



## **REQUEST FOR PROPOSALS**

### **CONSULTANCY FOR THE PROVISION OF AN EABC DATABASE OF BUSINESSES IN THE EAC**

EABC has received a grant of from the African Capacity Building Foundation (ACBF) towards the Project “Deepening private sector participation in East African’s Economic Integration Process” and intends to apply a portion of the proceeds towards the cost of development of an EABC Database of Businesses in the EAC region that combines CRM functions for EABC staff with search and interactive functions for members and non-members of EABC. The scope of the service shall include but not be limited to the following:

- a) Understand organisation requirements, advise on the best solution and demonstrate how the proposed system will meet those requirements;
- b) Provision of the proposed appropriately licensed or licence-free software solutions in the latest tested version;
- c) A detailed list of the hardware requirements (excluding prices) and the proposed maintenance/support terms and contract;
- d) Advise on any business processes that would need to be redefined to strengthen internal control framework;
- e) System setup, testing, data migration and setup of appropriate links with the EABC website and other software such Microsoft office currently in use;
- f) Develop training manuals and documentation of systems set-up
- g) Conduct staff training for the users of the system.
- h) Participate and demonstrate functionalities of the database at its launch
- i) Provide follow-up support and assistance after launch of the database for 1 year.

Interested firms must provide information on (i) corporate profile; (ii) evidence of being a taxpayer (iii); specific experience in the field of the assignment over the last 5 years to prove technical qualifications and experience, including references (iv); proof of being an authorised reseller or distributor of the software from the developer or indication that the database is developed by the company and thus is license-free; and (v) concise résumés of the consultants’ key personnel indicating their academic and professional qualifications and experience.

Procurement of the services will be done through competitive bidding in accordance with the EABC procurement rules. Terms of reference can be downloaded from the EABC website at [eabc.info](http://eabc.info) Interested parties should submit their bids clearly marked “**Consultancy for the Development of a Database Businesses in the region (EABC/RFP/003/2014)**” comprising of a technical proposal to reach the following address no later than **25<sup>th</sup> April 2014** at 3 p.m.

The Executive Director, EABC, Olorien House, Perfect Printer Street, Kijenge P.O. Box 2617, Arusha, Tanzania.

EABC reserves the right to accept or reject any application and is not bound to give reasons for its decision. Further clarification may be sought on tel. no. +255 (27) 2543047 or email [procurement@eabc-online.com](mailto:procurement@eabc-online.com)

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**1. Background**

The East African Business Council (EABC), established in 1997, is the apex body of the Private Sector in the East African Community region (EAC) comprising of Burundi, Kenya, Tanzania, Rwanda and Uganda. To date, EABC has 171 members and still growing which translates into a strong voice for the Private Sector in EAC. EABC's mission is to represent and promote the interests of the EAC business community; provide value added services that create new business opportunities, enhance global competitiveness of EAC businesses, and actively influence government policies to improve the enabling business environment within the 5 Partner States that comprise the Community.

EABC's strong membership forms the backbone of the advocacy strength of EABC as an organization and member's contribution to the growth of EABC is key to ensure that the private sector continues to play a significant role as the driver of the EAC Integration and the engine of growth.

As the private sector umbrella body, EABC needs to bring into the fold, all business associations, private sector companies and business coalitions with a common goal of consolidating the views of the business community so as to input and shape the EAC integration agenda. A database of associations based in the EAC region will provide an avenue for reaching each and every business in East Africa with valuable information on the EAC integration and business opportunities in EAC, COMESA, the rest of Africa and the world. The business associations will intern be able to input into the advocacy agenda within the EAC integration process.

**2. Objective of the Assignment**

Supply, installation, training and maintenance of an EABC online database of businesses in or with an interest in the region. This database will serve as a tool for business intelligence, dissemination of relevant information and opportunities available for business growth and development as well as for obtaining feedback from the business community across the five EAC Partner States on policy advocacy issues.

**3. Scope of work**

- i. Understand organisation requirements, advise on the best solution and demonstrate how the proposed system will meet those requirements;
- ii. Provision of the proposed appropriately licensed or licence-free software solutions in the latest tested version;
- iii. A detailed list of the hardware requirements (excluding prices) and the proposed maintenance/support terms and contract;
- iv. Advise on any business processes that would need to be redefined to strengthen internal control framework;
- v. System setup, testing, data migration and setup of appropriate links with the EABC website and other software such Microsoft office currently in use;

- vi. Develop training manuals and documentation of systems set-up;
- vii. Conduct staff training for the users of the system;
- viii. Participate and demonstrate functionalities of the database at its launch;
- ix. Provide follow-up support and assistance after launch of the database for 1 year.

#### **4. Specifications**

The proposed system should demonstrate ability to provide for the following:

- i. Contain full contact information for EABC member businesses in the region including email, telephone, physical location and website;
- ii. Provide a short profile for the businesses including company formation, products and services (number of members for associations), and links to their websites;
- iii. Allow for business organizations to be coded for various categories, including but not limited to; membership status, sector, country, size, products/services
- iv. Ability to link with already existing software such as EABC website, MS office especially the MS outlook;
- v. Automated data back-up and export function in order to print content to hardcopy;
- vi. User friendly back-end addition of new contacts and update of existing ones (by users and EABC staff);
- vii. CRM function that allows EABC staff to easily select different groups of members and non-members according to specific categories and contact them via email, text message or whatsapp;
- viii. Business intelligence function that allows users to find potential business partners according to specific categories (product, location, etc.) and that is accessible to varying degrees for members/subscribers and non-members/subscribers;
- ix. Verification function that allows companies to verify their quality through references by former customers and business partners
- x. Interactive function that allows users to give feedback on policy advocacy issues and to discuss about such issues online
- xi. Access to the functions must be restricted to varying degrees according to membership/subscription status.
- xii. Advertisement space should be made available in different locations of the database.
- xiii. User statistics should be automatically collected and collated.

#### **5. Deliverables**

- Fully licensed or license-free software installed;
- Data migrated and testing done;
- Linkages with other software set-up;
- Training manuals and documentation of systems set-up including advise on business processes and internal control framework;
- Staff Trained;
- Participate and demonstrate functionalities of the database at a launch;
- Provision of follow-up support and assistance after launch of the database for 1 year.

## **6. Consultancy Team**

The firm should be registered and have a license to resell or distribute the software from the developer or work with or develop a license-free software solution. The Team shall include staff with relevant professional qualifications, experience in implementing contracts of similar nature and complexity including references of at least 3 current satisfied clients .

## **7. EABC Responsibilities to the Consulting Firm**

- Provision of all relevant documents required by the consultant from EABC Secretariat;
- Provide working space, administrative support at the EABC headquarters in Arusha, Tanzania.
- Sign consultancy contract before the beginning of the assignment
- Pay the agreed consultancy fees as detailed in the contract upon acceptance of the final report and documents by EABC and receipt of an invoice thereon.

## **8. Timeframe or Consultancy Duration:**

Commencement date shall be agreed with the successful consultant and shall be by 5th May 2014. The Consultant is required to submit a work plan. Final Handover of the Database, Report, Manuals/Documentation should be submitted by 30th May 2014.

## **9. Amount and Mode of payment:**

The Consultant will be paid as per the Contract agreement, based on production of the stated deliverables. The Reimbursable expenses shall be the following; Cost of necessary travel, including transportation of the Personnel by the most appropriate means of transport and the most direct practicable route.

## **10. Reporting**

The Consultant will report to the Executive Director and/or the staff designated to be in charge of the project implementation.

## **11. Who to apply**

All experienced, credible and registered online marketing/web portal/software providers, with proof of being authorised resellers by the software developer and with legal capacity to enter into a contract.

## **12. Submission of Proposals**

### **12.1 Technical Proposal**

- Technical Proposal clearly showing how the proposed system meets organisational requirements, including system specifications, proposed training schedule, period and extent of follow-up support, proposed further maintenance/support terms, maximum number of possible users / entries;
- Workplan with Time frame;
- A detailed list of the hardware requirements (excluding prices);
- Administrative requirements including; firm profile, registration and license documents, tax registration, power of attorney (where applicable);
- Contact details of references as evidence of experience in similar tasks;
- CVs of Professional staff involved (Minimum of two (2) staff).

## **12.2 Financial Proposal**

- Full cost in USD and breakdown of reimbursables, taxes and duties and any other related costs;
- Where proposal is sent via email the document should be password protected and the password will be requested if the technical proposal is evaluated as responsive.

The Technical and Financial proposals should be sealed in separate envelopes/files and enclosed in the main outer envelope.

## **13. Evaluation Criteria**

Appears as **Appendix 1** below. The selected firm will be required to give a live demonstration of how the proposed system will meet the specified requirements before the final award is made.

## **14. How to apply**

Interested bidders should submit both the Technical Proposal and the Financial Proposal in sealed envelopes clearly marked **“QUOTATION FOR PROVISION OF AN EABC Database of Businesses in the EAC** to the EABC not later than 25<sup>th</sup> April **2014** at 3 p.m. addressed to;

**The Executive Director,  
East African Business Council Limited,  
Plot 1 Olorien, Kijenge, Off Njiro Road,  
P.O. Box 2617, Arusha, Tanzania.  
Tel: +255 27 2543047 Fax: +255 27 2509997**

For any clarification, please contact the Procurement Unit on Email: [procurement@eabc-online.com](mailto:procurement@eabc-online.com)

## APPENDIX 1

|            |   |               |
|------------|---|---------------|
| <b>1.1</b> | <b>Mandatory Eligibility Criteria</b>   | <b>Yes/No</b> |
|            | Documents required to be submitted with the Proposal are: <ul style="list-style-type: none"> <li>○ Company Profile</li> <li>○ Registration details</li> <li>○ Business Licence/practising license</li> <li>○ Tax identification references/ Numbers</li> <li>○ Powers of attorney(where applicable)</li> <li>○ Reseller licence from the developer</li> </ul> |               |
| <b>2.0</b> | <b>Evaluation Criteria</b>  |               |
|            | <b>Details</b>  | <b>Marks</b>  |
| <b>2.1</b> | Proposed solution compared to the given specifications  | <b>30</b>     |
| <b>2.2</b> | Experience in contracts of similar nature and complexity including references of at least 3 current satisfied clients   | <b>30</b>     |
| <b>2.3</b> | Personnel capabilities including CVs  | <b>10</b>     |
| <b>2.4</b> | After sales support services including proposed maintenance /support contract   | <b>20</b>     |
| <b>2.5</b> | System Implementation Schedule  | <b>5</b>      |
| <b>2.6</b> | In-House Training Offered   | <b>5</b>      |
|            | <b>TOTAL</b>  | <b>100</b>    |
| <b>3.0</b> | The minimum Technical Score required to pass is: 70 Points.   |               |
| <b>3.1</b> | The formula for determining the financial scores is the following:<br>$S_f = 100 \times F_m / F$ , in which $S_f$ is the financial score, $F_m$ is the lowest price and $F$ the price of the proposal under consideration.  |               |
| <b>3.2</b> | The weights given to the Technical and Financial Proposals are:<br>$T = 0.7$ and<br>$P = 0.3$   |               |
| <b>4.</b>  | The address for contract negotiations is:<br><b>P.O. Box 2617, Arusha, Tanzania</b><br><b>Plot 1 Olorien, Kijenge, off Njiro Road or as may be amicably agreed.</b>   |               |