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އެންޑް ޕްރޮޖެކްޓް ޕްރޮމޯޝަން

CLARIFICATION 1

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ނަންބަރު No:	TES/2021/G-019	
ޕްރޮޖެކްޓްގެ ނަންބަރު Project:	Procurement of Contract Management and E Signature Service Provider.	
އިއްޔެ ކުރިޔަށް ފޮނުވާ ދުވަހުގެ ތާރީޚު Issued Date	18th January 2022	
ސަފުހާގެ އަދަދު No. of Pages: -11	ބޮޑުވަނަ ބަޔާން Boq: -00	ޖަހާފައިވާ ޖަހާފައިވާ ޖަހާފައިވާ Drawings: -00

Please include this clarification when submitting the bid. ބަޔާން ފޮނުވާ ވަނީ މި ބަޔާނުގެ ބައްލަވާލެވޭ ގޮތުން ބަޔާން ފޮނުވާ ވަނީ މި ބަޔާނުގެ ބައްލަވާލެވޭ ގޮތުން

- Answers to the Queries are attached with this Clarification



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Signature:



Ministry of Finance

Project Name: Procurement of Contract Management and E Signature Service Provider.
Project Number: TES/2021/G-019

Clarification 1

Query	Response Form Employer
In Form Fin 2.2 - We have to provide "Annual Turnover Data".	Audited Financial Reports shall be submitted as per FIN 2.1 and FIN 2.2
The Financial Year starts from 1st April to 31st March every year in India. Following audited financial statements are available:-	
- For the year 2020 (1st April 2019 to 31st March 2020)	
- 2019 (1st April 2018 to 31st March 2019)	
- 2018 (1st April 2017 to 31st March 2018)	
It would be pertinent to mention here that the audited Financial Statement for the year ending 31st March 2021 cannot be supplied currently as the same is in process of audit due to the extension of the timelines to file the returns by the Government due to the ongoing pandemic situation.	
Does the above available balance sheets from 01.04.2019 to 31.03.2020 satisfy the requirement of Form FIN2.2 read with the relevant clauses of the tender. In case the answer to the above is negative please clarify the alternate information to be provided by the company.	



Which departments are currently involved in the contracting process? i.e. sales, partners, legal, contract specialists, finance, execs)	Legal, Corporate Affairs Department , Fiscal Affairs Department, Debt Management Department, Public Finance Modernization Section
Please share process flow of the end to end contracting process. i.e. Sales submits request, legal creates and negotiates doc, etc.	Draft contract with requirement and send to legal department for comments Revise contract based on legal department comments Approve draft and send to vendor/client for their approval Sign the contract after approval receive from vendor Payment disbursement. IMPORTANT: The system should allow the end users to customize the workflow on their own and should not be fixed. It should allow tenants / agencies to manage their own work flows
Is the process same for all Contract Types? If no, then please share all other contract workflows.	Usually if the terms in the contracts are not changed, the same template will be used and the involvement of the legal department is not needed. Also there are cases where the template is provided by another party (Example Civil Service, World Bank, ADB etc) In such cases the involvement of legal team is not needed but usually the contract gets checked by the legal team just in case there might be an issue.
Do you ever work on the other party's/counterparty paper (agreement template)?	Yes. Example : The World Bank Provides the contract template for the projects that are related to them. The templates need not be approved by our legal department but they are usually checked by the legal team.
Is there any agreement type which are self service contracts? (Self service means a form is filled by the requestor, and using that information standard template pre-fed in to CLM is used and agreement is generated directly from the CLM tool without it going to contracts team for creation)	Yes
Total number of organisational entities which are required to be part of the CLM system?	We will be rolling out the system phase by phase. Ministry of finance will create tenants / agencies within the system and give access to users to that particular entity.



<p>List of things the system should be able to track, including but not limited to:</p> <ul style="list-style-type: none"> a. Contract balance b. Variations c. Due dates d. Liabilities Payments e. Payment Triggers f. Milestones schedule g. Interim Payments h. Signing Dates i. Renewal Dates j. Payment Status k. Baseline vs Real schedule tracking l. Non-financial obligations <p>For this point please confirm if any integration is required with third party tool or please confirm if all of these data points shall only be captured within the CLM system?</p>	<p>Should be captured within the CLM System</p>
<p>Is Contractual Obligation Management required to be configured in CLM tool?</p>	<p>Yes</p>
<p>Please share the Total number of templates which should be available in the system and linked to agreement types. (Like NDA is an agreement type and Unilateral NDA template; Mutual NDA template can be the 2 templates under the NDA as an agreement type)</p>	<p>A single active template for each kind of agreement. (Template should have the option to change language to English or Dhivehi)-This needs to be defined during the requirement analysis of the project. Tenants / Agencies should be able to maintain their own templates</p>
<p>Pre approved contracts templates should be configured in how many languages in the system? i.e. English, Dhivehi</p>	<p>English and Dhivehi</p>
<p>What are the differences between the contract templates? i.e. Are they region specific, language specific?</p>	<p>Language Specific</p>
<p>Does the legal/contracts team have a clause library for building all contracts? Or Is there a standardized clause library which streamlines the authoring process?</p>	<p>No</p>
<p>What kinds of inclusions in or changes to a contract require approval? (i.e. Clause level? Or data driven on the header info?)</p>	<p>We should be able to set it within the workflow. The approval process may differ within different agencies</p>
<p>Please describe your ideal approval process if you were not constrained. i.e. consider automatic approvals for standard terms on your paper, parallel and sequential approvals, matrix of approvals by region, clause specific approvals</p>	<p>Draft and get approval from Section head Approval from Legal department Get approval from Section head after legal comments Approve</p>
<p>For e-signature, is there a preference for Adobe E-Signature or DocuSign or Conga sign etc.?</p>	<p>As long as the requirements is full filled, we are fine with it</p>



Any second factor authentication required? i.e. Password, Phone	Yes two factor authentication will be required. Preferably phone(SMS/APP) and email
Do you need eSignature and wet signature both facilities in the system?	Yes.
Number of users? i.e. number of requestors, number of legal, number of business users?	1500 Users initially
Are you using any middleware like Mulesoft, Cleo, etc. for the integration?	Not at the moment
Type of integration involved: Real-time or batch?	Real Time but some data may need to be updated in batch updates. This needs to be defined during requirements analysis
What kind of information are required to Pull and Push?	Payments related data. Important dates. This needs to be clearly identified during the requirement analysis phase
MS Teams, Sharepoint, Outlook. Do you want the ability to log emails and events to the system?	Purpose is to let users do collaboration work, share files, easily access documents etc. Also get important dates on their calendar from the CLM system.
Any other integration? i.e. SSO (Active Directory), with any other third party system	Option to integrate with authentication service using OAuth 2
What is the quantum of legacy (Number of contracts, accounts etc.)	2500
Need more detail on OCR activity.	OCR is needed to help select/search text on scanned documents
How many type of contracts, and what all categories (Please state all agreement types, their names etc.) to be reviewed and abstracted.	Job Contracts, Procurement Contracts, Service Contracts, Bond Agreement, Loan .
English language contracts only, or are there any vernacular documents	English And Dhivehi (local maldivian language)
Outcome of this project i.e. Which all stakeholders will use abstracted data	?
What is the status of current status of collation of documents/repository of contracts (well organized and collated in right groups, and upto date, parent-child relation already formed and existing?)	We currently have a web based system (PHP laravel + mysql) with details of contracts. (About 550 contracts)
Which contracts is most critical from auditing prespective	All contracts
Are there any specific clauses which undergo a lot of redlining and u are required to refer back to contract to know exact positioning on the clause	Yes



Is there any specific clause or provision you would like to periodically check or commit to, like any certifications, insurances, data protection	Yes
Any clause you are looking to update by the way of making an amendment to existing contracts	Yes
what clauses you usually would like to track basis the date (Date based tracking)	Payments, Deliverables, Renewal Dates etc. (Please refer to 6.6 of technical specification). The dates are to be identified during the requirement analysis part of the scope of work (Refer to 3.1 in technical specification)
	Yes. Reports are to be identified during the requirement analysis phase. The system should allow users to generate custom reports based on the data stored in the system
Files will be in PDF format or Word format - Word format is preferred, and if abstraction is word to word, then word format will certainly help; Any protected files?	The documents need to be encrypted to prevent unauthorized access
Abstraction should be word to word ('verbatim') or concise ('summarized in simple language')?	Verbatim
If concise abstraction, then is there any limitation on number of characters/spaces and is there any standard language guidance/manual available?	NA
Clause citations required to be captured?	Yes
If doubtful about any term, whom/how do we go about attending to such issues - any set procedure/spoc we need to know and follow?	Refer to TOR
No. of Parameters/clauses/Fields/metadata to be abstracted (Please share the list of clauses/fields to be abstracted)	This needs to be identified during the requirements gathering
Are all fields/aparameters/metadata/attributes to be abstracted same for all type of agreements, or the fields will be different for each type of agreement. Please share the list of fields/parameters.	This needs to be identified during the requirements gathering
Verbatim Extraction (Yes/No) (all clauses to be abstracted 'as-is' from the executed contracts)	Yes
Subjective Extraction (Please specify details of subjective fields - How many, examples)	This needs to be identified during the requirements gathering
Interpretational Extraction (Please specify details of interpretational fields - How many, examples)	This needs to be identified during the requirements gathering



How will legacy documents be shared? FTP/Dropbox/VDR/SharePoint/One Drive etc.	One Drive
Regarding the enterprise usage of the software, will this be used by only one entity, i.e. Finance Ministry and its staff / with few special access to other related ministries / or will this be used throughout the government ministries and offices?(Reason for enquiry; estimating number of users and unique email domains that will require access to the system)	Throughout the government ministries and offices
What are the estimated number of suppliers and contracts (if they exceed 1000 for each type)(Reason for enquiry; relevant to the level of the software needed to support the transactions)	2500 - 3500 approximately active contracts at a given time
Should the system be hosted as a cloud service or on premise?	Cloud or On Premise - We will be going for the system with a low cost of ownership and with most advantageous (Easy maintenance, better after sales support etc)for the Ministry
. What is the base service level expected from the supplier and the time period?	24/7 support to ensure minimal down time due to any sort of issue
What are the legal, privacy and security standards required for the application? i.e. UETA and European eIDAS standards for e-signature etc.	The application is expected to follow international best practice and well established standards.
In reference to Section C 15.1 of the BDS, please clarify if foreign bidders can share the bid quote in USD in the proposal. In case the answer to the above is negative please clarify the alternative currency for the quote	Maldivian Bidders shall quote in MVR. International Bidders may quote in USD



1. With Amendment – 1 of the ITB was there any changes to the technical / bidding specifications?	NO
2. How many users will be using the contract management system?	1500 Users initially
3. How many contracts will process monthly or yearly ?	Approximately 2500 - 3500
4. What are the ministry will use this solution ?	All government agencies will be using the system
5. What are the content required to migrate and from where ?	Content will be provided in digital format. We currently have a system built on PHP Laravel + MySQL . The system has about 550 contracts in it currently.
6. Do you have the digital copies and information related to these content in digital form? If available provide us the detail about those.	Digital in the format of Word, PDF etc
7. You mention SAP integration. What's the purpose of this ? pls explain the business case.	Payment related integration. Example: Automatically send payment instructions to SAP when a certain payment date has reached in the contract. The integration points will have to be clearly identified during the requirement analysis phase
8. What's the SAP version you are using? Is it cloud or on premises ? will you be able provide API for integration ?	SAP ECC6 EHP7 hosted on-premises. Required API will be provided



9. RFP mention about reports. What are the report you expect to generate from the system ? how many reports do you expect ?	The system should have a customizable reporting and analytics feature where the end users can generate custom reports without the involvement of the vendor or developers
10. RFP mention about multitenant. What's your expectation? what would be the authentication platform expect to use?	Ministry of Finance will manage the system. MoF will create tenants / agencies within the system and give access to them. Each tenant will be able to maintain their own contracts, templates, workflow within the system. MoF should be able to monitor and access all the contracts from all the tenants / agencies. The system should allow MoF to give access rights to a tenant to view contracts within another tenant Example: Give access rights to Ministry of Education to view contracts under schools. The system is expected to have its own authentication service with an option to integrate with external authentication service using OAuth2 standard.
11. RFP mention about the Office 365. How many users currently use O365? What would be the growth you expect ?	245 Users currently at MoF. But this number will grow as the system is rolled out. The purpose of office365 integration is for ease of work for already existing office365 users. Users should be able to perform the same tasks within the system without using office365 applications
12. Do you need single search for all the government contacts from single interface ? or can we propose tenant wise search option ?	Tenants should be able to search their own contracts or contracts of tenants they have been given special access (refer to question 10). Ministry of Finance should be able to view all the contracts within the system.
User Licensing	
1. How many total users?	1500 Users initially
a. How many internal users will require administrative level access?	This should not have any limit. The system needs to be a role based system where Ministry of Finance can assign any number of users within the limit to a certain role.



b. How many internal users will require the ability to add, edit and delete?	This should not have any limit. The system needs to be a role based system where Ministry of Finance can assign any number of users within the limit to a certain role.
c. How many internal users will require request only access?	This should not have any limit. The system needs to be a role based system where Ministry of Finance can assign any number of users within the limit to a certain role.
d. How many internal users will require read-only access?	This should not have any limit. The system needs to be a role based system where Ministry of Finance can assign any number of users within the limit to a certain role.
2. How many internal users do you project will require access to the system at any given time?	Estimated number of users at a given time is about 100.
Data Import	
3. Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the Contract Management Software? (Such as record info, employee lists, vendor lists, etc.)	We currently have a system built on PHP Laravel + MySQL . The system has about 550 contracts in it currently. The vendor should provide a solution to migrate these contracts to the new system. In addition to this, the vendor needs to train the end users to move any other existing contract to the system. And come up with a migration and roll out plan to carry out these activities.
a. How many total electronic files (PDF, MS Word, etc) in current/legacy system into the Contract Management Software?	About 550 within the legacy system



b. How many total electronic files in current/legacy system? (rows in the exported spreadsheet)	About 550 within the legacy system
c. Where are the legacy (historic) electronic contract files currently stored? (Shared folders, Sharepoint, document management system, paper, etc)	Files are stored in pdf format in our inhouse built web based system (PHP Laravel + MySQL). NOTE:The files are stored in folders and not in the database.
Document Templates	
4. What documents/contract types would you like to author within the system (number of templates)?	No. The end user should be able to create the templates themselves. The vendor needs to provide training and end user manuals to the users, so that they can carry out these activities.
5. Do you require professional services to configure templates?	
a. If so, how many would be required for the awarded vendor to configure?	
Workflow	
6. Do you require professional services to configure workflow processes?	No. The system should have customizable workflow settings that can be changed by the user. The vendor needs to provide training and end user manuals to the users, so that they can carry out these activities.
a. If so, how many would be required for the awarded vendor to configure?	
7. Can you please provide additional details about your organization's workflow/approval processes?	Please refer to sheet 1 - Q10, Q11 and Q12
a. Can you please provide number of steps and examples	

