



UCLG AFRICA
United Cities and Local Governments of Africa
Cités et Gouvernements Locaux Unis d'Afrique
CGLU AFRIQUE

The Secretary General

Subject: OPEN CALL FOR TENDERS

Dear Tenderer,

We are pleased to publish an open call for a certified Microsoft Firm or Consultancy to provide and deliver a service to support the development of a **Fully Integrated Information Management System for the United Cities and Local Governments of Africa (UCLG Africa)**. All the information relating to the procurement of this service is contained in the Tender Documentation. We would recommend that you read all associated documents carefully and follow the instructions contained in them.

UCLG Africa is the umbrella organization and the united voice and representative of local government in Africa. UCLG Africa is an institution that gathers 40 national associations of local governments from all regions of Africa as well as the 2000 cities that have more than 100,000 inhabitants. UCLG Africa is a founding member of the United Cities and Local Governments (UCLG) world organization, and it's the regional section for Africa. UCLG Africa is currently headquartered in the City of Rabat, so all contracts are governed by the laws of The Kingdom of Morocco.

UCLG Africa embrace the principles of transparency, integrity and accountability in our service provision and we respect, ensure and advocate free access, equality, competition and fairness in our procurement process.

Documents Attached: -

- Tender Documentation
 - o Details for the Open Call
 - o Terms of Reference
 - o Submission Details

Yours sincerely

Jean-Pierre Elong Mbassi
Secretary General, UCLG Africa



UCLG AFRICA
United Cities and Local Governments of Africa
Cités et Gouvernements Locaux Unis d'Afrique
CGLU AFRIQUE

OPEN CALL FOR TENDERS

**Title: Development and Implementation of a
Fully Integrated Information Management System**

FOR PROFESSIONAL SERVICES

Supported by



TABLE OF CONTENTS

1. INTRODUCTION.....	1
1.1 Purpose	1
1.2 Definitions.....	1
1.3 Instructions To Service Providers	2
1.3.1 Closing Time and Address For Tender Delivery	2
1.3.2 Late Tenders	2
1.3.3 Inquiries.....	2
1.4 Examination of Contract Documents and Site.....	2
1.5 Opening of Tenders	3
1.6 Status Inquiries.....	3
2. TENDER SUBMISSION FORM AND CONTENTS.....	3
2.1 Form of Tender.....	3
2.2 Signature	3
3. EVALUATION AND SELECTION	4
3.1 Evaluation Team.....	4
3.2 Evaluation Criteria	4
3.3 Discrepancies in Service Provider's Financial Tender.....	4
3.4 Litigation	5
3.5 Additional Information	5
3.6 Interviews	5
3.7 Multiple Preferred Service Providers.....	6
3.8 Negotiation of Contract and Award	6
4. GENERAL CONDITIONS	6
4.1 No UCLG AFRICA Obligation	6
4.2 Service Provider's Expenses	7
4.3 No Contract	7
4.4 Conflict of Interest.....	7
4.5 Solicitation of Council Members and UCLG AFRICA Staff	7
4.6 Confidentiality	7
5. TERMS OF REFERENCE	1
5.1 Current Challenges.....	1
6. TENDER SPECIFICATIONS.....	2
6.1 Title of the Contract:	2
6.2 Eligible Conditions	2
6.3 Duration of the Contract.....	3
6.4 Period of validity of the Tender	3

6.5	Budget.....	3
6.6	Quotation.....	3
6.7	Contractual Conditions	3
6.8	No obligation to Award the Contract	3
7.	SCOPE OF WORK	4
7.1	Content.....	4
7.2	Architecture / Design Elements.....	7
7.3	Deliverables.....	9
7.3.1	IIMS Warranty, Maintenance, and Security Audit.....	9
8.	STRUCTURE OF THE OFFER AND GENERAL INFORMATION ON HOW TO SUBMIT 10	
8.1	Documents to be submitted	10
8.2	Points to be noted.....	10
8.3	Award criteria and non-compliance of tenders	11
8.3.1	Award criteria and Award of the contract	11
8.3.2	Award criteria and award of the contract.....	11
8.3.3	Attribution criteria.....	12
8.4	Other Information.....	12
8.5	Presentation of the Technical Offer.....	12
8.6	Presentation of the Economic and Financial Offer	12
8.7	Bidders' and UCLG Africa Secretariat Questions.....	13
9.	CLOSING DATE AND TIME	13

OPEN CALL FOR TENDERS

1. INTRODUCTION

1.1 Purpose

The purpose of this Call for Tenders is to select a service provider (or service providers) to perform the services ("**Services**") described in Schedule A.

1.2 Definitions

In this Tender document the following definitions shall apply:

"**UCLG Africa**" means the United Cities and Local Governments of Africa;

"**UCLG Africa Website**" means www.localafrica.org;

"**Closing Time**" has the meaning set out in section 1.3;

"**Contract**" means a formal written contract between the UCLG Africa and a Preferred Service Provider to undertake the Services, the preferred form of which is attached in Schedule A;

"**Evaluation Team**" means the team appointed by the UCLG Africa;

"**Preferred Service Provider(s)**" means the Service Provider(s) selected by the Evaluation Team to enter into negotiations for a Contract;

"**Service Provider**" means an entity that submits a Tender;

"**Tender**" means a Tender submitted in response to this Open Call for Tenders;

"**OPEN CALL FOR TENDERS**" means this tendering opportunity;

"**Services**" has the meaning set out in Schedule A;

"**Site**" means the place or places where the Services are to be performed.



1.3 Instructions To Service Providers

1.3.1 Closing Time and Address For Tender Delivery

Tenders must be received on or before the following date and time (the “**Closing Time**”):

Time: 17:30 pm local time

Date: Monday May, 22nd 2017

1.3.2 Late Tenders

Tenders received after the closing time will not be accepted or considered. Delays caused by any delivery, courier or mail service(s) will not be grounds for an extension of the closing time.

1.3.3 Inquiries

All inquiries related to this Open Call for Tenders should be directed in writing to the email address below (the “**UCLG Africa Representative**”). Information obtained from any person or source other than the UCLG Africa Representative may not be relied upon.

Email: tenders@uclga.org

Inquiries should be made no later than 2 days before closing time. UCLG Africa reserves the right not to respond to inquiries made within this 2 day period. Inquiries and responses will be recorded and may be distributed to all Service Providers at the discretion of UCLG Africa.

Service Providers finding discrepancies or omissions in the Contract or open call, or having doubts as to the meaning or intent of any provision, should immediately notify the UCLG Africa representative. If the organisation determines that an amendment is required to this call, the representative will issue an addendum. No oral conversation will affect or modify the terms of this call and can not be relied upon by any Service Provider.

1.4 Examination of Contract Documents and Site

Service Providers will be deemed to have carefully examined this call for tenders, including the attached Schedule, and visited respective websites (as applicable) prior to preparing and submitting the tender with respect to any and all facts which may influence the preparation of the response.

1.5 Opening of Tenders

The UCLG Africa intends to open Tenders in private but reserves the right to open Tenders in public at its sole discretion.

1.6 Status Inquiries

All inquiries related to the status of this call for tenders, including whether or not a contract has been awarded, should be directed to the UCLG Africa Website (www.localafrica.org) and not to the UCLG Africa Representative.

2. TENDER SUBMISSION FORM AND CONTENTS

2.1 Form of Tender

Service Providers should complete the form for tenders attached in Schedule A, including Schedules A-2 to A-5. Service Providers are encouraged to respond to the items listed in Schedules A-2 to A-5 in the order listed. Service Providers are encouraged to use the forms provided and attach additional pages as necessary.

2.2 Signature

The legal name of the person or firm submitting the tender should be inserted in Schedule A. The Tender should be signed by a person authorized to sign on behalf of the Service Provider.

- (a) If the Service Provider is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Tender should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Tender on behalf of the corporation is submitted.
- (b) If the Service Provider is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the UCLG Africa that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then the corporation should sign as indicated in subsection (a) above.
- (c) If the Service Provider is an individual, including a sole proprietorship, the name of the individual should be included.

3. EVALUATION AND SELECTION

3.1 Evaluation Team

The evaluation of Tenders will be undertaken on behalf of the UCLG Africa by the Evaluation Team. The Evaluation Team may consult with others including UCLG Africa staff members, third party consultants and references, all to be done at the discretion of Evaluation Team as required. The Evaluation Team will give a written recommendation for the selection of a Preferred Service Provider(s) to UCLG Africa.

3.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Tenders received from companies or Firms that fulfil our basic criteria for experience, reputation and resources outlined in Schedule A-2. The team will then evaluate services providers on their technical and financial proposals and determine their strengths and ability to deliver the services outlined. The following criterias will be used for this evaluation:

(a) Experience, Reputation and Resources

The Evaluation Team will consider the Service Provider's responses to items (i) to (viii) in Schedule A-2 and on satisfactory assessment of A-2 will then lead to the assessment of (b) and (c) below.

(b) Technical

The Evaluation Team will consider the Service Provider's responses to items (i) to (ix) in Schedule A-3.

(c) Financial

The Evaluation Team will consider the Service Provider's response to Schedule A-5

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Tenders by comparing one Service Provider's Tender to another Service Provider's Tender. All criteria considered will be applied evenly and fairly to all Tenders.

3.3 Discrepancies in Service Provider's Financial Tender

If there are any obvious discrepancies, errors or omissions in Schedule A-5 of the Tender (Service Provider's Financial Tender), then the UCLG Africa shall be entitled to

make obvious corrections, but only if, and to the extent, the corrections are apparent in the Tender submitted, and in particular:

- (a) if there is a discrepancy between a unit price and the extended total, then the unit prices shall be deemed to be correct, and corresponding corrections will be made to the extended totals;
- (b) if a unit price has been given but the corresponding extended total has been omitted, then the extended total will be calculated from the unit price and the estimated quantity;
- (c) if an extended total has been given but the corresponding unit price has been omitted, then the unit price will be calculated from the extended total and the estimated quantity.

3.4 Litigation

In addition to any other provision of this call for tenders, the UCLG Africa may, in its absolute discretion, reject a Tender if the Service Provider, or any officer or director of the Service Provider submitting the Tender, is or has been engaged directly or indirectly in a legal action against the UCLG Africa, its elected or appointed officers, representatives or employees in relation to any matter.

In determining whether or not to reject a Tender under this section, the UCLG Africa will consider whether the litigation is likely to affect the Service Provider's ability to work with the organisation, its consultants and representatives and whether the UCLG Africa's experience with the Service Provider indicates that there is a risk that it will incur increased staff and legal costs in the administration of the Contract if it is awarded to the Service Provider.

3.5 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Service Provider with respect to any Tender, and the Evaluation Team may make such requests to only selected Service Providers. The Evaluation Team may consider such clarifications or additional information in evaluating a Tender.

3.6 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Service Providers to appear before the Evaluation Team to provide clarifications of their Tenders. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Tenders.

3.7 Multiple Preferred Service Providers

The UCLG Africa reserves the right and discretion to divide up the Services, either by scope, geographic area, or other basis as the organisation may decide, and to select one or more Preferred Service Providers to enter into discussions with UCLG Africa for one or more Contracts to perform a portion or portions of the Services. If the UCLG Africa exercises its discretion to divide up the Services, the organisation will do so reasonably with regards to the open call for enders.

In addition to any other provision of this call, Tenders may be evaluated on the basis of advantages and disadvantages to UCLG Africa that might result or be achieved from the organisation dividing up the Services and entering into one or more Contracts with one or more Service Providers.

3.8 Negotiation of Contract and Award

If the UCLG Africa selects a Preferred Service Provider or Preferred Service Providers, then it may:

- (a) enter into a Contract with the Preferred Service Provider(s); or
- (b) enter into discussions with the Preferred Service Provider(s) to clarify any outstanding issues and attempt to finalize the terms of the Contract(s), including financial terms. If discussions are successful, UCLG Africa and the Preferred Service Provider(s) will finalize the Contract(s); or
- (c) if at any time UCLG Africa reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, give the Preferred Service Provider(s) written notice to terminate discussions, in which event the UCLG Africa may either open discussions with another Service Provider or terminate this open call and retain or obtain the Services in some other manner.

4. GENERAL CONDITIONS

4.1 No UCLG Africa Obligation

This open call for tenders does not commit UCLG Africa in any way to select a Preferred Service Provider, or to proceed to negotiations for a Contract, or to award any Contract. UCLG Africa reserves the complete right to at any time reject all Tenders, and to terminate this tendering process.

4.2 Service Provider's Expenses

Service Providers are solely responsible for their own expenses in preparing, and submitting Tenders, and for any meetings, negotiations or discussions with UCLG Africa or its representatives and consultants, relating to or arising from this open call. UCLG Africa and its representatives, agents, consultants and advisors will not be liable to any Service Provider for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Service Provider in preparing and submitting a Tender, or participating in negotiations for a Contract, or other activity related to or arising out of this open call.

4.3 No Contract

By submitting a Tender and participating in the process outlined by this call, Service Providers expressly agree that no contract of any kind is formed under, or arises from, this call, prior to the signing of a formal written Contract.

4.4 Conflict of Interest

A Service Provider shall disclose in its Tender any actual or potential conflicts of interest and existing business relationships it may have with UCLG Africa, its elected or appointed officials or employees. UCLG Africa will rely on such disclosures.

4.5 Solicitation of Council Members and UCLG Africa Staff

Service Providers and their agents will not contact any member of UCLG Africa Council or staff team with respect to this open call for tenders, other than the UCLG Africa Representative named in section 1.3.3, at any time prior to the award of a contract or the termination of this open call for tenders.

4.6 Confidentiality

All submissions become the property of the UCLG Africa and will not be returned to the Service Provider. All submissions will be held in confidence by UCLG Africa unless otherwise required by law.

TERMS OF REFERENCE

5. TERMS OF REFERENCE

UCLG Africa is on a path of transforming the organization to ensure that it meets world standards in the management of information. The organisation currently does not have a fully integrated Information Management System that includes Intranet or Extranet functionalities. With the recent establishment of UCLG Africa's Enterprise Content Management (ECM) vision and roadmap, the organisation is ready to move forward in implementing an integrated system including Intranet. Using common Internet technology, with Microsoft SharePoint as the primary tool, UCLG Africa plans to enable staff to communicate more easily, distribute information, and facilitate collaboration across the entire region.

UCLG Africa has: -

- Invested in Microsoft Office 365 Enterprise E1 which contains Sharepoint, Yammer, Email, Onedrive and other features
- 300 user licenses for Microsoft Office 365 Enterprise E1 and these features found in the Microsoft Office are under used by staff members across all offices
- An IT Department that manages its Microsoft Office 365 system
- Sage ERP 1000 deployed as the primary ERP system used for invoicing, purchase orders etc, which is currently installed on premise at headquarters in Rabat.

5.1 Current Challenges

Our primary tool to provide information to our members and the public at large is our website, www.localAfrica.org. We have found that our website does not completely meet our vision and would like to upgrade it into a modern information portal that will allow us as an organization to share information and resources in a more intuitive manner.

Currently,

- Emails are used to store and communicate key information such as HR policies, procedural manuals, and operational information
- Project teams across the continent currently do not have a process for collaboration which creates a challenge for UCLG Africa to track progress on tasks and projects
- Membership services and their management team has no centralised repository to manage all its member data and information in a single view
- Decentralised project teams in East, West and South Africa currently have a challenge communicating with each other and could use cost effective VoIP tools
- Microsoft Windows Server and network shared drives are used to store and share departmental information and to store individual transitory information
- Paper documents are also used regularly and these are not digitized
- The organisation uses spread sheets to store data and important information and needs a good database management system

- One Drive is used to store important organizational and personal work documents.
- There is no central repository to store, share and publish HR policies and procedures
- Important documents are stored on personal computers and decentralized storage facilities
- Project teams are unable to collaborate on projects as there is no system to allow them to do this
- Most processes are manual
- There is no centralized online staff directory

6. TENDER SPECIFICATIONS

UCLG Africa has undertaken research around Intranet content and functions that would be of value to the organisation, which is described below. Based on the Service Providers experiences and industry knowledge, tenders should include items that are regarded to be of good value and include additional items that we may have overlooked. We expect the Service Provider to assist UCLG Africa with the use of tools that have been or will be procured effectively, either through reconfiguration of existing tools or through training and capacity building for any new tools.

6.1 Title of the Contract:

“Development and Implementation of a Fully Integrated Information Management System”

6.2 Eligible Conditions

Only Service Providers with proven experience are invited to submit a tender for review and consideration, and a minimum of 3 will be short-list by UCLG Africa.

The selected Service Provider:

- Shall have relevant experience of a minimum of eight years;
- Shall have in its current office all the necessary equipment and facilities with experienced and professionally trained staff to handle the requirements of the above-mentioned application in both English and French;
- Shall have an excellent track record in serving firms and organizations of a similar size and nature. A list of corporate clients or organisations should be provided;
- Shall ensure competency of existing and proposed personnel – this shall require submission of résumés for all personnel who will be assigned to the project;
- Shall drive the project from concept to deployment stage, and undertake activities such as, but not limited to, scope of work, design of information architecture, intergration of information systems, deployment, testing, security audit, staff training and maintenance.

2

- Shall provide at least one year's support and maintenance services after the development and deployment of the management system.

6.3 Duration of the Contract

The contract will cover the year 2017-2018.

6.4 Period of validity of the Tender

The offer must remain valid for a period of 1 month following the final date for submitting tenders. During this period, tenderers must maintain all the conditions of their bids.

6.5 Budget

The budget available for the implementation of this contract, shall not exceed € **50,000**, and price will be a factor for assessing tenders.

6.6 Quotation

Prices must be quoted in Euro and amounts must be fixed and non-revisable throughout the entire period of the contract.

6.7 Contractual Conditions

By submitting an offer, the tenderer will accept the conditions of contract outlined by UCLG Africa. Submission of a tender binds the Contractor during the entire performance of the contract.

Once UCLG Africa's Secretariat has accepted the tender, it shall become the property of the Secretariat and it shall treat it confidentially. It is the understanding of the Service Provider that UCLG Africa will not be held responsible for any liabilities or compliance to intellectual or other rights stemming from its realization of the contract's provisions, and UCLG Africa shall not reimburse expenses incurred in preparing and submitting tenders.

6.8 No obligation to Award the Contract

The tendering procedure does not create any obligation for the UCLG Africa to award the contract. Tenders that are not accepted can not claim any compensation, including when UCLG Africa decides not to award the contract.

7. SCOPE OF WORK

UCLG Africa expects to award a contract to plan, design, build, and implemented a fully integrated information management system including intranet and extranet functionalities. In addition, practical guides and user manuals must be created for all offices and UCLG Africa staff are to be trained to operate, maintain and support the integrated system.

The information management portal should be interactive and user friendly. This system should allow UCLG Africa's many departments to automate processes and easily share inter-departmental information, and the organisation is also looking for guidance on how to best use the tools that they have at their disposal to achieve the organisations vision and mission.

7.1 Content

Content is to focus on Human Resources, Finance, Marketing, Information Technology, Documents Library and should also include some of UCLG Africa's wider common use elements.

Intranet access is to be provided for all UCLG Africa staff with appropriate access level controls based on users.

This solution architecture and design should allow for all departments content and functions to be added on with relative ease (minimum effort).

The contract is to provide an Integrated Information Management System that will achieve the following goals:

- Enable quick and easy access to critical relevant information resulting in better decisions and more rigorous execution;
- Enable improved internal communication and cultivates the new corporate culture of sharing and teamwork through inter-departmental communication that is integrated with UCLG Africa's proposed electronic records and document management system;
- Provide quality content that is compelling and valued for how it can assist staff to efficiently and effectively do their job;
- Achieve improved process efficiencies.

Policy and Procedures

- Provide employees with quick access to current policies and procedures e.g.
 - Human resource policies and procedures
 - Operations policies and procedural manuals
 - Purchasing policy and financial management procedures
 - Libraries and documentation procedural information
 - Health and Safety

- If document based, it should link from SharePoint electronic records repository

Self-Service HR features

- e.g. policies, procedures, timesheets, holiday request forms, and other relevant forms;
- Quick access to current Human Resources forms with immediate access to corresponding procedural and policy information

UCLG Africa forms and templates that

- Include the development of standards for UCLG Africa-wide, and department/regional-wide Newsletters and publications
- Include the Brand Guide, Marketing Strategy and Plan for effective marketing and communications across the organisation;
- Provide immediate access to company templates including letterheads, reports etc.
- Provide immediate access to company newsletters, departmental newsletters, and African Cities Magazine enabling employees to stay up to date with key information

Employee Directory Information that

- Adheres to industry best practice for utilizing Microsoft AD
- Is searchable

Corporate Contacts such as

- Sundry office supplies, caterers, preferred vendor lists, links to common websites, such as Africities, LEDNA etc.

Business Links including

- Dictionary, phone books, post code lookup, driving directions, etc.
- Utilization of hyperlinks

Department/Division content

- Typically free text, hyperlinks, tables and pictures

Announcements / What's New

- New employees, retirements, etc
- Contents formatted by a template
- Consider "New" tag with auto expiration;

Reference guides

- How to guides, tips and tricks,

New employee

- Orientation information



Interactive Functions

Highly effective search tool that

- Is based on industry best practices for search
- Enables quick and easy access to relevant information
- Considers the importance of the search tool's ability to search within actual documents (such as Word and PDF)
- Considers the importance of hits, highlighted within search results and documents

Marketplace/Bulletin Board needs to be

- Searchable;
- Content formatted by a template

Events Calendar

- For scheduled events impacting UCLG Africa staff
- Consider integrating with Outlook/Exchange

Training Center

- For Corporate facilitated training
- Training calendar with upcoming sessions
- Provide access to training catalogues and registration information
- Registration capabilities
- Offers quick reference to online training materials
- Consider capabilities for offering media rich training materials such as video
- Consider integrating with Outlook/Exchange

Job Postings / Job Board

- Provide staff access to "Internal only" UCLG Africa job postings
- Ability for authorized HR staff to create a new job notice. The administrator needs the ability to add a new job, modify, and delete job notices. Job notices should be displayed via expiration date.

Online Viewable Organizational Charts

- This link allows users to view details of the organizations departments, and posts.

Collaboration Zone/ Discussion Forums

- Wiki like
- Increase the opportunity for employees to collaborate and communicate with each other
Consider "Bright Ideas" Forum
 - To promote positive focused discussions.



- To promote the sharing of ideas that may not occur in face-to-face discussions
- Facilitate knowledge exchange and cross office collaboration

Automated content feeds from outside sources

- Weather, UCLG Africa relevant newswires etc.

Surveys

- Similar in nature to e-forms
- Tool consideration for survey design/layout and analysis
- Survey content results are to be stored in a database

Resource Booking

- Booking for shared resources such as meeting rooms and audio video equipment
- Currently handled by Outlook/Exchange so that staff can be “invited” to meetings
- Consider integrating with Outlook/Exchange

Reference (Media) Library Resources

- Formatted by a template
- This area shows users details about which equipment is lent out and by who, the due date and any over due items that are pending.

Telecommunication

- Ability to perform voice calls over the internet
- Ability to perform video calls over the intranet
- Integration with SharePoint

Multilingual Interface

- Intranet must Support English and French

7.2 Architecture / Design Elements

Architectural Specifications:

- Hosted on SharePoint on the cloud
- Runs on Microsoft IIS 6 and integrated with Active Directory
- Integrated with Office 365

Content Approval process

- Enable role definition and assignment
- Appropriate level of workflow
- High level of ease of use is achieved for authorising, approval and publishing process ensuring content is conveniently maintained and current

- E-Forms Builder
- Form design/layout with edit control
- Consider importance of form contents to be stored in a database

Defined look and feel design guidelines

- Easy to navigate, interface is simple, user friendly and logical.
- Unified design
- To ensure quality and usability

Style Guide / Graphics Gallery

- Use of key templates and resource image gallery
- Create key content management templates.

User authentication using

- Automatic login to the site based on domain login;
- Ability to log off the site and log in to the site again as a different user in the domain.
- Active Directory integration

Bookmarks/Favourites capability

- For user/department/UCLG Africa wide levels
- Saved hyperlinks

Expiration dates for published content

Analytics

- Produce industry best practice usage metrics

Remote access

- Designed to provide home access, travel access, public area kiosk access
- Consider providing some access capabilities for key information via mobile devices

Content Management

- Access levels controlled in Active Directory based on user or groups.

Page feedback

- Ability to display page author and have a way for a user to send a suggestion about the page to the author.

Easy to set permissions for groups of staff

- Compared to one-by-one permission changing process

Printability

- Printing capabilities maintains format for professional looking output.

7.3 Deliverables

- Create a functional design document, including organizational and departmental storyboards that specifies the key content and features to be delivered; Identify the critical graphical user interface (GUI) design concepts and incorporate the storyboard for the different departments. The design should include the appropriate elements so that the Intranet can easily be extended from the initial three departments to include all departments and regional offices;
- Create technical design documents, outlining the key Intranet configurations and design. Within the architectural diagrams and descriptions include the critical design element of having all records stored in SharePoint 2016;
- Plan, design, build and implement the integrated system, including the testing and production of SharePoint 2016;
- Create the plan to migrate the information currently located in Public Folders to the Intranet where appropriate;
- Develop and implement a UCLG Africa Intranet governance guide – e.g. related to the roles and responsibilities of managing the intranet, how to keep content current and who has rights to publish and approve;
- Create and implement training, including the development of training manuals related to use, publishing, the governance model, and administration of Intranet sites;
- Design and implement highly effective search functionality facilitated within the SharePoint Secure environment.

7.3.1 IIMS Warranty, Maintenance, and Security Audit

The Service Provider(s) will also be expected to provide a warranty of 3 months (including bug fixes, updates, or change requests) followed by 9 months of maintenance & support services, after live deployment of the intranet. The specific elements of the maintenance are expected to be as follows:

- Remote Support: Provide services with regards to modifying existing sections of the IIMS, making layout changes, fixing bugs or making updates, as per service levels set with the internal project team at the needs assessment phase. This could include additional features to the IIMS system. The firm should specify an hourly rate for human resource (programmers, designers, project managers etc) which will be provided for any further additions/modifications on the website for the duration of the maintenance period.

- Content Uploading: The firm shall provide training to the UCLG Africa staff on managing the CMS and uploading all types of content to IIMS. The firm will also undertake to upload any content when requested by the UCLG Africa project team for the duration of the maintenance period, and content must be uploaded within 4 hours.
- Security Audit: The firm shall provide for a 3-level security audit with IIMS.
- Backups & Server Maintenance: Provide backups for all IIMS content, with service levels of restoring data in case of server crash or downtime, set with the consultation of the internal project team. Full backups of code and source files will be delivered in full to UCLG Africa at the end of every quarter.

8. STRUCTURE OF THE OFFER AND GENERAL INFORMATION ON HOW TO SUBMIT

8.1 Documents to be submitted

- Submission letter on headed notepaper, stating the relevant experience of the Service Provider and how it matches the required qualifications stated in the tender specifications outlined in Schedule A-2 below, which also needs to be dated and signed by the tenderer
- Tender Declaration – complete the Form of Tender in Schedule A
- Technical offer (including CVs and references)
- Financial offer
- Also include proof of Legal Identify e.g. company registration certificate

8.2 Points to be noted

- Offers shall be submitted as specified in the open call for tenders;
- Offers must be submitted in either English or French;
- Tenderers shall carefully read and complete the tender declaration form (Form of tender);
- The technical offer shall explain in sufficient detail but in a concise manner how the tenderer plans to implement the services. CVs (personal brief and professional history) of key persons such as project manager, editor, designer and technical assistant should be added to the technical offer. The tenderer shall also add references of similar services which are still ongoing or were recently carried out. All personal working on the project must be able to communicate in both English and French;
- The financial offer must be expressed in EURO (€) and should be inclusive of all taxes, fees and expenses;
- If the whole service provision or part thereof is sub-contracted, it should be indicated in the technical offer, mentioning the part of the subcontracting as a % of the entire service;
- Period of validity of the tender: 1 month from the deadline for the submission of tenders.

8.3 Award criteria and non-compliance of tenders

8.3.1 Award criteria and Award of the contract

Services will be awarded according to the qualitative award criteria set out below.

The evaluation of quality will be based solely on the information provided by the tenderers in the technical offer.

The contract will be awarded to the most economically advantageous offer which satisfies all the service requirements described in this document.

8.3.2 Award criteria and award of the contract

The award will be calculated as follows:

Selection and attribution criteria

The following criteria will be used to select the winning candidates:

The evaluation of technical and financial offers will conform with the procedures described in section 3.3.10 of the EU Practical Guidelines (available on the following website <http://ec.europa.eu/europeaid/prag/document.do>)

The contract will be awarded following a technical and financial evaluation based on the selection criteria

Evaluation criteria	Score
1. Understanding of UCLG Africa requirements, and comprehensiveness of solutions	20
2. Firm's capabilities: - Project team & capabilities - Breadth and suitability of experience	20
3. Technologies proposed as part of the solution	30
4. Project methodology, timelines & feasibility of plan	20
5. Project approach, development methodologies, and prototyping.	10
TOTAL	100
A minimum score of 75 would be required out of 100 in the technical evaluation stage to proceed to financial evaluation stage. Only commercial tenders from qualifying Service Providers will be considered.	

- The tender should be submitted with a cover letter, complemented with two different envelopes or electronic files: the first envelop or file should include i) the experience, reputation and resources of the tenderer, and ii) the technical offer and credentials; and the second envelope or file should include the financial offer.
- The financial offer with the least amount of honoraria's will have 100 marks, the second 50, the third 25 and the fourth 0.

8.3.3 Attribution criteria

The contract will be awarded based on the best quality and price.

8.4 Other Information

The contract shall enter into force as soon as both parties have dated and signed both copies of a service contract.

8.5 Presentation of the Technical Offer

The technical offer shall explain how the tenderer plans to implement the services.

Tenderers shall describe in detail how they will:

1. Organize the overall management of all individual tasks (e.g. allocation of staff to specific parts of the assignment, mention staff's language proficiency, technical capacity etc.). The tenderers shall attach CVs (personal briefs and professional history) of key persons such as project manager, editor, designer and technical assistant should be added to the technical offer.
2. Organize the activities and all associated actions
3. The tenderer shall also add references of similar services which are still ongoing or were recently carried out by them.

Ideally the technical offer will allow UCLG Africa to correctly evaluate it and to judge whether the tenderer has understood the assignment.

8.6 Presentation of the Economic and Financial Offer

To draw up the offer, the tenderer shall consider the following aspects:

1. Present a detailed budget draft.
2. Expected cost for each issue, broken down by type of expenditure, including all fees.

8.7 Bidders' and UCLG Africa Secretariat Questions

Bidders may submit any questions or requests for more information regarding technical specifications and/or proposal submittal in a written format for the attention of Mr Jewel Adjei by e-mail to: tenders@uclga.org with copies to Mme Em Ekong, e-mail: ekong.em@gmail.com or via fax at +212 5 37 26 00 60. All answers will be released in writing to all bidders no later than three (3) days prior to the bid closing date.

UCLG Africa Evaluation Team may submit, in writing, any questions or requests to tenderers for more information regarding the bidding firm or the bidding documents at any time during the tendering and selection process.

9. CLOSING DATE AND TIME

1. Tenders are also to be submitted by electronic mail or by facsimile (fax # +212 5 37 26 00 60) for the attention of Mr. Jean Pierre Elong Mbassi with electronic copies to tenders@uclga.org **no later than 17:30 pm Morocco time, on Monday May 22, 2017 in PDF format.**
2. Late bid proposals shall **NOT** be accepted.
3. Tenders submitted without the required information and documents shall be considered incomplete and subject to disqualification.



SCHEDULE A

FORM OF TENDER

1. Schedule "A" Form of Tender;
2. Schedule "A-2" Service Provider's Experience, Reputation & Resources;
4. Schedule "A-3" Service Provider's Technical Tender (Service)
5. Schedule "A-4" Service Provider's Technical Tender (Schedule), and
6. Schedule "A-5" Service Provider's Financial Tender.

SCHEDULE A – FORM OF TENDER

OPEN CALL FOR TENDERS Project Title:

“Development and Implementation of a Fully Integrated Information Management System”

Name of Service Provider: _____

Contact Person and Title: _____

Business Address: _____

Telephone: _____

Fax: _____

E-Mail Address: _____

Dear Sir/Madame:

1.0 I/We, the undersigned duly authorized representative of the tendering Firm, having received and carefully reviewed all of the Tender documents, including the Open Call for Tenders and any issued addenda, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Tender in response to the Open Call for Tenders.

2.0 I/We confirm that the following appendices are attached to and form a part of this Tender:

Schedule A-2 – Service Provider’s Experience, Reputation and Resources;

Schedule A-3 – Service Provider’s Technical Tender (Services);

Schedule A-4 – Service Provider’s Technical Tender (Schedule); and

Schedule A-5 – Service Provider’s Financial Tender.

3.0 I/We confirm that this Tender is accurate and true to best of my/our knowledge.

4.0 I/We confirm that, if I/we am/are awarded the contract, I/we will at all times be the “prime contractor” with respect to the Services. I/we further confirm that if I/we become aware that another contractor at the place(s) of the Services has been designated as the “prime contractor”, I/we will notify the UCLG Africa immediately, and I/we will indemnify and hold the UCLG Africa harmless against any claims, demands, losses, damages, costs, liabilities or expenses suffered by the UCLG Africa in connection with any failure to so notify the organisation.

This Tender is submitted this _____ day of _____, 2017.

I/We have the authority to bind the Service Provider.



(Name of Service Provider)

(Name of Service Provider)

(Signature of Authorized Signing Officer)

(Signature of Authorized Signing Officer)

(Print Name and Position of Authorized
Signing Officer)

(Print Name and Position of Authorized
Signing Officer)



SCHEDULE A-2 - SERVICE PROVIDER'S EXPERIENCE, REPUTATION AND RESOURCES

Service Providers should provide detailed information on the following (use the spaces provided and attach additional pages, if necessary):

- (i) Location of branches, background, stability, structure of the Service Provider;
- (ii) Tenders must contain a statement as to qualifications of the proposing firm, Service Provider's relevant experience and qualifications in delivering Services similar to those required by the Open Call for Tenders; and identify the project manager and staff that would have assignments under this contract, and provide their CV's that fully describe their qualifications and experiences. The project manager must be Prince 2 certified and certification should be submitted.
- (iii) Service Provider's demonstrated ability to provide the Services;
- (iv) Service Provider's equipment servicing resources, capability and capacity, as relevant;
- (v) Service Provider's references and reputation;
- (vi) Service Provider's financial strength (with evidence such as financial statements, bank references);
- (vii) Service Provider is also to include a list of other customers for which your firm is providing and has provided website design and implementation services, including a description of the services being or that have been provided, and the name of your firm's project manager for each. Ideally the customers given will be of similar size and complexity as UCLG Africa.

Service Providers should also provide information on the background and a summary of the most relative project implementation experience of key personnel proposed to undertake the Services (complete the chart below for all personnel proposed to undertake the Services):

Key Personnel

Name: _____

Experience:

Dates: _____

Project Name: _____

Responsibility: _____

Dates: _____

Project Name: _____

Responsibility: _____

Dates: _____

Project Name: _____

Responsibility: _____

References

Service Provider to include three references of recent successful performance and completion of projects with similar requirements to that of UCLG Africa's. Requirements for the Open Call For Tenders has been set out in the Terms of Reference. The UCLG Africa reserves the right to request site visits and demonstrations of existing Service Provider operations.



The UCLG Africa reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review.

Reference #1	
Name of client's organization:	
Reference Contact Information:	Name:
	Phone Number:
	Email Address:
How long has the organization been a client of the Service Provider?	
Describe the size and scope of the referenced project.	
Describe the nature of the work performed.	
Provide the start and end dates of the project duration, and any relevant comments.	
Information on any significant obstacles encountered and how they were overcome for this type of service.	

Reference #2	
Name of client's organization:	
Reference Contact Information:	Name:
	Phone Number:
	Email Address:
How long has the organization been a client of the Service Provider?	
Describe the size and scope of the referenced project.	
Describe the nature of the work performed.	
Provide the start and end dates of the project duration, and any relevant comments.	
Information on any significant obstacles encountered and how they were overcome for this type of service.	

Reference #3	
Name of client's organization:	
Reference Contact Information:	Name:
	Phone Number:
	Email Address:



SCHEDULE A-3 - SERVICE PROVIDER'S TECHNICAL TENDER (SERVICES)

Service Providers should provide the following (use the spaces provided and attach additional pages, if necessary):

- (i) an executive summary;
- (ii) a narrative that illustrates an understanding of the UCLG Africa's Service requirements;
- (iii) a description of the general approach and methodology that the Service Provider would undertake in performing the Services including specifications and requirements;
- (iv) a narrative that illustrates how the Service Provider will complete the scope of Services, manage the Services, and accomplish required objectives within the UCLG Africa's schedule;
- (v) estimated efforts to achieve the specified website portal functionality and technical solutions;
- (vi) a description of the standards to be met by the Service Provider in providing the Services;
- (vii) illustrated examples of similar work. Include an example of site layout, functionality, and team members involved in the project with references;
- (viii) a plan to train UCLG Africa staff to update and modify the website portal.

SCHEDULE A-5 - SERVICE PROVIDER'S FINANCIAL TENDER

Tenders should include all costs associated with providing all the services described in the Scope of Work and in the Specifications, communicating discounted rates where applicable. Tenders should also include a total cost of fully integrating the system that is broken down by an implementation timeline and type of work, and for training UCLG Africa staff. Tenders should include hourly rates for assigned staff to facilitate future work, and costs for any other options recommended by the bidder.

Indicate the Service Provider's proposed fee and the basis of calculation as follows communicating discounted rates where applicable.

- (i) hourly rates for all team members if payment is to be made on an hourly basis; or

Schedule of Rates:

Item No.	Description	Estimated Quantity of Hours	Hourly Rate	Total Price
	Labour:			
	Materials:			
	Disbursements:			
	Subtotal:			
	TOTAL TENDER PRICE (excluding taxes) :			

Additional Expenses:

The proposed Contract attached as Schedule "A" to the Open Call for Tenders provides that expenses are to be included within the fee, other than the expenses listed in the Contract as disbursements. Details of disbursements are to be shown in the chart above. Please indicate any expenses that would be payable in addition to the proposed fee and proposed disbursements set out above:

Payment Terms:

A cash discount of _____% will be allowed if account is paid within _____ days, or the _____ day of the month following, or net 30 days, on a best effort basis.

