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Date: **March 21, 2017**  
Ref.: **RFP-17-057**  
Subject: **Solicitation for delivery, installation, configuration and implementation of an Electronic Document Management System (EDMS) in Kenya, including digitisation/scanning, indexing, workflow, hardware equipment and comprehensive user training**

The International Foundation for Electoral Systems (IFES) invites your firm to participate in this competitive solicitation for pricing, delivery and terms of potential sale of the following services for the IFES office in Nairobi, Kenya. IFES reserves the right to reject any and all offers, to add, delete, or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFP does not obligate IFES to enter into a contract nor does it obligate IFES to pay any costs incurred in the preparation of submission of any response.

## BACKGROUND

IFES is an independent, non-governmental organization (NGO) with headquarters registered in the United States of America. IFES supports citizens' rights to participate in free and fair elections. Our independent expertise strengthens electoral systems and builds local capacity to deliver sustainable solutions. Since 1987, IFES has worked in over 145 countries – from developing democracies, to mature democracies.

## DESCRIPTION OF SERVICES

### FUNCTIONAL REQUIREMENTS

The proposed Electronic Document Management System (EDMS) solution should improve the document management processes of the Independent Electoral and Boundaries Commission of Kenya (IEBC) by collecting documents and election statutory forms, transforming them into accurate, retrievable information, and delivering the documents and metadata into IEBC's business applications and website. In support of the IEBC, IFES seeks to procure the services of a competent and experienced service provider to install, configure, implement and train on the use of the EDMS solution.

### INTRODUCTION

There is no electronic documents management system that is currently in use by the IEBC. All statutory forms and day to day operation documents are physically kept across the country within the various IEBC offices.

The Commission invested in heavy duty multifunctional printers with all-in-one capability (copier, scanners and printer) in all 290 constituencies during the 2013 general election. The model of the printers is Canon C5240i and their status is approximately 50% functional across the constituencies. Currently all documents and elections statutory forms are stored within various IEBC registries across the country, which presents challenges and delays in secure retrieval of records.

## SCOPE OF WORK

On behalf of the IEBC, IFES seeks a qualified contractor to develop and implement an EDMS solution for scanning, digitalization and indexing of the organization's documents and records. The selected contractor will be expected to:

1. Customize the system and organize its access levels to allow web access
2. Assess the current operational status of the existing equipment to be used in the EDMS solution, e.g. printers and scanners, to confirm possibility of compatibility and scalability with the new system
3. Integrate the proposed system with the existing IEBC systems
4. Provide document conversion/digitization services
5. Supply, deliver, install, configure and implement the EDMS software and hardware equipment
6. Provide comprehensive onsite user training to selected personnel from the Commission
7. Provide support and maintenance of the EDMS solution

## BUSINESS REQUIREMENTS AND EDMS CAPABILITIES

The IEBC intends to implement a web-based solution to leverage the economy and scalability of today's business enterprise architectures to meet its needs. Once implemented, the system is expected to enable the IEBC to automate diverse business processes, manage their data, including election statutory results forms and daily documents, to streamline the business operations through business process workflows.

The EDMS solution should be an open-ended application platform that provides support for collaborative and structured processes, document/records management and imaging optimized for web based applications.

The system should have an out-of-the-box graphical development environment that allows for structured processes to be designed in an effective manner. The EDMS should have a complete and robust web services interface, making it a core component in an SOA (Service Oriented Architecture) environment.

The proposed EDMS should offer a robust and powerful content management system that organizes unstructured and structured data from any source, including existing repositories, external repositories and web content, and present it to users and/or other business processes in an organized and coherent manner.

EDMS should provide the following two key functions:

### **1. Document and Content Management**

The system shall support content repository that manages electronic content, including images, PDF files, application documents, e-mail, audio, video, rich media, and links to web content providing compatibility with Enterprise Resource Planning (ERP).

The EDMS should offer full life cycle management that begins with process driven access and follows through to document migration and rule-based document purging. It should have the capability of handling life cycle of records, such as Migrate, Delete, and Archive.

The system shall support records management functionalities that shall help the IEBC meet the regulatory and legal obligations associated with records and established retention periods for all information, to reduce risk and cost.

It should manage content in the following ways:

1. **Check-In/Check-Out:** Ability to protect original content from being modified by users with appropriate permission by enabling users to check out content before editing.
2. **Version Control:** Ability to offer support for multiple versions and multiple renditions.
3. **Full Text Indexing:** Capability to automatically index content of uploaded files.
4. **Security:** Access to content should be based on roles and this should be propagated up to field level

## 2. Election Results Statutory Forms Process Management

The EDMS solution should have a high volume, high performance structured workflow engine. It should support and have capability of 'capture, scan and send' to store and receive scanned election result statutory forms to enhance transparency and access to the public and for future retrieval.

On the polling day, at the end of the voting, elections results are tallied and collated at three (3) different tallying centers – constituency, county and national tallying centers. After announcing the results, each Returning Officer will scan and send results declaration forms. All forms declaring the tally of all polling stations in the constituency will be scanned and uploaded onto the EDMS as soon as they are signed by all the candidates and party agents

The EDMS shall receive and store the scanned statutory forms amounting to approximately 342,000 forms.

Participating contractors should review and complete Attachment A: Technical Specifications and Responsiveness Checklist for further details.

## REQUIREMENTS

**PLEASE NOTE: To enable effective implementation and after-sale support, participating vendors must be based in or have an established physical presence in Kenya.**

All prospective contractors must also submit the following information in the Response:

1. **Attachment A: Technical Specifications and Responsiveness Checklist**
2. **A technical proposal addressing all elements described in the Scope of Work**
3. **A detailed timeline with roles and responsibilities, testing plan and final handing over plan of the project**
4. **A detailed, itemized cost proposal in Kenyan Shillings, with all applicable taxes/charges clearly identified, provided against each of the categories of services described in this request. Vendors should use Table 1: Price Schedule (see below) to format their cost proposal.**
5. A system brochure/data sheet containing all technical specifications
6. Full detailed specifications of the hardware that is required for their proposed solution
7. A contact name, email address, and telephone number to facilitate communication between IFES and the prospective contractor.
8. **Names, addresses and telephone numbers of three business references, and approval to contact the listed references.** IFES reserves the right to request and check additional references.

9. General information about the contractor's history and experience providing similar services.
10. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective contractor's offer being removed from consideration.
11. A brief outline of the company, including:
  - a. Full legal name and address of the company or individual;
  - b. Corporate and tax registration documents
  - c. Full name of the legal representative (president or managing director) of the company (not applicable for individuals);
  - d. Name of any individuals or entities that own 50% or more of the company; and
  - e. Year business was started or established
12. **The prospective contractor must disclose in writing with its Response any subcontracting that will take place under an award.** Failure to disclose subcontracting relationships will result in the prospective contractor's offer being removed from consideration.
13. Prospective contractor must be legally registered under the laws of the country in which they are organized and possess all licenses, permits and government approvals necessary for performance of the work.
14. All Contractors MUST specify the version and source of the system they are supplying
15. Declaration of the relationship between the Contractor and the owner/manufacturer of the system must be declared where the system is not internally developed
16. Contractors must quote for the software and hardware separately

All Responses shall be in the English language.

**TABLE 1: PRICE SCHEDULE**

NO.	DESCRIPTION	UNITS	UNIT COST (KSH)	TOTAL COST (KSH)
14.	Document Management System Server Installation software (with all the modules). Include first year (12months) warranty, support and maintenance	1		
15.	Document Management System User Licenses	300		
16.	<i>[Required equipment, if any, with detailed specifications]</i>			
17.	Administrator Training	3		
18.	Training of Trainees	10		
19.	Maintenance and Servicing of the Scanners	Service		
20.	Annual Support and Maintenance	1		
21.	Complete System Implementation of the EDMS/uploading of scanned images	Service		
			<b>Subtotal</b>	
			<b>VAT</b>	
			<b>Grand Total</b>	

## EVALUATION

IFES will evaluate bids based on the following criteria:

- |   |           |
|---|-----------|
| 1. Responsiveness to required technical specifications and project objectives | 40 points |
| 2. Cost proposal  | 30 points |
| 3. Detailed timeline and methodology  | 15 points |
| 4. Demonstrated past performance  | 15 points |

## APPLICATION

Your submission must be received via email by no later than **17:00 Nairobi local time on April 4, 2017**, sent to the attention of the following:

Salima Wiggins [swiggins@ifes.org](mailto:swiggins@ifes.org)

Jenny Xu [jxu@ifes.org](mailto:jxu@ifes.org)

All quotes must be on a company's letterhead with the company's contact name and address. **Email submissions should have "RFQ-17-057" and the service provider's name in the subject line.**

## SCHEDULE OF EVENTS

Release of RFQ	March 21, 2017
Questions Due	March 27, 2017, by no later than 17:00 Nairobi local time
Answers from IFES	March 29, 2017
RFQ Closes – Responses Due	<b><u>April 4, 2017, received by no later than 17:00 Nairobi local time</u></b>

The schedule noted above may be changed at any time in the sole discretion of IFES. All communication must adhere to this schedule and shall be to the attention of Ms. Salima Wiggins ([swiggins@ifes.org](mailto:swiggins@ifes.org)) and Ms. Jenny Xu ([jxu@ifes.org](mailto:jxu@ifes.org)).

## GENERAL TERMS AND CONDITIONS

1. IFES will only consider responsive quotes from responsible contractors for award.
2. Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.
3. Prices quoted must be valid for entire length of contract.
4. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.
5. All procurement will be subject to IFES contractual terms and conditions, and contingent on the availability of donor funding.
6. IFES reserves the right to accept or reject any quotation or stop the procurement process at any time, without assigning any reason or liability.
7. IFES reserves the right to accept all or part of the quotation when awarding the contract.
8. All information provided by IFES in this RFP is subject to change at any time. IFES makes no certification as to the accuracy of any item and is not responsible or liable for any reliance on or use of the information or for any claims asserted therefrom.
9. IFES reserves the right to require any prospective contractor to enter into a non-disclosure agreement.

10. The RFP does not obligate IFES to pay for any costs, of any kind whatsoever, which may be incurred by the prospective contractor or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of IFES.
11. IFES may elect to conduct site visits at the place(s) of business of participating contractors.

**IFES has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation. If you have concerns about potential fraud in any way related to IFES projects, contracts or activities, please contact IFES' Compliance Hotline at [compliance@ifes.org](mailto:compliance@ifes.org) or at +1 202-350-6791.**

**Attachment A: Technical Specifications and Responsiveness Checklist is available online at <http://www.ifes.org/procurement-notice>.**

**END OF RFP**