



NATIONAL JUDICIAL SYSTEM

**TENDER FOR
DEVELOPMENT OF AN INTEGRATED
ELECTRONIC COURT MANAGEMENT
SYSTEM #**

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INTRODUCTION

The statements and explanations contained in this Tender Document are intended to provide a proper understanding to the Tenderer(s) about the subject matter of this Tender Document and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Selected Tenderer set forth in the Form of Contract or the NJS's rights to amend, alter, change, supplement or clarify the scope of work, the contract to be awarded pursuant to this Tender Document or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in this Tender Document are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the NJS.

Part A: Tender

- A1.** National Judicial Service (NJS) is seeking responses to this Invitation to tender for a **Project** for development of an Integrated Electronic Court Management System (hereafter known as the “**IECMS**”), for the Civil and Criminal Jurisdictions of the National Court, Court of Appeal and the Supreme Court .
- A2.** The intended IECMS will:
- i.** Effectively enable the National Judicial Service (NJS) to improve its work practices in relation to the operation of the Courts;
 - ii.** Integrate current Court functions, operations and data management into a single and coordinated program with a simple user interface;
 - iii.** Provide an environment to support the proactive management of cases by court managers by providing them with alerts, milestones, status updates and case reporting on the occurrence of events such as order or directions becoming returnable or accused being incarcerated for more than 6 months without commencement of trial ;
 - iv.** Increase productivity of court staff by providing an efficient means of data entry, retrieval and management;
 - v.** Improve the quality of court case information by standardizing data entry;
 - vi.** Improve performance of court functions by providing accurate and timely data to court users;
 - vii.** Provide for direct retrieval of case documents from within the IECMS;
 - viii.** Provide a means for access (with appropriate security privileges) to case information by internal, external and other users;
 - ix.** Provide the ability to interface with outside databases of various related Law and Justice Sector Agencies of Papua New Guinea by sending and receiving

data to criminal justice sector agencies and opening payment windows with the Finance Department's Online Payment System ;

- x. Provide various types of reporting capabilities including case specific reports, caseload reports, party specific reports, periodic performance reports, management reports etc.;
 - xi. Provide control over metadata creation, update and deletion to allow for better Standardization and management of documents.
- A4.** Information is sought by NJS for an Integrated Electronic Case Management System that will perform in a law and justice environment. This can be provided through;
- i. An existing system that would meet the needs of NJS's proposed IECMS System, through configuration and/or customisation; or
 - ii. A new IECMS system developed on a preferred development platform.

Part B: Background Information

B1. NATIONAL JUDICIAL SERVICE (NJS)

1. The NJS is the judicial arm of the Government of the Independent State of Papua New Guinea and is established by the Constitution, various Organic Laws and enabling Acts of Parliament. The other two "arms of Government" under the Constitution are the Legislature and the Executive.
2. The NJS consists of the following:
 - a. The Supreme Court of Justice,
 - b. The National Court of Justice, and
 - c. A proposed Appeal Court of Justice.

B2. NATIONAL JUDICIAL SERVICE MISSION STATEMENT

1. To Provide Equal Access to an Independent, Fair and Just Judicial Services to All People.

B3. THE SUPREME COURT

1. Under the current legislative regime the Constitution establishes the Supreme Court of Papua New Guinea and the Supreme Court Act provides for the Court's powers and rules of practice and procedure. The Supreme Court is the highest court in Papua New Guinea. It is a court of record, and is therefore required to keep a record of the proceedings conducted before it and give a reasoned decision in writing on every proceeding.
2. The membership of the Supreme Court is as follows:
 - a. Chief Justice
 - b. Deputy Chief Justice
 - c. Other full time judges

- d. The sitting of a Supreme Court constitutes of a bench of three (3) or five (5) judges. Full time judges of the National Court are also judges of the Supreme Court.
- e. The principal seat of the Supreme Court is at Waigani in the capital, Port Moresby. The Supreme Court also sits on occasion in the regional centres.
- f. The jurisdiction or powers of the Supreme Court are as given by the Constitution or any other statutory law of Papua New Guinea. The jurisdiction of the Supreme Court extends to the following:
 - i. hear appeals from decisions made by the National Court;
 - ii. review decisions made by the National Court (concerning matters of which the law does not allow for appeals to be made);
 - iii. give an opinion or advice on whether a proposed law or existing law is Constitutional;
 - iv. develop rules of the underlying law;
 - v. enforce human rights as provided under the Constitution.
- g. The Supreme Court is the highest Court in Papua New Guinea. The decisions of the Supreme Court are final and there is no higher court to which appeals or applications can be made. In certain situations the Supreme Court can review its own previous decisions.
- h. Under proposed Constitutional and legislative changes the Supreme Court will consist of up to seven Judges, including the Chief Justice and the Deputy Chief Justice, permanently appointed to sit only in that Court. The Court would sit only in Port Moresby, in separate Court rooms, and have a separate Registry.
- i. The Principal Registry of the Supreme Court will be located in Waigani and there will be initially a branch of the Registry in Lae, Mt. Hagen and Kokopo.

B4. THE COURT OF APPEAL

1. A new policy submission recommends the creation of an intermediate appellate court, a Court of Appeal, to hear appeals from the National Court. Judgments of the Court of Appeal may be appealed to the Supreme Court.
2. The Court of Appeal will comprise up to eleven Judges. A sitting of the Court of Appeal can be presided by a Single Judge or a bench of three or five Judges. The Court will be headed by a Judge designated as the President.
3. The Court would be located in Port Moresby, with its own registry and staff. The Court will sit in National Court premises in Provincial centers, initially Mt Hagen, Lae, and Kokopo, as the Supreme Court does now. The Court of Appeal shall share a Registry with the Supreme Court in the provincial centers.

B5. THE NATIONAL COURT

1. The National Court is established by the Constitution and the National Court Act. The Judges of the National Court are the same as the judges for the Supreme Court. A sitting of the National Court is presided over by a Single Judge.

2. The National Court sits in all provincial centres and some district centres. Wherever there is a resident judge there is the National Court Registry. Where there is no resident judge, the National Court sits when it makes its circuit to that area.
3. Judges are resident in the National Capital District, Lae, Mount Hagen, Goroka, Madang, Wabag, Kokopo, Kimbe, Mendi, Kundiawa, Wewak, Buka, Alotau, Tari and Kavieng Courts.
4. Circuits to non-resident provincial locations are conducted by Judges specially appointed by the Chief Justice.
5. The National Court is a court of unlimited jurisdiction. It has the power to hear any case unless the Constitution or an Act of Parliament specifically gives the power to hear a particular case to another court. The jurisdiction of the National Court extends to the following:
 - a. trial of indictable offences (serious offences under the Criminal Code);
 - b. trial of major civil matters;
 - c. hearing appeals from the District Court;
 - d. enforce human rights under the Constitution;
 - e. interpret the Constitution and Organic Laws;
 - f. develop the rules of the underlying law;;
 - g. review administrative decisions or actions.
6. The National Court also has jurisdiction over the following 'civil' matters:
 - a. claims involving an amount exceeding K10,000;
 - b. election petitions;
 - c. matrimonial matters (adoption & custody of children, divorce, dissolution of marriage);
 - d. wills, probate & administration (distribution of dead person's property);
 - e. companies winding up petitions;
 - f. admiralty (arrest of ships);
 - g. lawyers admission;
 - h. Prerogative writs or other orders.
7. Under the proposed regime the National Court will continue to be the principal Court where major proceedings are commenced and, for many court users, will be the only Court involved in the resolution of their disputes. Judges assigned to each of the three Courts in the proposed regime will be assigned only to those Courts and will not be able to sit in other Courts as they do under present arrangements.

B6. CASELOAD OVERVIEW

1. **The NJS** currently comprises of 32 Judges of the Supreme and National Courts including Chief Justice and Deputy Chief Justice. By the end of 2015 the number of Judges will be expected to increase to 40.
2. **The National Court Civil Jurisdiction** hears approximately 2000 new cases every year and around 15,000 interim hearings of newly filed and already existing cases per year.
3. **The National Court Criminal Jurisdiction** deals with approximately 1,500 cases and around 4000 interim hearings per year. Most criminal jurisdiction matters arrive via the committal process of the District Court of Papua New Guinea. The Criminal Jurisdiction also deals with ex-officio matters (direct presentment) and criminal appeals from the District Court.
4. **The Supreme Court** deals with approximately 200 Civil and 150 Criminal cases per year. Most matters are appeals from the National Court but there are also direct jurisdictional matters including matters for review and constitutional applications.
5. The data, information and the systems within the Jurisdictions of the National and Supreme Court and their respective sub-divisions differ in many aspects.

B7. SITTINGS AND LISTINGS

1. **The Civil Jurisdiction of the National Court** at Waigani Courts is comprised of 10 Docketing Tracks that allocate cases to Judges as per the subject matter involved such as Human Rights, Commercial, and General Civil etc. Most Docketing Tracks have about 1000 matters on the docket list at a particular time.
2. **The Criminal Jurisdiction of the National Court at Waigani** is comprised of three criminal tracks with about 1000 matters on the docket list at a particular time. Waigani Judges also look after the Central Province List.
3. **The National Court** in the provinces runs call-over lists for about 100 criminal and 50 civil matters per month. These are recurrent lists with matters re-appearing until their final disposal.
4. **The Supreme Court** comprising of 4 or 5 benches having 3 judges on each bench sits every second month at Waigani or certain provincial locations and deals with about 500 cases per year.

B8. CURRENT INFORMATION TECHNOLOGY & ARCHITECTURE

1. The current information technology architecture in NJS, Port Moresby comprises
 - a. C3000 HP Enclosure with 5 HP Blade Servers.
 - b. Two running the Microsoft Windows Server 2008 R2 operating system and supporting applications.
 - i. One running Windows server 2003
 - ii. Two of the HP Blade Servers is hosting x17 virtual servers, 14 running Windows 2008 R2 and 3 running Linux Centos OS
 - c. There is also two physical HP Servers running Windows Server 2003 Standard
 - d. The Virtual Infrastructure is hosted in a SAN Storage
 - e. Both Case Docketing System (CDS) and Case Management Systems (CMS) are hosted in the Virtual Servers.
 - f. Currently we are replacing existing XP machines with Windows 7 Operating system. There are approximately 550 personal computer currently deployed onto the main LAN/WAN. There are no immediate plans to deploy Windows 8 widely throughout the organisation.
 - g. We are planning to implement SharePoint but pending feasibility study.
 - h. The core infrastructure has been upgraded and we have achieved 90% virtualisation
 - i. An extensive local area network connects all buildings in the Waigani Lan via fibre optic links to the network backbone. All servers are connected to a Gigabit network backbone, with 100BaseT and 1GB to the desktops. Key areas are also covered by a secured Wireless LAN. Currently we are doing a LAN upgrade of our Network backbone to Fibre.
 - j. External connectivity to the Internet is by way of a wireless service and fibre to two different ISPs (Telikom and Datec). This link supports email delivery, unlimited Internet browsing, remote access to NJS mailboxes and VPN connections from provincial courts.
 - k. Larger provincial courts have a single Hewlett-Packard server running Windows Server 2003 and 2008, supporting both Windows XP and Windows 7 client PCs. In small centres, a peer-to-peer network has been established to provide basic file and print services. The provincial courts each have an Internet connection (via a leased line) that is used to provide Virtual Private Network access to server resources in Port Moresby. . Provincial courts servers have been integrated with the existing active directory structure in Port Moresby.
 - l. The existing WAN connections to provincial courts are unreliable and NJS is in the process of having built redundancy in our network by having two IVPN Links.

- m. Current Users
 - i. NJS Currently has approximately 550 Network users, and growing, spread over the WAN
 - ii. NJS will require;
 - 1. Up to 400 concurrent users at NJS headquarters Court at Waigani
 - 2. Up to 30 concurrent users at each provincial Courts (18)
 - 3. And a total **future** concurrent users figure of approximately 200 users for Civil, up to 200 users for an criminal system, and up to 500 users for an integrated business units system including sheriff, security, court services (interpreters, attendants) and court reporting.
 - 4. Up to 500 public users to the systems including litigants and lawyers.

Part C: Overview of Requirements for IECMS

C1. GENERAL REQUIREMENTS

1. The proposed IECMS System should be able to provide the following basic components of an electronic case management system:
 - a. The ability to create files in the various jurisdictions of the Courts of the NJS and enter the required information for those files at the time of creation;
 - b. The ability to update information on existing files;
 - c. The ability to schedule events for cases that require hearings before a Judicial Officer or a Court Officer;
 - d. The ability to create parties and link them to one or more cases;
 - e. The ability to record outcomes against the various hearings before the Court or Court Officers;
 - f. The ability to search information from data recorded and stored within the IECMS system;
 - g. The ability to produce operational and management reports required in the administration of NJS;
 - h. The ability to maintain an audit trail of all processes conducted within the IECMS system;

- i. The ability to allow administrators to overwrite the processes conducted within the IECMS system;
 - j. The ability to track the movement of physical files;
 - k. The ability to create Case Notes and set reminders for actions to be undertaken against a process or event;
 - l. The ability to maintain the security of information and processes of the IECMS system;
 - m. The ability to produce documents, notices, forms and information for both internal and external Court Users;
 - n. The ability to allow Court Users to E-File documents to the Courts and then associate the filed documents to the relevant case and provide ready access to the documents within the system to Judges, Registrar's Court Staff and Lawyers dealing with that case;
 - o. The ability to allow Judge's Staff to communicate with the Lawyers and Parties in a particular cases by sending them information on their email, phone as well as their registered account in the IECMS for case information, scheduling etc.;
2. The proposed IECMS must be capable of delivering a system that has the capacity to differentiate between jurisdictions administered by the Courts. It must allow for all jurisdictions to input generic data but should also be able to capture specific information for specific jurisdictions and locations. The proposed IECMS should be flexible and have the ability to be tailored to meet the future requirements of various jurisdictions administered by the Courts.
 3. The proposed IECMS will also be required to ingest data from the current systems functioning with the Supreme and National Courts and the Tenderers will be required to develop a plan for the migration of information from the old systems to the proposed IECMS.

C2. USER CHARACTERISTICS

1. The IECMS is expected to cater to the needs of the following internal users (staff) within the Court:
 - a. Judges;
 - b. Registrars;
 - c. Legal Assistants;
 - d. Registry Clerks;
 - e. Secretaries;
 - f. Associates;

- g. Others .
2. It is expected that these internal users will be having various levels of access and usage to the data contained in the IECMS based on their role in a particular jurisdiction, division and groups.
 3. The IECMS shall also be required to cater to the needs of External users that use court services which include:
 - a. Law Firms
 - b. Legal Practitioners
 - c. Self-Represented Litigants;
 - d. Accused persons
 - e. Law and Justice Sector Agencies
 - f. Businesses
 - g. Others as determined by the NJS
 4. It is contemplated that external users will have read only access to specific modules to obtain case information with the exception of users registered with the IECMS for the purpose of e-filing and case scheduling. It is expected that basic read only case information will be available to the general public. This read only information may be released to litigants, accused persons and their legal representatives based on their involvement in specific cases.

C3. SPECIFIC REQUIREMENTS

1. The Successful Tenderer shall be responsible for proposing a network and security standard that conforms to the international requirements for an Electronic Court Case Management System and is acceptable to NJS.
2. The Successful Tenderer shall be responsible for liaising with and providing all necessary assistance to all parties including staff responsible for the proper implementation of the proposed IECMS.
3. For performance assurance with future system growth, the proposed IECMS shall be open and scalable, built on commonly available hardware and software platform.
4. The proposed IECMS shall support concurrent operations with appropriately designed security and access controls on production, backup and/or disaster recovery database(s), testing and/or training database(s). Failure of anyone of these databases shall not adversely affect the operations of the others.
5. The proposed IECMS shall cater for the workload and performance requirements set out in Workload Specifications mentioned below.

6. The proposed IECMS and other related software shall be flexible to adopt changes in design due to business changes or other requirements. The successful Tenderer shall provide the Specifications of the Hardware that will be required to be purchased by the NJS to run the Integrated Electronic Case Management System provided by the Tenderers.
7. The proposed IECMS System should be able to ingest data of current scanned case files and other data in the case management systems operational in the courts into its database.
8. All implementation costs incurred by the Successful Tenderer during installation and configuration work shall be borne by the Successful Tenderer.
9. The Tenderer shall conduct a demonstration presenting an example of a similar Electronic Court Case Management System developed and implemented by the Tenderer in the last 5 years before a contract can be awarded.

C4. FUNCTIONAL REQUIREMENTS

1. The proposed IECMS shall consist of:
 - a. Case Management System (CMS) -
 - b. E-Filing System
 - c. E-Court Finance System
 - d. Public Portal
 - e. System for Distribution, Probate and Letter of Administration
 - f. E-Judgment System
 - g. Lawyers Roll
 - h. Integration with Digital Court Reporting Service
 - i. Content Management System
2. All of the above sub-systems shall be integrated and logically work as one seamless integrated system providing various controlled interfaces for the different groups of users.
3. The proposed IECMS will support efficient interactions between the NJS and its employees through a web based and open architecture system.

C5. BUSINESS PROCESSES WORKFLOW

1. The Successful Tenderer shall conduct a study on the current business process workflow within the NJS as well as investigate and propose Future Business Workflow based on information to be provided by the NJS.
2. The Successful Tenderer shall conduct user requirement study and do a site-visit to the NJS prior to the customisation/design stage of the proposed IECMS.
3. The NJS shall have the right to decide on the acceptance and implementation of the proposed Future Business Process Workflow.

C6. DETAILED FUNCTIONAL SPECIFICATION

1. The IECMS would be required to function in the following Courts-
 - a. Supreme Court
 - b. Court of Appeal
 - c. National Court
 - d. Sheriff
 - e. Admiralty
2. The system should have the following general functional capabilities:
 - a. The System would require to be interfaced with external government organizations' systems to support electronic submission, processing of various e-files, forms, applications etc. All the relevant data from the existing systems at NJS is to be migrated to the new IECMS.
 - b. The System is required to be integrated with the Payment Gateway to enable electronic online payment as well as payments using other available channels with banks.
 - c. The System must also provide for data warehousing, business intelligence, reporting, and statistics capabilities that will be used by various users groups within NJS to generate various reports and statistics about all aspects of NJS Courts and other functional areas including financial information, case management etc.
 - d. The System will be deployed at NJS Offices and should provide strict secure and authorized access to enable diverse user groups representing different private (including lawyers) and government organizations within Papua New Guinea to be involved in the process of application submission and processing. The secure and authorized access must also be addressed both at application level and database level. All communications between the IECMS and the remote locations are to be secured.

C7. CASE MANAGEMENT SYSTEM

1. **Case Initiation-** the Case Management system on the IECMS shall function from the beginning of the case by undertaking tasks of case initiation which will encompass the acceptance of cases, documents, creating their titles, case numbers etc from the information entered using locally defined parameters. As part of initial case processing the System should be able to assign identifiers to a case to group it with similar cases and shall identify the reason for case initiating. Any lineage information on the case shall also be captured from lower courts by the system. The System shall retain all the filed documents and information entered during the time of filing and create an index of all activities and events with regard to the case throughout its life. The IECMS shall also maintain all the information with regard to the particulars of the lawyers, judges, parties and update such information whenever necessary.
2. **Event Information-**The System shall create docket entry and update case information on the happening of specific events by partially or completely retrieving the information with regards to the events from other functional areas of the system. For example it should have the ability to capture information from the minutes of the court proceedings to update information on the case and attach the digital recordings of court proceedings to the case information and index. It should also allow Authorised Users to make entries into the System with regard to events and maintain an audit trail of such entries. It shall also have the ability to co- relate entries of event information in a case or for multiple cases. A manual override for the event information entered shall also be provided and the same shall allow for specific changes to be made to multiple entries within a case or in multiple cases with singular commands (e.g. Transfer of cases to new judge). It shall also have the ability to print information on specific cases and events.
3. **Schedule Creation-** The System shall create a schedule of events and groups of events based on user inputs or occurrence of certain events. It shall have a limit on the number of events that can be scheduled in specific time intervals by event. A manual override to the automatic scheduling of events shall be provided.. The System should be able to identify any scheduling conflicts and should maintain a waiting list of cases and events to be scheduled for a specific date, date range, judge, courtroom, etc. When creating schedules the System shall take into consideration multiple factors such as availability of judges and lawyers, public holidays and weekends etc. The Systems shall assign related cases to same judge and group together on schedule (eg. Multiple complaints regarding same problem or person).
4. **User Alerts and Prompts-** The System shall provide ticklers to internal and external court users with regard to upcoming events and deadlines with regard to a case or other events which the users should be aware. It should have the ability to provide user activated or deactivated visual reinforcements in the form of flashing texts etc. To ensure that user sees alerts message. It shall also have the ability to identify completed steps and prompt users on the next steps to be taken. The System should be able to generate reports and lists of events due on a particular day week etc.
5. **Schedule and Case Management-** The IECMS shall also assist in the Scheduling of cases before court and in the process assist in the proper management of the

court's limited resources (including judges and court officers). The above features of the IECMS System shall be a way for the system to track conformance to time standards for disposal of cases and ensure that cases failing to conform to the standard disposal time are sent for case management. It shall have provision to support differential case management in cases involving ADR.

6. **Document Generation-**The IECMS shall have the capability to generate notices or electronic acknowledgements and notify appropriate parties that filings, pleadings and other documents have been received and accepted(especially e-filed documents), Documents such as summons, warrants, notices should be generated by the system upon the happening of certain events or requests being made by certain authorised users. These generated documents should be printable and should be distributed to the appropriate persons/users or group of persons/users. The System shall allow users to create and maintain files of output templates and standard text including entire paragraphs that can be used to create official court documents by inserting text and images of the court.
7. **Calendar Creation-** The System shall create, generate and maintain calendars based on scheduling information of each type of hearing. It shall have a feature that allows Judges to maintain Judge Notes on the calendars. The System shall distribute calendars of court events (including ADR, pre trial conferences) to all interested parties. The System shall create and print calendars individually or in batches and shall have the ability to display the summary of upcoming events on calendars for specific users.
8. **Hearings-** The System shall have the ability to create a worksheet, calendar or some other document suitable for online rapid and in court minute entry. The System shall enter store and display minutes recorded on calendar or worksheet. It shall also have the capacity to enter store and document minute orders, including informal minute orders. The minutes entered and stored during hearings shall be used by the System to update records throughout the System. There shall be an option to create and print orders resulting from hearings and other Judicial and ADR events or enter such orders manually. The Court Orders generated shall be distributed by the System to the relevant parties using all the methods of distribution available.
9. **Disposition-** Upon disposition of the case the system shall address the activities associated with disposing a case, issues, parties, or charges/allegations in a case. This shall include updating of information resulting from the disposition process and the production of documents (e.g., judgment form, sentencing documents, custody forms ;) for dispositions (i.e., judgments) by trial, guilty plea (e.g., by plea agreement) or settlement. The System shall have the ability to process information and produce documents on post judgment activities and distribute these post judgment and disposition documents to the necessary parties including Community Based Corrections, Correctional Services after being approved by the relevant judge or registrar. Compute and enter monetary and non-monetary provisions based on sentence imposed for each combination of charge and defendant in accordance with local statutes, rules, or procedures. All the data shall be used by the system to produce reports on a case and produce general reports based on different milestones and parameters.

10. **Execution**-The system shall also assist in the monitoring of post disposition compliance and execution activities like monitoring compliance with sentence and supervision conditions, terms of a court order for maintenance, child custody, compensation payments, or other judgments/Orders. It shall process requests for execution of judgements. Record fully partially and non satisfied executions. It will deal with activities of enforcement proceedings such as Writ of Execution, Writ of Seizure and Sale, Public Auction and others. The System will have the capacity to initiate new registration for writ of execution, Writ Seizure and Sale or Originating Summons for public auction through filer or legal firm as per the rules and guidelines of the court. The System shall be able to facilitate online payment of court fees and payment of deposit for court fees and payment of deposit for execution by integrating this function with the E Court Finance Module. The system shall also generate receipt and notify appropriate parties status of filing received and accepted. Other features include the ability to calculate the value of seized properties, ability to generate notice for public auctions and fix auction dates upon expiry of certain timelines set by NJS. The System shall maintain a database of licensed Auctioneers and Bidders licensed to take part in Public Auctions.
11. **Case Close**- Receive the information from the Disposition function and record reasons for closure. Prepare an appropriate case closure report and generate the necessary notices.
12. **Document Management and File Tracking** -The System shall also undertake records management functions by support receiving, creating, storing, managing, tracking, archiving, search, retrieval and disposing of manual, electronic, and imaged case files and other documents including tracking of the paper files throughout the life of the case which shall be bar coded using system issued case file labels. The system shall keep a track of case file location at all times during the case life cycle, from the time they are checked out of clerk's office, file volume number and total number of volumes, date removed, reason file needed, date returned or transferred, and other data. The case records must be categorized by the system, stored as active, inactive, and archived as they progress through their life cycle and tracked until they are destroyed in accordance with local and National rules.
13. **File Archival and Destruction**- The System should have the ability to identify cases to be archived and those that need to be retained permanently. Based on the applicable rules and laws it should process files for becoming archived, destroyed or transferred to storage facility.
14. **Exhibit Management**-Records Management shall also be done for Exhibits and Evidence tendered into court with the additional ability to generate notices for reclaim of the exhibits or to notify users of their destruction when court's usage is completed. It should be able to track location and status of exhibits and other properties.
15. **Specialised Case Management**- Some files of the court will need to be expunged or sealed as per Court Rules and upon such orders the system should have the capability to render the said file unrecoverable and completely unreadable (except by privileged users identified in the order who will be able to maintain and update case information) including all backup or archived copies.

16. **Management Information**-The System must perform various reporting and utility functions as part of file management, such as generating ad hoc or pre defined file management and tracking reports, generating file labels, sort outputs, and copy historical case or party data to secondary file. These reports shall assist in tracking conformance to time standards for disposition and court guidelines. It shall produce reports based on Event Information, Calendars, Judges, and Lawyers etc. It shall provide audit trail reports on usage by System users and the entries to the System made by a Specific User or in a Specific Case. Other reports that can assist the Court in better managing its resources and ensure speedy disposal of case shall also be produced by the System.
17. **Bail Management**-The system shall also undertake Bail Management functions(e.g. collecting bail money, and producing receipts and reports) including administering bail and maintaining a Bail Register wherein administration and termination of bail is entered and records maintained.
18. **Audio Video Conferencing**- System should also have the capability to provide Audio Video Conferencing for Court Proceedings including providing litigant option to search for AVC service provider and archive records of AVC along with case information in the system.

C8. E-FILING

1. The System shall provide Court Users with E-filing functionality. For the users ease the IECMS shall describe court filing policies and standards in an XML format, accessible by potential filers online and offline mode which will contain a road map of steps to be followed for filing in different court jurisdictions and subjects based on the court rules applicable at the time of filing. The E-filing System should provide capabilities for high volume filers to transfer large numbers of documents, attachments and envelopes at one time (“mass filing”) to avoid repetitive data entry and verification.
2. The System shall have the capability to check if the filed documents meet the requirement for e-filed documents as set out in the Court Rules. In complex matters the information on the filing can be transmitted from the System to the Court Registry for a local validation to determine that it complies with e-filing requirements. When accepting e-filed documents the System shall provide an initial confirmation that the System has received the filing followed by a final confirmation that the document complies with e-filing requirements including the time and date of acceptance. The system shall provide provisional confidentiality to filed documents until a determination is made by the court.
3. To verify documents filed by users the System shall have the ability to receive and verify electronic signatures along with images of the handwritten signatures where required. The System shall also maintain a register of authorized users and identifiers and allow for registration/authorization process for submission of electronic filing.
4. The System shall support New Case Filings by automated initiation of new cases and supports automated docket entries for initial filings without Court Registry review. It shall populate information of Case Title, Party and Participant

Information, case information based on the forms submitted during filing. Subsequent filings in same case for identified parties, participants and lawyers shall be made available and provision for accepting notice of appeal should also be made available. It shall allow the filer (litigant), Private Lawyer to make payment online and generate receipts and notify relevant parties upon the document being received and accepted. Special provision for emergency filing shall be made which shall allow for such filings to come to the attention of court registry officers. Provisions will also be made to allow for Judicial Officers and Court Staff to initiate actions as filing based on Court Initiated Filings.

C9 E-COURT FINANCE

1. ***E-Court Finance***-The Court Users should have the ability to make e-payment of Court Fees and filing fees when accessing the Public Portal of the IECMS System for e-filing etc. The E-Court Finance System will be required to be able to interact with the Department of Finance's Internet Portal and with the online banking portal's of local banks to allow court users to make payment using online banking. The E-Court Finance part of the IECMS shall keep records of payment received and have the ability to prepare reports on funds received and interact with the Department of Finance to verify the authenticity of payments made.

C10. PUBLIC PORTAL

1. ***Public Portal***-This Public Portal shall primarily provide comprehensive solution to court users, namely the legal firms, public agencies, enforcement agencies, litigants and interested individuals from the general public. It provides up-to-date information on court cases via online or self-service kiosks at key areas of court premises. For the purpose of Information Dissemination: The portal shall provide information about e-Courts, Orders, e-Judgments, Cause Lists, List of Judges and Judicial officers, Addresses of Courts, Court Maps, e-Complaints, Notifications, News, Related Links etc. The portal shall also host all the electronic forms for various services accessible to public. Public will be able to fill the form electronically (both online and offline) through internet services and submit application electronically. Public will be able to track the status of application / request at any point of time. The System shall use pre defined parameters of roles, availability of officers and business workflows etc. facilitate automatic routing of work items/transactions to court officers. The Public Portal shall be seamlessly integrated with the E-filing System and should allow the Court Users including Lawyers and other government agencies to file documents electronically throughout the life of the case. The Public Portal shall require External Court Users to register themselves on the Public Portal by providing the necessary information to the System and create an id and a password to validate their access to the Public Portal and allow them to use the services. Security features shall prompt users to change passwords at regular intervals to allow for effective password management controls and option for change of password using registration email that shall be made available. Sufficient security provisions should be built into the Public Portal to allow for secure exchange of data between the Court User and the IECMS. Provisions should be put in place to secure the IECMS System from any vulnerability due to use by external Court Users using the Public Portal.

C11. WILLS PROBATE AND ADMINISTRATION

1. **System For Distribution, Probate And Letter Of Administration Records**-The system shall have a method to populate a database of all applications for letters of administration, probate and distribution of small estates for all National Courts of Papua New Guinea. The System shall have a capability to conduct a search every time an application is made for distribution or probate or letter of administration relating to the estate of a deceased. The System shall allow for caveat applications for the National and Supreme Court, initiate caveat registration and support automated docket entries for initial filings. Upon filing of caveats the system shall have the ability to review data and documents filed prior to inclusion of the same in the court record based on procedures and rules.

C12. E JUDGEMENT

1. **E-Judgment**-The System shall provide Judgments Database/ repositories which contain judgments/ decisions/ sentencing pronounced in Magistrates, National Court, Court of Appeal and Supreme Court of Papua New Guinea which are of significance as legal precedents on points of law, practice and procedure of the courts and of public interests. System able to create Dictionary - Compilation of legal words and their meaning including phrases and legal maxims. System able to provide analytics of decisions (such as bail decisions, stay of execution decisions) or judgments on similar subject matter or case type for judges to observe current trend or approach by other judges or appellate courts in reaching decisions. System sends alert or notification of existing judgments or appellate decisions on similar cases or subject matter with the current case that a judge is adjudicating. System able to identify judges or judicial officers as subject matter experts based on frequency of decisions made on the same or similar type of cases or based on other criteria determined by NJS and shall also collect information about 'normal' sentencing practice for judges to evaluate their 'internal' or personal consistency and also with inter-judge consistency in sentencing. The System shall create a sentencing database and populate the range of sentences for any particular offence and offender characteristics selected (e.g mitigating and aggravating factors considered by court) along with a database of penalties information prescribed by law.

C13. ROLL OF LAWYERS

1. **Roll of Lawyers**-The System shall have a method to populate a database of all persons who have signed the roll of lawyers.

C14. INTEGRATION WITH DIGITAL COURT REPORTING

1. **Integration With Digital Court Reporting Services**-The System shall have the capacity to link up with the Digital Court Recording System currently in place in the National and Supreme Court. It shall retrieve the Court Recordings of the hearings of the case and place it within its database along with the relevant case event of a matter. This shall provide the Judges an easily available record of court proceedings.

C15. CONTENT MANAGEMENT SYSTEM

1. ***Content Management System***-The IECMS Portal content should be created, reviewed, published, and managed by web multi-language Content Management System using well-defined content authoring and publication process. The system should provide multiple authorization levels and different views for the court users involved in editing, reviewing and publishing content. The system should ensure that all content updates and changes be reflected over the various delivery channels with a well-defined process. In addition, it is required to provide a web-enabled mechanism of communication between the different groups within court and other government organizations with the capability to log all communications and updates in a secure and reliable manner. The content consists of all IECMS related documents used by the functional areas included in the scope of this tender. The system should provide features to be easy to implement archival/retrieval of documents. The proposed content management system should be fully in line with the proposed document management system. Tenderers can provide one solution to cover both aspects of document management system and content management system. Ability to store all object types of different file formats including document images (TIFF Group IV), document and desktop files (all Microsoft Office, HTML, XML); PDF, JPEG, TXT RTF, photos, video, audio, e-mail (Exchange), etc.

C16. USER ACCESS TO SYSTEM

1. For easier access to information, the IECMS shall be accessible through desktop computers, notebooks running on Windows, Mac and Linux based systems and hand held devices functioning on the Android and Apple (iOS) platforms.
2. The technical architecture of the proposed IECMS shall be web-based, supporting user access through web browsers not limited to Internet Explorer, Google Chrome, Mozilla Firefox and Safari.
3. In general, users from different locations shall connect to the IECMS via NJS WAN/LAN.
4. External parties can have internet access to some application functions of IECMS, such as the ability to view court schedules or outcomes of cases, ability to file documents electronically or the ability to purchase and download court judgments/documents. Sufficient security features shall be incorporated to safeguard the system from intrusion.
5. The IECMS shall provide a user interface which is easy to learn and use.
6. The IECMS shall provide flexible and efficient searching facilities through online enquiry.
7. To enhance operation effectiveness and efficiency, the IECMS shall provide workflow management capability, for example, routing a transaction to an authorized supervisor for approval. In achieving this, the IECMS shall also support the integration with NJS e-mail software for sending reports and alert messages.

C17. BACKUP FACILITIES

1. The Successful Tenderer shall make provisions for the storage backup facilities that will have to be created on a Virtual Infrastructure System to back up the data on the IECMS System. The Successful Tenderer shall also provide any software and specify the hardware required for the support or functioning of the back-up facilities.

C18. SOFTWARE REQUIREMENTS

1. The NJS shall require the license for the application software, database software, and any necessary software.
2. The NJS will enter into license and maintenance agreements applicable to all software provided by the Successful Tenderer, while the Successful Tenderer shall be responsible for the provision and implementation of the software.
3. Successful Tenderer shall exercise their professionalism and are required to propose quality software components based on the NJS's specifications for all types of software items.
4. The proposed software shall cater for all the necessary system environments, including the production environment, development environment, testing environment, training environment as well as disaster recovery environment.
5. The proposed software shall support English and Pidgin language display.
6. All the proposed software items shall be secure and robust, and where relevant, apply non-proprietary technologies.
7. To facilitate software maintenance and upgrade, the system shall leave most of the data processing to be performed on a "host" or sever computer, having little or preferably no application software installed on the PCs.

C19. DATABASE SOFTWARE

1. The proposed database software shall be able to integrate seamlessly with the proposed system and shall be scalable to support large volumes of data.
2. The proposed database software shall support simultaneous database retrievals and updates from the application, allowing concurrent control and consistent reading to ensure data integrity.
3. The proposed database software shall support rollback functionality in an event of a failed transaction.
4. The proposed database software shall support stringent security controls and features, including but not limited to the following:
 - a. Protection of data from unauthorized access; and

- b. Grant and revoke permissions of users or user groups to access specific tables, views, columns, stored procedures and commands.
- 5. The proposed database software shall support auditing capabilities, including but not limited to the following:
 - a. Tracking of users and their operations, including updates, insertions and deletions; and
 - b. Provision of audit trail reports on the above mentioned activities.

C20. UTILITIES AND OTHER SOFTWARE

1. The Successful Tenderer shall be responsible to provide all the necessary software items that need to be installed at the NJS Data Centre for the proper functioning of the proposed IECMS. These items shall include, but shall not be limited to the operating system software, system management software, etc.
2. The proposed operating system software shall be able to monitor processes, resources and file structure operations.
3. The proposed operating system software shall support the concurrent operations with appropriately designed security and access controls.
4. The proposed operating system software possesses auditing features, including audit trails or all entries and exits of the proposed System.
5. The proposed operating system software shall support stringent security control, including but not limited to the following:
 - a. Enforce password rules
 - b. Provide Access Control List (ACL) for files and directories
 - c. Monitor activity for critical account break-in
 - d. Lock accounts after limited attempts time out for account log-in activity
6. The Successful Tenderer shall be responsible for providing all the necessary utilities and other software at the Successful Tenderer's own cost for the successful provision of Implementation and Related Services.

C21. WORKLOAD SPECIFICATIONS

1. Successful Tender will perform a sizing exercise for determining the projected workload and performance requirements of the IECMS and should suggest suitable hardware facilities and provide the necessary software to meet the identified projected workload and performance requirements.
2. The proposed IECMS shall be flexible, scalable and upgradeable to cater for the estimated annual growth of 7% for a period of 5 years from the completion of implementation.

- 3.The proposed IECMS shall be available continuously for 24 hours x 7 days per week x 365 days a year except during scheduled maintenance periods.
- 4.There shall not be any data loss in the proposed IECMS under any circumstances.
- 5.The production environment shall have an annual availability of 99%.

C22. NORMAL OPERATING HOURS

- 1.The normal operating hours for internal users of the courts to use the proposed IECMS shall be: **Monday to Friday: 07:00 am -5:00 pm.**
- 2.Batch jobs shall be executed mainly after operating hours and be finished one hour before the start of the next session of operating hours.

C23. DATA RETENTION AND RESTORATION

- 1.The proposed IECMS shall have the capacity to retain data and the capacity to support the number of users as specified.
- 2.The retention period of cases shall be shall be 7 years after the finalization of the proceedings. Cases can be reopened at any time where necessary.
- 3.After the retention period has expired, the data can be archived into offline storage media for permanent storage. Purging of data from the database may then be performed for disk space free-up. The offline data shall be able to restore to the proposed IECMS for enquiry and processing if necessary.
- 4.The training and testing databases need to provide sufficient volume of data to stimulate the operation of the production environment in a reduced capacity.
- 5.The proposed IECMS should support a minimum of 200 transactions for the creation, update, modification, cancellation and completion of tasks in a day.

C24. PERFORMANCE SPECIFICATIONS

- 1.The proposed IECMS shall be able to meet the performance criteria specified below, for the workload specified in this tender. The computer response time is defined as follows:
 - 2.Response time
 - a. The response time is defined as the elapsed time between the pressing of the "Enter" key or the mouse click (or equivalent) and the appearance of the FIRST character of the reply on the screen of the next display that allows the user to perform a new action. It includes all round-trip network delays within the network segments under the Successful Tenderer's control; and
 - b. Turnaround time for printing a print job- The total time required between activating a print job and the whole print file is in the designated print queue.

- c. The proposed IECMS shall be able to meet the under-noted computer response/turnaround time requirements for the peak workload. Exceptional cases shall not be applied unless specified by the NJS.
 - i. Response Time
 1. Printing Turnaround Time .The turnaround time for online report printing shall be categorized into the following:
 2. Within 2 minutes for 90% of pre-defined reports with medium complexity transaction, where the complexity shall be proposed by the Successful Tenderer for the NJS Representative's consideration and agreement, during the development of the report program/module
 3. Within 5 minutes for 90% of ad hoc transaction analysis reports.
 4. The print jobs shall be executed immediately upon a user's request or at the scheduled time. The IECMS shall not hold up any terminals while waiting for printouts.
 5. The Successful Tenderer shall ensure that all batch jobs of the IECMS are completed one hour before the start of the next session of the Operating Hours. The following activities shall be covered:
 - a. Daily backup and daily data checking;
 - b. Normal daily batch jobs for the IECMS such as batch printing of daily, weekly, monthly, quarterly, yearly reports and other management reporting;
 - c. The replication of the IECMS data to the secondary/disaster recovery server;
 - d. Generation of intermediate or interface files;
 - e. Housekeeping; and
 - f. Job re-run (if necessary).
 6. The batch jobs shall be automated and, if conducted during normal operating hours, shall not affect the response time specified in this Section.
 7. The recording speed of the backup facilities shall allow a full system backup or recovery to be completed within two (2) hours.

C25. INTERFACE REQUIREMENTS

1. Certain functions of the proposed IECMS may need to generate e-mails (for example, alerts, reminders) to the users via the existing NJS e-mail system.
2. The Successful Tenderer shall be responsible for identifying the interface mechanism and developing the interface(s), if required.

C26. E-PAYMENT INTERFACE

1. The Successful Tenderer will propose an e-Payment System to be integrated into the IECMS to allow businesses and public to make online payments to the NJS.

Part D: General Requirements for the Information Technology

D1. AVAILABILITY

1. The System shall support high availability. The design shall cater for, but not limited to the following requirements
 - a. High availability failover:
 - b. No or minimum downtime for system maintenance.
2. The Tenderer shall ensure that the System has minimum 99.7% availability.

D2. RELIABILITY

1. The Tenderer shall ensure that the System has, but not limited to the following reliability requirements:
 - a. The system is to produce the same results consistently under different operating conditions.
 - b. No transaction failure shall result in irrecoverable data loss
 - c. All failures shall report back relevant error messages to the user with clear instructions on recovery methods and next steps
2. In the event of a disaster, the system shall be able to recover up to the last transaction processed. An automatic recovery process that is easy to implement is to be provided should the system or the hard disk crash.
3. The System shall be very reliable and crashes should never occur, or shall at least be extremely infrequent.

D3. SERVERS

1. Tenderer shall specify the minimum hardware specifications of each server required to support their proposed solution. Specification to include:
 - a. CPU
 - b. RAM
 - c. Storage requirements
 - d. Initial Disk space & IOPS
 - e. 5 year Disk Space & IOPS
 - f. Server operating system
 - g. Application Suite (e.g. DBMS)

D4. SECURITY REQUIREMENTS

1. The Tenderer shall ensure that the proposed system has the following (but not limited to) security requirements:
 - a. Segregate the access levels of different users, enforced through the use of a User ID, and a User Password for each application user.
 - b. Ensure the user Password is not easily guessed through a 'brute force', 'dictionary' or any other attacks.
 - c. User Password length to be minimum of eight (8) alphanumeric characters.
 - d. Password change prompt at specified time.
 - e. Assign each user to a particular group/role, where each group will have their own access levels in using the system. Change of user groups should easily be done, provided that the user has the appropriate access levels.
 - f. Allow encryption of User ID and User Password over the network.
 - g. Have session timeout capabilities and disallow multiple logon of the same user from different workstations simultaneously.
 - h. Ensure system shall not provide any backdoor access that can be exploited and that will jeopardize the data integrity.
2. The Tenderer shall ensure that the data security has the following (but not limited to) requirements:
 - a. Must be able to support encryption method for sensitive data that should not be released without going through the proper channels and procedure.
 - b. Ability to ensure that data access, inclusive of but not limited to data updates, views, deletion, and creation, are restricted to authorized users, according to the users' authorization level.
 - c. The solution is required to maintain the consistency, accuracy and integrity of the data at all times
3. The Tenderer shall ensure that the Network uses atleast Secure Socket Layer (SSL) to secure all IECMS transactions.

4. The Tenderer shall ensure that the System has the following Audit Trail capabilities (but not limited to) requirements:
5. Audit trail capabilities to track user activities, operation done on database
6. The audit trail shall be able to capture User ID, date and time of changes made, the old and new value of key business parameters changed and if possible the IP address of the user making the changes.

D5. CAPACITY

1. The Tenderer shall ensure that the proposed solution (including hardware specifications) to be able to support both the current, and anticipated load on the new system over the next five (5) years.
2. The Tenderer shall ensure that the System capacity has the following (but not limited to) requirements:
 - a. The System is expected to provide acceptable levels of performance under peak load.
 - b. The System is expected to handle burst levels of activity for a short period (usually 5-10 minutes) without crashing.

D6. PERFORMANCE

1. The Tenderer shall ensure that the included hardware specifications provided have the following (but not limited to) performance requirements:
 - a. Each transaction shall be completed on average within five (5) seconds.
 - b. During the Pilot implementation, the system shall be capable of handling an estimated 1000 concurrent users without sacrificing system response time.
 - c. Stress tests shall be conducted to ensure performance.

D7. EXTENSIBILITY/FLEXIBILITY

1. The Tenderer shall ensure that the System provided has the following (but not limited to) extensibility / flexibility requirements:
 - a. IECMS solution shall be extensible in order to address future functionality and changes without having to be completely rewritten.
 - b. The architecture shall be innovative and flexible enough to accommodate related technological changes that could be leveraged in the future.
 - c. Additional channels of information delivery should be supported in the future with no significant changes to the architecture.

D8. EASY TO IMPLEMENT/MAINTAIN

1. The Tenderer shall develop a system that easy to implement and easy to maintain.

D9. CONFIGURABLE/CUSTOMIZABLE

1. The Tenderer shall develop a system that configurable and customizable.
1. The Tenderer shall develop a system that user friendly and easy to use
2. The System shall support World Wide Web Consortium (W3C)

D11. USABILITY

1. IECMS Webpage shall be developed in two (2) languages, Pidgin and English.
2. The Tenderer shall ensure that both the Webpage application does not have hard-coded timeouts for individual icons or elements.
3. The Tenderer shall ensure that the timeouts should be implemented for the overall session expiry only. e.g. If there is no input into any field for more than 5 minutes, or icons are not selected in that time period, the session expires.
4. The Tenderer shall ensure the webpage application comes with a Help index in the form of the following (but not limited to):
 - a. FAQ
 - b. Mouse over
 - c. Tool tips

D12. ACCESSIBILITY

1. The System shall be accessible through, but not limited to the following channels:
 - a. IECMS website link
 - b. E-Mail
 - c. SMS
 - d. Helpdesk

Part E: Implementation and Related Services Requirements

E1. GENERAL REQUIREMENTS

1. Implementation and related services refer to the services provided by the Successful Tenderer from the commencement of the implementation of the project, to a successful completion of distribution to all end users until end of support services period, including:
 - a. Implementation Services
 - b. System Conversion and Rollout Services
 - c. Change Management Services
 - d. Training
 - e. Stabilisation Period
 - f. Warranty
 - g. Maintenance
 - h. Services
2. Change Request
 - a. The NJS shall furnish the Successful Tenderer with pertinent information, knowledge and assistance as the Successful Tenderer may reasonably and properly require enabling it to perform its obligations hereunder.
 - b. The Successful Tenderer shall comply with all reasonable instructions of the NJS representative in so far as they are applicable to the Implementation and Related Services.
 - c. The Successful Tenderer shall bring own equipment including hardware and software in performing the Implementation and Related Services. The software includes but is not limited to project management software, application software, word processing software, spreadsheet software, presentation software and graphics and drawing software.
 - d. The Successful Tenderer shall provide a complete set of relevant system documents, training, materials and other related documentation during Implementation and Related Services. The Successful Tenderer shall ensure that all deliverables are produced according to the prevailing Government standards or equivalent.

E2. IMPLEMENTATION SERVICES

1. During the Implementation, the Successful Tenderer shall be responsible for the following:
 - a. Design
 - b. Supply
 - c. Delivery
 - d. Installation
 - e. Configuration
 - f. Testing
2. Commissioning and other functions that will be necessary to ensure the proper implementation of the IECMS System
3. While performing the above mentioned functions relating to the Implementation of the proposed IECMS System the Successful Tenderer must exercise all reasonable skill, care and diligence in its conduct of the Implementation and Related Services, including the following:
 - a. All ordinances or regulations enforced in Papua New Guinea (PNG)
 - b. All necessary measures shall be taken to prevent interruption to the NJS's operations.
4. Provision for sufficient resources to carry out the Implementation Services, Support Services and Training requirements, including:
 - a. Provide one full-time Project Manager stationed in PNG for the duration of the Implementation Period;
 - b. Provide one full-time Accounts Manager stationed in PNG for the duration of the Support Services Period;
 - c. Provide appropriate full-time support staffs stationed in PNG after Implementation Period for the duration of Support Services Period.
 - d. Provide qualified trainers for the proposed IECMS Software.

E3. SYSTEM CONVERSION AND ROLLOUT SERVICES

The Successful Tenderer shall be responsible to deliver the following system conversion and rollout services as follows:

- a. NJS Rollout -The Successful Tenderer shall be responsible to ensure the readiness of the NJS in switching over to the proposed IECMS upon rollout,

which shall include, but not limited to the following services:

- a. Fit the system design and the re-engineered processes (if applicable) to the NJS, for example, NJS organization structure, reporting requirements, code structures, etc. for proper setup and configuration;
- b. Assess technology readiness of the NJS;
- c. The Successful Tenderer shall assist the NJS to prepare for the rollouts to the implementation plan.

E4. DATA CONVERSION

1. Presently there is a Java and Microsoft Access(CRO, Hard CAT, HR, Finance) based computerized information systems in use within the NJS, therefore data conversion will be from these systems into the new System. It is the intention of the NJS to convert data of all active cases into the IECMS at the time of the transition to the IECMS.
2. The Successful Tenderer shall be responsible for overall planning, study, analysis, design and provision of data conversion services, and to convert all required data from existing sources, to the proposed IECMS in required structures and formats.
3. The Successful Tenderer shall draw up a specification with a detailed plan and to develop the necessary software to convert the data from the existing systems to the proposed IECMS.
4. Any equipment and tools used for data conversion exercise shall be set up with the Successful Tenderer's own resources and at its own costs.

E5. CHANGE MANAGEMENT SERVICES

1. To enable success in the implementation of the System, the Successful Tenderer is required to provide change management services, which shall include but not limited to:
 - a. Training Plan and Development
 - b. Other Change Management Initiatives
2. Training Plan And Development
 - a. The Successful Tenderer shall provide training plan and development services, so that appropriate training programmes can be designed for training users, as specified in this document.
3. The main categories of training shall include, but not be limited to:
 - a. End-Users Training
 - b. System Administrator Training

- c. Train the Trainers Training
4. The Successful Tenderer shall be responsible for conducting training for all type of users prior to the actual implementation of the project. The objective is to ensure the readiness of all the end users in utilizing the System for daily management and operations when the System is rolled out.
5. The Successful Tenderer shall prepare a Training Plan document, which shall indicate a programme of course to facilitate training for the end users.
6. The Successful Tenderer shall also develop different types of training facilities to support each course in the training programme.
7. All training facilities developed by the Successful Tenderer shall become the property of the NJS. Master copies of training facilities shall be provided to allow for reproduction, as deemed appropriate and necessary.
8. Other Change Management Initiatives
 - a. The Successful Tenderer shall recommend appropriate change management activities for the purpose of:
 - b. Building user awareness of the project initiatives
 - c. Promoting 'buy-in' and ownership of change through involvement from different levels in the organization.
 - d. Ensuring business readiness for the change efforts, and that readiness issues are addressed in a timely manner.

E6. STABILISATION PERIOD

General Requirements

1. The Successful Tenderer shall provide three (3) months Stabilisation Period for overall System.
2. The Successful Tenderer shall provide skilled staff to be responsible for the overall management during the Stabilization Period.
3. The Stabilization Period shall comprise of ensuring the stability of the proposed system and ensure that the performances are optimal and all requirements are fulfilled.
4. The Stabilisation Period shall commence after Date of Commissioning.

E7. WARRANTY

General Requirements

1. The Successful Tenderer shall provide three (3) year Warranty for all software items which cover onsite support.
2. The Warranty shall commence after the expiry of Stabilisation Period after issuance of Acceptance Certificate.

E8. MAINTENANCE

General Requirements

1. The Successful Tenderer shall provide 2 years Maintenance for all software items.
2. The Maintenance shall commence after the expiry of Warranty Period.
3. The Maintenance shall comprise "Preventive Maintenance" and "Curative Maintenance" (as respectively defined below).

Preventive Maintenance

1. The Preventive Maintenance shall comprise the establishment of an adequate maintenance program to keep the software in good working order and condition with reference to analytical reports monitoring the performance of the IECMS ; and the routine inspection and testing by the Successful Tenderer of each item of the whole System.

Curative Maintenance -The Curative Maintenance shall comprise of the following:

1. Upon receipt of a notification from the NJS that the software is faulty or inoperative, the inspection and testing of the software and the diagnosing of any faults or defects therein by the Successful Tenderer.
2. Upon receipt of a request from the NJS, the Successful Tenderer shall carry out such repairs by issuing such fixes in relation to the reported faults or otherwise as judged necessary to remedy the faults reported. This also covers the provision of upgrades and updates to the software/items wherever necessary.

E9. SUPPORT SERVICES

General Requirements

- 1.** The Successful Tenderer shall provide 5 years Support Services for all software items (including the Warranty Period). The Support Services shall commence after the issuance of the Acceptance Certificate.
- 2.** Tenderer shall meet at minimum the following Service Level Assurance (SLA) during project implementation and support maintenance period:
 - a.** Response Time : 30 minutes from report received
 - b.** Resolution Time : 2 hours from problem confirmed
- 3.** Tenderer shall describe the scope of service (e.g. reporting process, response time, escalation procedure, status reporting, etc.) and the roles and responsibilities of the parties involved during the warranty period.
- 4.** Tenderer shall propose the application post implementation support services to ensure the upkeep of the solution by providing application development and maintenance services that will be used for developing new functions, continuous enhancements, refinement and client requested customization after system is handover and live.
- 5.** Tenderer shall specify the application system/software maintenance to be provided. The application system/software maintenance shall minimally include software upgrades and large patches during the warranty period.
- 6.** Tenderer shall provide the following support services during the implementation and warranty period such as (but not limited to):
 - a.** System failure/corrective maintenance
 - b.** Preventive maintenance
 - c.** Emergency maintenance
 - d.** Software maintenance
 - i.** Others (please specify)
 - e.** The remedial maintenance services for the System applications shall include the troubleshooting and rectifying of faults (the bugs and errors) encountered in the System as reported to the Help Desk. The remedial maintenance will be carried out within the stipulated response time and turn around time. This applies to the IECMS application systems on the server-side as well as on client side.
 - f.** Tenderer shall provide the following (but not limited to) types of technical/user support during implementation and warranty period:
 - i.** Helpdesk support

- ii. Onsite support
 - iii. Online support (web, terminal services, etc).
 - iv. Others (please specify)
- g. Tenderer is to provide technical support for the following (but not limited to) components of the system:
- i. Standard components of the software
 - ii. Modified components of the software
- h. Tenderer shall be required to provide Helpdesk services to enable effective support to the internal and external users for technical issues regarding the IECMS System

E10. DOCUMENTATION AND DELIVERABLES

General Requirements

1. The Successful Tenderer shall produce all relevant deliverables and documentation for the purpose of ensuring a successful delivery, function and maintenance of the proposed hardware, software and related services.

Part F: Pricing and/or Pricing Structure

F1. INDICATIVE COSTING OF PROJECT COMPONENTS

1. Indicative Costing is required for Purchase and Maintenance of tweaked software that meets the requirements of the proposed IECMS as set out in Part C- Overview of Requirements and Part D- General Requirements of Information Technology; or development of a new System /software that meets the requirements of the proposed IECMS as set out in Part C- Overview of Requirements and Part D- General Requirements of Information Technology.
2. NJS requires a scalable and flexible cost model that clearly identifies a total cost of purchase for the organisation and includes any on-going support and maintenance fees.
3. Pricing responses must be in PNG Kina

F2. FIXED PRICING REQUIRED

1. Any pricing provided by proposer shall include all costs for performing the work associated with that price. Except as otherwise provided in this Invitation to Tender.
2. Proposer's price shall be fixed for the duration of any resulting contract.

Part G: Timeframe

TIMELINE

1. Tender process will commence on June 17, 2015 and
2. The last date for submission of any questions or requests for further information or clarification of the Tender will be July 1, 2015
3. The last date for the submission of proposals by interested parties is July 22, 2015.
4. The proposal must be received no later than 4:00 pm on Thursday, July 22, 2015.
5. The date for Opening of Tender shall be July 22, 2015.
6. Technical Evaluation Committee carries out evaluation and short lists Tenderers by August 19, 2015.
7. Shortlisted Tenderer(s) will be invited to give presentations to the NJSS on August 28, 2015
8. Letter of Acceptance to the Successful Tenderer shall be issued on August 31, 2015

G2. DISCRETION

1. This timeline is subject to the discretion of NJS

Signed and issued on _____ June, 2015

Ian V Augerea
(Registrar) Contract Manager