

STATE OF KUWAIT

MINISTRY OF FINANCE

PROJECT CONSULTANCY SERVICES

FOR

KUWAIT NATIONAL GUARD

POS PROJECT



2009

Introduction

The **Kuwait National Guard** (KNG) is a Government's Military Organization established with a mission to safeguard Kuwait and its nationals. KNG Head Office is located in Reggae and the branch offices are at different locations in Kuwait. Information Systems Center (ISC) is a department/unit of KNG and provides information technology (IT) support services to other units of KNG.

KNG is planning to improve its IT support service by implementing a Paperless Office System (POS) project. The project name itself indicates the objectives of the project. **The objective of the POS is to completely eliminate paper, and paper correspondence, and introduce a unified system for messaging and communication, that includes workflow and integrates existing applications. After implementing the system in Phase II, KNG must have a paperless work environment.** The project is split in two phases as explained below.

Phase-I : Consultancy Services (this TOR)

Phase-II : Implementation and Consultancy Supervision (next stage)

1. Implementation: The consultant company (Phase I) will not be allowed to be part of this phase.
2. Consultancy Supervision: The same consultant company (Phase I) must continue in Phase II, and guarantee a full working, viable solution as part of implementation in Phase II.

KNG through Ministry of Finance (MOF) is inviting proposals from international authorized consulting companies who have highly qualified consultants and system analysts with good track record in such consultancy services in countries including middle-east and international for Phase I. Bidder Company must have experience in consulting, and implementing at least one enterprise document management system, or enterprise work flow process system in Kuwait, Middle East or Europe.

Submission and Contents of Consultant's Offer

The consultant's proposal must be well prepared. The quality and complete submission of the offer will merit initial recommendation for the consultant, and it will be important element in the evaluation process. The offer shall be submitted in two parts, technical offer, and financial offer. Technical offer requirements are illustrated in section B, while financial offer in section D.

1. Technical offer containing 5 copies, and including electronic copies in CDs of the required technical information.
2. Financial offer containing 5 copies of the office remuneration for rendering the required consulting services.

Each part shall be submitted in a separate wax sealed envelope with "Technical Offer" or "Financial Offer" indicated thereon for the project "Consultancy Service for POS Project Phase I" for Kuwait National Guards. ***In case of discrepancy what so ever between the hard Copies and the Soft Copies, the Hard Copies prevail.***

Site Visit

KNG will arrange a site visit (mostly after pre-tender meeting) and will answer all questions and doubts raised by the consulting companies. The site visit includes visiting different units of KNG located at different camps. The site visit may help in understanding the project objectives, such as sample paper correspondence, file storage, document size & types, inter-unit communication mechanism, KNG units, Unit Hierarchy, Staff Strength in each units, etc. The site visit may also help in understanding the current IT infrastructures such as server rooms, inter-camp CISCO networking, backend database servers, active directory domain servers, front-end application servers, and applications. Finally, the site visit may help in understanding width and depth of the project requirements.

Work Program

The work program (scope of consultancy service in phase I) is defined as follows

The consultants must visit the server rooms located at different camps, and document the available resources (AR Report). After analyzing the AR report, and the phase II implementation requirements, the consultants must propose required resources (RR Report). The required resources must be proposed on basis of several other criterions as follows.

1. Open Architecture - should not be a closed system such as binding to unbranded items.
2. Total Cost of Ownership (TCO) must be minimal
3. Compatible to Existing Resources

The AR and RR reports must be submitted by including the following items.

1. Infrastructure analysis and security
 - a. Network
 - b. Hardware
 - c. Software and license
2. KNG Businesses process analysis

The consultants must visit each and every unit of KNG, and submit AR & RR reports on business process for each unit. A detailed business process belong to ISC unit of KNG is illustrated in section J. Business process and business transactions are defined there. The purpose of the illustration is to better understand the scope of the project.

- a. Study the business policy and establish the foundation for computerization and process improvements in the core business areas of the paperless office (Psepc).
- b. Ensuring maximum system integration and minimum implementation risks using single sign-on.
- c. POS implementation shall cover all modules. See Section C (next section), KNG Expectation for POS project for more detail.
- d. KNG Business process mapping to the POS, full Arabic support & customization of POS project.
- e. Study the existing KNG applications (HR, Payroll, Budget, Archive, MAXIMO, etc) and suggest:
 - i. Module can be integrated with POS.

- ii. Module needs to be modified.
- iii. Module needs to be rebuilt.
- iv. Other new module to build.
- f. Study and propose any feasibility to implement ISO standards such as ITIL for IT, and similar for other units.
- g. Digital Signatures and adapting to POS project.

3. RFP preparation, and the Selection Criterion

After completing the business process analysis of every unit, the consultant must prepare RFP/s for Phase II implementation. The RFP/s must have sections for functional requirements, technical requirements, and the implementer requirements. After making the system analysis (Phase I), the overall system summary with system specification indicates the functional requirements. The functional requirements of all units (item 2 above), indicates the required resources report (RR). Technical requirements include requirements for RR (mentioned item 1 above) after analyzing the server room, and the requirements to implement the functional requirements. The implementer requirements indicate the capability, and capacity of implementing such a large enterprise system. The RFP/s must focus on functional requirements, technical requirements, and the implementer requirements. The consultants must prepare the selection criterion for short listing the most appropriate bidder for phase II implementation.

4. RFP evaluation and Bidder Selection

Using the selection criterion, and the coordination of KNG, the consultant must evaluate the tenders received, and select the best suitable implementer for phase II.

Both items 3, and 4 are the responsibility of consultant team. They must complete it irrespective of any delay caused in tendering and selection process. The consultants must coordinate with KNG team in pre-tender meeting and any proposal presentations (for Phase II). The consultant shall submit on Form 1 (showed in section I) the proposed work program shall indicate the follow up period by the Kuwait National Guard according to the proposed work specifying dates of submitting the required reports and various works. The consultant shall present detailed explanation of the purpose and aim of each job, names of respective consultants, and their designation, thereof the completion period (day/month) and manpower needed.

The consultant shall specify in his work program the periods of time required for carrying out each of the following:

1. The work program of Phase I:
 - a. Infrastructure analysis and security:
 - i. Network.
 - ii. Hardware.

- iii. Software and license.
 - b. KNG Businesses process analysis.
 - c. RFP preparation.
 - d. Proposed Tenders Evaluation.
2. Phase II implementation, and thus Consultancy Supervision.

The consultants (mentioned before) shall, according to Forms (2A & 2B), indicate his team work (the professional and technical support) in and outside Kuwait to carry out the specified program. The table shall include each team member's name, profession, working hours and the office employed in.

All the above mentioned consultants must be stationed in KNG, throughout phase I consultancy service. The consultants must be available throughout Phase I duration. KNG may ask additional consultants, and the consulting company must supply additional requirements. KNG team will interact with these consultants on a day to day basis. KNG will provide only office space, and any other required resources will be their own responsibility. KNG prefers male staffs and their office working time from 8.00am to 5.00pm. The consultants must have experience in business process automation, and at least one documented reference must be included in their resume. In summary, the educational background, vendor certifications, experience in business process analysis & automation, and finally hands-on experience in implementing a paperless work environment shall merit/decide the phase I consultancy service.

Execution Period

Execution period for Phase-1 is no more than 12 months.