



Ethiopian Chamber of Commerce & Sectoral Associations (ECCSA)

REQUEST FOR PROPOSAL

For

Development & Implementation of an Integrated Information System for ECCSA & Its Members

(Bid Ref No: PSD-Hub/ITU/001/17)

**8th November 2017
Addis Ababa**

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ACRONYM

CD	Compact Disk
DBMS	Database Management System
ECCSA	Ethiopian Chamber of Commerce and Sectoral Associations
ETB	Ethiopian Birr
ICT	Information & Communication Technology
IS	Information System
IT	Information Technology
MBOs	Business Membership Organizations
PSD-Hub	Private Sector Development Hub
QOS	Quality of Service
RFP	Request for Proposal
SI	System Implementer
SIDA	Swedish International Development Cooperation Agency
SLA	Service Level Agreement
SRS	System Requirements Specification
TIN	Tax Identification Number
TOR	Terms of Reference
VAT	Value Added Tax

1. Bid Invitation

Re- Invitation for Request for Proposal (RFP)

The Ethiopian Chamber of Commerce & Sectoral Associations (ECCSA) re-invites all eligible interested bidders for its ICT Upgrading project in which it was announced last time on October 1st 2017 for first time.

The tendered item is **Development & Implementation of an Integrated Information System for ECCSA & its Members (Bid Ref No: PSD-Hub/ITU/001/17)**

Interested bidders are invited to collect the tender document from ECCSA/PSD-Hub project office starting Thursday November 9th, 2017 from the following address.

**ECCSA/PSD-Hub Office
Ethiopian Chamber of Commerce and Sectoral Associations (ECCSA) Building
Mexico Square
7th Floor, Room No. 705
Addis Ababa**

Offer for tender technical & financial proposals should be submitted in a separate & sealed envelope and be hand delivered on or before November 28th, 2017 4:30 PM.

**Attention: Manager, PSD Hub
Tel: 011 554 9684/55494 25
Fax: 011 554 92 78**

ECCSA reserves the rights to accept or reject any or all bids.

Late offers will not be considered.

2. Introduction

2.1 Background

The Ethiopian Chamber of Commerce and Sectoral Associations (ECCSA) is an apex, non-for-profit and member based organization of Chambers and Sectoral Associations in Ethiopia. It has eighteen members including nine Regional Chambers of Commerce and Sectoral Associations, two City Chambers of Commerce and Sectoral Associations, one National Chamber of Sectoral Associations and six Sectoral Associations organized at national level (www.ethiopianchamber.com/about-eccsa.aspx). It was recognized officially with the issued Charter No. 90/1947 in 1947 in a bid to establishing the Chamber as a legally recognized institution. Latter structured in 1978 by proclamation No.148/1978 and attained its current structure in 2003 proclamation No 341/2003. This was the turning point for the establishment of ECCSA as apex organization of the private sector in the country.

The private sector needs to emerge as a trusted partner for the government and strengthened to share tasks and work on a cooperative basis in policy formulation and implementation. Business Membership Organizations (BMOs) such as Chambers of Commerce and Sectoral Associations represent a primary conduit between the public and private sector, facilitating cooperation and mutual understanding.

PSD Hub through the financial support of the Swedish International Development Cooperation Agency has been assisting the efforts of the Ethiopian chamber system to improve the business climate and thus augments Ethiopia's private sector development since 2005. This effort has contributed to the enhancement of the capacity of Chambers in being a positive voice for the private sector through research, advocacy and policy influence, which have borne fruit in terms of improved policy, legal and institutional arrangements for the sector.

The Capacity Building for Sustainability of ECCSA Project (2015-2020) therefore, works toward ensuring the financial sustainability of ECCSA and its members through the provision of demand-led products and services for which their members are willing and

able to pay; and developing the capacities of ECCSA and its members as well as other organizations outside the chamber system to contribute to the entire advocacy process with a view of removing constraints faced by all private sector businesses and in particular micro, small and women-owned enterprises. This approach is expected to ensure the relevance of the Chamber System and result in retention of existing members and attraction of new members with its stipulated objectives.

As part of the building intuitional capacity of ECCSA & its members, PSD-Hub in collaboration with ECCSA has planned IT System Upgrade, thereby hired a consultant to undertake need assessment on 2016. The findings of the need assessment has indicated that there is a need for Information System Development and Implementation that enable ECCSA and its Members to provide core business services to the private sector and generate income to ensure the financial sustainability of the Chamber System.

Hence, this RFP is prepared to define the general ECCSA & its members Information System need.

2.2 Project Description

ECCSA and its members, key stakeholders and the private sector at large need readily available, relevant, up-to-date, easily accessible and rich business information on time when required. Unfortunately, the current IT System of ECCSA and its members is not in a position to create, store, process and share or disseminate what is required.

The *Information System to be developed* is expected to serve ECCSA and its members to store and retrieve processed information to be disseminated or analyzed, as well as deliver e-services on fee basis to their members and other targeted beneficiaries and generate income so that the chamber system will be financially sustainable.

The Information System will be web based application to be accessed through Intranet and/or Internet. The information systems will have the following sub-systems:

- i) **ECCSA Web Site:**

- The present ECCSA’s website is outdated and inconvenient. Therefore ECCSA needs a new web website which will enhance its positioning.
- The website will promote the activity of the ECCSA & the whole Chamber System.
- The web site will be designed & developed to be at par with modern trends in web design and development and embrace new features that improve on the user experience.
- The website is expected to be as interactive as possible with features that attract those visiting it to enable them navigate with ease.
- ECCSA website must satisfy need for ECCSA multi-stakeholders including businesses, government, non-government organizations and academia or research institutes, etc.
- The web site will be used as standard template to develop web sites for ECCSA members who don’t have websites.

ii) **Ethiopian Chamber System Web Portal:** To provide online and real-time trade & investment promotion as well as membership management services, for MBOs on fee basis. This web portal is expected to be a platform for providing the following e-services:

a. Customized information provision:

- The service will have the capability to accept queries from users for information and a customized trade & investment information through e-mails will provided.
- The portal will also be linked to other internationally available business intelligence portals on subscription bases or free.

b. E-learning:

- This portal will be the online learning facility for Ethiopian Chamber Academy within ECCSA, in which learning will take place, including the tools necessary to deliver and support learning electronically through the Internet.

- The web portal will incorporate all e-Learning activities including lectures, case studies, quizzes, assignments, asynchronous and synchronous discussion forums, e-mail, private messaging, and any other interactions among participants and module/course contents, tutors, and other participants.
- The system will print attestation of credentials (or certificates) for participants who successfully complete and meet the requirements of the entire module learning activities and assessments.

c. Electronic matchmaking (Online businesses Networking):

- The Online Business Networking will help to share information to reduce the information gap between local and foreign investors, exporters and importers and facilitators/agents. Foreign investor may need an Ethiopia partner to work with in a joint venture. Furthermore, a local entrepreneur with a feasible project may need a foreign investor to work with as partner. Besides, Ethiopian SMEs may need foreign buyers (importers) to their products. In addition, manufactures may rely on many local/foreign suppliers to provide raw materials (inputs) needed for manufacturing of their products. Hence, when businesses are hunting for businesses/products to suit their requirements, the contact information (business profile) provided by the businesses about their business/products is very vital and decisive.
- The web application will enable users to register to their businesses group by sector or business/activities/engagement to share contact information (business profile) among themselves on businesses, supplies, demands, suppliers and buyers information, etc. The business group will have to be

registered as group member and have user account (user name & password) in order to access the application. To register a user must pay a predefined amount by available means of payment in Ethiopia. For locals/foreigners who have credit card for online payment the system must have a gateway to use international payments (e-pay, etc.).

d. Online trade show:

- Online trade fair or show (sometimes called a virtual trade fair) service web application will enable a virtual exhibition to run (or virtual catalog) in an online environment that goes live and stays live online for a limited period of time or for unlimited time. The web application will connect exhibitors/supplier/sellers and visitors/buyers with one another via the online regardless of geographic location, to exchange valuable information.
- The web application will enable users to register by sector (commodity type) as supplier/seller to display their commodity and buyer to browse commodity catalog and access contact information of suppliers/sellers. The must registered to be a member and have user account (user name & password) in order to access the application. To register a user must pay a fee by available means of payment in Ethiopia. For locals/foreigners who have credit card for online payment the system must have a gateway to use international payments (e-pay, etc.).

e. E-procurement:

- The chamber system e-procurement (e-tendering) service web application will be business-to-government purchase and sale of supplies, work, and services through the Internet will mostly

handle online tender information from regional or national government, for local or international bidders.

- The application is envisaged mainly to assist ECCSA members (regional MBOs) to generate income by uploading regional governments tender online for local or international bidders on fee basis.

f. Membership database:

- The online membership database application will enable to register company level chamber members.
- The system will enable companies to request online membership registration by entering the necessary information of their company and upon approval the user must pay online or through other available means of payments in Ethiopia. When payment is made the system must enable the user to print a membership certificate of their respective regional (city/woreda) chamber of commerce and sectoral associations.
- The system will enable regions/city/woreda chambers or associations to register companies who have no Internet access and print membership certificate.
- The database should produce data and reports of members in a relevant format (bi-weekly, monthly, quarterly, semi-annually and annually), in alignment with ECCSA standard reporting formats.
- The membership application is expected to be deployable on desktop for chambers that has no Internet connection/interruption to be migrated in to the main database.

iii) Business Information Data Warehouse

- To develop a data warehouse architecture that provides improved access to information, fostering more informed decision-making, knowledge sharing and promote organizational learning as well as serve as an independent data and information source on trade and industry
 - To build the chamber system capacity and competence in large-scale data analytics, it is mandatory to have a data warehouse to aggregate large quantities of publically open-data, accept survey data and alongside a number of commercial data services to allow chamber system to review the business environment and make economic analysis thereby produce reports & indicators.
 - The data warehouse is expected to accommodate economic (trade & industry) data from different national & international sources.
 - The data warehouse is expected to deal with data integrity through data clearance feature.
 - The main local government & no government stockholders (but not limited to) as a source of data:
 - ✓ Ethiopian Government Offices
 - Ministry of Trade
 - Ministry of Industry
 - Ethiopian Revenue & customs Authority
 - Central Statistical Office
 - National/commercial bank (s)
 - Federal & Regional SME authorities
 - Etc.
2. The ECCSA members data on regions,
 3. Researcher Institutes & Universities;
 4. International Source (World Bank, IMF, WTO, ITC, etc.)
 5. PACCI & other foreign Chambers; and

3. Terms of Reference

3.1 Objective

ECCSA, therefore, reissued for the second time, this Request for Proposal to invite competent and experienced bidders that meet objectives and requirements of the chamber in developing and implementing the Information System for ECCSA & its members. .

3.2 Scope of Work

In order to successfully complete the system development, the bidder is expected to accomplish range of activities including: - review of the existing system, review of chamber's requirement, development/customization of information system applications, installation, integration, testing, setup, training, implementation, support and maintain.

These activities should be carried out in phases and the bidder should specify the deliverables of each phase. Suggested activities and tasks of the project will include to the following (*but will not be limited*):

Task 1: System Review and Detailed Requirement Definition

- ✓ Analysis & develop user & system requirements specification for all components of information system. For the e-services the requirements must be as per current trend in the e-commerce sector;
- ✓ Reviewing the existing policies, procedures, business rules, rating, code charts, reference tables, input data, input forms, output forms, reports, etc. of all modules and classes of business in collaboration with ECCSA experts;
- ✓ Identify and present at least 3 similar best practices for each e-services;
- ✓ Preparing system design specification documents;
- ✓ Present the consultation work and the application on workshops that PSD-hub and ECCSA arrange for members and stakeholders discussion;

- ✓ Based on the inputs from workshops the consultant is expected to modify and finalize the submitted documents;

Task 2: Application Development

- ✓ Undertake all the necessary development to meet the needs of the chamber as per the defined/agreed design and requirement specification;
- ✓ Verification of the development with the requirement specification;
- ✓ Supply and install the developed complete and ready to use software;

Task 3: Acceptance Testing and Pilot Implementation

- ✓ Proposing testing strategy, prepare user acceptance testing plan and test cases;
- ✓ Provide user training to the technical staff and testing team (Core Implementation Team);
- ✓ Carrying acceptance testing based on agreed test criteria, sample test data and make the necessary modification based on the result of user acceptance testing;
- ✓ Integrate & deploy the system at dedicate server in the web and/or at ECCSA Server Room servers;
- ✓ Performs security audit of the web site and web portal before hosting on the server.
- ✓ Make all the necessary modification based on the test result of the pilot implementation to meet the needs of the chamber system.

Task 4: Knowledge Transfer & Training

- ✓ Provide technical staff training on development tools and technologies needed to develop, configure, validate, and implement, etc.

Task 4: Deployment and Implementation

- ✓ Undertake the necessary application setup/parameter settings in collaboration with the ECCSA technical team;
- ✓ Propose data migration technics;
- ✓ Deploying the software as per agreed locations;
- ✓ Installation and configuration of the software;
- ✓ Provide the necessary technical support and maintenance required.

Task 5: Commissioning and Warranty

- ✓ Provide onsite and remote technical and operational support (bugs/defects correction) within the warranty period. (Warranty period which shall commence upon acceptance of the system by the chamber to be proposed and agreed).

Task 6: Support and Maintenance (2 years)

- ✓ Provide onsite and remote 2 years support and maintenance, which shall commence upon the warranty period ends.
- ✓ The SLA for support & maintenance of the system shall be proposed and agreed by the two contacting parties.

3.3 Functional Requirements

3.3.1 Web Site & Portal Requirements

ECCSA Website & Ethiopian Chamber System Web Portal (the platform for the e-services) to be developed should meet the following minimum but not limited technical specifications:

- ❖ ECCSA Website & Ethiopian Chamber System Web Portal should be Interactive, appealing, highly usable.
- ❖ Open Source Content Management System & Software: Content Management System should be part of the website/portal. Web administrators should be provided rights to up-date delete or add information on web pages.

- ❖ ECCSA Website & Ethiopian Chamber System Web Portal should support Multi-Lingual feature for future expansion.
- ❖ The system should incorporate technologies and the functionalities of accessing the system with the help of smart mobile or tablet devices;
- ❖ The website & portal allows potential users of the web portals to see detail services of ECCSA.
- ❖ The website & portal should base on the common or known portal solutions or platforms so that it can be linked with important portal/website.
- ❖ The website & portal should have a standard content management system.
- ❖ Appropriate security arrangement need to be made (for data backup and security, access levels established, etc.)
- ❖ Optimize the website & portal for low bandwidth users. The website must be designed with a balance of text and graphics such that each page loads within reasonable time.
- ❖ The website & portal should be developed using modern web design standards, and be compatible with modern browsers while gracefully degrading for older browsers.
- ❖ The website & portal must be built to adhere to the Web Content Accessibility Guidelines 1.0, provided by the W3C and should also be easily accessible to the novice as well as the experienced Internet user.
- ❖ The website & portal must feature a responsive layout design so that it adjusts to fit any screen size whether it's desktop monitor, laptop, table or Smartphone.
- ❖ The website & portal should have Blog and Discussion forum Management
- ❖ Insure browser compatibility: the portal must be compatible with the current versions of the following browsers (Firefox, Internet Explorer, Safari, and Chrome), for the latest version.
- ❖ ECCSA web site/portal should have Document Management System (DMS): Document upload (any file format) with Description - Who uploaded - Date of upload - File Format etc., creation of new relevant page (if required), Mouse Over description on File Name (compatible to major OS and Browser) image uploaded should be uploaded with the appropriate meta-data including mandatory

keywords / tags / fields (will be decided later) – for internal Search Indexing.
The DMS will be used ECCSA & its members.

- ❖ The website & portal should have Social Media share capability to enable visitors to share the website & portal content to their social network.
- ❖ Website & portal users should be able to assign star ratings on articles, photos, videos and other informational content.
- ❖ Website & portal must have hit counters for website, web portal and the e-services components.
- ❖ The website & portal should have newsletter and bulletin board sign-up from home page (incl. integration for managing newsletter)
- ❖ Mass Email/Messaging: The system should provide a feature to allow authorized content administrators (or other authorized administrators) to contact all or chamber members or registered service users. This feature may be used to facilitate the dissemination of newsletters.
- ❖ The website & portal shall be developed using open source technology
- ❖ User Registration and Administration: The system should allow users to complete an appropriate user registration process. User registration data and credentials are to be persisted by the system in an appropriate form. The user registration process should adhere to best practices including the use of CAPTCHA and email verification and should be able to scale as needed i.e. No limit on the number of users that can register.
- ❖ News Management: news with pictures will be updated by the admin users and members can subscribe to this facility. Updates of the same to be sent automatically to registered users in their emails.
- ❖ Calendar of Events management: calendar of events will be updated by the admin users and members and non-members can subscribe to this facility. Updates of the same to be sent automatically to registered users in their emails. The feature should enable event auto subscription and registration, Calendar of Events Archive and Give Star Ratings & Comments on Events;

- ❖ Feedback System: The users could send their comments and queries by using a “Feedback Form”. An acknowledgement by auto response mail should be generated at the time of receiving the query.
- ❖ Multi - Language Adaptation: The web portal must offer a multi-language interface in English and Amharic, with the option to extend.
- ❖ Advertisement Management: The web portal should have the area of Advertisement (flash and JPG Formats) and also have the option of adding, Opening and Closing.
- ❖ Inquiry & Replies Management: The users or visitors can send queries to the web administrator which will be transferred to the respective departments the inquiry relates. Auto mail will be generated as acknowledgment and also the reply will be send by the concerned officials.
- ❖ Picture and Multimedia Gallery: The websites/web portals should have multimedia gallery where the admin can upload the pictures and videos.
- ❖ Online Chat/helpdesk facility: The sites should have the online system where the visitors/users chat with helpdesk officer (from CC&PR) to get instant feedback.
- ❖ Search (Web and Site): The Web portal should have a search option in www and also within the website.
- ❖ Auto Email Subscribing: The admin should be able to send emails to the Members/Visitors and also event invitations, and other information, when required etc. Admin could select any Email Address form the list of email database and can subscribe all. However, every user may just receive the sender address and not the cc or bcc addresses.
- ❖ Survey & Poll: Intranet should be able to conduct a survey of around 10 to 20 questions and Polling / voting system should also be available.
- ❖ RSS Feed: The RSS Feed should be used in the website and web portal but the source of RSS feed has to be dynamic.
- ❖ Traffic Management and Information: A reporting system based on visitor’s demographics. The reporting system should provide information such as No. of visitors, their origins, and surfing history.

- ❖ Search Engine Optimization (SEO): Search engine optimization would be required to place the site & portal in the top while searching from the leading search engines (like Google, Yahoo).

3.3.2 E-Services Requirements

The e-services to be developed should meet the following minimum but not limited technical specifications:

- ❖ The services should enable potential users to fill in a form online to access and user any services.
- ❖ Search the e-services by products, sectors, regions, country, companies' members or non-members, etc.
- ❖ The services must have link to membership database so that members can have a discount on the fee.
- ❖ Secured & Authenticated Web Access: Access to the system should be highly secured is needed through SSL Certificate.
- ❖ Business Trade lead (buy/Sell) from various e-commerce such as B2B, C2B, B2G, etc. web portals.
- ❖ The e-services should have a notification facility for new entry such as new product, business partner, tender, course, etc. through e-mails or e-Newsletter.
- ❖ All e-services must have a payment gateway through major credit cards for e-services users. For user with no credit cards the system must enable the user to indicate/choose other payment options available in Ethiopia currently. The system must have a means of controlling the payment done by non-credit card user.
- ❖ All e-services must be Search Engine Optimized.
- ❖ The e-services must enable buyers and sellers gain global market transparency, improve their collaboration, and find matching business partners faster and more efficient by using appropriate marketing social media.

- ❖ Enable potential buyers to learn about products & services via images, videos and documents.
- ❖ Success Stories Aggregation and displaying the same on the home page of the web portal of the e-services users.

3.3.3 Membership Management System

The membership management system should meet the following minimum technical specification.

- ❖ The system should be developed using open source web design application
- ❖ Fast Search Engine, Easy Navigation, Easy Query facilities, Fast page loading, Strong Security tools, etc.;
- ❖ Allow unlimited concurrent/simultaneous multi-users access information sharing capabilities;
- ❖ Should use open source front and back-end (programming, scripting, graphics and database) tools;
- ❖ The developed system should support integration with other ECCSA systems;
- ❖ The system should be deployed in desktop, LAN and Internet/WAN;
- ❖ The membership database should enable to produce member directory online or exportable as softcopy;
- ❖ The system should incorporate technologies and the functionalities of accessing the system with the help of mobile apparatuses /devices;
- ❖ The System must offer a multi-language interface in English and Amharic, with the option to extend.
- ❖ The system should track and manage members registration and renewal
- ❖ The system should ensure that the membership data are captured, stored, processed visualized, and reported in a timely manner. This will include the development of an appropriate data entry mechanism that can be used by members and others stakeholders in ECCSA head office and in the Region;
- ❖ The database need to be structure appropriately to ensure ease of data entry, access, data quality, data management, access control.
- ❖ Appropriate security arrangement need to be made (for data backup and security, access levels established, etc.)

- ❖ The system developed should be compatible with the computer specification and operating system of the end users;
- ❖ The system needs to have a series of accessible dashboards for easy visualization of data through the use of graphics, charts, maps, photographs, etc;
- ❖ The system should produce data and reports of members in a relevant format (bi-weekly, monthly, quarterly, semi –annually and annually), in alignment with ECCSA standard reporting formats;
- ❖ Appropriate security arrangement need to be made (for data backup and security, access levels established, etc.)

3.3.4 Business Information Data Warehouse Requirements

The Business Information (Economic) Data Warehouse Requirements should meet the following minimum technical specification.

- ❖ The system should ensure that the required data are captured, stored, processed visualized. This will include the development of an appropriate data entry or migration mechanism that can be used to review business environments, business/investment opportunities, private sector contribution to economy etc. in country;
- ❖ The data warehouse need to be structure appropriately to ensure ease of data entry, access, data quality, data management, access control, processing, visualization, and reporting, generating economic indicators.
- ❖ Data warehouse should also be configured so that minimum human intervention is required in future. The final state of data is used by the report generating and analytic engines.
- ❖ Appropriate security arrangement need to be made (for data backup and security, access levels established, etc.)
- ❖ Data warehouse should be able to accommodate data for potential future growths and functional change.
- ❖ The system developed should be compatible with the computer specification and operating system of the end users;
- ❖ The system needs to have a series of accessible dashboards for easy visualization of data through the use of graphics, charts, maps, image, etc;
- ❖ The system should produce data and reports in a relevant format and members profiles (bi-weekly, monthly, quarterly, semi –annually and annually);

- ❖ The reports should include tables, charts and description/ comments with comparison of current status to historical progress and targets, and be in easy-to-understand layout to facilitate status reporting and decision-making as per these requirements.
- ❖ Allows systems administrators to implement supplementary functionalities;

3.4 Non-Functional Requirements

The following are the list of requirements to be met by the proposed Information system (IS) application. This list is indicative and more exhaustive non-functional requirements should be proposed by the System Implementer (SI) based on software development standards and best practices.

- a) **Interoperable** - The system is expected to be interoperable in heterogeneous IT environment and platforms. It should also support multi-lingual and multi-channel accessibility. The proposed IS Application can be realized in a way which enables interoperability with existing legacy systems, allowing the re-use of existing systems and minimizing the costs for the association.
- b) **Performance** – The ability to deliver results within the specified response time. It is the characteristics of a system allowing for production of intended results under specified load and within specified response times.
- c) **Concurrent Users** - The system should support maximum concurrent users.
- d) **Throughput** – The bandwidth relating to the capabilities of the systems performance over the network or internet. It is the characteristics of a system providing for adequate ability to simultaneously support the demands of multiple end users.
- e) **Scalability** – The ability to cater to greater demands imposed upon the system (e.g.: support increased number of users, products) without affecting any of the other QOS parameters. It is the characteristics of a system allowing for increasing the load on the system without affecting the basic elements of the system.
- f) **Reliability** – The ability to function with the least occurrence of failure. It is the characteristics of a system determining its functioning with acceptable and prescribed levels of failure.
- g) **Availability** – The ability to maximize the time when the system is available for use to its users.

- h) **Security** – The ability to authenticate and authorize users to provide secure access to specific resources of the system in a traceable (auditable) manner. The Information System application should be designed to maintain high-level of security.
- i) **Manageability** – The ability to monitor and configure systems easily and detect operational characteristics related to performance and failures. It is the ability for remote detection of performance-related events and failures.
- j) **Maintainability** – The ability of the system to be repaired or updated easily and rapidly without affecting reliability or availability of the system and with a minimal impact on system availability.
- k) **Usability** – The IS application should be built according to the highest GUI standards, significantly assist users to understand the information system process, thus reducing the need for user support. The application should support all common browsers and have adequate basic and advanced search mechanisms.
- l) **Accessibility** – The ability of the system to be accessible to users. This can include media such as certain web browsers, mode of access such as mobile devices.
- m) **Flexibility** – The ability of components to work with each other regardless of their underlying platform. It is the reduction of effort while introducing significant modifications to the system interface, content, or architecture.
- n) **Extensibility** – The ability to make significant enhancements, addition of new modules or changes easily.
- o) **Reusability** – The ability to use individual components or services of the system in the building of unrelated modules or applications.
- p) **Integrity** – The ability of the information system to ensure that data is of high quality, correct, consistent and accessible, is important to follow rules governing data integrity. Hence the developed system will be tested for data and database integrity. The system should easily integrate with any applications.

3.5 Deliverables

The list of deliverables must include the following, *but not limited to*:

- ✓ Inception phase report that includes methodology, deliverables and detailed project schedule; In this phase the successful bidder should identify at least 3 similar works of chamber system (MBOs) practices and experience on Business Information System;

- ✓ Requirement analysis report that shows a critically identified requirements of Information System to be developed. Moreover, critically analyze the existing databases, websites, etc.
- ✓ Application design and architecture including database design and architecture;
- ✓ Source code and application structure and module/sub module /program/software/ subroutine relationship and complete documentations;
- ✓ Present the consultation work and the application on workshops that PSD-Hub and ECCSA arrange for board of directors, ECCSA management, members and stakeholders discussion;
- ✓ Application security procedures;
- ✓ Disaster recovery procedures such database and application back-up, recovery, and checkpoint procedures;
- ✓ Acceptance Test plans, test case and test result reports;
- ✓ Security audit result for the whole system.
- ✓ Instructional manuals on installation, implementation, configuration, and maintenance of the application (Operational manual);
- ✓ Operational/User manuals
- ✓ Hands-on training for IT personnel on the system maintenance & expansion;
- ✓ **Hands-on training for end-users on the utilization of the system in place;**
- ✓ Software Packages (source code, graphics, licenses, certificates, etc.)

3.6 Web Hosting Service

The successful bidder shall provide/outsourced hosting service for the deployment of web portal for 2 years. The bidder should propose hosting requirements and SLA. In addition, the bidder shall establish and maintain a disaster recovery environment suitable to enable business continuity in the event of a disaster that affects the operational environment.

3.7 Documentation

Availability of appropriate operational and technical documentations is highly relevant to ensure the sustainability of the implemented software. Bidders are required to state all the documents they deliver along with the software. ***Some of the requirements in this regard are but not limited to the following:***

- Availability of Module-Wise User Manuals that provide clear, step-by-step and comprehensive operational instructions and guide;
- Availability of Technical and System Administration Documents necessary for the proper installation, configuration, maintenance and management of the software. (such as Installation, Administrator's, Security , Customization and etc. guides/references);
- Availability of data dictionary or full documentation of the database design, structure of the database and other components;
- Availability of hard and soft copy forms of the documents.

3.8 Knowledge Transfer & Training

Bidders are required to state well their training scheme. They must provide details on the various training programs, duration, number of resources, location, etc. on the following areas (*not limited*):

- Module-Wise End User Training that enables direct system users and operators properly use and administer the system in their day-to-day business operation;
- Technical Staff Training that enables the technical staffs to easily provide the necessary support service & expansion of the system without involving the bidder or with minimum technical support. *This may include but not limited:*
 - Application Management and User Support Training (such as application setup, installation, administration, configuration, and user support training, etc.);
 - Application Maintenance and Support Training on the proposed application DBMS and programming language software.

3.9 Warranty Period

- The bidder must propose the warranty period which shall commence upon acceptance of the system by the Company.
- During the warranty period, the bidder should provide the following support services:
 - Remote Technical Support
 - Bug correction
 - Incorporate missing functionalizes in SRS
 - Basic Version Updates

- On-site support when required

3.10 Support and Maintenance Service

The system support and technical service scheme of bidders are very important during selection process. The bidders' proposal in this regard has to be detail and clear on some of the issues raised below.

- Availability of ongoing support and maintenance service after the warranty period based on agreed annual maintenance fee and SLA.
- Support service delivery methods and average response time for support service.
- Availability of help desk, on-line support service, remote system access for problem solving, remote system access for version update/upgrade, etc.
- Location of the nearest support center to our company.

3.11 Bidders Experience & Qualification

- ✓ The bidders must have at least 7 years of experiences in web application development.
- ✓ The bidders should indicate **client reference** of at least 3 successful web-based applications developed and delivered on time for different institutions.
- ✓ Well qualified development & implementation project team documents must be supplied.

The following team composition shall meet the minimum requirements of these TOR:

No	Title	Qualification	Experience
1	Project Manager	MSc in Computer Science or Information Science or software engineering.	<ul style="list-style-type: none"> • Minimum of 7 years of experience in the system/software development & implementation • Having headed <i>minimum three end-to-end software development projects with similar level of intricacies</i>
2	System Analyst /Architect	MSc in Computer Science or Information Science or software engineering	<ul style="list-style-type: none"> • Minimum of 5 years of experience in architecting information systems • Having designed <i>minimum two end-to-end information systems, preferably for web application</i>

3	Software Development Specialists	BSc./MSc in Software engineering or Computer science or Information System	<ul style="list-style-type: none"> • Minimum of 5 years relevant experience in web application programming • Well experience in MVC frame work • Having developed minimum three software systems with similar level of intricacies, preferably web application development
5	Content Architect	BSc./MSc in Information Technology Science or Information Science	<ul style="list-style-type: none"> • Minimum of 5 years relevant experience in content development and design for web application • Having identified & designed web content for minimum two projects, preferably for web application
6	Database Specialist	BSc./MSc in Computer science or Information Science	<ul style="list-style-type: none"> • Minimum of 5 years of relevant experience in database design and implementation • Having experience in designing and managing databases for minimum three projects, preferably for web application
7	Graphics Designer	BSc or above in Computer science or Information Science	<ul style="list-style-type: none"> • Minimum of 5 years of relevant experience in user interface design & implementation • Having designed user interface for minimum 3 projects, preferably for similar project

3.12 Project Implementation Methodology and Project Plan

The bidders are required to present their project management methodology, techniques and detailed sequences of tasks, and project development and implementation plan with respect to activity specification, schedule, ordering, and identification of critical activities, output specification, milestone, deliverables, and proposed implementation period. Bidders are also, ***though they are not limited to***, required to cover all the activities outlined in the Scope of Work section of this document in their activity plan.

The bidders shall produce and maintain policies, procedures, and processes in place to ensure security and confidentiality of all data stored and transmitted by the Information System Solution. Bidders shall provide copies of existing policies, procedures and process descriptions/flow diagrams as part of their bid response.

3.13 Project Period

All the development and implementation activities (requirement analysis, design, development, testing, training, installation and commissioning) should be completed within 12 months after signing of the contract agreement.

4. Bidders Instruction

4.1 Proposal Submission Instruction

All pages of the proposal including the duplicate copies, shall be initialed and stamped by the person or persons who sign the bid.

The bidders must submit their technical proposal in both printed format: one (1) original and three (3) copies; as well as a soft copy in a CD.

Bidders must submit sealed and signed technical proposal and financial proposal in separate envelopes.

Bidders shall understand that PSD-Hub is not bound to accept any proposal if it is not complete & well organized.

4.2 Content of Technical Proposal

The bidders must submit their technical proposal with the following items:

- i. Proposal submission cover letter;
- ii. Company Profile;
- iii. Understanding of the nature of Chamber System in Ethiopia, objectives and scope of work;
- iv. Comments on the Request for Proposal (RFP) & Terms of Reference (TOR);
- v. Proposed methodology, approach, development & implementation plan, and detailed timeline with deliverables;
- vi. Bidders must propose open sources (preferably Linux for the web site/portal & e-services) technologies/solutions with justification comparing to other technologies/solutions highlighting the pros & cons of the technologies proposed;
- vii. Team strength (who will work on this project);

- viii. Descriptions and sample(s) of similar works-done;
- ix. Within the financial proposal envelop a bid bond in the amount of 2% of the bid in one of the forms: CPO or Bank guarantee;
- x. Copies of license/registration certificate renewed for 2010 E.C budget year, VAT registration and TIN certificate;

4.3 Content of Financial Proposal

The bidders must submit their financial proposal in a separate envelop with the following items:

- i. Financial proposal submission letter
- ii. Financial proposal should contain a detailed cost break-up: analysis, design, development or customization, licenses, certificate, security audit, maintenance & support, etc.;
- iii. A bid bond of amount 2% of the total cost of bid in one of the forms: CPO or Bank guarantee;

4.4 Communications with PSD-Hub

PSD-Hub is the contracting authority for this RFP solicitation and implementation of *ECCSA and its Members ICT System Upgrade* project. Communications in relation to this RFP must only be made in writing to the designated email addresses psd-hub-manager@ethiopianchamber.com and psd-hub-me@ethiopianchamber.com. All communications must be sent to these email addresses.

4.5 Non-mandatory Information Session

Interested bidders will have the opportunity, on 13th October 2017 (tentative), to participate in a non-mandatory information session. Bidders shall confirm their interest in the information session by sending an email to psd-hub-manager@ethiopianchamber.com and psd-hub-me@ethiopianchamber.com with a copy to hariaaw@ethiopianchamber.com.

4.6 RFP Solicitation Schedule

The RFP solicitation is tentatively scheduled as follows (the schedule may be amended by PSD-Hub):

Main Activities	Date
RFP issuance	8 th November 2017
RFP collection starts	9 th November 2017
Bidders submit questions on the RFP last date	15 th November 2017
Non-Mandatory Information Session	17 th November 2017
Proposal Submission last date	28 th November 2017 at 4:30 PM
Technical Proposal opening date	28 th November 2017 at 5:00 PM

5. Prequalification Criteria

1. The bidders shall provide information on three reference projects which have been completed (within the last 5 years), or which are in progress, which are relevant to this RFP.
 - ✓ In case of a consortium, the reference projects may relate to any of its members.
 - ✓ Bidders shall provide each reference project on a separate document, maximum of 2 pages per project. Additional references will not be considered.
2. The bidder or any of its member(s), in case of a consortium shall not have had a contract terminated for cause or default in the last three years or have been disqualified by any client from being awarded a contract.
3. The bidder or any of its member(s), in case of a consortium should not have violated upon any Ethiopian or foreign trademark, patent, registered design or other intellectual property rights.
4. The bidder or any of its member(s), in case of a consortium, shall confirm that it is able to provide a bid bond in the amount of 2% of the bid.
5. The bidder or any of its members, in case of a consortium, shall provide license (renewed for 2010 E.C), VAT registration and TIN certificate.
6. The bidder shall have a minimum annual turnover of at least ETB 5 million per annum in services similar to this project over the past three years.

7. The bidder shall provide audited financial statements for the past three years are to be provided.
8. For members of a consortium, each individual member must have a minimum annual turnover of 5 million ETB over the past three years.
9. The bidder or any of its member(s), in case of a consortium, shall confirm that it has the capacity to meet the target dates to submit a proposal and to complete the work according to schedule.

6. Costs of participating in the RFP process

Each bidder will meet its own costs associated with the preparation and presentation of its proposal.

7. Terms and Conditions under which this RFP is issued

- a) This RFP is not an offer and is issued with no commitment. PSD-Hub reserves the right to withdraw the RFP and change or vary any part thereof at any stage. PSD-Hub also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- b) PSD-Hub reserves the right to withdraw this RFP if PSD-Hub determines that such action is in the best interest of the Project.
- c) Timing and sequence of events resulting from this RFP shall ultimately be determined by PSD-Hub.
- d) No oral conversations or agreements with any official or employee of PSD-Hub shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a proponent with any official or employee of PSD-Hub shall be superseded by the definitive agreement that results from this RFP process. Oral communications by PSD-Hub to proponents shall not be considered binding on PSD-Hub, nor shall any written materials provided by any person other than PSD-Hub.
- e) Neither the bidders nor any of the bidder's representatives shall have any claims whatsoever against PSD-Hub or any of its respective officials or employees arising out of, or relating to this RFP or these procedures.

- f) Bidders who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.