PART B

SPECIFICATION

RFP No. 215/03
Across Government Preferred Supplier Panel
For The Provision Of
Document & Records Systems
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SECTION ONE: GENERAL INFORMATION

1. Project Scope

This RFP process is the first stage of a project to establish arrangements for the provision of Document and Records (D&R) Systems to South Australian Government Agencies (“Agencies”). A D&R System is an electronic document and records management system that captures, maintains and provides access to records over time.

At the end of this first stage, it is envisaged that the Board will have:

- Assessed the capability of the Respondents as a supplier of D&R Systems (“Supplier Capabilities”);
- Assessed whether or not the D&R Systems (“Solutions”) being proposed by Respondents meet the functional requirements for such systems within the South Australian Government (“Functional Compliance”);
- Assessed whether or not the Solutions being proposed by Respondents meet the technical requirements for such systems within the South Australian Government (“Technical Compliance”);
- Obtained information from the Respondents on additional functionality of the Solutions over and above the specified requirements;
- Determined the maximum pricing for the provision of Solutions to Agencies; and
- Selected Respondents (and their Solutions) for inclusion on the Across Government Preferred Supplier Panel Arrangement for D&R Systems.

Respondents (if any) selected for the Preferred Supplier Panel will be required to enter into an Agreement with the Board for Solutions to be made available to South Australian Government Agencies for a three (3) year term, with an option for a further two (2) year period (refer Part D: Draft Agreement).

It is intended that in the subsequent stages of the project, Agencies seeking to procure a D&R System during the term of the Agreement will be invited to access the Preferred Supplier Panel Arrangement. Each Agency will undertake its own procurement process to select the Respondent and Solution that best meets its own requirements.

The following factors, among others, are likely to be used by each Agency to determine its own requirements:
• Agency size and complexity, including number of personnel, number and location of sites etc;

• Quantity of documents and records;

• Storage requirements;

• Speed of retrieval required, for example some agencies have a direct interface with the public;

• Format and type of records;

• Security requirements; and

• Funding availability.

Once the Agency has made its selection, it will seek to enter into a Supply Contract with the Respondent offering that Solution (the “Preferred Supplier”). An indicative Supply Contract is provided as Schedule 6 in Part D: Draft Agreement.

To assist Agencies in these subsequent stages of the project, the Board intends to develop a contract management strategy that will involve, among other things:

• Providing information to Agencies on Preferred Suppliers and Solutions (including information obtained through this RFP process such as maximum prices);

• Updating information on Supplier Capabilities and Functional and Technical Compliance as required;

• Reviewing Supplier performance in respect to the provision of Solutions under the Preferred Supplier Panel Arrangement;

• Adding Preferred Suppliers and Solutions to the Preferred Supplier Panel Arrangement as required; and

• Removing Preferred Suppliers and Solutions as required in accordance with the terms and conditions of the Panel Agreement.

2. Evaluation Process

The evaluation process for Proposal Responses will include the following stages, with progression based on the Respondent’s performance in the previous stage:
Stage 1: Initial evaluation of Proposal Responses;
Stage 2: Testing of Solution Compliance;
Stage 3: Shortlisting of Respondents based on outcomes of stages 1 and 2;
Stage 4: Commercial negotiations with short-listed Respondents;
Stage 5: Final evaluation and Respondent selection; and
Stage 6: Finalisation of Agreement

Please note that the evaluation of Proposal Responses will be against mandatory criteria only. All of the mandatory criteria must be met for Proposal Responses to be considered. Questions and statements in Part C: Response Document that are to be assessed against mandatory criteria are indicated with the following symbol (M).

Questions and statements in Part C: Response Document that require a response but which are for information gathering purposes only (ie. they will not be assessed as part of the RFP process) are indicated with the following symbol (I)
SECTION TWO: GENERAL COMPLIANCE REQUIREMENTS
(Refer also to Section Two of Part C: Response Document)

1. Compliance with Terms and Conditions

It is a mandatory requirement that the Respondent complies with:

1.1 Part A: Conditions of Submitting a Proposal

1.2 Part D: Draft Agreement

or is able to demonstrate to the Board that it would be able to comply with both Parts following negotiations.

2. Product Details

It is a mandatory requirement that the Respondent provides the following details relating to each proposed Solution:

2.1 Registered names of products included in the proposed Solution; and

2.2 Authority for the Respondent to offer the products as part of the proposed Solution, eg Solution is based around Respondent's proprietary software, Respondent holds licence from software developer to on sell etc.

3. Total Solution Requirements

It is a mandatory requirement that each Solution proposed by the Respondent:

3.1 Has been released;

3.2 Is currently supported in the Australian market by the Respondent;

3.3 Will provide a complete solution, not a partial solution; and

3.4 Will meet all (100%) of the mandatory functional and technical requirements as an “off the shelf” solution without significant customisation (refer to Section Three: Functional Compliance Specification and to Section Four: Technical Specification).
4. Participation in Testing

It is a mandatory requirement that the Respondent agrees to:

4.1 Provide an evaluation test environment in Adelaide that will enable testing of each proposed Solution against Functional and Technical compliance requirements (refer to Section Three: Functional Compliance Specification and to Section Four: Technical Specification); and

4.2 Prepare the evaluation test environment in accordance to requirements to be provided by the Board at least one week before testing.
SECTION THREE: FUNCTIONAL COMPLIANCE SPECIFICATION

(Refer also to Section Three of Part C: Response Document as well as Section Four: Technical Specification and the Glossary provided at the end of this Section)

South Australian Government Document and Records Systems Standard

Solutions to be offered under the Preferred Supplier Panel Arrangement will need to meet the functional compliance requirements included within the South Australian Government Document and Records Systems Standard (the Standard) provided as Attachment 1 to this Specification.

The Standard was developed by State Records in response to a request from the Across Government Information and Records Management Strategy Group for the issue of an across Government document and records management system strategy.

The Standard:

- is founded on the Australian Standard 4390, Records Management (precursor to ISO 15489) and the State Records Act 1997;
- has been developed with Agency input (coordinated through the across Government Information & Records Management Strategy Group); and
- has been developed with industry consultation.

In June 2001 the Standard was approved by the Minister for Administrative Services and endorsed by Cabinet.

1. General Solution Requirements

It is mandatory that each Solution that you are offering must be user friendly, modular, integrated, have a graphical user interface, be accessible from remote locations and be interoperable with other desktop office systems.

2. Risk Management

It is mandatory that each Solution that you are offering must allow Agencies to:

2.1 Rely upon records as an accurate record of the activity/activities that they document.
2.2 Capture and register a document, regardless of media, from within the source software package or the system software;

2.3 Manage all records, using records management principles and practices, regardless of media;

2.4 Manage electronic records in a consistent, open and enduring format, such as Extensible Markup Language (.xml) or Portable Document Format (.pdf);

2.5 Identify and manage all vital records;

2.6 Store data distributed across a number of databases and/or servers in a number of physical locations;

2.7 Store electronic records appropriately and efficiently;

2.8 Track the electronic or physical movement of records through the Agency;

2.9 Maintain version control for all records;

2.10 Access an audit trail that tracks alterations to electronic records;

2.11 Track records through various changes of custody (through organisational change or outsourcing);

2.12 Ensure all records are disposed of in accordance with the provisions of the State Records Act 1997 or other legislation that authorises such disposal.

2.13 Dispose of records in accordance with current General Disposal Schedules (or other operational Records Disposal schedules approved for a specific Agency);

2.14 Apply a disposal or retention sentence at creation to the document and the record type (via the classification), which can be modified on an ad hoc or global basis by the Administrator;

2.15 Apply links to storage units within a hierarchical structure to ensure accurate disposal;

2.16 Jointly use records between related agencies, where relevant (such as after restructuring, amalgamation, resource re-allocation or business process re-engineering);

2.17 Ensure that when implementing a new system, migration of data between the new and old systems occurs, including metadata for inactive records and from inactive databases;
2.18 Ensure that appropriate conversion and test processes are used so that data migrated to a new system is not corrupted or altered in such a manner that it may affect the evidentiary integrity or completeness of the record during the process.

3. Reporting

It is mandatory that each Solution that you are offering must allow Agencies to:

3.1 Ensure that access, control and security requirements are being met by the system by employing reporting tools within the system;

3.2 Use reporting and analysis tools for the management of retention and disposal policies;

3.3 Monitor the progress of tasks associated with document content (known as ‘workflow’);

3.4 Ensure generation of a number of reports, from multiple databases if required, for:

- disposal, for example: the number of folders eligible for destruction, a list of all folders and parts that do not have a disposal action allocated, etc,
- general statistical purposes, for example: reports on number of folders created or number of folders retrieved and viewed,
- data and user administration (including activity of Administrator),
- activity within the classification structure, and
- other aspects of records in the system;

3.5 Generate, save, modify and re-use report formats;

3.6 Report on user-defined search results;

3.7 Access audit trails and audit reports for all transactions (including system administration);

3.8 Define and customise information required for an audit trail and report.
4. **Metadata**

It is mandatory that each Solution that you are offering must allow Agencies to:

4.1 Support the *South Australian Recordkeeping Metadata Standard* (provided as Attachment 2 to this Specification);

4.2 Use a unique identifier for each record;

4.3 Capture metadata in relation to all documents, regardless of media, for:
   - content including the title, subject, description, language and coverage,
   - registration including the records identifier, date and location of the document,
   - structural elements including type, aggregation level and format of the document and its preservation history,
   - contextual elements such as the document's agent, relation and function,
   - history including management history and use history, and
   - terms and conditions including access rights and disposal actions;

4.4 Import and export document and file profile information, thesaurus and disposal schedules between system databases, and between applications;

4.5 Develop document profiles and specifications at an Administrator level;

4.6 Effect global changes to specific fields, at an Administrator level;

4.7 Ensure long-term preservation of data through comprehensive migration practices;

4.8 Ensure accuracy during data entry.

5. **Accessibility**

It is mandatory that each Solution that you are offering must allow Agencies to:

5.1 Ensure that all records, in whatever medium, are easily accessible by whoever is authorised;
5.2 Ensure that access to records is subject to South Australian Government security, privacy and confidentiality requirements, including the Information Privacy Principles – personal information, commercial-in-confidence information, or other sensitive information must not be misused, intentionally or unintentionally, either within the agency or when shared with external organisations;

5.3 Provide access to records, under the Freedom of Information legislation, through appropriate storage and security;

5.4 Easily access electronic records in their electronic environment;

5.5 Ensure that all records are arranged in a logical and controlled manner and that a system of arrangement is in place (i.e., the Keyword AAA thesaurus, or another thesaurus as the agency requires);

5.6 Define record classification in up to four hierarchical descriptor levels;

5.7 Browse the thesaurus over a graphical user interface for selection of terms for classification and retrieval;

5.8 Link classification terms to disposal criteria (see Clause 1: Risk Management) allowing for global or individual modification of links;

5.9 Upgrade the existing thesaurus, providing the option for a retrospective change to relevant documents and record types, while maintaining the historical trail of terminology;

5.10 Report or list records as a group related by business activity, for transfer, in the case of a functional re-allocation either within an Agency, or between agencies;

5.11 Find records immediately, or with the minimum extra effort, upon demand;

5.12 Search and access records without being limited by geographical/server architectural constraints. For example, a specified search should be able to be performed across system databases, across all fields, from a single point of access;

5.13 Link, group and relate documents to other documents created or used as part of the same business activity, either specified by the system or user derived;

5.14 Support barcode technology for tracking record movements;

5.15 Retrieve information by searching the database using at least the following parameters:
• full text,
• combined text and field,
• keyword,
• file/document,
• metadata field,
• date document created/captured,
• author of document,
• barcode,
• location, and
• classification scheme;

5.16 Combine search terms to conduct simple keyword and complex searches, using search terms such as Boolean terms, logical operators, broader and narrower terms, and proximity searches, as required;

5.17 Refine search criteria and results at a user level, based on operational needs;

5.18 Save search parameters.

6. System Integrity

It is mandatory that each Solution that you are offering must allow Agencies to:

6.1 Apply security classification to the user, the record and the record type at creation, which can be modified on an ad hoc or global basis by the Administrator, if required;

6.2 Relate record classification and system function to user authorisation to ensure appropriate document security is maintained at all times;

6.3 Ensure that the risk of access to the system from outside the Agency is minimised through using appropriate system security processes;

6.4 Meet legal requirements by maintaining data integrity through the system security;
6.5 Ensure that security breaches are recorded in an audit trail;

6.6 Ensure that records can be recovered from failed and interrupted processes without loss of data or integrity in order to be used and accessed in a timely manner;

6.7 Maintain system integrity by the Administrator being able to access currently logged on users, determine their usage statistics, and log users out of the system when required;

6.8 Perform full and incremental back-ups;

6.9 Enable full and incremental recovery of data stores and indices, synchronisation for remote data stores, and optimisation of data stores and indices, where relevant;

6.10 Perform Administration functions concurrently with other live transactions.

7. Support

It is mandatory that the Respondent must be able to provide:

7.1 Quality control and reporting mechanisms;

7.2 Fault resolution (eg bug fixes where the problem is with the Solution, or where the problem is with incompatibility between platforms);

7.3 Appropriate levels of training for all users and IT support personnel in the documents and records system as part of the Agency’s continuous development and improvement process;

7.4 Basic Help/F1 functionality;

7.5 Program for support including on-site and remote helpdesk support to all users;

7.6 Tools and/or support for migrating data across new versions and releases, if required.
8. Additional Functionality

Each Solution that you are offering may also meet the following requirements:

8.1 The interface will allow a consistent view of the information irrespective of whether the user is at the Agency or off-site via the Internet;

8.2 The Solution allows for the use of automated entry from previous entries;

8.3 The resubmit function allows for user defined recurring resubmits;

8.4 Ability to build user profiles of each user based on their search patterns, workflow and the materials they request.
GLOSSARY

(Note: Glossary applies only to terms used in this Section and in Section 3 of Part C: Response Document unless otherwise specified)

Administrator

The Agency staff member responsible for administering the solution. All functions undertaken by the Administrator must be able to be undertaken by a delegate, with appropriate authorisation.

Agency

The Agency is the consumer of the solution. For the purposes of the Document and Records Systems Standard, examples of Agency include:

- the Governor;
- a Minister of the Crown;
- a court or tribunal;
- a person who holds an office established by an Act;
- an incorporated or unincorporated body established for a public purpose by or under an Act; or established subject to control or direction by the Governor;
- a Minister of the Crown or any instrumentality or Agency of the Crown;
- a department or other administrative unit of the public service;
- the police force;
- a municipal or district council; and
- a person or body declared to be an Agency.

(State Records Act 1997).
Allows

Where "allow", "allows" or "allows for" is used, it means it must be possible, as required.

AS ISO 15489


Audit reports

Reliable reports of system activity undertaken. The reports must be accurate evidence for the purpose of conducting an audit of system activities.

Australian Government Locater Service (AGLS)

The Information Economy Sub-Committee of Cabinet has endorsed the use of part of Australian Government Locater Service (AGLS) in South Australia. However, AGLS is only for Web pages. For a copy of the AGLS document, see:


Capture

The deliberate action that results in the registration of a record into a recordkeeping system. This term is used instead of "register". (AS4390 Part 1 General).

Classification scheme or system

A collection of authoritative terms used to identify record groups having common characteristics. This term is used instead of "thesaurus". An example is the State Records of New South Wales' Keyword AAA Thesaurus.

Disposal

A range of processes associated with implementing appraisal decisions. These include the retention, deletion or destruction of records in or from recordkeeping systems. (AS4390 Part 1 General).

Disposal Schedule(s)

A systematic listing of records created by an organisation or Agency which plans the life of these records from the time of their creation to their disposal. (Keeping Archives, Judith Ellis, 2nd Edition). Under the State Records Act 1997, various relevant General Disposal Schedules (GDS) and business-specific Records Disposal Schedules (RDS) are authorised for use. The Schedules may be combined to create a more extensive combined schedule, or multiple schedules.
Document

See "Record".

Document and records system (D&RS)

Information systems are defined as organised collections of hardware, software, supplies, policies, procedures and people, which store, process and provide access to information. (AS4390 Part 1 General) In the context of this document, a document and records system is an information system which captures, maintains and provides access to documents and records in compliance with the Document and Records System Standard, State Records of South Australia, 2001.

Electronic records


File / folders

See "storage unit".

Formats

Formats may include, but not be limited to:

- Word-processing documents;
- Spreadsheets;
- Electronic Mail;
- Voice Mail;
- Internet Content;
- Digitally recorded images;
- Drawings;
- Databases;
- Objects (eg audio, video);
- GIS (Geographical Information Systems);
- Maps; and,
• Plans.

Electronic record formats may include, but are not limited to DOC, XLS, PPT, HTML, XML, DWG, TIF, IMG, TXT, DWF, SVF, PDF, GIF, JPG, MPG, DPF, DXF, FIL, INP, MOD, PDF, MDB, PC.

**Full search functionality**

The ability to search and access records, and subsequently display search results.

**Metadata**

The term ‘metadata’ originally emerged in the IT community, but the concept has been employed by information professionals for some years to describe information that is used to facilitate intellectual control of, and structured access to, information resources in library collections, file registries and archival holdings. (*Recordkeeping Metadata Standard for Commonwealth Agencies*).

**National Archives’ Recordkeeping Metadata Standards for Commonwealth Agencies**


For a copy, see:


**OCR**

Optical Character Recognition, referring to the capability of a solution to recognise and process characters from a paper record, using an optical tool.

**Official Record**

A record made or received by an Agency in the conduct of its business, but does not include:

• a record made or received by an Agency for delivery or transmission to another person or body (other than an Agency) and so delivered or transmitted; or

• a record made by an Agency as a draft only and not for further use or reference; or

• a record received into or made for the collection of a library, museum or art gallery and not otherwise associated with the business of the Agency; or
• a Commonwealth record as defined by the Archives Act 1983 of the Commonwealth, as amended from time to time, or an Act of the Commonwealth enacted in substitution for that Act; or

• a record that has been transferred to the Commonwealth.

(State Records Act 1997).

Open and Enduring Format

A format of electronic record which can be accessed by using common-platform software, and which will not deteriorate or lose quality through compression or through the obsolescence of the software used to read it. Examples include ".pdf", ".xml" or ".html".

Optimise

Most favourable or advantageous solution, ensuring best performance of the system.

Populated

Occupied, referring to the input of data into a field.

Product

See "solution".

Record

Structured units of recorded information, published or unpublished, in hard copy or electronic form, and managed as discrete units in information systems. (AS4390 Part 1 General) This term is used for "document". It also means written, graphic or pictorial matter; or a disk, tape, film or other object that contains information or from which information may be reproduced (with or without the aid of another object or device). (State Records Act 1997, section 3).

Record type

Record type can refer either to the record format (such as file, map, e-mail) or record classification (such as personnel records, financial records). In this document, the expression refers to classification.

Recordkeeping

Making and maintaining complete, accurate and reliable evidence of business transactions in the form of recorded information. (AS4390 Part 1 General).
Records management

The discipline and organisational function of managing records to meet operational business needs, accountability requirements and community expectations. (AS4390 Part 1 General).

Register

See "capture".

Scheme and terms

A scheme is the collective of terms, while terms are descriptors. For example, a thesaurus is a classification scheme, and a disposal schedule is a scheme of disposal criteria or terms.

Search terms

Various search methods may be used to extract data from a database. The terms used to describe these methods are as follows:

- Boolean terms—and, or, not, etc.
- Logical operators—if, then, quotation marks, parentheses, commas, etc.
- Broader and narrower terms.
- Proximity searches—adjacent, near, within a specified number of words or paragraphs, etc.

Solution

This term is used instead of "product".

Storage unit

An device (physical or electronic) used for containing or defining a collection of records as a single unit. This term is used for "file" or "folders", and may include examples such as "folio", "docket", "box", etc.

Thesaurus

See "classification scheme".

Unique identifier

A unique term (usually a number or alphanumeric combination) which represents and identifies a record.
Vital records

Those records that are essential for the ongoing business of an Agency, and without which the Agency could not continue to function effectively. (Keeping Archives, Judith Ellis, 2nd Edition).
SECTION FOUR: TECHNICAL SPECIFICATION

(Refer also to Section Four of Part C: Response Document)

The following details the Information Technology technical standards with the South Australian Government.

South Australian Government Technical Standards

Further Government IT standards relevant to the operating environment for the South Australian Government can be found at:


In order to accommodate Current Proven Technology (CPT), references are made to revisions identified as ‘N’ and ‘N-1’. These refer to current technology and ‘immediately past technologies’ (e.g. Windows 2000 Server ‘N’ & Windows NT4 Server ‘N-1’).

Where appropriate, references to South Australian Government Standards that cover both environments are supplied.

Document & Records Systems is a component of the South Australian Government’s wider Information and Communications Technology (ICT) Services suite. ICT Policy and Standards are under continual review based upon changing business, market and technical opportunities. As a result Government’s wider ICT environment will evolve over time. It is anticipated that proposed Solutions will be re-evaluated in the event of significant change to the South Australian Government's project requirements.

South Australian Government ‘ITSSED Agreement’

The South Australian Government has contracted with EDS (Australia) Pty Ltd for the provision of information technology infrastructure support services on a across Government basis for 9 years (commencing in October 1995). Included in this contract is the supply, installation, management and ongoing maintenance and support of:

- computer servers;
- workstations;
- operating systems;
- database management systems;
- database administration services;
• LAN and WAN services; and,
• facilities management services.

Under the across Government Information Technology Services and State Economic Development (ITSSSED) Agreement, EDS Australia is responsible for the provision, operation and maintenance of Infrastructure relating to Government services, including:

• mainframe;
• midrange;
• workstation;
• Local Area Network; and,
• Wide Area Network.

The ITSSSED Agreement excludes:

• desktop;
• cabling back to network servers;
• data carriage; and,
• application development services.

In addition to the ITSSSED Agreement the Government contracts for ICT services with a range of Service Providers, whereby South Australian Government agencies establish and maintain their own arrangements for ICT services.

These arrangements complement the ITSSSED agreement and cover those services not provided by EDS.

1. Adherence to South Australian Government Technical Standards

Suppliers of information technology infrastructure to the public sector must comply with the implementation of information technology standards on hardware, system control software and application software as specified in the Government Standards on Information Technology.

Where Government standards are not specified, compliance to Open Systems standards is required.
2. **Operating Systems**

   It is highly desirable that the software should comply with South Australian Government Operating System Standards for:

   2.1 Mainframe Platforms;

   2.2 Mid-Range Platforms;

   2.3 Distributed LAN and WAN Platforms.

   Fully documented exceptions are acceptable.

3. **Database**

   It is highly desirable that the software should comply with South Australian Government Database Standards for:

   3.1 Mainframe Platforms;

   3.2 Mid-Range Platforms;

   3.3 Distributed LAN and WAN Platforms.

   Fully documented exceptions are acceptable. DBMS products not included in the DBMS standard are subject to the exception-notice process defined in the *South Australian Government ICT Policy Framework*. Support for non-standard DBMS products are to be documented.

4. **Communications & Infrastructure**

   It is mandatory that the software must comply with South Australian Government Communications & Infrastructure Standards for:

   4.1 Network Protocols;

   4.2 Transport, infrastructure and Connectivity.
5. **Desktop Application**

   It is mandatory that the software must comply with South Australian Government Desktop Application Standards for:

   5.1 Desktop Applications;

   5.2 Browsers and Viewers;

   5.3 Server Application Platform Dependencies.

   Fully documented exceptions, including integration methodologies with the South Australian Government Desktop Application Standards are acceptable.

   As Microsoft Office 2000 is specified as standard, its use (or the use of its successors) can be taken as mandatory.
SECTION FIVE: PRICING REQUIREMENTS

(Refer also to Section Five of Part C: Response Document)

Respondents are required to provide all relevant pricing details associated with their Proposal. Failure to provide pricing details may render a Proposal Response incomplete.

All proposed pricing is the maximum prices that can be applied. The Board reserves the right of Agencies to negotiate a lower price with Preferred Suppliers at the time of preparing individual Supply Contracts.
LIST OF ATTACHMENTS

Attachment 1:  *Document and Records Systems Standard 2001*

Attachment 2:  *South Australian Recordkeeping Metadata Standard*