

AFRICAN UNION

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**AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS
COUR AFRICAINE DES DROITS DE L'HOMME ET DES PEUPLES**

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Website: www.african-court.org Email : registrar@african-court.org

AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS

REQUEST FOR PROPOSAL

**FOR CASE MANAGEMENT INFORMATION AND DOCUMENTATION SYSTEM (CMIDS)
UPGRADE**

Procurement Number: AfCHPR/PTS/2018/23

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Invitation for Bids

**CASE MANAGEMENT INFORMATION AND DOCUMENTATION SYSTEM (CMIDS)
UPGRADE**

Procurement Number: AfCHPR/PTS/2018/23

The African Court on Human and Peoples' Rights (AfCHPR) whose headquarters is located in Arusha, Tanzania is an Organ of the African Union. In its effort to carry out its mandate, the Court would like to upgrade its Case Management Information and Documentation System (CMIDS).

African Court now invites proposals from eligible bidders to upgrade its Case Management Information and Documentation System (CMIDS). More details on the services are provided in the attached Terms of Reference.

The financial and technical offers must be delivered in two separate inner envelopes to the address below on or before 17:00hrs on 9th March 2018.

All interested Suppliers should submit their Proposals (be it electronically or physical) clearly marked with the Title of the procurement and procurement number.

Bidders are required to provide, but not limited to the following:

- **Valid registration documents,**
- **Audited financial statements**
- **Latest Tax Clearance Certificate.**
- **Submission of a technical and financial proposal in the format provided in the bid document. (Technical and financial offers must be in two separate sealed envelopes, For electronic submissions, the bidder may submit their proposal as two separate files, one Technical and other financial sent by email)**
- **Where bidders are bidding as a joint venture, a joint venture agreement or Memorandum of understanding is required. It should be clearly indicated who the lead bidder is.**

Bids shall be valid for a period of 90 days. Bid opening will be *16th March 2018 at 14:00hrs* local time, at the African Court offices situated at TANAPA, Mwalimu Julius Nyerere Conservancy Centre, Phase II, Dodoma Road; **late bids will be rejected and returned unopened to bidders.**

A firm will be selected under **Quality and cost Based Selection Method** and procedures described in this RFP.

The RFP includes the following documents:

- Section 1 - Letter of Invitation
- Section 2 - Information to Bidders
- Section 3 – Data Sheet
- Section 4 - Technical Proposal - Standard Forms
- Section 5 - Financial Proposal – Standard Forms
- Section 6- Terms of Reference, Deliverables and Time Frame

Section 2. Information to Bidders

The bid is open to all eligible firms from AU affiliated countries.

Yours sincerely,



Dr Robert Eno
Registrar

African Court on Human and Peoples' Rights



Bid submission check list for Bidders

No	Description	tick
1	Duly filled Technical Proposal in format under section 4 and guidelines in section 6 on Terms of Reference	
2	Duly filled Financial Proposal in format under section 5 and guidelines in section 6 on Terms of reference	
3	Read and understood the Terms of Reference (section 6) and Bid data under Section 3	
4	Bid validity (90 days)	
5	Attached relevant documents	
	I. Certificate of incorporation	
	II. Valid trading license	
	III. VAT Registration certificate (If Applicable)	
	IV. Financial statements (last two years)	
	Any other Relevant documentation	
5	Submitted ONE original and THREE copies of each Offer in separate envelopes, for electronic submission, one original copy is enough. (Please Note that the technical and Financial Proposal should be in separate envelopes, for electronic submissions, the bidder may submit their proposal as two separate files, one Technical and other financial sent by email)	

SECTION 2

Information to Bidders

1. Introduction

- 1.1 The Client named in the Data Sheet will select a firm in accordance with the method of selection specified in the Data Sheet.
- 1.2 The bidders are invited to submit a Technical and a financial proposal for the services listed in the Data Sheet. The bids will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.
- 1.4 The bidders must familiarize themselves with local conditions and take them into account in preparing their bid. To obtain firsthand information about the service and on the local conditions, bidders are encouraged to visit or call the Client before submitting a bid and to attend a pre-bid conference if one is specified in the Data Sheet. Attending any specified pre-bid conference is optional. The bidders' representative should contact the officials named in the Data Sheet to arrange for their visit or to obtain additional information on any pre-bid conference. Bidders should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.
- 1.5 Note that: (i) the costs of preparing the bid and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the service; and (ii) the Client is not bound to accept any of the bids submitted.
- 1.6 Bidders are required to provide professional, objective, and impartial advice, and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other services or their own corporate interests. Bidders shall not compete for any service that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the service in the best interests of the Client.
- 1.7 Bidders are expected observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy *African Court*
 - (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) "corrupt practice"² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) "fraudulent practice"³ is any act or omission including a misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) "collusive practice"⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

- (iv) "coercive practice"⁵ is impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) "obstructive practice" is deliberately destroying, falsifying, altering or concealing of evidence material to any investigation or making false statements to investigators in order to materially impede any investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;
 - (b) will reject a recommendation for award of contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;
 - (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded an African Union financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, an African Union financed contract.
- 1.8 Bidders shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive or obstructive practices issued by the client in accordance with the above sub-paragraph 1.7
- 1.9 Bidders shall furnish information as described in the Financial Bid submission form (Section 5A) on commissions and gratuities, if any, paid or to be paid to agents relating to this bid, and to execute the work if the firm is awarded the contract.

2. Clarification and

- 2.1 Bidders may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the

¹ In this context, any action taken by a bidder, supplier, contractor, sub-contractor or consultant to influence the procurement process or contract execution for undue advantage is improper.

² "Another party" refers to an officer of the client acting in relation to the procurement process or contract execution. In this context, "officer of the client" includes staff and employees of other organizations taking or reviewing procurement decisions.

³ a "party" refers to any officer of the client; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

⁴ "Parties" refers to any participants in the procurement process (including officers of the client) attempting to establish bid prices at artificial, non competitive levels.

⁵ a "party" refers to any participant in the procurement process or contract execution.

- | | |
|-----------------------------------|---|
| Amendment of RFP Documents | bid submission date. Any request for clarification must be sent in writing by mail, facsimile, or electronic mail to the Client's address indicated in the Data Sheet. The Client will respond by facsimile, courier or electronic mail to such requests. |
| 2.2 | At any time before the submission of bids, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited bidders and will be binding. The Client may at its discretion extend the deadline for the submission of bids. |
| 3. Preparation of Bid | 3.1 Bidders are requested to submit a bid (paragraph 1.2) written in the language(s) specified in the Data Sheet. |
| Technical Bid | 3.2 In preparing the Technical Bid, bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a bid. |
| | 3.3 While preparing the Technical Bid, bidders must give particular attention to the following: |
| | (i) If a bidder considers that it does not have all the expertise for the service, it may obtain a full range of expertise by associating with individual bidder(s) and/or other bidders or entities in a joint venture, as appropriate. Bidders may associate with the other bidders invited for this service only with approval of the Client as indicated in the Data Sheet. Bidders must obtain the approval of the Client to enter into a joint venture with bidders not invited for this service. The bidders are encouraged to seek the participation of local bidders by entering into a joint venture with, or subcontracting part of the service to bidders who are Nationals of African Union Member States. |
| | (ii) Reports to be issued by the bidders as part of this service must be in the language(s) specified in the Data Sheet. |
| | 3.4 The Technical Bid shall provide the following information using the Standard Forms attached in Section 4: |
| | (i) A brief description of the firm's organization and an outline of recent experience on services (Section 4B) of a similar nature. For each service, the outline should indicate, inter-alia, the, duration of the service, contract amount, and the firm's involvement. |
| | (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 4C). |
| | (iii) A description of the methodology and work plan for performing the service (Section 4D). |

- (iv) A detailed description of the proposed methodology, staffing, and monitoring of performance.
 - (v) Any additional information requested in the Data Sheet.
- 3.5 The Technical Bid shall not include any financial information.
- Financial Bid**
 - 3.6 In preparing the Financial Bid, bidders are expected to take into account the requirements and conditions outlined in the RFP documents. The Financial Bid should follow the Standard Forms in Section 5.
 - 3.7 The Financial Bid shall include all the costs the bidder incurs to provide the services, but shall exclude all local taxes levied within African Union Member States on the invoice issued by the bidder (such as local sales tax, services tax or withholding tax).
 - 3.8 Bidders may express the price of their services in United States Dollar (USD), or in TZS.
 - 3.9 Commissions and gratuities, if any, paid or to be paid by bidders and related to the service will be listed in the Financial Bid submission form (Section 5A).
 - 3.10 The Data Sheet indicates how long the bids must remain valid after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the service. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the bids, the bidders who do not agree have the right not to extend the validity of their bids.
- 4. Submission, Receipt, and Opening of Bids**
 - 4.1 The original bid (Technical Bid and Financial Bid; see paragraph 1.2) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person signing the bid.
 - 4.2 An authorized representative of the firm should put initials on all pages of the bid. The representative's authorization must be confirmed by a written power of attorney accompanying the bid.
 - 4.3 For each bid, the bidders shall prepare the number of copies indicated in the Data Sheet. Each Technical Bid and Financial Bid shall be marked "Original" or "Copy" as appropriate, for electronic submissions, the bidder may submit their proposal as two separate files, one Technical and other financial sent by email. If there are any discrepancies between the original and the copies of the bid, the original will govern.
 - 4.4 The original and all copies of the Technical Bid shall be placed in a sealed envelope clearly marked "Technical Bid," and the original and all copies of the Financial Bid in a sealed envelope clearly marked "Financial Bid" Bid." Both envelopes shall be

placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "Do Not Open, Except in Presence of the Tender Opening Committee." With an exception of the email submission.

- 4.5 The completed Technical and Financial Bids must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any bid received after the closing time for submission of bids shall be returned unopened.
- 4.6 After the deadline for submission of bids, the Technical Bid shall be opened immediately by the Bid Opening Committee.
- 4.7 The Firm may withdraw its Bid after the Bid's submission, provided that the written notice of the withdrawal is received by the Client prior to the deadline prescribed for submission of Bids. The Firms' withdrawal notice shall be prepared, sealed, marked, and dispatched, or may also be sent by telex or fax but followed by a signed confirmation copy. No Bid may be modified subsequent to the deadline for submission of bids. No Bid may be withdrawn in the Interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the firm on the Bid Submission Form.

5. Bid Evaluation

General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any bidder wishes to contact the Client on any matter related to its bid, it should do so in writing at the address indicated on the Data Sheet. Any effort by the firm to influence the Client in bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's proposals.

Evaluation of Technical Bids

- 5.2 The evaluation committee appointed by the Client, as a whole, and each of its members individually, will evaluate the bids on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria (typically not more than three per criteria), and point system specified in the Data Sheet. Each responsive bid will be given a Technical Score (St). A bid shall be rejected if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.
- 5.3 In the case of Quality-Based Selection, Selection Based on Bidder's Qualifications, and Single-Source Selection, the highest ranked firm, or the firm selected on a single-source basis, is invited to negotiate a contract on the basis of the Technical Bid and the Financial Bid submitted in accordance with the instructions given in paragraph 1.2 and the Data Sheet.

**Evaluation of
Financial Bids:
Ranking (QCBS
Method Only)**

- 5.4 The evaluation committee will determine whether the Financial Bids are complete (i.e., whether they have provided prices for all services on the corresponding Technical Bids; if not, the Client will add their cost to the initial price) and correct any computational errors. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed that are subject to the African Union exemption on the payment of taxes and duties as per paragraph 3.7.
- 5.5 In case of QCBS, the lowest priced Financial Bid (Fm) will be given a financial score (Sf) out of 100 points. The financial scores (Sf) of the other Financial Bids will be computed as indicated in the Data Sheet. Bids will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weighting for the Technical Bid; P = the weighting for the Financial Bid as indicated in the Data Sheet. T + P = 1); The firm achieving the highest combined technical and financial score using the formula: `

$$S = St \times T\% + Sf \times P\%$$

will be invited for negotiations.

6. Negotiations

- 6.1 Negotiations will be held at the address indicated on the Data Sheet. The aim is to reach agreement on all points and sign a contract.
- 6.2 Negotiations will include a discussion of the Technical Bid, the proposed methodology (work-plan), staffing, and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then agree on the final Terms of Reference, staffing, and bar charts indicating activities, staff, , and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the "Description of Services" and form part of the contract. Special attention will be paid to getting the most the firm can offer within the agreed prices and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the service.
- 6.3 Financial negotiations will reflect agreed technical modifications in the cost of the services, and will include a clarification of the firm's tax liability (if any) in the Country specified for performance of the Services, and the manner in which it will be reflected in the contract. The financial negotiations will not normally involve either the remuneration rates for staff (no breakdown of fees), or other proposed unit rates under QCBS.
- 6.4 The negotiations will conclude with a review of the draft form of the contract. On completion of negotiations, the Client and the firm will sign the agreed contract. If negotiations fail, the Client will

invite the firm whose bid received the second highest score to negotiate a Contract.

7. Award of Contract

7.1 The contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other bidders on the shortlist that they were unsuccessful and return the unopened Financial Bids of those bidders who did not pass the technical evaluation (paragraph 5.3).

7.2 The firm is expected to commence the service on the date and at the location specified on the Data Sheet.

8. Confidentiality

8.1 Information relating to the evaluation of bids and recommendations concerning awards shall not be disclosed to the bidders who submitted the bids or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

Section 3 - Data Sheet

**ITB Clause
Reference**

- ITB Clause 1.1 The name of the Client is *African Court on Human and Peoples' Rights*
The method of selection is **Quality and Cost Selection Method**
- ITB Clause 1.2 Technical and Financial Bids are requested.
The name, and Procurement Number of the service is:
**AFCHPR/PTS.2018/19, Case Management Information and
Documentation System (CMIDS) Upgrade** for the AFRICAN COURT ON
HUMAN AND PEOPLES'S RIGHTS.
- ITB Clause 2.1 Clarifications may be requested up to **7** days before the submission date.

The address for requesting clarifications and email submission of
proposals is: Procurement@african-court.org
- ITB Clause 3.1 Bids should be submitted in the English or French language.
- ITB Clause 3.3(ii) Reports that are required under the service shall be submitted in the
English or French language.
- ITB Clause 3.4(v) Additional information required in the Technical Bid is: Refer to Terms of
Reference under Section 6.
- ITB Clause 3.10 Bids must remain valid for 90 days after the submission date.
- ITB Clause 4.3 Bidders must submit **ONE** original and **TWO** copies of each bid.
- ITB Clause 4.4 The address for submission of bids is:

**African Court on Human and Peoples' Rights offices situated at
TANAPA, Mwalimu Julius Nyerere Conservancy Centre, Phase II,
Dodoma Road ,P.O BOX 6274 ,Arusha ,Tanzania**
- ITB Clause 4.5

Section 3. Information to Consultants – Data Sheet

ITB Clause 5.1 The address for communications to the Client is:
The African Court offices situated at TANAPA, Mwalimu Julius Nyerere
Conservancy Centre, Phase II, Dodoma Road.
Email: procurement@african-court.org

5.2 The focal point is Mr. Alex Mollel, Procurement, Travel and Stores
Officer.

ITB Clause 5.3 The number of points to be given under each of the technical evaluation
criteria are:

5.3.1 Ability of the firm to deliver the technical scope of work: **(Sub-
Total Points: 50)**

5.3.2 Other technical requirements that you wish to explain **(Sub-Total
Points: 28)**

- i. Provision of a copy of the registration documents of your company. **(2 Points)**
- ii. List of Industry awards your company has received (year, name, purpose of the award) **(2 Points)**
- iii. Explaining the key performance indicators you plan to use to manage similar contracts **(2 Points)**
- iv. Provision of audited financial statements for the last 2 fiscal years **(2 Points)**
- v. Provision of a full organizational chart **(2 Points)**
- vi. Provision of a listing of your workforce showing qualifications, experience in the industry, length of service with the company, and gender. **(2 Points)**
- vii. Provision of a listing of your top 5 clients in the last five years (name, turnover, major types of services rendered.) **(2 Points)**
- viii. Provision of a statement on your present technological capabilities as well as your plans in this regard. **(2 Points)**
- ix. Provision of a listing of your top 3 clients with whom you have an established contract. Please explain how long you have been working with them and what type of contract you have with them (commissions, management fee, transaction fee, Etc.). What is the transaction volume with each of the client? Please provide a sample copy of Service Level Agreement with any of your top 3 clients clearly indicating any proposed penalties for not meeting agreed service level targets. **(2 Points)**
- x. Provision of a statement of relevant experiences to the type of contractual arrangement you are bidding for. **(2 Points)**
- xi. Does your company have any pending or threatened litigation? If so please describe it. **(2 Points)**
- xii. Briefly explain if you are willing to provide the services listed in the "requirements" section of this RFP. Please

Section 3. Information to Consultants – Data Sheet

- briefly explain how you would provide those services (e.g. what standards would you be using? What procedures would you be following?) **(2 Points)**
- xiii. Do you have an Account Manager for your existing contracts? If so, briefly describe the role, relationship and reporting structure of the Account Manager as it pertains to this account. **(2 Points)**
- xiv. Briefly explain how you differentiate yourselves from your competition. **(2 Points)**

5.3.3 Qualification of service provider experts. **(Sub-Total Points: 10)**

5.3.4 System delivery time. **(Sub-Total Points:5)**

5.3.5 Warranty period after system implementation rollout. **(Sub-Total Points: 7)**

Total Points: 100

The minimum technical score required to pass is 70 points.

ITB Clause 5.4 The single currency for price submission is *USD or TZS*

The date of exchange rates is the applicable rate at the time of the service delivery.

ITB Clause 6.1 Negotiations will be held at The African Court offices situated at TANAPA, Mwalimu Julius Nyerere Conservancy Centre, Phase II, Dodoma Road.

ITB Clause 7.2 The service is expected to commence: *One week after the contract signing.*

SECTION 4.

Technical Proposal - Standard Forms

- 4A. Technical Proposal submission form.
- 4B. Firm's references.
- 4C. Comments and suggestions of bidders on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 4D. Description of the methodology and work plan for performing the assignment.
- 4E. Team composition and task assignments.
- 4F. Format of curriculum vitae (CV) for proposed professional staff.

4A. TECHNICAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the services for {Title of services and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial⁶ Proposal sealed under a separate envelope.

We declare that we have no conflict of interest as defined by Section 1.7 of the Information to Consultants in relationship to performance of this assignment.

If negotiations are held during the period of validity of the Proposal, i.e., before {Date} we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

⁶ In Quality-Based Selection, the proposal may include only a Technical Proposal. If this is the case, delete "and a Financial Proposal sealed under a separate envelope."

4B. FIRM'S REFERENCES

**Relevant Services Carried Out in the Last Five Years
That Best Illustrate Qualifications**

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, If Any:		No. of Months of Professional Staff Provided by associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Section 4. Technical Proposal - Standard Forms

Firm's Name: _____

**4C. COMMENTS AND SUGGESTIONS OF BIDDERS ON THE TERMS OF REFERENCE AND ON DATA,
SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT**

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.

4D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

(REFER TO TERMS OF REFERENCE UNDER SECTION 6 FOR GUIDANCE)

4E. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Technical/Managerial Staff

Name	Position	Task

2. Support Staff

Name	Position	Task

4F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

{Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.}

Education:

{Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.}

Languages:

{For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.}

Employment Record:

{Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.}

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

{Signature of staff member and authorized representative of the firm} Date: _____
Day/Month/Year

Full name of staff member: _____

Full name of authorised representative: _____

SECTION 5.

Financial Bid - Standard Forms

- 5A. Financial Bid submission form.
- 5B. Summary of costs.
- 5C. Breakdown of price per activity.

5A. FINANCIAL BID SUBMISSION FORM

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the services for {Title of services and Procurement Number} in accordance with your Request for Bids dated {Date} and our Bid (Technical and Financial Bid). Our attached Financial Bid is for {Amounts in words and figures}. These amounts are exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount if applicable.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid, i.e., {Date}.

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Bid and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Bid you receive.

Yours sincerely

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

5C. BREAKDOWN OF PRICE PER ACTIVITY (IF APPLICABLE)

Activity No.: _____

Description: _____

Price Component	Currency(ies)	Amount(s)
Remuneration		
Reimbursable		
Miscellaneous Expenses		
Subtotal		

SECTION 6

Terms of Reference

Terms of Reference for Case Management Information and Documentation System (CMIDS) Upgrade

1. INTRODUCTION

The African Court on Human and Peoples' Rights (AfCHPR) was established by the Protocol to the African Charter on Human and Peoples' Rights, which was adopted by Member States of then the Organization of African Unity (OAU) in Ouagadougou, Burkina Faso in June 1998. The Protocol entered into force on 25 January 2004. The Court's mission is to complement and reinforce the protective mandate of the African Commission on Human and People's Rights in African Union Member States.

2. PROJECT BACKGROUND

In 2014 Synergy International Systems Inc installed a Case Management Information and Documentation System IDM 6.5 (CMIDS IDM 6.5)

However, due to technological advancement in the world of computer technology which continuously keeps advancing each and every day. When the Court looks at the system which was installed four years back, it's amazing and a lot has happened in the computer world advancement.

Therefore, the Court is looking for a firm which would upgrade its existing system from CMIDS IDM 6.5 to IDM 7.0, considering the future development solutions such as; development/upgrade system cost savings, improvements in software quality, application scalability, and platform and system-upgrade flexibility.

3. OBJECTIVE OF THE SERVICE

The main objective of the system upgrade is to improve the system efficiency and effectiveness and simplify the case workflow process management of the system with the drag and drop interaction features, hence enabling the IT team to support the system with minimum involvement of the developer.

The purpose of the system is to enable the Judges and Registry Staff to work on cases virtually, as long as they have access to the Internet. To this end, the vendor will undertake the following specific tasks:

- i. Upgrade the CMIDS to keep track of tasks and deadlines and also allow the legal officers to submit documents for review through an electronic process, thus allowing the Court to scale up its activities with greater ease, and reduce unnecessary expenses.
- ii. The vendor should ensure that the upgraded system is able;
 - To store all documents related to cases, allowing each document to be tagged in multiple ways, with full text search of all documents.
 - To provide an electronic service of pleading documents to Parties, which will be able to log into a user-friendly extranet to retrieve documents, and receive notifications by email. The system should produce automated affidavits of service delivery.
 - To provide online access to Judges at their bases, also via a user-friendly and secure extranet, allowing case preparations, and, if necessary, online deliberations, in advance of Court sessions.
 - To implement the Court's rules and policies with regards to permissions to access Court documentation (for example, each legal officer can only see his or her cases).
 - To have a web module, case filter lookup module which can easily integrate to the Court website, which will automatically produce all information that are intended to be

available to the public: decisions and other public documents, case list, Court calendar, case summaries for on-going cases.

- To generate, customize and disseminate specific case reports, including generation of charts and map as required by the Court and other users;

4. SCOPE OF SERVICES

- i. Upgrade the CMIDS IDM 6.5 to CMIDS IDM 7.0
- ii. The system must have a multi-language interface mainly in English and French, the Court uses four languages (English , French , Portuguese and Arabic)
- iii. Training locally Registry Staff to work with the upgraded system.
- iv. Install the upgraded CMIDS system at the premises of the African Court in Arusha within two months from the date of entry into contract, following which the system will undergo an acceptance test for a duration of one month. Provided this test is successful and the Vendor has provided system documentation, user manuals, initial training to the Registry staff then the vendor will sign a certificate of acceptance.
- v. The required system upgrade will be a comprehensive solution for case management, case processing, document workflow with ease to manage (drag and drop interaction) and amend the processes whenever there is change in the rules of procedures of the Court without the involvement of the developer.
- vi. In addition to the core functions of the system like document storage, filing, search and retrieval, email notification, workflow management, the system shall allow, QR scanning with barcode, tight integration with MS Office (Word and Outlook) and the administration of paper archives.
- vii. Provide system support during warranty period after implementation roll out.
- viii. Work closely with project team of the Court.

5. QUALIFICATION OF SERVICE PROVIDER EXPERTS

The ideal vendor will assemble a team of consultants with at least the following profile:

- A firm with staff of Post-graduate degree qualifications or equivalent in computer science with experience in software and systems development, and designing and implementing database solutions;
- At least 7 years' experience in the establishment and implementation of Case Management Information and Documentation System and Courtroom Management Technology; this should be adequately demonstrated;
- Strong experience in training in management information systems;
- Strong analytical skills with emphasis on assessments;
- Knowledge of multi-stakeholder engagement processes;

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- Ability to engage at a very high level;
- Ability to work independently and creatively with delegated authority

6. EXPECTED DELIVERABLES AND TIMEFRAME

The CMIDS IDM 7.0 should be installed and operational within an expected timeline of two months from the date of signing the contract. This should include an in-house training to the Registry users.

7. AFCHPR' S SUPPORT

With regard to the specific deliverables, the consultant will report to the project Sponsor, and Project Manager of the African Court on Human and Peoples' Rights in Arusha, Tanzania, who will be responsible for the day -to -day management of the consultancy. The Court will provide the Consultant with the necessary logistical support, including workspace, internet access, and secretarial assistance to enable the consultant perform his duties.

The overall management of the assignment and contract will be by the Sponsor (Registrar of the Court), under which the contract is issued. In this regard, the Registrar will provide technical support to the consultant and will have responsibility for monitoring and reporting on overall progress of implementation.

Other technical requirements that you wish to explain.

1. Please provide a copy of the registration documents of your company	
2. Please list the Industry awards your company has received (year, name, purpose of the award)	
3. Please explain the key performance indicators you use to manage similar contracts	
4. Please provide audited financial statements for the last 3 fiscal years	
5. Please provide a full organizational chart	
6. Please provide a listing of your workforce showing qualifications, experience in the industry, length of service with the company, and gender.	

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7. Please provide a listing of your top 5 clients in the last five years (name, turnover, major types of services rendered.)	
8. Please provide a statement on your present technological capabilities as well as your plans in this regard.	
9. Please provide a listing of your top 3 clients with whom you have an established contract. Please explain how long you have been working with them and what type of contract you have with them (commissions, management fee, transaction fee, Etc.). What is the transaction volume with each of the client? Please provide a sample copy of Service Level Agreement with any of your top 5 clients clearly indicating any proposed penalties for not meeting agreed service level targets.	
10. Please provide a statement of relevant experiences to the type of contractual arrangement you are bidding for.	
11. Please provide information on your association with any other companies.	
12. Would you envisage that any portion of this contract would be sub-contracted? What portion and why?	
13. Does your company have any pending or threatened litigation? If so please describe it.	
14. Please briefly explain if you are willing to provide the services listed in the "requirements" section of this RFP. Please briefly explain how you would provide those services (e.g. What standards would you be using? What procedures would you be following?)	
15. List the top four companies you do most business with and please explain the factors that lead you to do this level of business with them.	

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16. Do you have an Account Manager for your existing contracts? If so, briefly describe the role, relationship and reporting structure of the Account Manager as it pertains to this account.	
17. Briefly explain how you differentiate yourselves from your competition.	

SECTION V –

FINANCIAL PROPOSAL

- i. Payment shall be made after the completion of the installation/commissioning of the system and certification by the African Court.

NB: All prices quoted should be exclusive of VAT.

Yours sincerely,



Dr Robert Eno
Registrar

African Court on Human and Peoples' Rights

