

Technical Requirement for DMS

S.No	Functional Requirement	Remarks
1	Must support handwriting recognition	optional
2	Must allow the ability to scan paper documents	mandatory
3	Must allow the direct import of common electronic document types (such as, but not limited to: TIF, PDF, JPG, Microsoft Office standard formats such as .docx and .xls)	mandatory
4	Ability to OCR scan color documents	optional
5	Copier integration	mandatory
6	Interface to other applications and databases -	mandatory
7	Proposed system must provide simple integration between different software applications whether they are web-based, or windows-based to support Enterprise Content Management with standard API	mandatory
8	Barcode recognition for auto indexing	
9	Documents must be able to be scanned or printed directly into the electronic document management system with or without requiring a hard copy	mandatory
10	Proposed system must provide document import via scanner, virtual printer, drag and drop, and browse to file	mandatory
11	Proposed system must provide optional full integration into network scanning appliances, including the ability to select scan destination and index directly from the panel.	mandatory
12	Proposed system must store the images in their native file format, and not in a proprietary or encrypted format	
13	Ability to view multiple images simultaneously	optional
14	Color images must be viewable quality so that detail in the image is captured	
15	Images must be oriented correctly for viewing	mandatory
16	Text must be readable up to the edge of the document	mandatory
17	Ability to crop images	optional
18	Proposed system must be scalable to hundreds of users. The proposal shall provide licensing options and identify whether licensing is fixed or concurrent.	mandatory
19	Proposed system must provide Active Directory and single sign-on capabilities in all available clients.	
20	Robust import/export function of the software (for the ability to import/export from/to another software package)	

21	Proposed system must have robust training materials including manuals, e-learning, etc.	mandatory
22	Web based client - Provide users access to the system through a common web browser or mobile device	mandatory
23	System must have the capability of performing e-discovery for open records purposes and be able to place said documents on "Litigation Hold" to ensure the preservation of the document contents.	mandatory
24	Full-text searches	mandatory
25	Advanced search capabilities	mandatory
26	Key word searches	mandatory
27	Homonyms searches (fuzzy logic) i.e. Jeri, Jerry.	
28	Natural language searches (returns search hits on documents that are "about" the subject/theme you're exploring, even if the words in the document don't match at all the words you enter into the query)	mandatory
29	"wildcard" searches that can be a single character or a string of characters	optional
30	Proposed system must be able to Automate Work Flows (Automated passing of documents from one person or system to another person or system pursuant to logical rules)	mandatory
31	Initiate routing and approval workflows when documents are created	mandatory
32	Route documents according to a pre-defined set of rules	mandatory
33	Create an audit trail or log of activities related to the workflow	mandatory
34	Flexibility to route documents in an ad-hoc fashion as necessary	mandatory
35	Proposed system must adhere to the NRB document retention policy	
36	Ability to define custom retention schedules	mandatory
37	Ability to identify the type of disposition that should occur (e.g. deletion or archive)	mandatory
38	Ability to schedule and log the disposition of files or folders	mandatory
39	Proposed system must provide file version management	mandatory
40	Published version support (finalized, available for public viewing) vs. non-published version (editable, only users with sufficient security have access to)	mandatory
41	Access to previous versions based on security control	mandatory
42	Proposed system must provide Annotation -	mandatory

43	Annotations permit users to append or remove information about a document without permanently changing the original image. Highlighting, stamps, redactions (blackouts or whiteouts) and sticky notes are among the most common annotations.	mandatory
44	Annotation support (e.g. area highlights, redaction, text annotations)	mandatory
45	Annotation security	mandatory
46	Redaction should be at the end users discretion	mandatory
47	The document management system's security should give the system administrator control over who can view annotations and see through redactions.	mandatory
48	In order for the document to maintain its integrity, all annotations should be overlays that do not change the actual image. This way, a document can be printed with or without the annotations.	mandatory
49	Auditing of document access/creation	mandatory
50	Log user access/actions	mandatory
51	Event logging, auditing and reporting capabilities should be available for all documents and workflows	mandatory
52	Check-in/check-out of documents	mandatory
53	Ability to override check-in/check-out functions for administrators	mandatory
54	Support user, group, or departmental level security - Limit what users can see based on security access	mandatory
55	As a general rule Bank staff that support each of the departments or certain groups within the organization, cannot access the files of their peers or of the superiors. Bank staff from different departments also may not access files in another department. However, the flexibility is needed to allow specific documents or files to be shared with other departments across the agency on an as needed basis.	mandatory
56	Document hierarchy security and document level security	mandatory
57	Annotation level security - system's security should give the system administrator control over who can view annotations and see through redactions	mandatory
58	System provides user profile creation and management to allow and restrict access to documents, workflows and system features	mandatory

59	Proposed system must facilitate electronic document storage and indexing using Optical Character Recognition (OCR) technology	mandatory
60	Allow Administrator to define fields for automatic indexing of documents using OCR capabilities	mandatory
61	Provide indexing assistance by giving the ability to create metadata from data fields on a form	mandatory
62	Must be able to support Full-text indexing	mandatory
63	The system shall provide well defined change management processes, including pre-defined all inclusive migration processes for software releases, operating system upgrades, layered software upgrades, and hardware configuration changes.	mandatory
64	The system shall support Electronic Data Interchange (EDI).	optional
65	The system shall be compatible with Business Intelligence / Data Warehousing (BI/DW).	optional
66	The system shall comply with all current government standards and web-based transaction encryption standards	mandatory
67	The system shall provide customizable user interfaces	mandatory
68	The system shall provide the ability to automatically integrate user-defined fields into software upgrades & be reflected in new software releases	mandatory
69	Software fixes found at other client implementations shall be made available to the County at no charge.	mandatory
70	The vendor shall maintain a web or FTP site from which software fixes can be downloaded and installed by the County and shall provide detailed instruction on how to install.	
71	The software vendor shall provide access to 24/7 client support.	
72	The system shall provide best practice workflow templates	optional
73	Development licenses for all system utilities and tools shall be provided.	mandatory
74	Application source code must be placed in escrow.	mandatory
75	The system shall provide utilities and tools to monitor resource utilization.	mandatory
76	The system must provide the ability to maintain and update non-production environments	

77	The system must provide the ability to apply software upgrades to a non-production database environment before migrating it to a production database environment.	
78	Should support both English and Nepali unicode	mandatory
79	Ability for bulk upload	mandatory
80	creation of documents with customizable templates	mandatory
81	optimization of space with compression of scanned documents	mandatory
82	installation of the system in a VPN	mandatory