandatory for all vendors to strictly adhere to the specified technical specifications without any deviations.
13. The system must have a separate customizable module to manage all types of correspondence documents such as InMail, Out Mails, Internal Memos etc. Please provide More details	<p>it should have the capability to store, organize, and manage different types of documents, including InMail, Out Mails, Internal Memos, documents and others.</p> <p>For more details:</p> <p>Document storage and retrieval: it should be able to store all types of correspondence documents securely and retrieve them easily when needed.</p>

	<p>Document categorization: it should be able to categorize the documents based on their types, recipients, senders, and other relevant attributes.</p> <p>Search and filter: it should provide powerful search and filter capabilities that enable users to quickly find the documents they need.</p> <p>Workflow management: it should have workflow management capabilities to manage the process of creating, reviewing, and approving documents.</p>
<p>14. The module should be based on and using the same database of the archiving system and inherits the same users' privileges with extra customized privileges according to Correspondence system data such as Department, Classification of correspondence etc. Please provide More details.</p>	<p>The Archiving system and Correspondence system should both use the same data base inherits the same users' privileges between them</p>
<p>15. The module should be fully integrated with the archiving system to benefit of all archiving features listed above (not only scanning or importing features). Please provide More details.</p>	<p>When integrating the module with the archiving system, the goal is to ensure seamless integration that allows for the full utilization of all the archiving features as Search functionality and Access control.</p>
<p>16. Integration Process: Please provide us with the software that needs integration with. Will the winning bidder be able to collaborate with vendors for the integration process?</p>	<p>NO integration needed at this level</p>
<p>17. Migration process: The vendor is required to migrate all old data/images captured through old systems or scanned using folder-based storage to the new archiving and Correspondence system Interfaces.</p>	<p>NO migration needed at this level for any old data</p>

<p>Please provide the names of the used systems.</p> <p>Can Enable provide the winning bidder with access to the classifications and images through the old vendors?</p> <p>Are the old data/images on the old systems encrypted?</p> <p>What is the approximate size of the data/images needs to be migrated?</p>	
<p>18. The software must have a system that allows for various levels of users with different roles and permissions for viewing, updating, editing, or performing certain actions.</p> <p>Please share with us org chart and total number of PC Users?</p>	<p>(org chart attached)</p> <p>users around 70</p>
<p>19. The software must be able to integrate or communicate with other systems. What is the integration scope?</p> <p>We do have RESTful API's for integration Internal Portal should be able to consume these API's for Both Documents or Data Exchange, If we are required to call the Internal Portal API's please provide Integration scope</p>	<p>No integration needed at this level</p>
<p>20. The system must provide detailed reports and analytics on system usage, user activity, and data trends.</p> <p>Our system has built-in reports >50 reports covering different part of the solution.</p> <p>and the usage, we still can customize the solution if you require this!</p>	<p>There is no any customized report but the system must have the ability to monitor and control user activity, including the ability to generate audit logs and report as :</p> <p>User activity reports, Document reports, Workflow reports.</p>

<p>Do you have a custom report you need to include?</p>	
<p>21. The system must be compatible with industry-standard security protocols, such as SSL/TLS encryption and must comply with relevant data privacy regulations. Who will provide the SSL/TLS, our system is compatible with these certificates? Yet customer should provide these?</p>	<p>We have Sophos XG Firewall supported and managed by a third-party provider (MayaSoft Co), so the software vendor requires good technology coordination. The System(software) should be compatible with industry-standard security protocols such as SSL/TLS encryption.</p> <p>The software vendor should obtain , provide ,guidance and support on how to properly configure and set up SSL/TLS encryption within the System(software), as well as ensure that the software complies with relevant data privacy regulations.</p>
<p>22. The system must have the ability to enforce password policies and provide options for multi-factor authentication. Comply but we need to know to reply on LDAP for password policies?</p>	<p>Password complexity: it should support the ability to set password complexity requirements, such as requiring a minimum length, the use of uppercase and lowercase letters, and the inclusion of numbers and special characters.</p> <p>Password expiration: it should support the ability to set password expiration policies, which require users to change their passwords after a specified period of time.</p> <p>Account lockout: it should support the ability to lock user accounts after a specified number of failed login attempts, which can help prevent brute-force attacks.</p> <p>Password history: it should support the ability to maintain a history of user passwords, which can help prevent users from reusing old passwords.</p>
<p>23. The system must have the ability to track and control access to sensitive data.</p> <p>The system has undeletable audit and trail for all activities that are taking. place into a single document! will that be adequate? if not please elaborate more with examples</p>	<p>Yes , it will be enough</p>
<p>24. The system shall possess the capability to recognize both English and Arabic</p>	<p>Software should be capable of supporting both language.</p>

<p>document identifiers. This is not clear</p>	<p>software should be able to handle documents containing Arabic text, including the ability to index, search, and retrieve them based on Arabic keywords and identifiers. The same functionality should also apply to English documents and their corresponding identifiers.</p> <p>Language settings: The software should allow users to set the language preference to Arabic, which should change the user interface and system messages to Arabic. This can help make the software more accessible and user-friendly for Arabic-speaking users.</p> <p>OCR capabilities: The software's OCR (optical character recognition) capabilities should be able to recognize and extract Arabic text from scanned documents or images. This can help make the documents searchable and indexable within the system.</p> <p>Arabic and English interface, the system viewer must be fully bilingual (Arabic/English)</p>
<p>25. The user shall have the ability to print search results in a dynamic report format. users can export the search result to XML, CSV, EXCEL, PDF will that be adequate? f not please elaborate more with examples</p>	<p>Yes , it will be adequate but consider Arabic language support</p>
<p>26. The module should support all type of documents, audio, video, MS office, AutoCAD drawings ...etc We support the listed format to store and view as PDF, If you are looking to view content using native viewer, you must download the file. and open it using the native viewer? yet viewing content in our system requires no 3rd part tools. is this enough? if not please elaborate more with examples</p>	<p>An archiving system can support various types of documents by providing a way to store and retrieve them in their original format. This can include PDFs, Word documents, Excel spreadsheets, and other formats</p> <p>For audio and video files, the archiving system should provide storage and management capabilities that are optimized for these types of media. This may include support for common formats such as MP3 and MP4.</p>
<p>27. The software must be fully web-based and capable of being deployed on any computing platform with the necessary database management system.</p>	<p>As per the tender requirements, it is mandatory for all vendors to strictly adhere to the specified technical specifications without any deviations.</p>

<p>Our DMS/CMS works on Windows-Centric is this acceptable ?</p>	
<p>28. The Software must be ready-made Commercial of-the-Shelf (COTS) solution which means that the software should have already been developed and tested, and must have a history of successful implementation and use by known previous clients.collaboration on documents in one Our DMS/CMS is deployed in more than 500> customer site on different use cases Can we share some of the top 5 references ?</p>	<p>Yes</p>