



African Peer Review Mechanism
Africa's Self-Assessment for Good Governance

Standard Bidding Documents

PROCUREMENT OF SERVICES

Procurement of Service Provider for Enhancement of the APRM Electronic Questionnaire Tool for the African Peer Review Mechanism (APRM)

Procurement Number: APRM/001B/SIDA/EQT/2020

SECTION I. BID INVITATION (REQUEST FOR BID)

Procurement Number: APRM/001B/SIDA/EQT/2020

Procurement of Service Provider for Enhancement of the APRM Electronic Questionnaire Tool for the African Peer Review Mechanism (APRM)

The APRM is a self-monitoring mechanism that fosters the adoption of policies, standards and practices that lead to political stability, high economic growth, sustainable development and accelerated regional economic integration through the exchange of experiences and reinforcement of best practices including identifying deficiencies and assessing the needs for capacity building of the participating countries. To date thirty-five Member States of the African Union have voluntarily acceded to the APRM.

The African Peer Review Mechanism has received financing from the Swedish International Developed Agency (SIDA), and intends to apply part of the agreed amount for this grant as payments towards the procurement of Service Provider to Undertake the Enhancement of the APRM Electronic Questionnaire Tool for the African Peer Review Mechanism (APRM)

The African Peer Review Mechanism invites eligible firm/Service Provider to undertake Enhancement of the APRM Electronic Questionnaire Tool for the African Peer Review Mechanism (APRM)

The bids shall submit the following documents- Preliminary examination to determine

- Valid tax certificate or equivalent document.
- Valid business registration documents – Must be licensed company.
- Certified Financial Information-Bank statement (Last TWO years)
- The service provider must also provide a minimum of 3-year warranty- signed document
- Provide power of attorney
- The tender shall be valid for a period of 90 days from the date of opening/ closing- A statement o indicating so.
- Statement that they have not been debarred by African Union

Interested firms may obtain further information from:

The Project Coordinator;

African Peer Review Mechanism, Private Bag x09, Halfway House, 1685,

Physical Address: 230 15th Street, Randjies Park, 1st Floor, Midrand, South Africa ; Tel: +27

11 256 3400/01/29 ; Fax: +27 11 256 3456 during working hours or through Email:

tenderinfo@aprm-au.org copy to Email: tenderinfo@aprm-au.org

A complete set of the Solicitation documents in English language may be downloaded from the AU/DGC official website and APRM Website

MODE OF SUBMISSION

Application must be submitted through **email (tender@aprm-au.org) or physically to the address below on or before 28th April 2020 at 1100hrs.**

Project Coordinator

African Peer Review Mechanism

Private Bag x09, Halfway House, 1685

Physical Address: 230 15th Street, Randjies Park, 1st Floor

Midrand, South Africa

Tel: +27 11 256 3400/01/29

Fax: +2711 256 3456

E-mail: tender@aprm-au.org

Submissions to be titled: APRM/001B/SIDA/EQT/2020: Request for Bid for the” Enhancement of the APRM electronic questionnaire tool for the African Peer Review Mechanism (APRM)””; The submission to be made to the following email.

Project Coordinator

African Peer Review Mechanism

Private Bag x09, Halfway House, 1685

Physical Address: 230 15th Street, Randjies Park, 1st Floor

Midrand, South Africa

Tel: +27 11 256 3400/01/29

Fax: +2711 256 3456

E-mail: tender@aprm-au.org

The deadline for submission of proposals is 11:00 hours local time (South Africa Time) on **28th April 2020**, Late submission shall not be accepted and shall be rejected.

The tender shall be valid for a period of 90 days from the date of opening/ closing

SECTION II: BID SUBMISSION SHEET

{Complete this form with all the requested details and submit it as the first page of your bid. Ensure that your bid is authorised in the signature block below. If any documentation is attached, a signature and authorisation on this form will confirm that the terms and conditions of this bidding document prevail over any attachments. If your bid is not authorised, it may be rejected.}

We offer to provide the Services detailed in the Terms of Reference/Statement of Requirements, in accordance with the terms and conditions stated in this bid document and subsequent contract.

BID ADDRESSED TO EMPLOYER	
DATE OF BID	
PROCUREMENT NUMBER	
SUBJECT OF PROCUREMENT	
FIXED TENDER SUM (STATE CURRENCY)	

We confirm that we are eligible to participate in this procurement process.

The validity period of our bid is: _____ days/weeks/months from the time and date of the submission deadline.

We confirm that the rates quoted in the financial proposals are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

We understand that you are not bound to accept the lowest or any bid you may receive.

Services will commence within _____ days/weeks/months from date of Contract.

Services will be completed within _____ days/weeks/months from date of Contract.

Dated this _____ day of _____ 20_____.
[signature] [in the capacity of]

Duly authorised to sign Bid for and on behalf of _____
Must have the power of Attorney

SECTION III. TECHNICAL SPECIFICATIONS

1) BACKGROUND

The APRM is a self-monitoring mechanism that fosters the adoption of policies, standards and practices that lead to political stability, high economic growth, sustainable development and accelerated regional economic integration through the exchange of experiences and reinforcement of best practices including identifying deficiencies and assessing the needs for capacity building of the participating countries. To date thirty-five Member States of the African Union have voluntarily acceded to the APRM.

This unique mechanism reviews the performance of a country against four thematic areas of Governance, which are democracy and political governance, economic governance, corporate governance as well as socio-economic development. The APRM has promoted policy dialogue between leaders and citizens through the peer review process, highlighting critical overarching challenges inhibiting the development of Member States. It has revealed that it can identify best practices in individual countries and can serve as a prevention tool or a Continental Early Warning System for detecting possible faulty lines in governance and cause of conflict.

The APRM proceeds in five phases:

Phase 1 is a preparatory step at both the national and continental level. During this phase, the national Focal Point establishes the National Governance Commission (NGC) and the sensitization and awareness campaign begins. Once these prerequisites are in place, the country commences the national self-assessment stage. During this stage, the country is also required to develop a Preliminary National Program of Action (NPoA) to address existing capacity constraints. On its part, the continental APR Secretariat compiles basic information on the country called the Background Paper that is used to augment, compare and contrast with the national self-assessment that the country prepares. These three (3) documents namely (i) the self-assessment report on governance, (ii) the preliminary NPoA and (iii) the background paper constitute the basis key issues paper that will be prepared ahead of the country review mission.

The Country Review Mission Marks **Phase 2** of the process.

Phase 3 is the preparation of the country review report by the review mission that visits the country.

Phase 4 is the submission of the report of the country review mission to the continental APRM Secretariat and the APR Panel for deliberation and recommendations. The Panel

submits the country review report and recommendations to the Forum of Heads of State for action. Phase 4 ends with Chairman of the Forum communicating the decisions of Heads of State and Government of the country under peer review.

Phase 5, which is the final stage of the APRM process, involves making public the country review report and actions relating thereto.

2) OBJECTIVE OF THE ASSIGNMENT

The APRM developed an electronic questionnaire tool to assist in automating some of the current processes. The electronic questionnaire tool developed in its current form needs to be enhanced to adapt and keep in line with the latest trends and advances within APRM. These aspects include certain aspects such as ease of use, additional functionality and various output requirements such as workflow and reporting. the APRM is seeking a service provider that can enhance the solution to take advantage of modern web application tools and techniques. This is a maintenance and enhancement project, no re-write, re-development or third-party services suggestions will be considered.

3) GENERAL OBJECTIVES

The general objectives of the continued enhancements are as follows:

- Customisation and enhancement of the electronic tool based on interaction with various role players and specific expectations from countries;
- Expand on reporting requirements by scoping and developing additional functionality and reports through interaction and country specific requests; and
- Support the ARPM during country visits to ensure the electronic tool fulfils the expectations of each country.

4) TARGET AUDIENCE

This Electronic Questionnaire is targeted at key APRM stakeholders, more specifically, at the following target audience:

- Partners, African, Regional and International Institutions - including the UN, EU, ECOSOC, SADC, ECOWAS, ECAS and AUC;
- National Governing Council/ Civil Society Organizations;
- Government institutions;
- Education sector – Academia/ Students alumni;
- Research sector – Researchers/ Analysts;
- Media sector - both at the African and world level;

- Stakeholders - Africans, Panel Members, Focal Points (national officials), Strategic partners and other stakeholders within across the African continent;
- Country Review Mission Team; and
- General public - A wider informed audience.

5) SCOPE OF WORK, TECHNICAL AND FUNCTIONAL REQUIREMENTS

Scope of Work

The APRM developed a custom software tool for the purposes of collecting responses from structured surveys and questionnaires. The tool was developed to operate using a standard mobile, laptop or desktop device. The application consists of three separate components. A database, a storage account and a web application. In order to optimise the process, the APRM is seeking a service provider that can enhance the solution to take advantage of modern web application tools and techniques. This is a maintenance and enhancement project, no re-write, re-development or third-party services suggestions will be considered.

Technical Requirements

All enhancements are expected to enhance or add additional value without compromising on the existing functionality of the system or its operations.

The following enhancements have been identified:

- Migrate the solution from bootstrap to material-ui;
- Migrate the solution from MVC Razor pages to ReactJS;
- Migrate the solution from MVC to SPA;
- Enhance the API endpoints to utilise JWT access tokens;
- Update the base framework from .net core 2.0 to .net core 2.2;
- Provide any relevant data model updates;
- All application interface pages must be updated to utilise the best practices for modern UX/UI requirements; and
- The service provider must demonstrate adequate and sufficient experience in software development, cloud computing and reporting.

Functional Requirements

The full set of features, content and design layout will be finalized before the actual project plan is implemented. The electronic questionnaire tool will be enhanced with the aim to improve scalability, reliability, robustness, flexibility, security and interoperability with existing systems and devices. The application consists of four primary modules plus an administration module:

- Survey builder provides tools for constructing surveys and questionnaires;
- Survey submission provides tools to respond to surveys and questionnaires;
- Survey reviewer provides tools for reviewing the submitted values for surveys and questionnaires;
- Reporting provides tools for viewing survey results, data and analytics; and
- The administration module provides tools for managing respondents, countries and other security related topics.

Surveys consist of several response types including:

- Text boxes;
- Text areas;
- Choices or Options;
- Yes/No (Adaptive);
- Date pickers; and
- Headings, instructions and video links.

Under the supervision of the Head of Knowledge Management, Monitoring & Evaluation and Review Support at the APR Secretariat, the service provider will be required to work closely with the team to develop and implement the enhancements of the electronic questionnaire.

The enhancements should include the following features and functionality:

- The ability to pre-populate questionnaire where applicable/possible;
- Further development of the review functionality of the electronic questionnaire tool;
- Functionality to allow APRM to exclude or add questions for a specific mission objective;
- Additional reporting features to assist with operational aspects of the APRM and eventually the tool need to accommodate a multitude of reporting features;
- Ability to select a series of questions, amend the list of questions and assign optional or compulsory status to questions;
- Develop and integrate a comprehensive workflow;
- Uploading questionnaires from various data sources;
- Ability to upload statistics or information from independent sources where arrangements are in place;
- Improve and expand predefined questions and answers;

- Develop key questions that would populate pre-captured text, i.e. country geographical information, population size, GDP and other common data;
- Customised and “Quick” surveys; and
- Country specific customisation and surveys.

The duration allocated for this enhancement phase is three months.

6) DELIVERABLES

Detailed specifications for the project will be defined jointly with the service provider when the contract is in place and following an assessment of the current position. The different steps and deliverables for this project are described below.

Architecture and navigation

Based on our requirements, the service provider will propose new architecture with detailed navigation and wireframes that reflect best practices in the industry. The user interface should also be clear, user friendly and facilitate ease of access.

The service provider must also propose to the APRM on how to organize content in a way that will meet the APRM’s objective to build a clearer and more user-friendly electronic questionnaire. In this context, the service provider is expected to help the APRM organize the contents while respecting the guidelines provided by the APRM.

Application design

The service provider will have to define the visual identity of the system in a very innovative fashion while respecting universal standards and the APRM brand identity.

The service provider will review and tweak the mock-ups until APRM is satisfied with the design. Where applicable a minimum of two design proposals will have to be created in order to allow the APRM to decide on the most suitable option from the two design proposals.

Once a decision on the design has been taken, the service provider will be responsible for ensuring that the online portal is responsive, and that portal displays properly at the same level of high quality across all the devices.

Electronic Questionnaire Enhancement Development

With the increasing demand for dynamic user interaction the new system features should be very much content oriented and more functionality based.

Specific Features

The portal must have some of the key features and functionalities to meet the APRM needs. All the features proposed by the service provider must be user-friendly for both the stakeholders and the APRM Administrators that will manage them.

Application developments (Multi-platform Support)

The service provider will be responsible for development, implementation and testing of the electronic questionnaire. The service provider must ensure that the application development is functional with smartphones or tablets and other portable devices.

Analytical Reports

The service provider must provide tools the APRM can use to view detailed analytics configured to provide the APRM with a realistic and tangible indication of performance of the respondent. This analytic tool should be capable of conducting predictive, comparative and trend analysis.

Complete Electronic Questionnaire Enhancements Development, Maintenance, Transition, Testing and Deployment

Under phase 3 the service provider will provide additional advice, testing, training and assistance to the APRM for the period of 3 months. On delivery of the project, the service provider will also ensure that APRM has the backend admin credentials.

Technical Support / Maintenance (upgrades)

Following the launch of the platform, the service provider is expected to provide a proactive technical assistance and technical support for the period of 6 months from the completion of the project.

This basic technical assistance comprises:

- **Features Integration:** Integration of basic new plug-in, module or extensions and technical assistance relating to the electronic questionnaire;
- **Bug resolution:** In case of bugs caused due to poorly written program, priority must be given to the resolution of the problem and should be solved within a reasonable time frame;
- **Time-to-implement:** A request must be implemented or addressed within 24 hours from the time of submission; and
- **Time-to-acknowledgement:** Any request or issues raised by APRM must be acknowledged or answered within 24 hours.

Documentation

The service provider will provide APRM Secretariat with comprehensive documentations for the electronic questionnaire. The documentations should cover soft copy of the design mock-ups and wireframes, a user manual with all functionalities of the backend in detail and step-by-step guidelines and appropriate images for each process.

Training

Following the completion of the portal the service provider will have to deliver a comprehensive training session(s) for the relevant staff members who will either use or manage system. Such training should be part of the package at no added cost after the system is completed.

Personnel Requirements

- **Contact** - The service provider will be expected to ensure that there is a lead project manager who is the central point of contact between the service provider and the APRM for tasks and deliverables. Continuity shall be ensured by the service provider in case of absence of a contact person (back-up); and
- **Contact Details** - Answers to any technical questions from APRM staff by email or phone. The service provider shall provide contact details (email or distribution list + telephone number) for the contact person and back-up.

Subcontracting - *In the event of sub-contracting for some tasks, the service provider should inform the APRM of the companies or freelancers contracted and the sub-contractors must have all the skills and experience required to do the job.*

The service provider is expected to have experience in the following tools and technologies:

- Visual Studio and Visual Studio code;
- .Net core version 2.2;
- Asp.Net core MVC Web API;
- SQL Server 2016 or higher;
- JSON;
- React 16 or higher;
- Webpack;
- NPM; and
- Microsoft DevOps.

7) DELIVERABLES , TIME FRAME & PAYMENT SCHEDULE

The project is expected to take 6 months for the development and enhancements and the period of the entire project including development and roll out should not exceed the

stipulated period. The project commencement date will be from the date APRM signs the contract. The service provider will develop and submit a project plan, and timetable at the commencement of the project. The proposed time frames are depicted below:

#	Project deliverables	Time frames									
		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	6 Month period	
1	Appointment of service provider										
2	Development of the Project charter, finalise deliverables and time frames										
3	Architecture and navigation										
4	Application design										
5	Electronic Questionnaire Enhancement Development										
6	Analytical Reports										
7	Complete Electronic Questionnaire Enhancements Development, Maintenance, Transition, Testing and Deployment										
8	Documentation										
9	Training										
10	Project close out										
11	Continued support										

ADDITIONAL REQUIREMENTS

Payment terms

The payment terms for implementation of the project is as follows:

#	Project deliverables	Payment terms								
		0%	20 % of contract price	0%	0%	30% of contract price	30% of contract price	0%	20 % of contract price	Signed agreement for continued support
1	Appointment of service provider									
2	Development of the Project charter, finalise deliverables and time frames									
3	Architecture and navigation									
4	Application design									
5	Electronic Questionnaire Enhancement Development									
6	Analytical Reports									
7	Complete Electronic Questionnaire Enhancements Development, Maintenance, Transition, Testing and Deployment									
8	Documentation									
9	Training									
10	Project close out									
11	Continued support									

Logistics

Regarding the project management, one or more meeting (s) at each major step of the projects will be held with the APRM at the APRM premises.

Alternatively, the service provider's staff involved shall be reachable via telephone, e-mail and through videoconference during normal working hours (09.00-17.00). When required by the tasks to be performed, the usage of mobile phone should be considered during normal working hours.

Equipment

The service provider shall ensure that experts possess the adequate experience and are equipped to perform all the tasks described above, and to be able to work through video conferencing with screen-sharing possibilities.

Service Level Agreement

In the Service Level Agreement, the service provider must commit to deliverables bug free with very low defect rates.

Intellectual property rights (Source Code)

All intellectual property rights, source codes and the complete content, as well as all the work performed under the contract are the exclusive property of the APRM. The service provider must provide APRM with all the code required for the electronic questionnaire and backend to operate. All documentation that describes system installation and configuration in detail must also be provided.

Security

The application and backend must be programmed with appropriate security in consideration. Possible damage from exploiting vulnerabilities stemming from poor programming will be repaired and corrected at the service provider's expense.

Warranty

The service provider must also provide a minimum of 3-year warranty and during this warranty the service provider will be responsible for any bug fixes and errors. Any errors in design and development that originate from programming and are in general results of the service provider's activities shall be corrected by the service provider free of charge in period of 24 months from the template design.

9) LOCATION OF THE ASSIGNMENT

The assignment shall be undertaken at APRM Secretariat Offices, in South Africa

10) EVALUATION CRITERIA

Evaluation of Bids: The evaluation of bids will use the following methodology:

1. Preliminary examination to determine eligibility (as defined below) and administrative compliance to this Invitation for Bids on a pass/fail basis;
2. Detailed evaluation to determine commercial and technical responsiveness; and
3. Financial comparison to determine the evaluated price of bids and to determine the lowest evaluated cost bid.

Bids failing any stage will be eliminated and not considered for award of contract.

Lowest Evaluated Cost Bid: The lowest evaluated cost bid shall be the lowest priced bid, which is eligible and substantially responsive to the commercial and technical requirements of the Purchaser and shall be recommended for award of contract.

Award of Contract: Award of contract shall be by placement of a contract

Right to Reject: The Purchaser reserves the right to accept or reject any bid or to cancel the bidding process and reject all bids at any time prior to contract award.

11) SELECTION PROCESS

Evaluation criteria	Max. Point	Score
<p>Experience: (Experience of the firm)</p> <p>Company Profile and Expertise of the company:</p> <ul style="list-style-type: none"> • List of two previous works of similar nature (10 marks) • At least 5 years' experience in developing and/ or customizing software programs, trouble shooting, networking, hardware and software maintenance (5 marks) • Should have Experts with Hands on experience in trouble shooting, networking, basic programming and relevant software applications (5 marks) • Legally registered organization with requisite professional experience and knowledge of Network technologies including Microsoft Windows. (5 marks) 	25	
<p>Technical Qualification (Experts) – Attach the relevant testimonial (CV, Academic and professional certifications)</p> <ul style="list-style-type: none"> • Software developer should have at a recognised qualification in Information Technology or Computer Sciences (3 marks) • Five (5) years' experience in development (3 marks) 	15	

<ul style="list-style-type: none"> • Have an academic background in IT development (3 marks) • Knowledge on drafting of reports on data and data bases. (1 marks) • Should be able to work under strict deadlines (1 marks) • Registration with the professional body-(4 marks) 		
<p>Transfer of Knowledge (training) program</p> <ul style="list-style-type: none"> • Qualification of the experts and trainers- a recognised qualification in Information Technology or Computer Sciences (5 marks) • Training approach and methodology (5 marks) • Relevance of the training (5 marks) 	15	
<p>Project Management</p> <ul style="list-style-type: none"> • Ability to manage work of a confidential nature and handle large volumes of work (value of similar assignment- attach two contracts on similar works) 	10	
<ul style="list-style-type: none"> • System capabilities • Visual Studio and Visual Studio code • .Net core version 2.2 • Asp.Net core MVC Web API • SQL Server 2016 or higher • JSON • React 16 or higher • Webpack • NPM • Microsoft DevOps • The service provider must demonstrate adequate and sufficient experience in software development, cloud computing and reporting. (5 marks) 	15	
<p>System Administration and Security:</p> <ul style="list-style-type: none"> • The system must have at least the following administration and security capabilities: • Administrator Backend • Physical access control 	10	

<ul style="list-style-type: none"> • User access control • Restriction of groups of users/workstations to specific functions • Full encryption of all electronic resources and secure communication • Monitor all network traffic/resources in real-time 		
<p>Methodology and concept proposal:</p> <ul style="list-style-type: none"> • Proposed methodology, approach for implementation and training (creative and innovative ideas) (3 Marks) • Brief implementation plan(workplan) with proposed timeframe for pre-production and postproduction (5 Marks) • Organization and staffing (assigning task) (2 Marks) 	10	
<p>Total Score</p>	100%	
<p>The minimum technical score shall be 75%</p>		

The minimum technical score shall be 75% and above. Only bidders who score the minimum score shall be considered for financial evaluation

12) FINANCIAL PROPOSAL

The bid should be accompanied by a detailed financial proposal, with a clear breakdown of the various activities and their cost in USD currency.

Section iv. Contract Form

Contract Form

THIS AGREEMENT made the ____ day of _____ 20____ between _____ [*insert name and address of Purchaser*] (hereinafter called “the Purchaser”) of the one part and _____ [*insert name and address of Supplier*] (hereinafter called “the Supplier”) of the other part:

WHEREAS the Purchaser invited bids for certain goods and ancillary services, viz., [*brief description of goods and services and Procurement Number*] and has accepted a bid by the Supplier for the supply of those goods and services in the sum of [*contract price in words and figures*] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement in the listed order of precedence, viz.:
 - (a) Agreement;
 - (b) Technical Specifications;
 - (f) Bid Form and the Price Schedule submitted by the Bidder;
 - (g) Purchaser’s Notification of Award of Contract; and
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and ancillary services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed the day and year first above written.

Signed, sealed, delivered by _____ (for the Purchaser)

Signed, sealed, delivered by _____ (for the Supplier)

Manufacturer's Authorisation Form

To: *{name of the Purchaser}*

WHEREAS *{name of the Manufacturer}* who are established and reputable manufacturers of *{name and/or description of the goods}* having factories at *{address of factory}*.

do hereby authorise *{name and address of Agent}* to submit a bid, and subsequently negotiate and sign the Contract with you against Procurement No. *{reference of the Invitation to Bid}* for the above goods manufactured by us.

We hereby extend our full guarantee and warranty as per Clause 15 of the General Conditions of Contract for the goods offered for supply by the above firm against this Invitation for Bids.

{signature for and on behalf of Manufacturer}

{Name and title of authorised signatory }

[Note: This letter of authority should be on the letterhead of the Manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer. It should be included by the Bidder in its bid.]