

5th August 2024

Request for proposals (RFP)

Tender No. ATIDI/FD/APU/OBIT/001/2024: Design, development and commissioning of an intranet

The African Trade Insurance Agency (ATIDI) is a multilateral international financial institution established under the Agreement Establishing the African Trade Insurance Agency (“Treaty”). ATIDI’s mandate is to facilitate, encourage and develop the provision of, and the support for, insurance, including coinsurance and reinsurance, guarantees, and other financial instruments and services, for purposes of trade, investments and other productive activities in Africa in supplement to those which may be offered by, or in cooperation with, public and private investment and credit risk insurers. In doing so, ATIDI improves and facilitates access to financing for trade and investments in African Member States, supports the increase of foreign direct investments and the expansion of participant countries’ foreign trade and intra-African trade.

Through this request for proposals (“RFP”), ATIDI is seeking to contract a qualified, reputable and experienced company for design, development and commissioning of an intranet. The terms of reference included in Appendix A provides the details of the assignment and expected deliverables.

You may obtain any clarifications from ATIDI, by writing to procurement@atidi.africa and copy m.monda@atidi.africa

Please note that (i) the costs of preparing the proposal and of negotiating the contract are not reimbursable as a direct cost of the assignment; and (ii) ATIDI is not bound to accept any proposal.

The e-copy of your proposal should be submitted to procurement@atidi.africa. The closing date for receipt of proposals is **Friday, 23rd August 2024 at 23:59 hours East African Time.**

You are required to submit two separate files (technical and financial bids) which should be attached to the email as below.

The Technical file should contain the technical proposal and be named as follows:

Tender No. ATIDI/FD/APU/OBIT/001/2024: Technical proposal - Design, development and commissioning of an intranet.

Please **DO NOT** include any financial information in the technical proposal as this may result in disqualification.

The financial file should contain the financial proposal and be named as follows:

Tender No. ATIDI/FD/APU/OBIT/001/2024: Financial proposal- Design, development and commissioning of an intranet.

The subject line of the email should be as follows:

Tender No. ATIDI/FD/APU/OBIT/001/2024: Design, development and commissioning of an intranet.

The Financial Proposal **MUST** be password protected. The authorized procurement officer will contact the bidders that pass the qualifying technical score for the password to open the Financial Proposal. Bidders should NOT send the password for the financial proposal until they are requested to do so by the procurement officer. Financial Proposals that are submitted without password protection may be rejected for non-compliance.

The proposal should be valid for not less than 90 days from date of submission.

Interested bidders are requested to send an email to procurement@atidi.africa and copy r.siachitema@atidi.africa to indicate that you will submit a proposal so that any updates to the request for proposals can be shared with you.

Yours faithfully,

Rodgers Siachitema
Principal Procurement/Admin Officer

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1. Introduction

ATIDI wishes to contract a company for the design, development and commissioning of an intranet in Nairobi, Kenya.

2. Objective

ATIDI is seeking to contract a company to design, develop and commission an intranet.

3. Scope and Tasks

- (1) System should be on-premise and not cloud based.
- (2) System should be compatible with Microsoft Windows Server hosting environments (Server 2019 and 2022).
- (3) System should be integrated with Microsoft Active Directory such that Authentication, Access and Authorization is controlled through the organization's Microsoft Active Directory Infrastructure.
- (4) Authentication should be two-factor through the user's Active Directory account and password and a second factor of either email, SMS or push on DUO mobile.
- (5) System should be accessible on all platforms i.e. laptop, desktop, smartphone, tablet and phablet.
- (6) System should be compatible and accessible on all major web browsers i.e. Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Edge and Opera.
- (7) System should be secure, not vulnerable to any form of cyber threat or attack and should be accessible from both within the organization's internal network and externally over the internet without using VPN (Virtual Private Networking).
- (8) System should have an intuitive and versatile CMS (Content Management System) that allows internal staff to easily create, update and edit all intranet content without any prior knowledge of HTML coding.
- (9) System should have functionality that allows the upload and publishing of documents from all departments for access by all staff members e.g. Staff Policy Manual, ICT Security Policy and Procurement Policy etc
- (10) System should have functionality that allows the publishing and access of all Staff members' names, photos, e-mail addresses, roles/titles, extension numbers, mobile phone numbers and Country Offices.
- (11) System should have functionality that allows the publishing of the Organizational Reporting Structure.
- (12) System should have functionality that allows the HR Department to publish and store general memos to Staff.
- (13) System should have functionality that allows the Communications Department to upload, publish and store pictures from various events.
- (14) System should have functionality that allows the Communications Department to publish any news or internal newsletters to staff members.
- (15) System should have functionality that allows the Finance department to publish business performance.
- (16) System should have functionality that allows the upload, storage and access of minutes of Staff meetings.
- (17) System should have functionality that allows for interactive spaces like forums and blogs where discussion threads on other topics can be started and discussed to connect staff members.
- (18) System should have functionality that allows staff members to view and download fonts, style guides, style templates, brand imagery, logos etc.

- (19) System should have departmental web pages for each department to allow members of each department to upload, store, publish and share any relevant documents within the department e.g. meeting agendas and meeting minutes.
- (20) System should have functionality that allows for a centralized calendar for scheduling and managing internal meetings, events, and deadlines related to projects, campaigns and initiatives. Staff can view upcoming events, RSVP, access agendas and materials, and participate in virtual or in-person events.
- (21) System should have functionality that allows for Integration with task management tools or built-in task management features to create, assign and track tasks related to projects and campaigns, ensuring accountability and visibility into project progress
- (22) System should have functionality that allows for built-in feedback and survey tools for collecting feedback from team members on strategies campaigns and internal processes, enabling continuous improvement and optimization
- (23) System should have functionality that allows for reporting dashboards or analytics tools to track and analyze KPIs related to communications efforts such as website traffic, media coverage, social media engagement and campaign effectiveness
- (24) System should have functionality for a curated collection of external resources, reports, articles and industry insights relevant to ATIDI's mission and activities. This helps employees stay informed about global trends, developments and best practices in the field of trade and investment insurance.
- (25) System should have functionality that offers the following services to staff members:
 - Allows staff members to book meeting rooms.
 - Allows staff members to request and book for transport services.
- (26) System should leverage on Artificial Intelligence and have a chatbot that answers general questions about the organization, its operations and its staff.

4. Qualifications of the Firm

- (a) An experienced consultancy firm, with a minimum of eight years of experience in intranet design and implementation.
- (b) Firm must have been in operation for at least 10 years.
- (c) The company's submission should include their registration certificate along with the bios of key staff selected to work on this assignment.
- (d) Firm must provide evidence of past intranet projects that have been successfully implemented.

5. Team composition

The team shall comprise a Team Leader and other professional staff members with experience in intranet projects implementation. The minimum qualifications for the firms' staff are as follows:

6.1 Team Leader

The Team Leader shall have the following attributes:

- Should have at least 7 years' experience in similar project assignments.
- Should have at least Master's degree in a relevant field.
- Should have relevant training/certification in project management.

6.2 Other Professional Staff Member

- Should have at least 5 years' experience in similar project assignments
- Should have at least Bachelor's degree in a relevant field.
- Should have relevant training/certification in intranet/website design and implementation.

6. Reports/outputs

- Creative designs and functionalities.
- Working Test web link for the intranet.
- Summary Report at end of assignment.

7. Payment arrangements

- 40% upon delivery and approval of creative designs and functionalities.
- 20% upon completion of front-end development, delivery of working test weblink for the intranet and approval of the designs and functionalities demonstrated in the test intranet site.
- 20% upon completion of training of staff.
- 20% upon successful launch of intranet and approval of summary report.

Appendix B - Preparation of Technical proposals - Standard Forms

TECH-1	Technical Proposal Submission Form
TECH-2	Consultant' Experience
TECH-3	Comments or Suggestions on the Terms of Reference
TECH-4	Description of the Approach and Methodology and timelines for Performing the Assignment
TECH-5	Team Composition and Task Assignments
TECH-6	Curriculum Vitae (CV) for Proposed Professional Staff

TECH-1 -Technical Proposal Submission Form

[Date]

To: [Name and address of Client]

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial.

We are submitting our Proposal in association with: [Insert a list with full name and address of each associated Consultant if submitting as an association]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the letter of invitation of the RFP, we undertake to negotiate on the basis of the proposed staff, methodology and approach. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the consulting services related to the assignment.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

TECH-2 Consultant's Experience

Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.

Assignment name:	Approx. value of the contract (in current US\$ or Euro):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total N° of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US\$ or Euro):
Start date (month/year): Completion date (month/year):	N° of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed:
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Firm's Name: _____

TECH-3 Comments and suggestions on the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding others). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

TECH-4 Description of approach and methodology for performing the assignment

In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Include a sample detailed search plan.

TECH-5 Team composition and task assignments

Provide information on Personnel Team Composition and Task assignment

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

TECH-6 Curriculum Vitae (CV) for Proposed Professional Staff

1. **Proposed Position:**
2. **Name of Firm** [Insert name of firm proposing the staff]:
3. **Name of Staff** [Insert full name]:
4. **Date of Birth:** _____ **Nationality:** _____
5. **Countries of Work Experience and employment record:**

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: _____ To Year]: _____

Employer: _____

Positions held: _____

6. Detailed Tasks Assigned

<p><i>[List all tasks to be performed under this assignment]</i></p>	<p>Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</p> <p><i>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the position listed under point 1.]</i></p> <p>Nature of assignment: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Positions held: _____</p> <p>Activities performed: _____</p>
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7. **Membership of Professional Associations:** _____
8. **Education** [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]: _____
9. **Other Training** [Indicate significant training since degrees under 8 - Education were obtained]: _____

10. **Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:**

11. **Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member or authorized representative of the staff]

Date: *Day/Month/Year*

Full name of authorized representative:

Appendix C- Formats for Financial Proposal

You are required to prepare and submit the Financial Proposal in a separate file from the Technical Proposal.

The Financial Proposal must provide a detailed cost breakdown and a payment schedule preferably linked to the schedule of deliverables presented in Appendix A. Any estimates for cost-reimbursable expenses, should be listed separately and capped. The Financial Proposal should be **exclusive of the taxes** applicable in Kenya, ATIDI is exempt from paying taxes in members states.

The Financial Proposal must also have the total consultancy fee summarized in addition to the break down covering the lump sum amount for purposes of determining the financial score and contract price. Financial Proposal Standard Forms shall be used for the presentation of the Financial Proposal.

Form FIN-1: Financial Proposal Submission Form

[Date]

To: [Name and address of Client]

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm: Address:

Form FIN-2: Summary of Costs

Item No	Description/Activity	Total fixed fee (USD) (Lump Sum, All inclusive)
1		
2		
3		
4		
5		
6		
7		
8		
Total financial proposal [USD]		[Insert total lump sum price]

Appendix D - Evaluation of the proposals

The proposals will be evaluated under the **Quality-Cost Based selection method**.

The evaluation will be conducted in three (3) stages as shown below. Failure of a proposal at any stage shall prevent further consideration of the proposal at the next stage of evaluation.

(i) Stage 1 – Preliminary/Eligibility evaluation – KYC

The eligibility requirements shall be based on the requirements in the table below. You are required to comment against each criteria below or submit supporting documents.

S/N	Requirement	Compliance status (yes/no/declare/submit supporting documents)
1	Signed technical proposal submission form	Submit completed form
2	The bidder shall be solvent, and shall not be in receivership, bankrupt or wound up, shall not have its affairs administered by a court or judicial officer, or its business activities suspended or the subject of legal proceedings for any of the foregoing.	must declare
3	The bidder shall disclose any material information on the firm during the last 3 years including: <ul style="list-style-type: none"> • Sanctions • Litigations • Complaints • Investigations or proceedings • Legal/Tax/Compliance issues • Restructuring 	must declare
4	The bidder shall not have any conflict of interest in relation to the procurement requirement	Submit completed form
5	The bidder shall not be involved in any money laundering activities.	must declare
6	The bidder must provide the following information:	Submit each of required documents
	• Name of individual(s) completing the proposal/contact person(s) with their full contact details	
	• Firm's name and full contact details including registered office address	
	• Board Register (Name of Directors)	
	• Share register stating detailed ownership (+ any material developments in the past three years)	
	• Beneficial owners	
	• Organizational chart of firm showing parent company and affiliates along with their location	
	• Notarized power of attorney (of authorized signatories plus corresponding Board resolution)	
	• Certified copy of the company's Professional Indemnity Insurance cover certificate	
7	Tax compliance certificate (where applicable)	Submit copy

(ii) Stage 2 - Technical evaluation

The technical proposals will be evaluated using the criteria and merit point system indicated in the table below. The minimum pass mark is **80%**.

Item	Score (%)
Specific experience of the firm relevant to the assignment	20
Adequacy of the proposed methodology and work plan in responding to the Terms of Reference: a) Demonstrate clear understanding of the ToRs and present a clear approach and methodology in achieving the ToRs (20) b) Work plan/timelines in carrying out the assignment (10)	30
Key professional staff qualifications and competence for the assignment: a) Team Leader (Qualifications and experience) (30) b) Other team members (Qualifications and experience) (20) The number of points to be assigned to each of the above positions shall be determined considering the following three sub-criteria and corresponding percentage weights: 1) General and Professional qualifications (40) 2) Experience for the assignment (60)	50
Total	100

(iii) Stage 3 - Evaluation of Financial Proposals

The evaluation committee, after determining whether the financial proposals are complete and without computational errors, shall convert prices in various currencies to the common currency specified in the Data Sheet. The official selling rates used shall be provided by the source indicated in the Data Sheet and in effect on the date of submission of the proposals. The lowest financial proposal (Fm) shall be given a financial score (Sf) of 100 points. The financial scores of the other proposals shall be computed as follows:

$$Sf = 100 \times Fm / F$$

(in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration converted in the common currency).

Final ranking of proposals - Proposals shall finally be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the technical proposal; P = the weight given to the financial proposal; T + P = 1) indicated in the Data Sheet:

$$S = St \times T\% + Sf \times P\%$$

$$T = 70\% - P = 30\%$$

Appendix E - Declaration of conflict of interests

Notes: **Appendix E - Declaration of conflict of interests**

- You are required to identify any potential conflicts of interest that could arise in the provision of the services.
- You are required provide sufficient detail of each interest (if any).
- If in doubt as to whether a conflict of interests could arise, a declaration of the interests should be made.

Interests that must be declared include the following:

- The firm or any person employed or engaged by or otherwise connected with the firm has provided or is providing services or other work for ATI;
- The firm or any relevant Person has any other connection with ATI, whether personal or professional, which the public could perceive may impair or otherwise influence ATI's or any of its members' or employees' judgements, decisions or actions;

Declarations:

Name of Organization:	
Interests	
Type of Interest	Details
Provision of services or other work for ATI	
Any other connection with ATI, whether personal or professional, which the public could perceive may impair or otherwise influence ATI's or any of its members' or employees' judgements, decisions or actions	

Name of Relevant Person	<i>[complete for all Relevant Persons]</i>	
Interests		
Type of Interest	Details	Personal interest or that of a family member, close friend or other acquaintance?
Provision of services or other work for ATI		
Provision of services or other work for any other firm in respect of this project		
Any other connection with ATI, whether personal or professional, which the public could perceive may impair or otherwise influence ATI's or any of its members' or employees' judgements, decisions or actions		

To the best of my knowledge and belief, the above information is complete and correct. I undertake to update as necessary the information.

We have identified/not identified the following conflict of interest

Signed:

On behalf of:

Date: