



## TENDER NO 02/2025: DIGITAL DOCUMENT MANAGEMENT SYSTEM (DDMS)

Tertiary Scholarships and Loans Service (TSLs) invites tender from reputable organizations with suitably qualified and experienced individuals for the procurement, configuration, and implementation of a Digital Document Management System (DDMS). The selected organization will be expected to provide a secure and scalable document digitization solution, including scanning, indexing, storage, retrieval, and access management functionalities.

### About the Organization

TSLs is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement all the Fijian Government funded Scholarships, Study Loans and Grants.

In its ICT Transformation Strategy, providing excellent end-to-end user experience is part of service delivery. As part of TSLs's digital transformation journey, a Digital Document Management System (DDMS) is required to enhance operational efficiency, improve document security, and ensure compliance with regulatory requirements. This system will facilitate storage, management, retrieval, and sharing of important documents such as scholarship applications, payment records, and other student-related documents.

### Scope of Work

- **Document Scanning, Storage & Management:**
  - Provide a secure digital repository for scanning, storing, categorizing, and retrieving student-related documents. Ensure compatibility with various document formats (PDF, Word, scanned images, etc.).
- **Document Upload & Indexing:**
  - Implement a structured indexing system for easy document classification and searchability. Allow metadata tagging and categorization for better document organization.
- **Search & Retrieval:**
  - Develop an advanced search functionality, enabling keyword-based and filter-based searches.
  - Provide quick access to student documents based on various parameters (e.g., student ID, document type, date).
- **Access Control & Security:**
  - Implement role-based access control to ensure document confidentiality and restrict unauthorized access. Ensure compliance with data protection regulations through encryption and secure authentication mechanisms.
- **Audit Trail & Version Control:**
  - Maintain a detailed log of all document uploads, modifications, and access activities. Enable version control to track document changes and maintain historical records.

### Timeline:

Four (4) months or earlier from the time of official engagement.

The full scope of work with key requirements is available on TSLs website ([www.tsls.com.fj](http://www.tsls.com.fj)).

All tenders to be submitted through TSLs tender portal: <https://tender.tsls.com.fj/>

For any clarifications on the tender specifications, contact Mr. Kaushal Prasad at [KPrasad@tsls.com.fj](mailto:KPrasad@tsls.com.fj)

All tenders must reach TSLs by **NO LATER THAN 4.00 p.m on 27<sup>th</sup> June 2025.**



## SCOPE OF WORK FOR THE DIGITAL DOCUMENT MANAGEMENT SYSTEM (DDMS)

### 1.0 Background

Tertiary Scholarships & Loans Service (TSLs) is a Fijian Government statutory organization established in 2013 under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement all the Fijian Government Tertiary Education Scholarships, Study Loans and Grant.

In its ICT Transformation Strategy, providing excellent end-to-end user experience is part of service delivery. As part of TSLs's digital transformation journey, a Digital Document Management System (DDMS) is required to enhance operational efficiency, improve document security, and ensure compliance with regulatory requirements. This system will facilitate storage, management, retrieval, and sharing of important documents such as scholarship applications, payment records, and other student-related documents.

TSLs invites tenders from reputable organizations with suitably qualified and experienced individuals for the provision, scanning, and digitization of physical documents to create digital copies. The selected organization will be expected to manage the scanning process, ensuring that documents are accurately converted into digital formats and properly indexed for easy retrieval and management.

### Phase 1: Foundation & Initial Implementation

### 2.0 Specific Scope of Work (Phase 1)

The Digital Document Management System should encompass the following functionalities:

#### 2.1 Document Scanning and Digitization:

- Scan physical documents and convert them into digital copies.
- Ensure that documents are scanned in high quality, preserving readability and integrity.
- Convert documents into standard digital formats (e.g., PDF, TIFF).
- Perform optical character recognition (OCR) to enable text searchability, where applicable.
- Organize and index scanned documents to enable easy retrieval based on pre-defined categories (e.g., student name, document type, date, etc.).

## 2.2 Document Uploading, Organization and Indexing

- Apply metadata tagging and categorization to scanned documents to ensure easy retrieval.
- **Document Upload:** Secure upload of documents into the system.
- **File Formats Supported:** PDF, Word, PowerPoint, Excel, Images, and Video formats.
- Develop a clear folder structure to organize documents logically (e.g., by student, document type, or department).
- Ensure proper security measures to restrict access to sensitive student data.
- **Optical Character Recognition (OCR):** Integration of OCR for scanned documents to convert them into searchable text.

## 2.3 Integration, Document Storage & Retrieval:

- Secure storage of scanned documents in a cloud-based or on-premises document storage solution as per TLS requirements.
- Basic search functionality allowing authorized users to retrieve documents based on metadata.
- **Advanced Search:** Users should be able to search for student-related documents using TIN, Email, Date of Birth, BRN, Start Date, and End Date.
- Retrieval of critical documents such as Offer Letters and Bond Letters.
- **Advanced Search:** Full-text search capability, enabling users to quickly retrieve documents based on metadata or content.
- **Version Control:** Enable document version tracking, ensuring that users can access previous versions of documents and maintain an audit trail.
- The approximate volume of work is around 60,000 documents, each with an average of 10 pages of data.
- TLS will provide hosting for document storage and system deployment.
- The system should be easily integrable with other TLS and third-party systems to ensure seamless data exchange and interoperability.

## 2.4 Document Access Control and Security

- **Role-Based Access Control (RBAC):** Different user roles (Administrator, Document Manager, Viewer) with specific access rights.
- **User Authentication:** Implement secure user authentication mechanisms, such as single sign-on (SSO).
- **Audit Trail:** Keep detailed records of document access and modifications for compliance and tracking purposes.
- **Data Encryption:** Use encryption (both in transit and at rest) to protect sensitive document data.

## 2.5 Security, Scalability, and Reliability

- Ensure secure access to the platform with proper authentication and authorization mechanisms.
- Protect user data and comply with relevant data protection regulations.
- The platform should be scalable to accommodate future growth, including increasing document storage needs and user load.
- Ensure high availability and minimal downtime.
- Implement regular backups and disaster recovery mechanisms.

## 2.6 Deliverables (Phase 1)

- Functional document scanning and upload system.
- Secure document storage and retrieval system with role-based access control.
- User authentication and security implementation.
- Documentation on system usage and security guidelines.
- Training for TSLS staff on document upload, scanning, and security management.

## 3.0 Duration (Phase 1)

Phase 1 is expected to be completed within eight (8) weeks from the time of official engagement.

### Phase 2: Advanced Features & Automation

## 4.0 Specific Scope of Work (Phase 2)

### 4.1 Document Workflow Management

- **Approval Workflow:** Create configurable workflows for document approval, including automatic notifications for document review or approval.
- **Document Routing:** Route documents for review or approval based on predefined workflows.
- **Notifications:** Automated alerts and reminders for users about document status or workflow actions.

### 4.2 Compliance and Reporting

- **Regulatory Compliance:** Ensure the system meets data protection regulations.
- **Document Retention:** Enable document retention policies that automatically archive or delete documents after a certain period, in line with legal and organizational requirements.

- **Reporting:** Generate reports on document status, retrieval reports, and system usage analytics, ensuring transparency and compliance.

#### 4.3 Document Redaction and Digital Signatures

- **Document Redaction:** Enable automatic or manual redaction of sensitive information from documents before they are shared or accessed by authorized personnel.
- **Digital Signature Integration:** Provide functionality to digitally sign documents for approvals and agreements.

#### 4.4 Mobile Access

- **Mobile-Friendly Platform:** Ensure the DDMS is responsive and accessible across mobile devices, with a mobile app or optimized web interface for document access and management.

### 5.0 Functional Requirements

#### 5.1 User Roles and Permissions

- **Administrator:** Full access to manage all aspects of the platform.
- **Document Manager:** Ability to upload, manage, and route documents for approval.
- **Viewer:** Read-only access to documents and reports.
- **Registration:** Admin should create the logins.

#### 5.2 Document Management

- **Document Upload and Management:** Support for uploading various document formats, categorizing, and tagging them for easy retrieval.
- **Search and Retrieval:** Fast and accurate search functionality to locate documents based on metadata or full-text content.
- **Version Control:** Track document revisions and allow users to access historical versions.

#### 5.3 Reporting and Analytics

- **Audit Logs:** Record detailed actions on documents (viewing, editing, deletion) for compliance.
- **Document Status Reports:** Generate reports on the status of documents (approved, pending review, etc.).
- **System Usage Reports:** Track user activity and document retrieval trends.

## 5.4 Security and Compliance

- **Data Encryption:** Use industry-standard encryption to protect document data both during transit and at rest.
- **Access Control:** Role-based access control and fine-grained permissions for document management and viewing.
- **Regulatory Compliance:** Ensure that the DDMS complies with applicable data protection regulations (Fijian laws, GDPR, etc.).

## 6.0 Non-Function Requirements

### 6.1 Performance

- The system should be capable of handling concurrent users without performance degradation.

### 6.2 Security

- Ensure secure access to the platform with proper authentication and authorization mechanisms.
- Protect user data and comply with relevant data protection regulations.

### 6.3 Scalability

- The platform should be scalable to accommodate future growth, including increasing document storage needs and user load.

### 6.4 Reliability

- Ensure high availability and minimal downtime.
- Implement regular backups and disaster recovery mechanisms.

## 7.0 Deliverables (Phase 2)

- Functional Digital Document Management System (DDMS) platform.
- Documentation of the system architecture, user guides, and administrator manuals.
- Training sessions for TSLs staff on using and managing the platform.
- Post-deployment support and maintenance plan.

## 8.0 Training

The successful bidder will be required to provide comprehensive training to TSLs staff for the following:

- Document Upload and Management
- Document Workflow and Approval Process
- Security and Compliance Management

## 9.0 Duration (Phase 2)

The project is expected to be completed within **eight (8) weeks** or earlier from the time of official engagement.