

ANNOUNCEMENT NUMBER: (A) AB-2017/244 (06th September 2017)
LEGAL CASE MANAGEMENT SYSTEM SOFTWARE

Bid Submission: 13:00hrs, 12th September 2017 (Tuesday)

**Venue: 5th Floor - Secretariat of the Elections Commission
Hiloadleemagu – Male' 20307**



REQUEST FOR PROPOSAL SPECIFICATION TO PROCURE LEGAL CASE MANAGEMENT SYSTEM SOFTWARE

General Scope: Secretariat of the Elections Commission is seeking procurement services for the acquisition of Legal Case Management System Software. Bidders are required to advise on lead time. Bidders are to include key consideration for:

- ✓ Availability of product
- ✓ Doorstep delivery price
- ✓ Delivery Period
- ✓ Payment terms
- ✓ Should include minimum 1 year Troubleshooting and Maintenance
- ✓ Team CV's and related documents



INSTRUCTION TO BIDDERS

- ✱ No allowances will be made for bidder's failure to obtain all relevant information prior to submitting a proposal.
- ✱ **Any minimum requirements specified herein must be met or exceeded and shall not be interpreted as limitations which could degrade quality in any manner.**
- ✱ **Achievements would only include the appreciations and awards received or obtained from suppliers /customers /Distributors, etc.**
- ✱ No requests for revisions or cost increases will be considered after submittal of proposal. It is the intent of the specifications to ensure that a high level of goods/ services quality is maintained.
- ✱ Proposals will be evaluated against the Point Allocation Table of for Bid Proposals attached as ANNEX_B ("Point Allocation Table for Bid Proposals").
- ✱ Each bidder is required to submit ONE (1) copy of their proposal in printed form.
- ✱ Any actual or prospective bidder who is aggrieved in connection with this solicitation or award of a contract may seek resolution of his/her complaints by contacting Secretariat of Elections Commission.
- ✱ Written competitive proposals, other submissions, correspondence, and all records made thereof, as well as negotiations conducted pursuant to this RFP, are deemed confidential. However, Secretariat of Elections Commission shall not be held responsible for any breach of confidentiality of any portion of a proposal once it is submitted.
- ✱ **By offering a submission to this RFP, the bidder certifies that they have not divulged to, discussed with or compared their competitive proposals or any information contained therein relevant to this proposal with other competitors in any manner.**
- ✱ **Lack of required submittals or furnishing inadequate information may be a cause for rejection of proposal.**

REQUIRED SUBMITTALS – TO BE FURNISHED ON SEPARATE SHEET(S)

Each Proposal must include all of the following submittals:

- 1) Proposal Response Form (as in ANNEX_A)**
- 2) Bidder Representation (Name, address and phone number of a contact person(s) as per this RFP).**
- 3) Statement of Qualification**
 - a. Company Profile (Company profile with date the firm was incorporated or went into business). It is inevitable that company profile incorporate the following document(s) with it:
 - i. Company License
 - ii. GST Registration Certificate
 - iii. Pension Registration Certificate
 - iv. Tax Clearance Report (latest)
 - v. Achievements (Appreciations or Awards received from dealers or clients)
 - vi. Timeline of Work
 - vii. Staff Team CV's and there related documents
 - b. **Proof of the recent contracts:** Similar in size and complexity to the work described in the specification (the document(s) should be on an official letterhead of the company, etc. and must have an authorized signature on it, and Date of project completion)
- 4) Statement of Quotation**
 - a. Payment terms
 - b. Delivery period from the date of confirmation of the quotation

BIDDER REPRESENTATION:

* I represent that this proposal is submitted in compliance with all terms, conditions and specifications of the Request for Proposal and that I am authorized by the owner/ principals to execute and submit this proposal on behalf of the business identified below:

* Company Name: _____

* Address: _____

* Company Registration No: _____

* GST Registration No: _____

* Pension Registration No: _____

* Phone Number: _____ Fax Number: _____

* Name of the Authorized Representative: _____

* Title/ Position of the Authorized Representative: _____

* Contact Number of the Authorized Representative: _____

* Signature of the Authorized Representative: _____

* Date Submitted: _____





**Software Requirements
Specification
For
Case Management System**



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1. Introduction

1.1 Purpose

The software purpose is to efficiently manage all relevant cases, by creating, processing, concluding, maintain the data and archive of the cases. With this software users must be able to track progress, be informed of important dates and deadlines.

Software must cater multiple courts and at the same time manage multiple elections complaint mechanism.

The software is intended to be used by Secretariat of elections commission staff and commission members with assigned level of access.

1.2 Product Scope

- (1) Create cases for legal proceeding and complaint management
- (2) Maintain relevant data
- (3) Maintain and follow-up important dates
- (4) Generate reports
- (5) Generate documents from relevant templates
- (6) Search on custom filters
- (7) User management and access management

2. Overall Description

2.1 Product Perspective

This software is a replacement for the current manual system in place. This software will cover both, court cases management in multiple courts and complaints management in multiple elections.

2.2 Product Functions

- ✓ Case creation and selecting type
- ✓ Document creation for the selected type
- ✓ Searching and filtering
- ✓ Authentication and access management
- ✓ Archiving documents
- ✓ Note/commenting for case
- ✓ User access level management

2.3 Operating Environment

2.4 User Documentation

Developers must provide with the detailed system manual and software documentation

3. System Features

3.1 Create Lawsuit

1. Administrator must be able to create a lawsuit with type and court the lawsuit is filed with.

a. Courts

i. Supreme court

ii. High court

iii. Criminal Court

iv. Civil Court

v. Employment tribunal

b. Suit type

i. Plaintiff

ii. Defendant

iii. Intervene

2. Administrator must be able assign users to the case

3. Data to be entered will be depended on the type and the court selected while creating the

case.

a. Plaintiff

i. Case ID

ii. Court Name

iii. Case number

iv. Case Heading

v. Date of Submission

vi. Case summary

vii. Defendant information

viii. **Dhavava form** (generated by system as per template)

ix. Registered Date

x. Comments/Notes (Add multiple)

xi. Date/Deadlines (Add multiple with priority setting)

xii. Verdict (Upload)

xiii. Related Tags

xiv. Statements (generated by system as per template)

xv. Case status

b. Defendant





8. Users must be able update status of the case
 - i. Urgent
 - ii. Important
 - iii. Normal
- a. Priority level displayed and alert users
7. Users must be able to add dates to the case with a priority levels and this should be
6. Users must be able to add documents to the case with description
5. Users must be able to tag the cases.
4. Create documents based on the type and court selected
 - i. Case ID
 - ii. Court Name
 - iii. Case number
 - iv. Case Heading
 - v. Date of Submission
 - vi. Case summary
 - vii. Plaintiff information
 - viii. **Dhavva form** (generated by system as per template)
 - ix. Registered Date
 - x. Comments/Notes (Add multiple)
 - xi. Date/Deadlines (Add multiple with priority setting)
 - xii. Verdict (Upload)
 - xiii. Related Tags
 - xiv. Statements (generated by system as per template)
 - xv. Case status
- c. **Intervene**
 - i. Case ID
 - ii. Court Name
 - iii. Case number
 - iv. Case Heading
 - v. Date of Submission
 - vi. Case summary
 - vii. Plaintiff information
 - viii. Registered Date
 - ix. Comments/Notes (Add multiple)
 - x. Date/Deadlines (Add multiple with priority setting)
 - xi. Verdict (Upload)
 - xii. Related Tags
 - xiii. Response Form (generated by system as per template)
 - xiv. Statements (generated by system as per template)
 - xv. Case status



12 | 1. Users must be provided with two separate dashboards for election complains and lawsuits

3.3 Dashboard

1. Case ID
 2. Elections Name
 3. Summary
 4. Date
 5. Defendants details
 6. Status
 7. Documents (Multiple uploads)
 8. Create statement (Predefined format)
 9. Responsible complains Bureau
7. Following data must be managed
8. Create documents based on the type and court selected
- Closed cases can only be reopened by administrator
- Closed cases cannot be updated or amended
- i. Active
 - ii. Suspended
 - iii. Closed
6. Users must be able update status of the case
- a. Priority level
 - i. Urgent
 - ii. Important
 - iii. Normal
5. Users must be able to add dates to the case with a priority levels and this should be displayed and alert users
1. Administrator must be able to create a complaint for a specific bureau
 2. Administrator must be able assign users to the case
 3. Users must be able to tag the cases.
 4. Users must be able to add documents to the case with description
 5. Users must be able to add dates to the case with a priority levels and this should be

3.2 Register Election Complain

1. Active
 2. Suspended
 3. Closed
- a. Closed cases cannot be updated or amended
 - b. Closed cases can only be reopened by administrator
9. Users must be able to add comments to the case, all comments must show time/date and user name



2. All dash boards must show active cases, closed cases and ongoing with important dates alerts
3. Dashboards must show statistical representation of data in the form of pie charts, graphs and any other such forms

3.4 Calendar

Users must be provided a calendar view of cases based on the user rights and access level

3.5 Search

Users must be able to sort and search cases based on

- 1) Dates
- 2) Type
- 3) Court
- 4) Keywords (Tags)

Search result must show all cases but access must be allowed based on user access level

3.6 Reports

Users must be able to generate filtered reports with export feature to excel and PDF format.

Reports must be able to be filter from

1. Status
2. Type
3. Court
4. Bureau
5. tags

3.7 Administration Panel

1. Manage users

a. Able to edit user access levels

i. Administrator

1. Manage user
2. Create cases
3. Assign staffs to cases
4. Reopen cases
5. Add new options to the systems such as the status and court

ii. Lawyers :

1. Add/ edit new documents to the cases
2. Update status

iiii. Clerk : Editing only to the existing components in a case

iv. Senior Staff : View only to all cases

2. Manage Tags

a. Able to add new tags



4. Other Nonfunctional Requirements

4.1 Security Requirements

System should be designed to work with SSL if required

4.2 Language Requirements

System interface must be in Dhivehi

4.3 Programming environment Requirements

- I. ASP.net, VB.net, MSSQL, JavaScript and HTML is permitted.
 - II. All major web browsers must be supported
 - III. Users' information and authentication must be via existing Active directory.
 - IV. Must use or be compatible with MS SQL 2008 R2 Standard if not the vendor must provide the necessary licensing.
 - V. The vendor must Hand over the source codes to Secretariat of elections commission upon completion, termination or if there is no service agreement. The ownership of the source code will be taken by Secretariat of elections commission.
 - VI. Secretariat of elections commission holds all the rights to the source code.
- i. Vendor must setup and install the system

4.4 Other Requirements

3. Manage complaints bureau
 4. Add, activate and deactivate complaints bureau
 5. Manage status
 6. All activities within system should be logged with the following information
 - a. Add/remove case status available
 - a. Type of activity
 - b. User
 - c. Time and date
- A separate view with proper filtering should be provided in the administrative panel



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- ii. Vendor must provide minimum 1 year trouble shooting and maintenance support to the system
- iii. This document is the outline of the software. A thorough detailed data gathering sessions should be made clearly to understand organization policies, procedures, data collection and the tasks involved

ANNEX A: (PROPOSAL RESPONSE FORM)

Item	Quantity	Description	Delivery Period (Days)	Total inclusive of GST (MVR)
1	1	Legal Case Management System Software		

Per the attached specification and proposal response Form

Quotation Validity: 30 (In Days)

Company Stamp

Signature



ANNEX B: (POINT ALLOCATION TABLE FOR THE BID PROPOSALS)

LEGAL CASE MANAGEMENT SYSTEM SOFTWARE

Component	Categories	Points
Statement of Qualifications	<p>a) Price Feasibility Points for this category will be awarded on a ratio basis, with the party proposing the Lowest price securing full marks for the category.</p>	55
	<p>b) Recent Similar Projects successfully completed (last 1 year) Points for this category will be awarded on a ratio basis, with the party producing highest number of relevant documents securing full marks for the category.</p>	15
	<p>c) Delivery Period Points for this category will be awarded on a ratio basis, with the party proposing the least number of days securing full marks for the category.</p>	20
	<p>d) Team Capacity A minimum of 3 professional staff related to this field should submit there CV and relevant documents with the bid proposal, securing full marks for the category.</p>	10
		100

Note: For more information contact 3004428/ 3004431

