



African Peer Review Mechanism Secretariat (APRM)  
P.O. Box X09, Halfway House • Midrand 1685, South Africa.

Physical Address:

No. 230 15th Road, 1st Floor; Raandjes Park, Halfway House, Midrand  
South Africa

Tel: +27 (0) 11 256 3401 • Fax: +27 (0) 11 256 3456 • Website: [www.aprm-au.org](http://www.aprm-au.org)

## **African Peer Review Mechanism**

# **Standard Bidding Documents**

## **PROCUREMENT OF NON-CONSULTING SERVICES**

**PURCHASER: AFRICAN PEER REVIEW MECHANISM, SOUTH AFRICA**

**REQUEST FOR BID FOR PROCUREMENT: PAPERLESS OFFICE, MEETING AND REMOTE  
ADMINISTRATION PLATFORM**

**PROCUREMENT NUMBER: RFB/ APRM/EU/POM/09B/2021**

## **SECTION I. BID INVITATION (RFB - REQUEST FOR BID)**

### **PROCUREMENT NUMBER: RFB/ APRM/EU/POM/09B/2021: REQUEST FOR BID FOR: PAPERLESS OFFICE, MEETING AND REMOTE ADMINISTRATION PLATFORM**

The African Peer Review Mechanism (APRM) is the champion of good governance on the continent. Its mandate emanates from the APRM-NEPAD Declaration on Democracy, Political, Economic and Corporate Governance. It was founded in 2003 as a tool for experience sharing, reinforcing best practices, identifying deficiencies, and assessing capacity. Its mandate emanates from the APRM-NEPAD Declaration on Democracy, Political, Economic and Corporate Governance. Since the decision of Heads of State to transition to virtual working methods because of the COVID-19 pandemic, the APRM has integrated digitalization in its processes and systems. Transitioning to a virtual workspace has created opportunities for APRM to unlock the potential of technology to drive its Digital Transformation initiatives and accelerate the use of digital technologies to effect its business.

In December 2020, The African Peer Review Mechanism (APRM) received financing from the European Union (EU) in support of a three-year project. This project takes place within the framework of the African Governance Architecture Support Project (AGA-SP), consistent with the Africa-EU Partnership 2020-2023. The overall objective of the project is to contribute to the achievement of Aspiration 3: 'An Africa of good governance, respect for human rights, justice and the rule of law' and Aspiration 6 'An Africa, whose development is people driven, relying on the potential of African people, especially its women and youth, and caring for children' of the African Union's Agenda 2063.

Under this grant and project, the APRM hereby seeks to procure services to provide a reliable and cost-effective integrated system that meets the organization's current and future management, collaboration and communication need. An efficient tool built with management and instruction rich features offering to the APRM a Paperless Office, Meeting and Remote Administration Platform.

#### **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 with valid certificate of incorporation.
- Provide power of attorney must be signed by authorised person. - Attach Letter
- The tender shall be valid for a period of 60 days from the date of opening/ closing- A statement indicating so to be provided.
- Statement that they have not been debarred by African Union.
- Provider dealership letter or manufacturer authorisation letter or equivalent document

Bidders MUST comply with the above Preliminary Examination Requirements

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: info@aprm-au.org

A complete set of the Solicitation documents in English language may be downloaded from the APRM Website.

### **MODE OF SUBMISSION**

Application **MUST** be submitted through email: (tender@aprm-au.org) on or before **26<sup>th</sup> October 2021 at 12 00hrs South Africa Time**

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

**Submission E-mail: tender@aprm-au.org**

Submissions to be titled: **PROCUREMENT NUMBER: RFB/ APRM/EU/POM/09B/2021**  
Request for Bid for the “**Paperless Office, Meeting and Remote Administration Platform**” 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 **26<sup>th</sup> October 2021 at 12:00 hours local time (South Africa Time)**, Late submission shall not be accepted and shall be rejected.

The tender shall be valid for a period of 60 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.

<b>BID ADDRESSED TO EMPLOYER</b>	
<b>DATE OF BID</b>	
<b>PROCUREMENT NUMBER</b>	
<b>SUBJECT OF PROCUREMENT</b>	
<b>FIXED TENDER SUM (STATE CURRENCY)</b>	
<b>STATE CURRENCY IN ZAR</b>	

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. SPECIFICATIONS FOR PAPERLESS OFFICE AND REMOTE ADMINISTRATION PLATFORM**

### **PROCUREMENT NUMBER: RFB/ APRM/EU/POM/09B/2021**

#### **1)BACKGROUND**

The African Peer Review Mechanism (APRM) is the champion of good governance on the continent. Its mandate emanates from the APRM-NEPAD Declaration on Democracy, Political, Economic and Corporate Governance. It was founded in 2003 as a tool for experience sharing, reinforcing best practices, identifying deficiencies, and assessing capacity. Its mandate emanates from the APRM-NEPAD Declaration on Democracy, Political, Economic and Corporate Governance. Since the decision of Heads of State to transition to virtual working methods because of the COVID-19 pandemic, the APRM has integrated digitalization in its processes and systems. Transitioning to a virtual workspace has created opportunities for APRM to unlock the potential of technology to drive its Digital Transformation initiatives and accelerate the use of digital technologies to effect its business.

In December 2020, The African Peer Review Mechanism (APRM) received financing from the European Union (EU) in support of a three-year project. This project takes place within the framework of the African Governance Architecture Support Project (AGA-SP), consistent with the Africa-EU Partnership 2020-2023. The overall objective of the project is to contribute to the achievement of Aspiration 3: 'An Africa of good governance, respect for human rights, justice and the rule of law' and Aspiration 6 'An Africa, whose development is people driven, relying on the potential of African people, especially its women and youth, and caring for children' of the African Union's Agenda 2063.

Under this grant and project, the APRM hereby seeks to procure services to provide a reliable and cost-effective integrated system that meets the organization's current and future management, collaboration and communication need.

#### **2)DESCRIPTION OF THE PROJECT**

The African Peer Review Mechanism (APRM) received funding from European Union (EU)' to establish and strengthen digital capacity at the APRM.

#### **3) OBJECTIVES**

The main objective is to transition to paperless environment to improve efficiency, reduce paper consumption and other operation cost while still maintaining high level of stakeholder's engagement.

**4)SCOPE OF THE ASSIGNMENT**

The proposed solution should consider the core business processes that are unique to the APRM. The tool must be efficient and user-friendly for management and instruction capabilities. The scope of this project shall cover the acquisition and/or implementation of the following:

- Acquisition of software related to the remote administration tool.
- Installation and maintenance of the tool.
- Integration of tool with existing systems.
- Training and enablement.

**5)DELIVERABLES**

The period of execution of the entire project will be a maximum of 21 days from the date of signing the contract and the period of contract maintenance and support period starting shall be 3 months from the APRM's acceptance date (i.e., after all the installations, configuration and testing of the Paperless Office, Meeting and Remote Administration Platform). Service providers should submit a time schedule of the entire project transition period.

The steps and deliverables for this project are described below.

<b>Project Milestone</b>	<b>Responsibilities</b>	<b>Expected Timeline</b>
<b>Phase I – Assessment and Planning</b>		
Detailed Proposal Project Plan	<ul style="list-style-type: none"> <li>▪ Assessment of the current environment</li> <li>▪ Planning the Deployment</li> </ul>	1 day
<b>Phase II – Installation/Configuration and Integrations</b>		
Software configuration, installation and Integration.	<ul style="list-style-type: none"> <li>▪ Licenses, Software fees and support contract as applicable</li> <li>▪ Configuration, installation, and integration with existing APRM systems and tools</li> </ul>	10 days
<b>Phase III – Complete Transition, Testing and Maintenance</b>		
Acceptance of the Paperless	<ul style="list-style-type: none"> <li>▪ Acceptance Testing</li> <li>▪ Launch</li> </ul>	1 week.

Office, Meeting and Remote	▪ Training	1 day
Administration Platform	▪ Technical Support/ Maintenance	2 days
		3 Months

**PHASE 1:** This covers the preliminary work, configuration, upgrading and provisioning of the systems as specified. This is the installation and configuration aspect of the deployment which covers configuration of software required for the successful implementation of the proposed setup. At this stage the service provider is expected to do the following:

**PRE-INSTALLATION**

---

- Provide detailed work plan with timelines specifying detailed plan and other detailed activities as may be applicable.

**ACTUAL CONFIGURATION**

---

- Configuration and integration of the system tool with existing APRM tools.
- Complete the delivery, installation, and configuration within a month from the award of the contract.

**PHASE 2:** The final phase of the deployment includes the training, testing of the equipment and maintenance as described below.

**TRAINING AND ENABLEMENT**

---

Following the deployment, the service provider should deliver a training session(s) for the relevant IT staff members who will either use or manage the system. Bidders must dispense training so that there is appropriate and adequate knowledge transfer that would make end-users fully conversant with the proposed solutions. Comprehensive training material must be provided to the staff being trained; video is preferred. The APRM reserves the right to reproduce the training materials for subsequent in-house training of other staff. The service provider should submit the training manual prior to the service commencement period.



## **TESTING AND COMMISSIONING**

---

The selected service provider shall conduct series of test for at least 2 weeks prior to inspection.

The acceptance test procedure shall be in accordance with the following:

- Must be undertaken for a period of one week and ensure that system is in good working condition during the agreed test period.
- The performance tolerance level agreed upon is attained during testing.
- Upon commission the Service Provider will be required to provide free support for a period of three months to ensure the system is working optimally

## **MAINTENANCE UPON COMMISSIONING**

---

- Service Providers shall provide separate costing for support / maintenance on all services.
- Provide an escalation list and procedure in reporting fault and downtimes.
- Service Providers must immediately advice APRM of any known defects ahead of time.
- Service Providers must be available to assist immediately if the software is not configured properly /equipment is faulty.

## **6)TIME FRAME /DURATION OF ASSIGNMENT**

The assignment should be completed within twenty-one (21) days, maintenance, and support for 3 months.

## **7)QUALIFICATIONS, EXPERIENCE AND COMPETENCIES OF THE FIRM AND EXPERTS**

### **1. Firm**

Deployment of the paperless office, meeting and/or remote admin software requires a high level technical/professional expertise; therefore, successful firm is required to have the following qualifications:

- a) Minimum of three years (3) relevant experience installation, configuration, and deployment of Remote Administration Software Solutions.
- b) Portfolio / History of Firms the successful bidder has worked with in past.
- c) Demonstrated competency in deployment, configuration, and commissioning of paperless office, meeting and/or remote admin software systems.
- d) Experience in managing project.
- e) Capacity to provide corporate IT solution services.

f) The firm is required to provide a detailed description of the proposed system/software.

**2. Technical Requirements of the platform/system**

The service provider is required to conduct site inspection, submit proposal with detailed work plan specifying installation design and detailed activities. There is no data migration required. Bidders are at liberty to propose either on-premises or cloud-based solution. The solution must have the capacity to accommodate 120 end-users. The technical requirements and evaluation criteria are as follows:

Management and Control - A tool to provide dedicated monitoring, collaboration, and remote-control / administration features.

Minimum Specifications and Key Features	Mandatory PASS/FAIL
Remotely view and control screens	
Language lab module	
Digital journals of key content	
Admin, manager, staff control apps	
Testing and assessment tools	
Internet metering and control	
Real-time instruction tools	
OneDrive integration	
Screen sharing	
Instant Survey	
Application metering and control	
Assign and collect tasks	
Fast and secure connection features	
Simultaneous Management of multiple devices	
View location of devices	
Multi-platform support	
Minimum level of system downtime	
Screen annotation	
Screen recording	
System management tools	

Remote management of multi-platform devices without the need for a third-party service	
File distribution	
Real-time hardware/software inventory	
Mobile control [iOS & Android]	
Can operate over enterprise LAN, WAN or the internet	
High speed	
Minimum lost productivity during support issues	
Activity logs and 256-bit encryption	
Smart card support,	

IT Asset Management – a module to provide technicians with IT asset management features to effectively track, monitor and manage IT assets across the enterprise and its sites

Minimum Specifications and Key Features	Mandatory PASS/FAIL
Hardware inventory and discovery	
Software licence management	
Internet and application metering and restriction	
Endpoint security	
System-wide alerting	
Power and energy management	
Automatic update	
Use Policies enforcement	
Remote Control and admin tools	
User account management/activity monitoring	
Multi-site support and management	
Instruction module	
Print monitoring	
Power management	
User account management	
Proactive alerts	
Easy installation	
Range of reporting options	
Remote Control	

Desktop Alerting and Notification - A module to provides real-time status of notifications and acknowledgements, delivering pre-scheduled alerts with changeable priorities, customizations and delivery options.

Minimum Specifications and Key Features	Mandatory PASS/FAIL
Multi-platform support	
alerting across a LAN or WAN network	
Mobile Console for Android and iOS	
Includes alert sounds	
Send targeted alerts to selected groups	
Send alerts to unlimited number of users	
Customise alerts with enterprise branding	
Send “full screen” messages	
Delivery options and scheduling	
Full reporting and tracking	
Dedicated local notification gateways	
Does not need switch configuration	

**These shall be examined on a PASS/FAIL Criteria. Bidder must meet the above minimum requirements in order to qualify for any further evaluation.**

#### **8) FACILITIES AND SERVICES TO BE PROVIDED BY THE CLIENT**

The APRM Secretariat shall provide access to all information for the bidder to carry out the assignment adequately. Additional information is provided in the published Annexure

#### **9) PAYMENT SCHEDULE**

The assignment will be conducted in **21 days (inclusive weekends & public holidays)** and firm will be paid upon certification of satisfactory work as per work plan and endorsed by APRM Continental Secretariat.

Item	Deliverable	Payment fraction of the contract
	Acceptance of configuration of Paperless Office, Meeting and/or Remote Administration Platform	100%

### 10) GENERAL INFORMATION

All bids will be advertised on an equal opportunity basis. Applicants should be nationals of AU Member States.

### 11) 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 (Clause 7) ; 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 that shall be signed between both parties.

**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.

#### 11.1) SELECTION PROCESS

Compliance with the minimum requirements

Compliance with the technical specifications as provided – The bidder must meet the minimum technical requirements before further evaluation. Only those who have passed the preliminary examination, and satisfied clause 7 above shall be subjected to selection process.
---

One stop firm based in Africa with experience in software deployment. MUST provide up-to-date Curriculum Vitae and supporting documents for the Technical Experts
--

Additional 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"> <li>• Minimum of three years (3) relevant experience in the area of paperless office, meeting and/or remote admin software deployment (10 marks)</li> <li>• List of three previous works of similar nature [Provide evidence] (15 marks): <ul style="list-style-type: none"> <li>○ Experience in configuring paperless meeting/ remote admin software</li> <li>○ Ability to deliver on tight deadlines.</li> </ul> </li> <li>• Excellent planning and organizational skills (10)</li> </ul>	35	
<p>Technical Qualification (Experts) for the proposed team</p> <ul style="list-style-type: none"> <li>• Attach the relevant testimonial (CV, Professional certifications) (10 marks)</li> <li>• Team member's expertise shall not be less than 3 years' experience (10 marks)</li> <li>• Team member's expertise shall at least cover the following areas (15 marks): paperless/ remote admin software deployment, project management, business application.</li> </ul>	35	
<p>Methodology and concept proposal:</p> <ul style="list-style-type: none"> <li>• Responsiveness to the Terms of Reference, Ability to provide detailed project plan with timelines. Methodology to include breakdown of responsibilities of the team, deployment &amp; configuration, testing, maintenance</li> <li>• Training Plan (15 marks)</li> </ul>	30	
Total Score	100%	
The minimum technical score shall be 70%		

The minimum technical score shall be 70% 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 ZAR currency.

### **13)REPORTING**

The firm shall report directly to the Project Coordinator and will submit all deliverables as per the ToRs.

### **14) RESERVATIONS AND CONFIDENTIALITY**

APRM reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/output is incomplete, not delivered, or for failure to meet deadlines. In the event of the producer ending the contract prior to delivering all agreed upon products, a portion of the payments shall be returned to the APRM. The reference group undertakes to maintain confidentiality on all information that is not the public domain and shall not be involved in another assignment that represents a conflict of interest to the prevailing assignment. The reference group shall undertake to refrain from promoting any political or religious beliefs in the documentary movie which is the subject of this contract.

### **15)CLARIFICATION**

Clarification can only be sought through Email: [tenderinfo@aprm-au.org](mailto:tenderinfo@aprm-au.org) during working hours- Monday to Friday time 8.00am to 5.00pm hours local time at least seven days before closing. Response shall be published on APRM portal. **DO NOT SUBMIT YOUR BID THROUGH THIS EMAIL**

### **MODE OF APPLICATION/ SUBMISSION & DOCUMENTS TO BE SUBMITTED BY FIRMS**

The bidder should submit an expression of interest, containing a technical proposal and a financial proposal. The technical proposal should, among others, list the profile of the bidder, understanding of the ToRS/Specifications, understanding of the methodology, detailed workplan, references and contact persons.

The financial proposal should give a cost breakdown per milestone and take into consideration all expenses.

The proposal should be **in ZAR** and inclusive of all taxes and other statutory obligations as may apply.

The Technical & financial Proposal clearly marked: **PROCUREMENT NUMBER: RFB/ APRM/EU/POM/09B/2021: REQUEST FOR BID FOR: PAPERLESS OFFICE, MEETING AND/OR REMOTE ADMINISTRATION PLATFORM.**

**Shall be submitted through email: [tender@aprm-au.org](mailto:tender@aprm-au.org) on or before 26<sup>th</sup> October 2021 at 12.00hrs South Africa time. The tender shall be opened immediately after the closing date and time before 26<sup>th</sup> October 2021 at 12.00hrs South Africa time.**

All applications in writing should be accompanied by **up-to-date certified Curriculum Vitae and supporting documents (Relevant Academic Certificates & reference letters)** addressed to:

African Peer Review Mechanism  
Private Bag XO8, Halfway House  
Physical Address: 230 15th Road, 1st Floor,

Randjespark, Midrand, 1685,  
South Africa  
Tel: +27 11 256 3401  
**Send Bid to Email: [tender@aprm-au.org](mailto:tender@aprm-au.org)**

Late submission shall not be accepted and shall be rejected.



## 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)