

## **REQUEST FOR PROPOSAL (RFP)**

### **Upgrading of the APEC Meeting Document Database (MDDDB)**

**Asia-Pacific Economic Cooperation (APEC) Secretariat  
October 2022**

## APEC SECRETARIAT

### **Request for Quotation (RFP)/Request for Tender (RTT) for Upgrading of the APEC Meeting Document Database (MDDB)**

#### **Background**

The Asia-Pacific Economic Cooperation (APEC) forum is a regional economic forum established in 1989. APEC's 21 members aim to create greater prosperity for the people of the region by promoting balanced, inclusive, sustainable, innovative and secure growth and by accelerating regional economic integration. The APEC Secretariat is based in Singapore and operates as the core support mechanism for the APEC process. It provides coordination, technical and advisory support as well as information management, communications and public outreach services.

The APEC Secretariat Library serves as the institutional memory of APEC. It collects APEC meeting documents, and where available, papers from APEC ancillary events. It also helps to ensure that the information is stored, retrievable, and accessible.

To facilitate ready access, search, and retrieval of these documents for all users, the APEC Secretariat developed the **APEC Meeting Document Database (MDDB)**. It is a database-driven meeting documents repository that allows registered users to access all papers (non-restricted/public and restricted) and non-registered users to access only non-restricted/public documents. The MDDB can be accessed via <http://mddb.apec.org/>.

#### **Application Features and Design**

The MDDB is a legacy system running on SharePoint Server 2007. To maintain the current setup, functionality and design, the new version of the SharePoint Server needs to be on-premise and with free CAL license for external users. Based on the licensing model provided by Microsoft, Microsoft SharePoint 2019 meets the current requirements.

## Part A: INTRODUCTION

### 1 PURPOSE AND SCOPE

#### 1.1 PURPOSE

- 1.1.1 The purpose of this Request for Proposal (RFP) is for the APEC Secretariat to solicit bids from vendors interested in proposing solutions and costs for the upgrading of APEC Meeting Document Database (MDDB) to Microsoft SharePoint 2019. It currently runs on Microsoft Office SharePoint Server (MOSS) 2007. The MDDB is a database-driven meeting documents repository and can be accessed via <http://mddb.apec.org/>.
- 1.1.2 The information provided in this document is to help you understand our requirements and assist you in providing a reasonably accurate estimate of costs and timeframes involved in the implementation, maintenance, and ongoing support for such a system.

#### 1.2 SCOPE

- 1.2.1 This RFP contains the instructions governing the requirements for a firm proposal to be submitted by interested vendors, the requirements that must be met, and the vendor's responsibilities before and after installation.

#### 1.3 OBJECTIVES

- 1.3.1 The objectives of this RFP are to review and select from available avenues of action and technologies that can provide some or all components of an integrated solution that will deliver the functionality necessary to achieve the following key outcomes:
- Ensure that all functionality in the current system is retained
  - Ensure that functional elements developed out of the box in the current system are carried over to the new system
  - Ensure that any structural / design changes do not negatively impact administration / processing and access / retrieval speed
  - Ensure user interface remains the same
  - System restoration/backup
    - Ensure that all documents from current MDDB libraries are migrated across appropriately to the new system
    - Upgrade to ensure comprehensive backup and restore system
  - UAT - Beyond the scheduled UAT, it would be desirable to have a 6-month period to allow for us to revert to the vendor for issues that may arise that were not picked up prior to deployment of the new system.
  - Immediate vendor assistance/response if the system has problems so loss of productivity by users is minimized
  - Provide formalized technical training for IT staff and administrators

### 2 ADMINISTRATIVE GUIDELINES

#### 2.1 GENERAL TERMS AND CONDITIONS

- 2.1.1 This RFP is open to all interested vendors.
- 2.1.2 The Secretariat is not responsible for any costs incurred by vendors responding to this RFP.
- 2.1.3 Vendors are expected to source application modules they currently do not have or where such modules do not meet the Secretariat's requirements, from specialist business partners. The Secretariat is seeking a complete and high-quality solution to its requirements.
- 2.1.4 Vendors must have completed SharePoint migration and/or development/customization on SharePoint 2019 for at least 3 customers before and must have more than 5 years experience in supporting SharePoint in the past.
- 2.1.5 The intent of the Secretariat is to contract with a single organization capable of taking overall responsibility for all aspects of system components, training, and implementation. It is the lead

vendor's responsibility to ensure that any partners it wishes to engage to provide a complete solution are capable of meeting terms, conditions, prices, etc. made of them.

- 2.1.6 This document contains information and requirements that were accurate at the time of issue. As the evaluation process continues, additional requirements may be identified or changes required to those already stated. Vendors are required to respond to these changes. Further, all replies will be subject to the same terms and conditions as noted in this document.
- 2.1.7 The Secretariat reserves the right to approach vendors for additional information.
- 2.1.8 Vendors must provide responses in electronic format as outlined in section 8.
- 2.1.9 Estimated total cost should include all costs for a fully integrated and implemented solution.
- 2.1.10 All estimated prices should be quoted in SGD dollars exclusive of GST.
- 2.1.11 The Secretariat shall not be obligated to provide any explanation on any outcome(s) resulting from this RFP.

## 2.2 EVALUATION AND SELECTION CRITERIA

The main evaluation and selection criteria for proposals include:

Attribute	Weighting
Functionality – Level to which the proposed solution meets or exceeds required functionality	55%
Estimated price – The overall price of the proposed solution	25%
Support, future development, and training – The level of support offered; proven commitment to ongoing development of the solution; and level and expertise of training offered	10%
Timeliness/availability – Availability of sufficiently skilled staff to implement a solution within the APEC Secretariat	10%

- 2.2.1 Vendors must respond to the information required in Part B of this RFP.

## 2.3 TIMELINE

- 2.3.1 The Secretariat's timeline for this RFP is:

- **RFP issued 28th October 2022.**
- **Responses to be received by 5.30pm, 17th November 2022.**
- **Review and notify by 25th November 2022.** (*This date may be postponed, depending upon the number of vendor bids.*)

## 2.4 ESTIMATES

- 2.4.1 When providing estimates, please break the estimate into the following categories:

- Price for development
- Price for migration of data
- Price for installation
- Any consultancy fees (rate and hours estimated)
- Training costs (including duration)
- Annual maintenance price
- Estimated timeframe for implementation

## 3 SYSTEM OVERVIEW

### 3.1 APEC Meeting Document Database (MDDB)

To facilitate ready access, search, and retrieval of APEC meeting documents for all users, the APEC Secretariat developed the MDDB in 2005, which runs on Microsoft SharePoint Portal Server 2003 (SPS) (upgraded to SharePoint 2007 in 2012). It is a database-driven meeting

documents repository that allows registered users to access all papers (non-restricted/public and restricted) and non-registered users to access only non-restricted/public documents. The MDDB can be accessed via <http://mddb.apec.org/>.

The Secretariat is now interested in upgrading the MDDB to Microsoft SharePoint 2019

## **B: INFORMATION REQUIRED**

### **4 GENERAL INFORMATION**

#### **4.1 SOLUTION OVERVIEW**

- 4.1.1 Provide an overview of the proposed solution, taking into account the requirements outlined in this RFP. This must include:
- a. Product(s) functionality and features
  - b. Components of the solution, including any third party products or tools that form part of the solution, with any associated licensing costs
  - c. Services offered (installation, integration, training, support, etc.)
  - d. Description of a successful implementation(s)
- 4.1.2 The vendor must describe any strategic alliances made with other vendors whose product(s), when combined with the responding vendor's product(s) solution, will meet the functionality required in this RFP.

#### **4.2 VENDOR INFORMATION**

- 4.2.1 Contact information including name, address, telephone number, fax number, and email address of the primary contact for the RFP.
- 4.2.2 Company Profile  
Provide the following information about parent, associate companies, and third parties (if any), which may be involved in providing an integrated solution.
- a. Name, address, and telephone number
  - b. Website address
  - c. Number of years in business providing database solutions;
  - d. Size and nature of operation in the Singapore and outside of the Singapore (including number of staff and geographic location)
- 4.2.3 Outline prior experience in implementing the potential solution including:
- a. Number of years of experience in supporting SharePoint
  - b. Number of customers that have been assisted with migration of SharePoint 2007 to Microsoft SharePoint 2019
  - c. Number of and year of implementation for the cases listed in item (b) above
  - e. Location of implementations for the cases listed in item (b) above
  - f. Business of the purchasing organizations (government, universities, etc)
  - g. Modules (if applicable) installed or utilized in the implemented solution
- 4.2.4 Provide at least three reference sites (including contact information) for the solution presented which the Secretariat may contact. The vendor must also provide details and a brief description of the solution, both software and hardware, implemented at these sites.
- 4.2.5 Provide an outline of the customer service model employed to manage and meet the customer's future system requirements.

#### **4.3 COSTS**

- 4.3.1 Provide cost information associated with the solution including:
- a. Price for development
  - b. Price for migration of data
  - c. Price for installation
  - d. Consultancy fees (rate and hours estimated)
  - e. Training costs (including duration)

- f. Annual maintenance and support costs, and any other recurring costs
- g. Please indicate payment terms, timing for expenditures, discounts available and any other cost issues.

## **5 FUNCTIONAL REQUIREMENTS**

- 5.1 MDDB functionalities will incorporate what is necessary to achieve the following key outcomes:
- Capture and index electronic documents
  - Integrated search and retrieval of documents
  - Secure reliable storage of electronic documents
  - Assign access and security levels
  - Browser-based user and administrator front-ends
  - Intuitive user interface
  - Ease of access to critical documents by key users, internal and external to the Secretariat, with appropriate layering of security

Please review functionalities of current system at <http://mddb.apec.org/> .

## **5.2 PRODUCT DOCUMENTATION AND TRAINING**

- 5.2.1 Describe the various installation, administration, user, and training manuals available.

## **5.3 SYSTEM PERFORMANCE MANAGEMENT**

- 5.3.1 Describe the various utilities available to compress and reorganize indices.
- 5.3.2 Describe other performance management and/or tuning utilities. Are the following available?
- System management and statistical reports
    - Storage usage and capacity
    - CPU performance
    - Downtime
    - System usages
  - Online installation of disk space
- 5.3.3 Benchmarks – please indicate typical response time or system performance for the following:
- Response to any legitimate user action
  - Response time independent of size of repository
  - Performing a search and presenting a hit list
  - Performing a search and presenting a hit list during system backup or recovery
  - Full system backup or recovery

## **5.4 INTEGRATION SERVICES**

- 5.4.1 Where required, integration staff, assigned to assist the customer onsite need to be product “certified”, and/or document management system architecture “certified”.
- 5.4.2 Where required, integration staff need to install, test and tune associated solution software components and underlying database software.
- 5.4.3 Where required, integration staff need to install and test specialized print drivers on related hardware.
- 5.4.4 Underlying “customized” source code will need to be given to the Secretariat.

## **6. SYSTEM ARCHITECTURE**

- 6.1.1 Provide an overview of the system architecture.
- 6.1.2 Provide information on the proposed solution’s scalability and threshold.
- 6.1.3 Provide information on the proposed solution’s interoperability.

- 6.1.4 Provide information on the proposed solution's ability to configure and communicate with remote site installations, and provide recommendation for bandwidth between main and remote sites.

## **7 IMPLEMENTATION AND SUPPORT REQUIREMENTS**

### **7.1 IMPLEMENTATION**

- 7.1.1 Outline the integration of the system, including:
- a. Project management
  - b. Installation and setup
  - c. Customization and software enhancements
  - d. Implementation
  - e. Training IT/User
  - f. Testing
  - g. Post implementation support

### **7.2 MAINTENANCE AND SUPPORT**

- 7.2.1 Briefly outline how you will support all components of the potential solution including all solution documentation and any options.

## **8. RESPONSES AND QUESTIONS**

- 8.1 Please send the proposal via email to the attention of the Procurement Officer, APEC Secretariat, to [procurement@apcc.org](mailto:procurement@apcc.org) no later than 5:30pm Singapore time, 17<sup>th</sup> November 2022.

**Do NOT include any correspondence requiring answers with the response. Submit any questions in separate correspondence.**

- 8.2 Late responses to this RFP will not be accepted. It is the responsibility of the vendor to ensure its response arrives prior to the established deadline.
- 8.3 All questions regarding this Request for Quotation must be submitted in writing via email to [procurement@apcc.org](mailto:procurement@apcc.org)
- 8.4 The Secretariat will attempt, within three working days, to acknowledge via e-mail that it has received the vendor's response.