



REQUEST FOR TENDER

NSWSES000260

NSW State Emergency Service

Information Management – Enterprise Compliance and File Analysis

Version 1.0

**Response due date:
Friday 25th January 2019**

**Close Date for Tender Friday 25 January 2019 via NSW eTendering.
Responses will not be considered if not submitted via the e-tendering portal.**

1 Background

1.1 Organisational context

Floods and storms are the most serious natural hazards that the communities of New South Wales face and Tsunami is an emerging hazard with a serious risk potential. The management of the risks stemming from these hazards is the legislated responsibility the NSW State Emergency Service (SES). In addition to the natural hazards roles of the Service, the NSW SES also provides a range of accredited rescue services and assists other emergency service organisations.

The SES conducts its flood, storm, tsunami and other operations with approximately 300 staff and approximately 10,000 volunteers that are organised into Units at local government level. New South Wales is divided into 5 NSW SES Zones and has a State Headquarters located in Wollongong.

The State Headquarters coordinates training, community safety and operational activities; supplies and equips the volunteer Units and operates the organisation's human services, corporate services and public relations functions. The NSW SES is a Registered Training Organisation (RTO), delivering training and assessment to national standards so its members across the state can operate safely and efficiently.

In the current paradigm of emergency response to the Service's combat roles of Flood, Storm and Tsunami, the NSW SES utilises operational management systems and tools for capturing requests for emergency assistance from members of the public, dispatching resources and in combination with numerous other disparate information systems and manual practices, ensures an operational response of volunteers.

1.2. The need for change

The enterprise information and records management needs for NSW SES are currently serviced via a number of methods. Content is distributed across many repositories:

- SharePoint 2013 is used for the storage and management of digital objects and as a collaboration platform
 - Users: 7,000, with around 3,000 accessing it per month
 - Site Collections: 80
 - Total Sites: 500
 - Total number of files: 1,200,000
 - Total storage used: 1,200 GB
- Informally, MS Outlook is used for information management. There are no shared drives in use.
- Silos of information are stored in non-approved recordkeeping systems.
- Various business systems containing structured data collect transaction information that may be classed as records
- Micro Focus Content Manager (CM) 9.1 electronic document and records management system (EDRMS), upgraded from TRIM 7.3 in 2018. The system was designed to help the organisation capture, manage, and secure business information in order to meet its governance and regulatory compliance obligations, however there has historically been limited uptake of the electronic document management functionality, with the bulk of the legacy records being hardcopy containers of paper documents, and a conventional organisation-wide roll-out of the CM Client is not being considered.

CM user and records details:

- Licences: 380 'admin' category
- Active users: 7 (4 of whom are in the Records & Information Team)
- Electronic docs created in the past 6 months: 2,837
- Total docs: 11,759
- Total Folders: 21,371

- Total Archive Boxes: 2,103

The NSW SES records management strategy seeks to use technology to drive and automate compliance, lifting the burden of records management from end users.

Recordkeeping should be easy for NSW SES Members and not impact their ability to do their jobs.

2 Purpose of the Engagement

The NSW SES seek to engage a vendor to propose and implement a technology solution that supports the strategy of automated compliance through:

- Auto classification, automated records management compliance and management of content in place
- The ability to analyse files across multiple siloed repositories (cloud and on-premise)
- Performing data clean up, identifying and categorizing files and applying information governance policies and rules
- Integration with Micro Focus Content Manager 9.1
- Integration with Microsoft 365
- Allowing access to records and content through both Content Manager and SharePoint
- Providing robust search capability across repositories

The proposed solution should allow access to records by staff, volunteers and potentially the public. The solution should also allow easy collaboration and have workflow capability.

3 Description of Services

The scope of services is defined as follows:

- Proposal of a software product or set of products that meet the SES records and information management strategy as defined in section 2. The tenderer must clearly explain the solution and technologies proposed.
- The tenderer must develop a detailed approach for the implementation including, but not limited to the following
 - Project scope and project plan
 - Optimal infrastructure architecture to support the solution
 - Integration plan
 - Testing plan
 - Implementation plan - pilot, phased, or full.
- The tenderer should propose a suitable project manager/team with diversified expertise to meet the requirement of NSW SES. The tenderer will do the overall project management across all stakeholders throughout the life cycle of the project to ensure successful completion of the project. Project management will include the following:
 - Ensure timely delivery of all the deliverables related to this RFT
 - Manage the total project
 - Monitor risk management aspects and project delays
- Implementation of the file analysis software. Current expectations are this will be Control Point or similar.
- Configuration of the software, implementation of policies, set up of reports
- Work with the NSW SES Operational Systems team to configure the installation
- Integration with NSW SES business systems
- Provide detailed support and management documentation specific to the implemented solution, sufficient to identify roles, responsibilities and processes. This will be in addition to the documentation provided with the software.

- In regards to support, first level support will be provided via the NSW SES Helpdesk. Level 2 support will be provided by NSW SES Operational Systems. Details of Level 3 support packages available should be included in the submission.

4 SKILLS AND EXPERIENCE REQUIRED

Submissions are to address the skills and experience required below:

- Demonstrate the organisation's experience, with evidence, of successfully delivering automated compliance solutions.
- The organisation is to provide details on resources that would be applied to the project, their business experience and previous involvement with automated compliance projects.

5 Proposed Timeline:

17 December 2018	RFT released
25 January 2019	RFT Close date
8 February 2019	RFT responses evaluated and successful vendor notified
18 February 2019	Successful vendor begins work with NSW SES project team

6 Project Deliverables

Project plan	A plan detailing the project scope, deliverables, timelines, roles and responsibilities
Project schedule	A schedule listing milestones, activities, deliverables, task owners, dependencies with intended start and finish dates
Design	Solution design documentation
Architecture	Technical architecture for the proposed solution.
Configuration	Configuration documentation
Support Plan	Detailed support and management documentation specific to the implemented solution
Solution Delivery	Delivery of the proposed solution
Testing	Testing and Test Documentation (scripts) and testing outcomes

7 General Requirements and format

Applicants are invited to respond to this request for quote by submitting their responses by the date specified on the front page of this document. The response should be submitted in a Microsoft Word format and attachments as required.

8 RFT Evaluation

Successful submissions will be evaluated on:

- Match to description of services
- Cost and value for money
- Timeline for delivery
- Knowledge, skills and experience in the area

9 Terms and Conditions

Terms and conditions are in accordance with the standard NSW State Emergency Service Contract.

In addition to these terms and conditions, it should be emphasised that all information supplied to respondents during the course of this process is strictly private and confidential.

Responding to this Request for Tender does not commit NSW SES to further engagement with respondents. NSW SES may at its discretion cease the scope of this document.

10 Inclusions

The following materials, if not mentioned previously, should also be included in the RFT response:

- A covering letter that includes all services described above.
- Clear statement on scope inclusions and exclusions for the tendered price.
- Expected deliverables and any resources required from NSW SES.
- A schedule of pricing including any pricing model options.
- Description of similar projects delivered to NSW government organisations.
- Description of experience, knowledge, capacity and skill in the field

11 Enquiries

Please direct enquiries to:

Helen Goninon
Coordinator Records & Information
NSW State Emergency Service
p: 02 4251 6554
e: helen.goninon@ses.nsw.gov.au

12 Submission of responses

Please submit written proposals by **Friday 25 January 2019** via **NSW eTendering**.

Note – emailed responses will **not** be considered.