



## **Request For Proposals (RFP) for the Design and Development of an Organisational Intranet and Review of the SFA Foundation Document Management System-RFP NO: RFP/004/2023**

### **Organisational Background**

The Science for Africa Foundation (SFA Foundation) is a pan-African, non-profit and public charity organisation that supports, strengthens, and promotes science and innovation in Africa. The SFA Foundation serves the African research ecosystem by funding excellent ideas in research and innovation; enabling interdisciplinary collaborations and building and reinforcing environments that are conducive for scientists to thrive and produce quality research that generates new, locally relevant knowledge.

### **Project Overview and Scope of Work**

The SFA Foundation is seeking proposals from qualified software vendors for the design and development of an organisational intranet and review of our existing document management system. The purpose of this intranet is to provide a centralised platform for internal communication, collaboration, and information sharing among our employees.

The intranet should be user-friendly, secure, and scalable, with features that cater to the specific needs of our organisation. The successful vendor will be responsible for designing and developing the intranet, as well as providing ongoing technical support and maintenance.

We invite proposals from experienced software vendors with a proven track record in designing and developing organisational intranets. Interested vendors should submit a detailed proposal outlining their approach, tech stack, methodology, responsiveness to the SFA Foundation needs and pricing. Proposals should also include relevant experience, case studies, and references.

We look forward to receiving proposals from qualified vendors and selecting a partner who can help us achieve our goal of creating an effective and efficient intranet for our organization.

In a nutshell the envisaged platform must fulfil these functions: Communication, Collaboration, Engagement and Productivity.

### **Scope of Work/Specific User and Organisational Needs**

The list below is by no means exhaustive and will be refined after a thorough user requirements gathering exercise.

1. Enable employees to share organisational news and updates: Keep employees informed of the latest company news, announcements, and updates.
2. Host and display all organisational policies and procedures inclusive of a versioning mechanism: Provide access to the company's policies, procedures, and guidelines to ensure consistency and compliance. Also includes various departmental templates and guidelines.
3. Employee directory: Enable employees to search for and connect with their colleagues, including their job titles, contact information, and expertise.
4. Collaboration tools: Offer collaboration tools such as instant messaging, video conferencing, and document sharing to encourage teamwork and enhance productivity.

5. Employee feedback: Provide a platform for employees to offer feedback on various aspects of the company, including products, services, and the work environment.
6. Dashboards/performance metrics: Display relevant departmental metrics e.g., budget spend.
7. Training and development: Offer access to training materials, learning opportunities, and career development resources.
8. Employee recognition: Recognise employees for their achievements, milestones, and contributions to the organisation. This includes employee milestones such as birthdays.
9. Social activities: Promote employee engagement and morale by organising social activities such as team-building events, volunteer opportunities, and celebrations. Offer repositories for sharing images and videos and a creative way of showcasing them.
10. Employee benefits: Provide information on the company's benefits, including health insurance, retirement plans, and other perks. This also includes additional information that the human resources department would like to share with staff.
11. Company culture: Share information about the company's values, mission, and culture to help employees align with the organisation's goals. Also share the organisation's history, milestones, and achievements to help employees feel connected to the organization.
12. Share career advancement opportunities: Post job relevant opportunities and internal job openings to help employees advance their careers within the company.
13. Organisation-wide events: Promote company-wide events such as town hall meetings, conferences, and workshops.
14. Employee feedback: Enable employees to share feedback with HR or management on critical issues. Feedback can be obtained through surveys and other relevant data collection means.
15. Health and safety: Provide information on health and safety procedures, emergency protocols, and other important guidelines.
16. Work schedules and time off: Allow employees to access their work schedules, request time off, and track their vacation days.
17. Employee recognition programmes: Highlight employee recognition programmes, such as employee of the month, outstanding performance awards, and other incentives.
18. External access: Build extranets targeted at specific user groups. This will be refined further during the user needs requirements gathering exercise.
19. Mobile accessibility: The intranet should be accessible via a mobile application.



20. Content management system: An easy to use and intuitive CMS focused on a user generated content approach. A CMS with little admin burden on content managers and ability to tweak landing pages for maximum engagement.
21. Front end: Implement a visual approach that will encourage users to interact with the content feed.
22. An end-to-end learning management system (LMS)
23. The SFA Foundation already has a document management system in place built on SharePoint with the features below. What we need from bidders is a review of the current structure.
  - Easy and intuitive document upload
  - Search functionality: The system provides advanced search capabilities to help users find the documents they need quickly and easily
  - Robust document categorisation and tagging: The system supports categorisation and tagging of documents to help users organise and find them more efficiently
  - Collaboration tools: The system allows users to collaborate on documents with others, including commenting, version control, and access permissions
  - Version control: The system keeps track of document versions, ensuring that users always have access to the latest version of a document
  - Security: The system has robust security features to protect documents from unauthorised access, including access controls, authentication, and encryption
  - Audit trails: The system maintains an audit trail of document access and modifications, providing accountability and transparency
  - Scalability: The system can handle large volumes of documents and users without compromising performance or reliability
  - Reporting: The system provides reporting capabilities to track document usage, performance, and other metrics
  - Document retention policies: The system supports document retention policies, ensuring that documents are stored for the appropriate length of time
  - Compliance: The system supports compliance with regulations and standards, including document retention, privacy, and data protection regulations.

We are looking to add these features:

- **Mobile accessibility:** The system should be accessible on mobile devices, enabling users to access and work with documents from anywhere
  - **Integration with other systems:** The system should be able to integrate with other systems such as email, CRM, and ERP systems to streamline workflows and reduce duplication of effort
  - **Customisable workflows:** The system should support customisable workflows to automate document review and approval processes, reducing the time and effort required
  - **Notifications:** The system should provide notifications to users when new documents are added, updated, or require action.
24. An analytics dashboard – a collection of data from multiple sources/departments on key metrics presented neatly on a user interface ideally powered by PowerBI.
  25. An AI-powered search engine that will enhance search capabilities within the organisations internal network.



## Technical Requirements

We are not recommending a specific tech stack for this project, but we encourage vendors to propose solutions that are responsive to the above needs.

## Proposal Submission Guidelines

**Bidders should submit Technical and Financial proposals as separate documents and should be password encrypted. SFA Foundation will further advise the prospective bidders on when to share the password.**

Proposals from bidders should include a technical proposal and financial proposal and must include the following elements:

1. A covering letter introducing the submission.
2. A detailed proposal on how the contractor will execute the project.
3. In the proposal, provide a project list containing [3 to 5] projects completed by your company that best represents a similar scope. For each project include the following:
  - Project name, location, time frame and completion date
  - Reference name and contact information
  - Projects overall scope
  - Tech stack implemented for the project
  - Discuss issues or aspects that would demonstrate your ability to problem solve and deliver creative solutions.
  - Final cost of the project
  - Cost-effective measures or value-engineering suggested for the project.

*Include screenshots or if possible, live or demo links of previously implemented solutions that are similar in scope.*

4. In the proposal, also include project schedule showing dates and other information in sufficient detail to determine the feasibility of the time frames indicated; include information on the firm's technical capabilities and ability to timely perform the services as reflected by the contractor's current and projected workload and having adequate personnel, equipment, and facilities.
5. Current business license
6. Certificate of Incorporation
7. Valid VAT and PIN Certificate where applicable
8. Current valid Tax Compliance Certificate from Kenya Revenue Authority where applicable
9. Financial Proposal for the provision of the services. The financial proposal shall clearly indicate the total cost disaggregated to enable partial payments and/or scaling of services. The Prices quoted should be inclusive of all taxes and delivery costs, must be in US Dollars (\$) and shall remain valid for (60) days from the closing date of the tender.
10. All interested applicants are encouraged to include any additional information they believe demonstrates added value within the scope of this project.
11. Itemise all proposed tasks together with its associated cost as per the table below.

**Table 1**

Broad Task	Specific Tasks	Cost
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Intranet Development	<ul style="list-style-type: none"> <li>• User Requirements Gathering</li> <li>• Prototyping/Wireframes</li> <li>• Implementation</li> <li>• User Training</li> <li>• Documentation</li> </ul>	
DMS Review	<ul style="list-style-type: none"> <li>• User Requirements Gathering</li> <li>• Prototyping/Wireframes</li> <li>• Implementation</li> <li>• User Training</li> <li>• Document</li> </ul>	
Mobile Accessibility	<ul style="list-style-type: none"> <li>• User Requirements Gathering</li> <li>• Prototyping/Wireframes</li> <li>• Implementation</li> <li>• User Training</li> <li>• Document</li> </ul>	
Extranet Design	<ul style="list-style-type: none"> <li>• User Requirements Gathering</li> </ul>	
Learning Management System	<ul style="list-style-type: none"> <li>• User Requirements Gathering</li> <li>• Prototyping/Wireframes</li> <li>• Implementation</li> <li>• User Training</li> <li>• Document</li> </ul>	

### Evaluation of Proposals and Evaluation Criteria

**Bidders should submit Technical and Financial proposals as separate documents and should be password encrypted. SFA Foundation will further advise the prospective bidders on when to share the password.**

The Science for Africa Foundation will evaluate each RFP submitted based on responsiveness to the project's scope of work/needs. The evaluation of the proposals shall involve preliminary Review, Technical and Financial analysis.

Responses will be evaluated based on the following criteria:

#### Mandatory Requirements

Requirements	Yes/ No
Current business license	
Certificate of Incorporation	



Valid VAT and PIN Certificate / Current valid Tax Compliance Certificate where applicable	
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Only bidders who meet the mandatory requirements will be considered for Technical Evaluation

### Technical Evaluation 80%

Criteria	Score
Proposal responsiveness to the scope of work. Overall technical capability and specialized competence. We will be looking at: <ul style="list-style-type: none"> <li>• A proposal that matches the requirements under the scope of work (20 points)</li> <li>• Project methodology and workplan (10 points)</li> <li>• We prefer one that is highly responsive to change (10 points)</li> </ul>	40%
Specific experience of the software vendor in undertaking similar work <ul style="list-style-type: none"> <li>• Evidence of having undertaken similar assignments in the last 5 years by submitting either reference letters (3), LPOs (3) and completion certificates/proof of successful project completion <b>(10 points)</b></li> <li>• Technical credentials of proposed team members. The team should be composed under the specific user requirements expressed herein <b>(10 points)</b>.</li> <li>• Provide details of similar projects undertaken by each proposed team member and three (3) previous case studies on similar assignments by the firm <b>(20 points)</b></li> </ul>	40%

**N/B.** The first five bidders based on the agreed pass mark will be considered for presentation on the proposed solution. The best three bidders will then be considered for financial analysis and the first two bidders based on financial analysis will be considered for negotiations on scope, cost, and reference check.

The best bidder based on negotiation outcomes, will be engaged further for negotiations on the award.

### Financial Evaluation

The financial proposal should be shared as a separate document encrypted with a password. The SFA Foundation shall request the passwords for the financial proposal from the best three firms based on interview presentations.

<b>Cost</b>	Itemize all proposed tasks with associated costs as detailed in Table 1	<b>20%</b>
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### Terms and Conditions

This document contains proprietary and confidential information. Recipients may use or reproduce the information detailed within this document and any other supporting information only to provide a response to this RFP. No commitment will be made to any agency/consultant unless a contract has been awarded and signed by both parties.



The Science for Africa Foundation reserves the right to cease this exercise at any time. During the period of this activity, no contact should occur between any members of the supplier's staff and organisational staff in relation to this exercise other than through the designated contact points as detailed within this RFP. It is however recognised that pre-existing relationships if any, shall be respected.

### **Ethics**

Applicants are required to observe our procurement ethical code of conduct which includes but is not limited to observing the highest standard of ethics regarding corruption, collusion, conflict of interest and fraud. If the agency does not observe confidentiality or ethical practices, they shall be disqualified from any future work.

### **Non-Disclosure and Confidentiality**

The information contained within this document or subsequently made available to the consultant is deemed confidential and must not be disclosed without the prior written consent unless required by law.

### **Independent Proposal**

By submitting a proposal, the consultant warrants that the prices in the proposal have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other potential consultant or with any competitor.

### **Proposal Submission Process**

It should be noted that this document relates to a Request for Proposal (RFP) only and not a firm commitment to enter into a contractual agreement. In addition, the Science for Africa Foundation will not be held responsible for any costs associated with the production of a response to this Request for Proposals.

### **Instructions on the Proposal Submission Process**

- Interested bidders are requested to confirm participation on the RFP by 14<sup>th</sup> June 2023.
- Request for clarifications should be sent to [procurement@scienceforafrica.foundation](mailto:procurement@scienceforafrica.foundation) **Wednesday 14<sup>th</sup> June 2023**.
- SFA Foundation will respond on the clarifications by **Friday 16<sup>th</sup> June 2023**.
- The deadline for submission of proposals is **Tuesday 27<sup>th</sup> June 2023** at 1700hrs (East African Time). Proposals should be sent to [procurement@scienceforafrica.foundation](mailto:procurement@scienceforafrica.foundation) and marked as follows on the subject line:  
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