

Appointment of a Service Provider for the Supply, Implementation, Support, and Maintenance of the Lucid Enterprise Visual Collaboration Suite for a Period of Twelve (12) Months

1. Introduction

The Central Energy Fund SOC (CEF) is seeking to appoint a qualified and experienced Service Provider to supply, implement, support, and maintain the Lucid Enterprise Visual Collaboration Platform for a period of Twelve (12) Months

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Lucid is a leading cloud-based visual collaboration suite that includes:

- **Lucidchart** for intelligent diagramming
- **Lucidspark** for virtual whiteboarding and ideation
- **Lucidscale** for cloud architecture visualization

The platform will be used to enhance team collaboration, process mapping, system architecture planning, product development, and enterprise-wide brainstorming across departments.

This initiative forms part of our digital collaboration and transformation strategy to modernize workflows, streamline communications, and reduce reliance on siloed or non-interactive tools.

2. Objectives

- Procure and implement the Lucid Enterprise platform for organization-wide visual collaboration.
- Ensure integration with our current communication and productivity systems.
- Equip users with tools to create, collaborate, and share diagrams, workflows, cloud maps, and virtual whiteboards.
- Provide onboarding and ongoing training to empower internal teams.
- Establish consistent support and maintenance protocols over the contract term.

3. Scope of Services

The appointed Service Provider will be responsible for delivering the following:

3.1 Licensing

- Provision of **10 Lucid Enterprise Licenses** valid for 12 months, with the flexibility to scale as needed.
- Access to full features of Lucidchart, Lucidspark, and Lucidscale.
- User roles (Admin, Editor, Viewer) must be configurable within the platform.
- Enterprise-grade features including:
 - Advanced sharing and security controls
 - Data linking and conditional formatting
 - Revision history and version control
 - Collaboration in real time with commenting and presence indicators

3.2 Platform Implementation & Configuration

- Full account provisioning and environment setup for the Lucid Suite.
- Configuration of:
 - Organizational workspace with access policies and team structure
 - SSO (Single Sign-On) integration with internal identity provider
 - SCIM for automated user provisioning and deprovisioning
 - Access control policies and document permissions
- Integration with productivity and collaboration tools, such as:
 - Microsoft Teams, Google Workspace, Atlassian, or similar
 - Cloud storage (Sharepoint, OneDrive, Dropbox)
 - Visio, Azure DevOps, or similar for workflow linking

3.3 Branding & Templates

- Configuration of a shared template library that reflects organizational workflows and branding.
- Setup of reusable templates for:
 - Business process maps
 - IT architecture diagrams
 - Product roadmaps
 - Project Kanban boards

- Inclusion of branding elements such as:
 - Company logo
 - Color palette and font consistency
 - Watermarks and default headers/footers

3.4 Training & Enablement

- Provide comprehensive onboarding for key user groups.
- Deliver virtual or on-site training workshops for:
 - Admin users
 - General team members (Editors/Collaborators)
- Training topics must include:
 - Diagram creation, collaboration, and sharing
 - Integration with other systems
 - Exporting, publishing, and embedding diagrams
- Provide training manuals, quick-start guides, and ongoing user support materials.

3.5 Support & Maintenance

- Full support for the duration of the 12-month contract.
- Tiered technical support (Tier 1–3) with escalation protocols.
- Ongoing maintenance, including:
 - Platform patching and upgrades
 - Feature enhancements and bug fixes
 - Security monitoring
- Monthly or quarterly usage and adoption reports

4. Deliverables

- Active Lucid Enterprise licenses and admin access within 10 business days of contract signing
- Complete implementation and configuration within **30 business days**
- Custom branded templates and workspace setup
- Completion of user training and onboarding sessions
- Monthly or quarterly support and usage reports

5. Application Turnaround Response Times

All service providers responding must adhere to the set of application turnaround response times below:

| Description | Turnaround Time |
|--|-----------------------|
| Turnaround time for restoring system when it is not accessible: | Not more than 2 hours |
| Turnaround time for restoring critical fault: a major function or component of system is not functioning | Not more than 4 hours |
| Turnaround time for restoring non-critical system service that is down: | Less than 24 hours |
| Turnaround time for implementing enhancements and reporting requests | Less than 72 hours |

Pricing Schedule

| No | Description | Quantity | Period | Note | Total |
|----|---------------------------|----------|-----------|--|-------|
| 1 | Enterprise Licenses | 10 | 12 months | Access to Lucidchart, Lucidspark, Lucidscale | |
| | Other | | | | |
| | Total Excl VAT | | | | |
| | VAT @15 | | | | |
| | Total Inc VAT @15% | | | | |

NB: