



REQUEST FOR PROPOSAL - IMPLEMENTATION OF A CONTRACT LIFECYCLE MANAGEMENT SYSTEM (CLMS) SEPTEMBER 2021

1. About The AECF

The AECF is a leading development finance organisation that supports businesses to innovate, create jobs and leverage investments in order to create resilience and sustainable incomes in rural and marginalized communities in Africa.

Since 2008, AECF has invested in 292 businesses across more than 40 value chains in 26 sub-Saharan Africa countries focusing on agribusiness, renewable energy and climate technologies, while also addressing the cross-cutting themes of gender, youth and fragile contexts. The AECF has impacted more than 27.7 million lives, created close to 24,000 jobs, and leveraged over US \$740 million in matching funds from the private sector.

The AECF is headquartered in Kenya with offices in Cote d' Ivoire and Tanzania.

2. About the Assignment

- a) Through this request for proposals ("RFP"), The AECF is seeking a technology solution for contracts lifecycle management.
- b) The AECF requires a fully functional solution Contracts lifecycle management system (CLMS). The CLMS proposal will encompass all requirements to automate the contracts lifecycle management process including the evaluation process, contract request, authoring, negotiations, execution, obligation management, and records management.
- c) The vendor will be required to provide training on the proposed system as well as on-going support and including system upgrades, fixes, and enhancements.

STATEMENT OF WORK

A. Purpose of assignment

- i. The AECF requires the CLMS to provide all functions described in this RFP as a fully integrated solution and may not consider proposals suggesting a combination of various modules that individually address the requirements.

- ii. The Legal and Procurement department seeks to leverage a new technology solution to help facilitate standardized work paper documentation methodology across the Legal and Procurement Department.
- iii. Currently, a team of three (3) employees performs the contract management process using manual processes and electronic work papers (Microsoft Office) format. Automated software is not currently available.
- iv. Storage of all contracts is accomplished via storage on the local machine hard-drive and on The AECF's shared drive folder (Microsoft SharePoint). Formalized access control security is in place for the current storage systems to ensure unauthorized personnel do not have access to the data.

B. General Scope of Work

The CLMS shall be a cradle-to-grave contract management platform that shall centralize AECF contracts, automate our internal processes and corroborate effectively at every stage to maintain flawless compliance. An effective Contract Lifecycle Management system will help AECF drive down costs, reduce time spent on administrative tasks and improve the turnaround time.

The contract process in AECF is two-fold, in that AECF enters into contracts with its service providers who are procured for the provision of services and beneficiaries of the funds.

The scope of work shall integrate the contract lifecycle management process indicated below:



Centralise all Contracting Requests-The CLMS will incorporate the ERP (Dynamics 365 Business Central ver. 2020) process and the procurement request, evaluation and approval process and shall mandate all required data into the request process to remove the burden on your time and improve data quality. Form data is automatically transformed into contract or vendor records in a single click with a complete audit trail to take back valuable time.

Authoring-In order to uphold time-to-value the CLMS should enable AECF to generate Microsoft Word contract templates using our templates library and using data from any core or custom data fields, all with a single click. Further, the CLMS should enable AECF upload contract templates of the Service Providers for review and negotiations.

Negotiations and Collaborations-The CLMS can enable e-negotiations through redline solutions that allow the stakeholders to take fragmented processes and centrally manage them, consolidating both internal users and external users into one smooth trackable workflow. The redline solution should allow one to upload a Word version, track all the changes natively and apply them through a visual audit trail.

Review and Approval- The CLMS should be able to conduct approval control and tracking by managing simple or complex approval routines with automatic email updates to all key stakeholders through a workflow engine. At this stage, the CLMS has in place mandatory checklists to ensure internal processes are adopted. Further, all approvals are automatically linked to contract records creating a fully defensible and searchable audit trail.

Execution-The CLMS has an integrated e-signature feature linked to DocuSign. The CLMS should enable faster progress to signature whilst maintaining flawless, auditable contract records. The CLMS should link all electronically-signed documents to Master Contract Records, automating ongoing renewals management.

Obligations Management (from promise to delivery) - Through the CLMS, AECF is able to ensure all internal and external parties understand and deliver on their contractual obligations. AECF can schedule one-off and recurring events and store all obligation terms and communications centrally within the CLMS. The CLMS will also automatically trigger Risk Mitigation for non-compliance. Additionally, the CLMS will enable tracking the performance of service providers (including suppliers and consultants) using a balanced scorecard.

Expiration and Renewal- The CLMS should enable automated reminders for contract renewals and integrate the renewal process with the ERP (Dynamics 365 Business Central ver. 2020).

Amendment- The CLMS will integrate with the ERP to enable AECF keep a record of any changes made to the contracts during the life time of the contract. Additionally, the CLMS will enable the upload of revised contract templates and archive the old contract templates.

C. Specifications/Requirements

The solution proposed should have the functionality below.

- 1.1. The solution MUST have role-based security.
- 1.2. The solution MUST allow a system administrator to set permissions for licensed users.
- 1.3. The solution MUST allow users with the appropriate permission level to update or modify/correct data.
- 1.4. The solution MUST have workflows to allow contracts move from one stage to the other with online approvals.
- 1.5. The solution MUST be cloud compatible or SAAS
- 1.6. Flexibility to allow consultant/vendor relationship interactions.
- 1.7. Calendar functionality that monitors contracts milestones
- 1.8. Checklists that manage information and activities within the contract life cycle.
- 1.9. Functionality for compliance monitoring

- 1.10. System alerts that trigger on movement from expected contract behavior
- 1.11. Contract delivery schedule tracking
- 1.12. System must have a document repository to hold live contracts and contracts under development.
- 1.13. The AECF currently uses Dynamics 365 Business Central ver. 2020 ERP. The solution proposed should be able to easily integrate with this ERP whose database is SQL and allow for easy exchange of data between the systems. This will be an added advantage, if available.

D. Implementation Services

1.1. Specific duties of the Implementor

The Implementor will be responsible for the following:

1. Responding to the RFP and executing the same if selected, describing the process to be followed for supply and implementation of the software.
2. Supply the Solution indicating specific modules, and justification with respect to satisfying the functional and technical requirement specifications laid down in this document.
3. Test the solution configured and provide quality assurance within the project.
4. The product version proposed by the Implementor must comply with the mandatory criteria below;
 - a. It must be of the latest commercially available and acceptable version, at the time of Commencement of project implementation.
 - b. It must have all functions described in business process requirements as natively integrated applications on a single interoperable open platform and not the integration of multiple products and overlapping middleware.
 - c. It should provide a mandatory Single Sign-On authentication matching with the AECF's current platform environment with Microsoft Azure authorization.
 - d. Upgrade to new releases should not become mandatory for the next three years from the date of installation.
 - e. It must have product roadmap for the last 3 years and the next 3 years, demonstrating a vendor commitment for continuous investments and enhancements for the specific version of the system.
 - f. It must be upwards scalable in size, capacity and functionality to meet changing business and technical requirements, thereby enabling AECF to be adaptable to change.

5. The vendors will be required to provide detailed documentation on the following in their technical response:
 - a. The system's required customization if any, tools, database, network performance and the related software being supplied in order to meet the functional and technical requirements set out in this document.
 - b. The process to be followed in installation and configuration of the system, tools, database and the related software.
 - c. The process to be followed for maintenance and upgrade of the system, applying patches, and integration of the related software.

E. General System Architecture Guidelines

1. The system architecture should be based on open and prevailing industry standards and protocols.
2. The system will be Cloud based or cloud ready, centrally deployed and accessed.
3. Role based access shall be planned to ensure high granularity without compromising on security needs of the application.
4. The system shall be designed to be scalable and extensible.

F. Data Management

1. Data will be owned, shared, controlled and protected as a corporate asset.
2. Shared data will have consistent formats and definitions and be independent of applications.
3. Data should only be accessed through application/interfaces to create, update and delete.
4. System must have inbuilt data repository allowing data to sit and be accessed within the system.

G. Implementation Plan

1. The date of award of contract to the Implementor will be considered as start date of implementation.
2. The implementor should propose a suitable project plan.
3. The Implementor will further detail the project plan in early stages of the project and get it validated by AECF. The project plan should include training strategy, describing and implementing proposed approach in providing training to various categories of users, including the Legal Department team.

4. Post implementation support strategy.
5. All documentation will be in English and subject to review and acceptance by The AECF.

H. Functional Scope

1. The new system should be a centralized, Cloud ready Solution maintaining all the data under a single database.

I. Scalability

1. The Solution must be scalable both in terms of the business rules, volume of transaction and master data.

J. 24/7 Support Operations

1. The Implementor must ensure that the system is supported 24/7. This is necessary as AECF will work with implementation partners and stakeholders across all time zones worldwide.

K. Training Scope

1. The key to successful implementation will be the Implementor’s ability to train the Legal Department staff in operating the system. In this context, the Implementor is expected to:
 - a) Provide a description of the training hand-outs and/or operating manuals to be provided to the core team members and the end users;
 - b) Training programs organized for separate categories of users based on functions, roles and responsibilities.
 - c) The Implementor will be responsible for the preparation of the training material and end user manuals. End user manuals should cover “how to use” concepts for all modules implemented.

L. Evaluation Criteria

Key Areas for Evaluation/ Assessment	Weighted Award
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(A) TECHNIAL PROPOSAL	80
i) An understanding of the TOR requirements;	
<ul style="list-style-type: none"> Demonstrate an understanding of the assignment, requirements of the proposed solution 	20
ii) Methodology/strategy that will deliver the best value on the assignment:	
<ul style="list-style-type: none"> Demonstrate the best methodology to deliver each of the deliverables within a realistic timeline, underpinned by value for money and understanding of the business environment. Demonstrate innovation and creativity in the proposed solution 	30
iv) Relevant services undertaken by the bidder in the past engagements:	
<ul style="list-style-type: none"> Demonstrate relevant experience and recent engagements, by providing examples of similar projects implemented with the solution used being the same as that proposed in the bid. 	20
v) Detailed reference list indicating the scope and magnitude of similar assignments:	
<ul style="list-style-type: none"> A list of past clients for the same product preferably in a similar industry At least 2 Letters of reference from past customers 	10
(A) FINANCIAL PROPOSAL	20
<ul style="list-style-type: none"> Clarity, relevance, reality to market value/ value for money of cost for the proposed solution (inclusive of any applicable tax) 	20
Total score	100

An evaluation committee will be formed by the AECF and shall include employees. All members will be bound by the same standards of confidentiality. The consultant should ensure that they fully respond to all criteria to be comprehensively evaluated.

The AECF may request and receive clarification from any consultant when evaluating a proposal. The evaluation committee may invite some or all of the consultants to appear before the committee to clarify their proposals. In such event, the evaluation committee may consider such clarifications in evaluating proposals.

In deciding the final selection of qualified bidder, the technical quality of the proposal will be given a weighting of 80% based on the evaluation criteria. Only the financial proposal of those bidders who qualify technically will be opened. The financial proposal will be allocated a weighting of 20% and the proposals will be ranked in terms of total points scored.

The mandatory and desirable criteria against which proposals will be evaluated are identified in the table below.

M. Proposal submission

- a) Technical and Financial proposals must be submitted in **separate documents** in the same e-mail.
 - b) Proposals must be sent **ONLY** to the address provided above. Proposals sent to any other addresses will be rejected.
 - c) The Financial proposals shall include all applicable taxes quoted separately. If taxes are not mentioned in the financial proposal, The AECF shall consider that they are included in the prices provided. Applicants are advised to ensure that they have a clear understanding of their tax position with regards to provisions of Kenya tax legislation when developing their proposals.
 - d) The financial proposal shall include implementation costs, license costs & expected recurrent costs for at least the first 3 years.
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- a) Any proposals received by the AECF after the deadline for submission of proposals will be rejected.
1. The Financial Proposal should include pricing information covering the requirements covered in this document.
 3. The financial component shall include the following:
 - a) Fee structure and pricing details in **US dollars** including all expenses and **applicable taxes**;
 - b) Financial methodology that explains the rationale of the financial component and how it offers best value;
 - c) Financial plan that clearly links all costs to activities and outputs detailed in the work plan with associated payment mechanisms;
 - d) Unit rates; and
 - e) **Total Lump sum Contract** amount.
 4. Financial proposals that will not have the above details will be disqualified.
 5. Implementor shall include and clearly show all expected taxes in the financial component.
 6. The AECF reserves the right to give preference to the most appropriate baseline in terms of expected economies of scale.

7. The financial proposal shall be fixed price and not based on Time & Material. It should contain real efforts in terms of man-days (i.e. Junior, Intermediate, Senior etc.) and price per man day for each category. Based on the Technical proposal (Workplan, methodology, personnel, goods and services to be supplied under the contract and the unit rates, the bidder must provide a total lump sum fixed price for determining the financial score and contract value.

N. Tax

The AECF is obliged by the Kenyan tax authorities to withhold taxes on service contract fees as well as ensure that VAT, is charged where applicable. Applicants are advised to ensure that they have a clear understanding of their tax position with regards to provisions of Kenya tax legislation when developing their proposals.

N. Application

The AECF is an Equal Opportunity Employer. The AECF considers all interested candidates based on merit without regard to race, gender, colour, national origin, religion, sexual orientation, age, marital status, veteran status, disability, or any other characteristic protected by applicable law.

To be considered, your proposal reference "REQUEST FOR PROPOSAL IMPLEMENTATION OF A CONTRACT LIFECYCLE MANAGEMENT SYSTEM (CLMS)" must be addressed to aecfprocurement@aecfafrica.org and received by **8th October 2021, 5:00 PM EAT**

A prospective proposer requiring any clarification of the solicitation documents may notify the AECF in writing via the email address aecfprocurement@aecfafrica.org by **30th September 2021**. The AECF will respond in writing to any request for clarification of the solicitation documents that it receives by the due date.

Effective with the release of this tender, all communications must be directed only to the Procurement department by email at aecfprocurement@aecfafrica.org. Bidders must not communicate with any other person of the AECF regarding this RFP

The AECF may, at its discretion, cancel the requirement in part or in whole. It also reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals at any time prior to selection, without thereby incurring any liability to proposers/firms.

Bidders may withdraw the proposal after submission provided that written notice of withdrawal is received by the AECF prior to the deadline prescribed for submission of proposals. No proposal may be modified subsequent to the deadline for submission of proposals. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity.

All proposals shall remain valid and open for acceptance for a period of 180 calendar days after the date specified for receipt of proposals. A proposal valid for a shorter period may be rejected. In exceptional circumstances, the AECF may solicit the proposer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

O. Amendments To RFQ Documents

- a) At any time prior to the deadline for submission of proposals, The AECF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective proposer, modify the RFP documents by amendment. All amendments will also be posted on The AECF website in the "Work with Us" section.

P. Language Of Proposals

- a) The proposals prepared by the proposer and all correspondence and documents relating to the proposal exchanged by the proposer and the AECF, shall be written in English.

Q. Disclaimer

AECF reserves the right to determine the structure of the process, number of short-listed participants, the right to withdraw from the proposal process, the right to change this timetable at any time without notice and reserves the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party. In case you do not hear from us in a month, please consider your application unsuccessful.