

PRQ20240304: CONSULTANCY SERVICES FOR THE DESIGN, DEVELOPMENT AND DEPLOYMENT OF TANZANIA CHAMBER PORTAL (TCP) FOR TANZANIA CHAMBER OF COMMERCE INDUSTRY AND AGRICULTURE (TCCIA) AND ZANZIBAR CHAMBER PORTAL (ZCP) FOR ZANZIBAR NATIONAL CHAMBER OF COMMERCE (ZNCC)



REQUEST FOR PROPOSALS (RFP) - SELECTION OF CONSULTANTS

TENDER TITLE: CONSULTANCY SERVICES FOR THE DESIGN, DEVELOPMENT AND DEPLOYMENT OF TANZANIA CHAMBER PORTAL (TCP) FOR TANZANIA CHAMBER OF COMMERCE INDUSTRY AND AGRICULTURE (TCCIA) AND ZANZIBAR CHAMBER PORTAL (ZCP) FOR ZANZIBAR NATIONAL CHAMBER OF COMMERCE (ZNCC)

TENDER NUMBER: PRQ20240304

ISSUE DATE: 17TH SEPTEMBER 2024

DUE DATE: 9TH OCTOBER 2024 AT 11:00AM TANZANIA TIME

TENDER INSTRUCTIONS

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General

1. This Request for Proposal (RFP) and the instructions for compiling and submitting your Proposal are designed to help you produce a Proposal that is acceptable to TMA as well as ensuring that Proposals are given equal consideration. TMA will select the most economically advantageous tender. It is essential, therefore, that you provide the information requested in the specific format and no other.
2. **TRADEMARK AFRICA (TMA) is not bound to accept the lowest price, or any, proposal. We also reserve the right to request any, or all, Consultants to clarify the proposals submitted.**

Instructions to Consultants

3. Pre-submission meeting and/or site visit

A pre-submission meeting and/or site visit is not applicable for this procurement process.

4. Costs and Charges

The Consultant shall bear all costs associated with the preparation and submission of its proposal, and TMA shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. TMA is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Consultant.

5. Language of Proposal

The proposal, as well as all correspondence and documents relating to the proposal exchanged between the consultant and TMA shall be written in the **ENGLISH** language. Any other language shall lead to disqualification of the proposal. In cases where there is a translation, it must be endorsed by an authorised translator.

6. Only One Proposal

The Consultant (including the individual members of any joint venture (JV)) shall submit only one proposal, either in its own name or as part of a JV in another proposal. If a Consultant, including any JV member, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected. This does not, however, preclude the Consultant's staff from participating as key experts and non-key experts in more than one proposal. However, the same sub-Consultant may participate in several submissions.

If the consultant is a consortia/JV, the RFP shall include:
a copy of the JV agreement entered by all members,

or

a letter of intent to execute a JV agreement, signed by all members together with a copy of the agreement proposal.

In the absence of this document, the other members will be considered as sub-consultants. Experiences and qualifications of sub-consultants shall not be considered in the evaluation of the proposals.

7. Validity

The proposals must remain valid for not less than **120 days** from the date of submission. TMA shall endeavour to complete the evaluation and communicate within this period. The proposals shall be prepared in indelible ink, and it shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultant. Any such corrections must be initialled by the person(s) who sign(s) the proposals.

8. Clarifications and Amendments

Enquiries must only be for the purposes of clarifying the content of this RFP. All enquiries must clearly specify the tender title, number, section being queried and should be emailed to procurement@trademarkafrica.com.

Interested Consultants may request for clarifications on this RFP up to **seven (7)** days before the submission date. TMA will endeavour to reply within three (3) working days of receipt of the sought clarification(s) to any reasonable request for explanation. It will be at TMA's discretion to provide additional information where necessary.

Final clarifications with TMA's responses will be shared with all potential Consultants and/or made public on the prescribed website. Consultants are advised to frequently check the prescribed website for updates for review and consideration in preparation of their submissions.

Should TMA deem it necessary to amend the RFP, because of clarifications, it shall do so by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all Consultants and will be binding on them. TMA may extend the proposal submission deadline to give the Consultants reasonable time to take an amendment into account in their proposals.

9. Eligibility

This assignment is eligible to firms and consortiums only. Application received from individual consultants shall be automatically disqualified.

TMA permits Consultants (firms, including JVs and their members) from all countries to offer consulting services for TMA-financed projects.

Furthermore, it is the Consultant's responsibility to ensure that its experts, JV members, sub-Consultants, agents (declared or not), sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by TMA.

- a) **Sanctions:** A firm or an individual sanctioned by TMA in accordance with the Supplier Code of Conduct, shall be ineligible to be awarded or benefit from a TMA-financed contract, financially or otherwise, during such period of time as TMA shall determine.

Consultants debarred by the World Bank, the Public Procurement and Disposal Act (PPDA) of the Governments of all TMA countries of operation, TMA donors and/or any other international donor agency are barred from bidding.

- b) **Prohibitions:** Consultants and individuals of a country or goods manufactured in a country may be ineligible if indicated in TMA's Supplier Code of Conduct and:

- as a matter of law or official regulations, the recipient's country prohibits commercial relations with that country, provided that TMA is satisfied that such exclusion does not preclude effective competition for the provision of services required; or
- by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the recipient's country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.

- c) **Restrictions for Government-owned Enterprises:** Government-owned enterprises or institutions in the recipient's Country shall be eligible only if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) that they are not dependent agencies of TMA.

To establish eligibility, the government-owned enterprise or institution should provide all relevant documents (including its charter) sufficient to demonstrate that it is a legal entity separate from the government; it does not currently receive any substantial subsidies or budget support; it is not obligated to pass on its surplus to the government; it can acquire rights and liabilities, borrow funds, and can be liable for repayment of debts and be declared bankrupt; and it is not competing for a contract to be awarded by the government department or agency which, under the applicable laws or regulations, is its reporting or supervisory authority or has the ability to exercise influence or control over it.

- d) **Restrictions for public employees:** Government officials and civil servants of the recipient's country are not eligible to be included as experts in the Consultant's proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies of the Recipient's country, and they

- are on leave of absence without pay, have resigned or retired.
- are not being hired by the same agency they were working for before going on leave of absence without pay, resigning, or retiring.

(in case of resignation or retirement, for a period of at least six (6) months, or the period established by statutory provisions applying to civil servants or government employees in the recipient's country, whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in consultant's proposal); and

- their hiring would not create a conflict of interest.

10. Format of Your Proposal

Your Proposal should be set out in four (4) main parts:

- Part A – Preliminary Requirements.
- Part B – Executive Summary.
- Part C – General and Technical; and
- Part D – Financial.

11. Part A Preliminary Requirements

Consultants are required to submit scanned copies of the below documents:

- Signed and stamped Supplier Code of Conduct (**Annex 1**) with all pages initialized.
- Signed consortia/JV agreements or letters of intent (applicable to consortia/JV) between your selected partners; and
- Signed power of attorney.

Failure to submit the above requirements may lead to disqualification.

Parts A, B & C may be contained in one PDF document. However, the Financial Proposal (Part D) must be submitted as a **separate PDF document** to enable the Technical and Financial proposals to be evaluated independently.

Please do not include any financial/ price information in Parts A, B or C. Inclusion of any price information in Parts A, B or C **shall lead to rejection of the Proposal**.

12. Part B Executive Summary

This should be a brief overview of your tender covering how you intend to achieve the outputs and your assessment of the resources required.

13. Part C General and Technical Proposal

Your technical submission should contain the following:

- a) Signed and stamped Technical Bid Submission Form (**Annex 2**).

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- b) The firm's previous relevant experience should include the client's contact details, description of the assignment undertaken, start and end dates of each assignment. Refer to **Annex 3** in this RFP.
- c) Technical response (including method of implementation and your proposed quality assurance mechanisms).
- d) A list of the names and designation of all proposed experts/key personnel who will work on this project. Please clearly indicate the positions/roles to be played by the personnel to match those requested for in the Terms of Reference (ToRs). The team composition template is **Annex 4** in this RFP.
- e) The Curriculum Vitae (CVs) of proposed experts with information relevant to this project to support the proposed expert for this assignment. The CV template is **Annex 5** in this RFP.
- f) **Only one (1) CV** shall be submitted for each of the proposed key expert position. If more than one CV is submitted for the same position, only the first CV will be evaluated; and
- g) Consultants must confirm that their proposed key expert will be available to provide the required services for the duration of the contract.

NOTE:

- **The technical proposal shall not include any financial information. The Inclusion of any financial information shall lead to the proposal being declared non-responsive.**
- **The technical proposal MUST be in PDF and password protected.**

Consultants are advised to respond in line with or in reference to the scoring criteria as indicated in the **Technical Evaluation** section of this RFP document.

14. Part D Financial Proposal

The financial proposal shall be prepared using the standard forms annexed in the RFP. It shall list all costs associated with the services, including (a) remuneration of key experts and non-key experts, (b) other expenses, and (c) all applicable taxes.

a) Contents: The financial proposal should contain the following information:

- Signed and stamped Financial Bid Submission Form (**Annex 6**); and
- Pricing details using the enclosed pro-formas. Besides completing proforma 1, bidders must complete proformas 2, 3 and 4 on a fees and expenses basis to demonstrate the cost breakdown of the milestone payments. Innovation is encouraged in the development and pricing of technical and commercial proposals (**See Annex 7 for Templates**).
- The financial proposal should not be combined with the technical proposal but should be submitted as a separate document.
- The financial proposal **MUST be in PDF and password protected.**

b) Currency of Proposal: The financial proposal shall be stated in **United States Dollars (\$)**.

c) Taxes:

- The financial proposal should clearly estimate, as a separate amount, the different applicable taxes, duties, fees, levies, and other charges imposed in **Tanzania** under the Applicable law, on the Consultants, the sub-Consultants, and their experts (other than nationals or permanent residents of the Country).
- The consultant, its sub-Consultants and experts are responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in this RFP. The Consultant is required to obtain information on taxes in the Country where the contract is to be implemented.
- The resultant Contract will be domiciled in **Tanzania**.
- TMA funds shall not be used to meet the cost of any Value Added Tax (VAT).
- Consultants should clearly breakdown and separate the tax components in their financial proposals to facilitate evaluation of the financial proposals.

15. Confirmation of Experience Letter / References

References of potential Consultants which have been given by a current TMA employee shall not be accepted in support of a submission of a Proposal as part of a procurement process. For the avoidance of doubt, only TMA's confirmation of experience letter / references signed by the Head of Procurement are acceptable in support of applications, bids, proposals, or submissions.

16. Sustainability Considerations

TMA has adopted the World Bank's Environmental and Social Framework (ESF) as mentioned in the Supplier Code of Conduct. Consultants are required to demonstrate how the implementation of their proposed solution shall address/enhance sustainability.

17. Evaluation Criteria and Process

In assessing the proposals submitted, the evaluation panel will use the Quality and Cost Based Selection (QCBS) as specified in this RFP.

18. Technical Evaluation

The technical evaluation will be based on a scoring system marked out of a maximum score of **100 Marks**. Only proposals that score a minimum of **70 marks** out of possible **100 marks** will be deemed to be "technically responsive".

The detailed evaluation criteria are provided below:

The process is opened to the firms registered in Tanzania, the service provider for both Lots will be evaluated as follows:

No.	Designation and Criteria	Max. Point
A	TECHNICAL PROPOSAL	

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1.	Clear demonstration of understanding of the assignment based on the provided SRS documents	5
2.	Proven methodology for system design, development and deployment, with clear analytical to be used, stakeholders to be consulted, etc.	10
3	Clear demonstration of system development process	5
4	Detailed workplan of the assignment	5
	Total A	25
B	Firm Experience The assignment is to be conducted by a firm, and not an individual consultant	
1.1	The firm must be registered in Tanzania	5
1.2	The firm must have experience of conducting similar assignments, spanning not less than 5 years (sample of 3 assignments must be cited)	15
	Total B	20
C	Technical team: The firm must have a team of competent experts with sufficient knowledge to conduct the assignment. At minimum, the team must have a Project Manager, Business Analyst(s), UX/UI Expert, Tester, Database Expert, Software Developer (s), Security Expert.	
1.	Project Manager	
1.1	Holder of least a bachelor's degree in computer science/information technology/Information Systems/Computer engineering (possession of a master/PhD in one of the fields will be an added advantage) Certificate must be attached	1
1.2	Over 7 years of experience in project management, with at least 5 years' experience managing Information Systems and project management for the deployment of computersystems.	5
1.3	Must have participated in at least 3 completed assignments in the last 6 years	3
	Total 1	9
2.	Business Analyst(s)	
2.1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	1
2.2	Minimum on 5 years' experience working in Business analyst	3
	At least 3 years' experience in information systems particularly in requirement gathering, analysis and documentation especially in deploying Government based solutions.	3
2.3	Must have participated in at least 3 completed assignments of a similar nature. (sample of assignment must be cited)	3
	Total 2	10
3.	UX/UI Expert	
3.1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	1

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3.2	Proven working experience of not less than 5 years in user interface and design (sample of assignment must be cited)	3
3.3	Must have participated in at least 3 completed assignments of a similar nature. (sample of assignment must be cited)	3
	Total 3	7
4.	Database Expert	
4.1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	1
4.2	A minimum on 5 years' experience in working on similar assignments.	2
4.3	At least 4 years' experience in design and administration of database. A certificate in database design/administration is an added advantage (certificate must be attached)	3
4.5	Must have participated in at least 3 completed assignments of a similar nature in the last 6 years. (sample of assignment must be cited)	3
	Total 4	9
5.	Tester (s) at least 2	
5.1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	1
5.2	5 years' experience in carrying out system tests for various web applications	3
5.3	Must have participated in at least 3 completed assignments of a similar nature in the last 6 years. (sample of assignment must be cited)	3
	Total 5	7
6.	Software Developers at least 2	
6.1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	1
6.2	5 years' experience Developing tailor made web based and mobile applications	3
6.3	Must have participated in at least 3 completed assignments of a similar nature in the last 7 years. (sample of assignment must be cited)	3
	Total 6	7
7.	Security Expert	
7.1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	1
7.2	5 years' experience working with enhancing security for systems (windows, Linux and web	2
7.3	Must have participated in at least 3 completed assignments of a similar nature in the last 6 years. (sample of assignment must be cited)	3
	Total 5	6
	Total C	55
	Grand Total (A+B+C)	100

*Bidders who achieve the minimum technical score of **70 Marks** out of **100 marks** will qualify for the financial evaluation.*

The weight given to the technical proposal shall be **70%** and the weight given to the financial proposal shall be **30%**.

19. Financial Evaluation

All substantially responsive proposals that score **70 marks or more** out of 100 marks from the **technical evaluation** shall have their financial proposals evaluated.

The formula for determining the financial score (SF) shall be as follows:

Sf = 30% x fm/f where:

Sf = is the financial score

Fm is the lowest fees quoted and

F is the fees of the proposal under consideration.

The lowest fees quoted will be allocated the maximum score of **30%**.

The bidder's proposals will be ranked according to their combined technical score (st) and financial score (sf) and weighted accordingly. The formula for the combined scores shall be as follows: $S = ST \times T\% + SF \times P\%$

Where:

S, is the total combined scores of technical and financial scores.

St is the technical score.

Sf is the financial score.

T is the weight given to the technical proposal (in this case **70%**) and

P is the weight given to the financial proposal (in this case **30%**)

Note P + T will be equal to **100%**.

The bidder who has achieved the highest combined technical and financial score shall be declared successful and subsequently invited for clarifications.

20. Negotiation

TMA, may at its discretion, choose to negotiate either with all Consultants that have passed technical and financial evaluation, or a shortlist of such, on any aspects of the TOR, proposed methodology, key expert, inputs, price and/or conditions of the contract.

21. Packaging, Submission and Delivery of Tenders

All submissions must be submitted via TMA's procurement mailbox using the email address, **procurement@trademarkafrica.com** on or before **9 October 2024 on or before (11:00am Tanzania Time)**.

Please note that the maximum size of each email with attachments must not exceed **5MB**. The Technical and Financial proposal shall be submitted **as two separate documents in PDF format**, in the same email or as separate emails.

Both Technical and Financial proposal MUST be password protected.

22. Late tenders.

No late tenders will be accepted. No special pleadings will be accepted. Faxed or hard copy proposals/samples shall be rejected.

23. Complaints

Any questions, queries or concerns about the procurement process should be raised directly with the Head of Procurement in the first instance via **procurement@trademarkafrica.com**, who will address the matters raised. If the matter is not satisfactorily resolved, the complainant is encouraged to write to **complaints@trademarkafrica.com**.

24. Deviations, Reservations, and Omissions

During the evaluation of bids, the following definitions apply:

- “Deviation” is a departure from the requirements specified in the Bidding Document.
- “Reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Bidding Document; and
- “Omission” is the failure to submit part, or all of the information or documentation required in the Bidding Document.

25. Determination of Responsiveness

TMA’s determination of a bid’s responsiveness is to be based on the contents of the bid itself. A substantially responsive bid is one that meets the requirements of the Bidding Document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,

- if accepted, would: -
 - Affect in any substantial way the scope, quality, or performance of the Works specified in the Contract; or
 - Limit in any substantial way, inconsistent with the Bidding Document, the Employer’s rights or the Bidder’s obligations under the proposed Contract; or
- If rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive bids:
- The Employer shall examine the technical aspects of the bid submitted in accordance with Invitation to Consultants (ITC), Technical Proposal in particular, to confirm that all requirements have been met without any material deviation, reservation, or omission; and
- If a bid is not substantially responsive to the requirements of the Bidding Document, it shall be rejected by the Employer and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

26. Nonconformities, Errors, and Omissions

- Provided that a bid is substantially responsive, the Employer may waive any non-conformity in the bid.
- Provided that a bid is substantially responsive, the Employer may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of its bid.
- Provided that a bid is substantially responsive, the Employer shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid Price may be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component.

TERMS OF REFERENCE

TERMS OF REFERENCE

Provision of Consultancy Service for the Design, Development and Deployment of Tanzania Chamber Portal (TCP) for Tanzania Chamber of Commerce Industry and Agriculture (TCCIA) and Zanzibar Chamber Portal (ZCP) for Zanzibar National Chamber of Commerce (ZNCC)

BACKGROUND

TradeMark Africa (TMA), formerly TradeMark East Africa, is a leading African Aid-for-Trade organisation that was established in 2010, with the aim to grow intra-African trade and increase Africa's share in global trade, while helping make trade more pro-poor and more environmentally sustainable. TMA operates on a not-for-profit basis and is funded by: Belgium, the Bill and Melinda Gates Foundation, Canada, Denmark, the European Union, Finland, France, Ireland, the MasterCard Foundation, the Netherlands, Norway, the United Kingdom and the United States of America. TMA

works closely with regional and continental inter-governmental organisations, national Governments, the private sector, and civil society.

Since its inception, TMA has delivered substantial gains for trade and regional economic integration in East Africa and the Horn of Africa, including a reduction of 16.5% in cargo transit times on the Northern Corridor from Mombasa to Bujumbura, and a reduction of an average of 70% in the time taken to cross selected one stop border posts. TMA officially launched its continental-wide shift and rebrand in West Africa in January 2023, with Ghana being the first country of operations in the region.

In this particular assignment, Trademark Africa (TMA) in collaboration with Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA) and Zanzibar National Chamber of Commerce (ZNCC) need to design, develop and deploy a system that will automate all its core business processes to ensure improvement of service delivery to the internal and external stakeholders. The latter includes both, local and international stakeholders. The system to be developed shall be a web-based application and a mobile app that guarantee improved accessibility and availability of TCCIA and ZNCC services its members, traders and other stakeholders.

Tanzania Chamber of Commerce, Industry and Agriculture (TCCIA) is a private sector association that was established in 1988 with the support of the Tanzanian Government to strengthen the private sector. TCCIA plays a pivotal role in fostering a conducive business environment, supporting the private sector, and facilitating sustainable development. Among the key services of TCCIA includes promoting the development of Tanzania private sector through advocacy services, business information exchange through information centres; trade facilitation through issuance of Certificate of Origin (CoO), coordination of business networking meetings, and facilitating trade missions and exhibition.

ZNCC is an organization representing the business community in Zanzibar. It serves as a platform for businesses to come together, collaborate, and advocate for their interests. The chamber aims to promote trade and investment in Zanzibar, support the development of local businesses, and enhance economic growth. Among the key services of ZNCC includes promoting the development of Zanzibar private sector through advocacy services, business information exchange through information centres; trade facilitation through issuance of Certificate of Origin (CoO), coordination of business networking meetings, and facilitating trade missions and exhibition.

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The automation of TCCIA and ZNCC core business processes shall enhance the ease of doing business for its members, reduce trade barriers, and bolster the competitiveness of Tanzanian businesses in the global market. Through automation and process optimization, TCCIA and ZNCC envisions a future where its internal and external stakeholders can navigate trade procedures with greater ease, experience faster and more transparent services, and, ultimately, foster economic growth and development in Tanzania. The following are the key business objectives for this project:

- i) To provide remote accessibility and availability of a single integrated system to internal and external stakeholders through a web portal and mobile app.
- ii) To reduce the turnaround time of core business operations by ensuring all submitted applications, processes and produced certificates are trackable and adhere to TCCIA and ZNCC service delivery charter.
- iii) To ensure a high level of compliance amongst its internal and external stakeholders with internal guidelines, policies, procedures, regulatory frameworks and international standards.
- iv) To ensure seamless payment collection from external stakeholders through payment gateway with multiple payment solutions.
- v) To generate detailed reports of various business operations performed by TCCIA and ZNCC internal and external stakeholders.

OBJECTIVES

Objective 1: Review of Project Requirement Documents

To develop an inception report, work plan and review all the provided requirements documentations and any other that maybe availed to the development team by the partners.

Purpose:

For the contracted firm to get to understand the business processes, type of automation expected, and review and approved the prepared Business Requirements Document (BRD) and System Requirements Specifications (SRS) document for the proposed web-based system. After delivery of the prerequisite documentation, the contracted firm is expected to have an overall understanding of the business processes and expectations of TCCIA and ZNCC.

Objective 2: Preparation of System Design Document (SDD)

To provide a comprehensive blueprint that outlines the architecture, components, interfaces, and data flows of the system in order to provide a clear guidance for development, integration, and maintenance to meet specified requirements.

Purpose:

The above objective ensures all stakeholders have a clear and detailed understanding of the system's architecture, components, and interactions, thereby facilitating effective planning, development, and integration. Additionally, it serves as a reference guide for developers, testers, and maintainers to ensure consistency, security, and alignment with specified requirements and user expectations throughout the project lifecycle.

Objective 3: System Development

To develop an intuitive web-based system (Portal and Mobile Application) based on emerging technologies such artificial intelligence to ensure the solution readily adapts to the changing technological sphere and leverages on the same. The platform is expected to use non-proprietary software (open-source technologies) and is expected to be compatible with various devices and platforms.

Purpose:

The above objective area ensures that the web-based solution reflects the user needs in BRD, system requirements in SRS, and design features captured in SDD.

Objective 4: System Prototyping and Testing

To develop a working system prototype for stakeholders to subject the solution to various tests to ensure that the designed solution fits the purpose and adheres to international best practices and standards.

Purpose:

The purpose of this test is to ensure that the solution functions as per signed off BRD, SRS and SDD.

Objective 5: Change Management (Stakeholder Engagement and Training)

To engage all critical stakeholders at various points of the assignment and conduct various types of trainings (ordinary users, administrators, training of trainers etc.) for all users who shall be using the system. Also, they shall be required to participate in the development and implementation of the change management strategy; this shall include but not limited to visiting TCCIA and ZNCC to carryout change management activities.

Purpose:

This will ensure that knowledge transfer is conducted to guarantee effective and optimal use of the solution to non-technical and technical teams. The desired goal is to ensure all users require little supervision from the development partner or the contracted firm.

Objective 6: Piloting, Data Migration and Deployment

To first run the solution on a trial basis on a test environment and then deploy it to a live production environment to test whether the solution runs as intended or otherwise.

Purpose:

Piloting will allow for the solution to be tested in both controlled and live environments with the intention of testing various factors such as functionality and correctness, availability, security, usability and accessibility etc.

Objective 7: Documentation

To document all the aspects of the assignment at all stages of the assignment including commenting on various functions/methods/APIs in the codebase of the solution to guarantee continuity/enhancement once the solution is handed over to TCCIA and ZNCC.

Purpose:

This will ensure that all stages of the assignments are fully documented for the purpose of delivery of subsequent processes, understand the logic behind implementation of features but to also allow for scalability of the solution.

Objective 8: System Support and Maintenance

To provide full support and maintenance services during the twenty four (24) months warranty period for the solution upon signed-off of the Software License Agreement(SLA).

Purpose:

Support and Maintenance ensures that the system operates at desired performance and availability levels consistently; it deals with both routine and periodical aspects of maintenance.

SCOPE

3.1 General Scope

This assignment will include the review of all available documentations that will support the delivery of this assignment. It is anticipated that reviews will happen throughout the life of the assignment as various needs emerge. The documentations will especially enable the implementation of all stages of the assignment from the requirements stage to support & maintenance. These documents have been highlighted in the Methodology section of this Terms of Reference (ToR).

The cost of the project is aligned to the scope defined and should cover all, but not limited to technical fees, statutory fees, associated travels (where applicable), warranty, support and maintenance (for the first 24 months). All affiliated/required facilitation for making delivery of this assignment will be assumed to be under the scope of this assignment. Refer to the budget section of this TOR for the set limit. It is the responsibility of contractor to ensure there is no omissions in the designs and execution of this assignment before signing of the contract. Any omissions that result to the solution not working in production as expected will have to be resolved at the cost of the contractor.

The system development will be for 2 Lots, the bidder can bid for one or both lots.

Lot1: development of TCCIA system- Tanzania Chamber Portal

Lot 2: Development of ZNCC System – Zanzibar Chamber Portal

3.2 Specific Scope

Assignment Planning

It is expected that assignment/work plan shall be developed and that it shall constitute multiple mini plans such as needs analysis and requirements definition, development, testing, training, piloting and deployment. Each mini plan will highlight the key deliverables, the required resources and other required inputs. The assignment plan will be delivered as one document that will be approved before commencement of the assignment. The work plan shall be updated from time to time based on need and emerging realities though with the approval by the Project Implementation Team (PIT). It should be noted that the contracted firm must spend at least 40% of the contract period (for specific team members only) on site during system development phase, 50% of the time on site during Testing, Debugging and Piloting and 100% of the time during deployment and maintenance. Failure to do will result in financial penalties as shall be outlined in the contract. Refer to the indicative project schedule in the timeline section of this ToR for guidance on the time thresholds set.

Lot 1: Key Modules in the Tanzania Chamber Portal

The following are the key modules of the proposed Tanzania Chamber Portal (TCP):

- a) **User Management Module:** This module is dedicated for managing user accounts. The system shall have many users. The user accounts shall be generated by the system and managed by the admin of the system. Each user shall have different role, and sometimes a particular user can have more than one role. For example, a particular user can be a member and also a CoO customer. Such person shall have only one account and attached to two roles, i.e., member and customer. Further, this module shall focus on passwords management as well as activating and deactivating user accounts.

Thus, system administrator shall be able to assign users to group roles based on function to manage authorization and capability of users by adding or removing permissions associated with the functionality required. Additionally, the system administrator shall be able to retrieve activity logs/audit trail data from the database to ensure transparency in the usage of the system. Further, the system administrator shall be able to set the values for various parameters such as fee rates, durations according to client service charter, approval levels and so on.

On the other hand, the system shall allow TCCIA to register, deregister, change or reset passwords, view status, apply for various services, receive notifications, role-based access to dashboard details for all users accessing system such as members, non-members, traders, exporters, manufacturers, Clearing and Forwarding Agencies (CFAs), and Other Government Departments(OGDs) users.

- b) **Membership Module:** This module deals with all business operations related to membership. These operations include, advertising of TCCIA product and services to members and non-members through awareness programs, recruitment of various types of members at Headquarter (HQ) and Regional Offices (ROs), sharing of business opportunities to members and non-members. The former includes sending invitation for members to attend special events. Additionally, this module shall manage all issues related to the renewal of membership certificates and reinstatement of lost members. Further, this module shall have a Geo-based business directory that can help member find businesses, services, or professionals within a specific area. Thus, boosting business amongst members.
- c) **Certificate of Origin (CoO) Module:** This module focuses on the management of all operations related to rules of origin. These operations include factory verification that is only conducted by inspectors from HQ for all 26 regions of Tanzania mainland. This module also facilitates application of CoO, online payment of CoO application and related operations to the issuance of softcopy of the CoO with all necessary features such as signature and expiry date as well as security features like QR code. Lastly, TCP shall automatically submit the issued CoO to Tanzania revenue Authority (TRA) through Application Programming Interface (API). Therefore, CoO shall not need to physically submit CoO to customs office at TRA.
- d) **Non-Tariff Barriers (NTBs) Reporting and Monitoring Module:** The system shall have a dedicated module that focus on the reporting and monitoring of NTBs. By definition, the NTBs occurs in foreign territories, however, for the case of Tanzania, some NTBs resulted from business and trade operations within the country of origin. For example, a delay caused of Tanzanian Government Departments when shipping a cargo along the way from Dar es Salaam port to the TRA customs office in Tunduma or Kabanga. Thus, apart from facilitating the reporting and monitoring of NTBs across the Tanzania mainland, this module shall enable Regional Executive Officer (REO) to records the contacts details of all Government Departments (GDs) in every region that are key in handling NTB's matters. Therefore, the system shall enable REO to forward the reported NTBs to relevant GDs to attend the reported NTB. The same privilege shall be given to the NTB Help Desk Officer at HQ.

- e) **Payment and Billing Management Module:** The payment and billing module shall focus on facilitating all operations related to payment by the customer for various services offered by TCCIA. These operations are mainly the communications between TCP and the payment gateway that shall be hosted by third party. The payment gateway shall connect TCP with various instant payment solutions offered by banking industry such as mobile payments and internet banking.

Furthermore, this module shall have the functionalities for generating bills with control number for various services, allowing the customer to make the payments through mobile money, mobile wallet, banks or an online facility, payment via pre-paid services, generating reports of payment defaulters, i.e., including customers with expired membership statuses, and regularly generating payment reminders to TCCIA customers.

- f) **Customer Complaint Handling Module:** This module shall handle all operations related to provision of customer services. The main operator of this module shall be TCCIA Help Desk Officers. They shall act as mediators between the customer reporting the complaint or enquiry and the technical TCCIA officer who needs to address the reported complaint or enquiry. The system shall allow the customer to report the complaints openly by providing the contact details or anonymously. In case of the former, the help desk officer shall send the feedback of the reported complaint. Upon receipt of the complaint or enquiry, the TCCIA Desk Help Desk officer shall channel it to the responsible department. Also, it will allow the tracking of complaints and enquiries or redirect the users to the Frequently Asked Questions (FAQs) section if the solution to the query exists in TCCIA's database.
- g) **Handing Over Duties Module:** This module shall only focus on facilitating handing over duties whenever the need arises. This may be out-of-office for other duties or on holidays. During these moments, the TCCIA Officer shall request for handing over the duties to the supervisor by specifying the duration and the officer to hand over the duties. Upon approval by the supervisor, the system shall notify the officer requested handing over and the officer to work on handed over duties.
- h) **Reports Generation Module:** This module shall focus on generating various reports from the system. TCP shall facilitate various TCCIA operations including membership, rules of origin and NTBs reporting and monitoring. These operations will be performed by internal and external stakeholders and will generate significant amount of information and reports. However, these stakeholders have varying interest on the types of reports to view. Even in the same operational unit, such as membership unit, the reports of interest for the Membership Manager are different from those of Membership Officer. Also, the reports for Regional Executive Officers are different from those of HQ. For example, at REO needs to view only members under the corresponding region while Membership Manager at HQ needs to view members from all the ROs. Therefore, all these reports and corresponding accessibility shall be managed by this module.

- i) **External Integrations:** The TCP shall have various integrations through Application Programming Interface (API) with other existing private and Government systems to facilitate business operations. Such integrations can shall either allow TCP to send information to other systems, receive information from other systems, or both, i.e., sending and receiving information. These systems include Payment Gateway, Tanzania Revenue Authority, BRELA, NIDA, Social Media Platforms and so on.

Information sharing: This module shall provide information to users on upcoming events and provide for registration. Notification from key stakeholders will also be availed on this module e.g. Key changes on operating procedures by a government agency.

Sales terminal: This will provide features for chamber staff to initiate and track transactions that generate revenue for the chamber e.g. events, magazine and website advertising space e.t.c.

Objective 1: Review of Project Requirements Documents

The contracted firm will be required to develop an inception report, work plan as well as review all requirement documents provided such as Business Requirements Document (BRD), Systems Requirements Specifications (SRS) document as well as any other that may be relevant in the delivery of this project. The review of the available material will help the contracted firm understand TCCIA's business processes and the desired expectation after automation. This objective area will help identify and fill any gaps that may exist in the requirements documentation. The final requirement documentation that will be produced must be signed-off by TCCIA, QA and TMA before proceeding with the development of System Design Document (SDD).

Objective 2: Preparation of System Design Document (SDD)

The contracted firm will be required to prepare System Design Document (SDD) for the development of TCP. The SDD should encompass a detailed overview of the system architecture, including the presentation, application, and data layers, supported by architectural diagrams. It should specify the technologies, frameworks, and security measures such as encryption and authentication protocols that shall be employed in the development. Additionally, the SDD shall include comprehensive use case descriptions and sequence diagrams to elaborate on the process flow diagrams from the signed-off System Requirements Specifications (SRS) document in Objective 1 to ensure a clear understanding of user interactions and system responses among project stakeholders. Furthermore, this document should address user experience (UX) design principles, including User Interface (UI) design elements, navigation structure, and accessibility features, with visual aids like wireframes or mock-ups. Performance considerations like load balancing and response time optimization, along with usability testing plans and metrics, should also be included to ensure the developed TCP provides a secure, efficient, and user-friendly experience. The development of TCP shall commence once feedback is collated, incorporated and the SDD document is signed-off by TCCIA, QA and TMA.

Objective 3: System Development

The signed-off Business Requirements Document (BRD), Systems Requirements Specification (SRS) document, and System Design Document (SDD) are crucial for successful development of the Tanzania Chamber Portal for developing the solution. The team of developers must adequately acquaint themselves with the documentation before the development of the solution commences. The solution will be developed using open-source technology and in a modular fashion. The contracted firm is expected to

develop the solution using the most recent technologies and follow the agile approach as they set to develop the system. At the end of the assignment, the contractor is expected to hand over the unencrypted raw source code including the database scripts in its entirety to TCCIA. It is expected that adequate technical resources will be deployed to ensure that the turnaround time is within the stipulated timelines indicated in the signed-off project development work plan and adheres to the required standard based on best global practices. As far as integration is concerned, it is envisioned that the solution shall integrate with any internal and external systems as identified in the signed-off system requirements and design documents, or any other documents that may be deemed to be critical to the success of TCCIA's service delivery mandate. TCCIA shall provide an elaborated plan to the contracted firm on how and when the integration shall take place.

Objective 4: System Prototyping and Testing

The contracted firm will be required to employ system prototyping methodology during and system testing and user acceptance testing during the system development phase. The system prototyping includes the development of a functional prototype that captures essential features and interactions, focusing on secure authentication, API data exchanges, and user access controls. This prototype must undergo thorough system testing, including unit tests for individual components, integration tests to verify seamless interaction with external systems, and security tests to identify vulnerabilities and ensure robust encryption and authentication. Additionally, the development team will be required to conduct various quality assessment tests such as performance tests, usability tests, and User Acceptance Test (UAT). Performance tests shall assess the system's capacity to handle high traffic, load balancing, and optimal response times. Usability tests shall evaluate the user interface and experience, ensuring the design is intuitive and accessible. Finally, UAT shall involve real users from various TCCIA departments and external users in testing the system in a production-like environment to ensure it meets their needs and expectations. The identified issues during the UAT must be addressed before the final deployment to ensure a secure, efficient, and user-friendly TCP. Signed reports of tests highlighted above MUST be submitted to TMA indicating in detail the types of tests carried out and results of each.

Objective 5: Change Management (Stakeholder Engagement and Training)

It is expected that training materials to developed by the contracted firm and approved by TCCIA, QA and TMA in advance before being used. The training materials shall be in the form of hard copy documents (professionally designed and published), and in soft copy versions. Further, the built-in Help Tool shall guide users using "how to do" videos and step-by-step infographics for critical and common processes. Delivery methodology of these training should be a mix of various modern and innovative techniques that will ensure that optimal results are achieved. A mini-training plan will be detailed in the Assignment Plan. For the stakeholder engagement, all the mini plans in the project plan must clearly highlight the various points in the assignment where various stakeholders will be engaged. It is also expected that, the contracted firm will bear the cost of logistics for the training for its staff regardless of the number of trainings and location for the training if it exceeds the stipulated number as indicated by TMA.

Objective 6: Piloting, Data Migration and Deployment

In the project plan, it is expected that the Pilot and Deployment mini plan will detail how the system will be piloted and deployed. Additionally, it is anticipated that the project plan will take into consideration all feedback gathered from the pilot of the system and incorporate the same into the solution; and that the deployment strategies will not disrupt business continuity of TCCIA. Further, data migration will ensure

that there is adequate historical data to conduct various transaction in the system and make important decisions based on it. Currently, the data to be migrated exists in manual form and mode for carrying out the data migration will be discussed further with TCCIA. Also, note that data migration needs (especially associated costs) are covered within the set budget limits.

Objective 7: Documentation

At various stages of the project various documents shall be generated and updated from time-to time. The quality of the documentation is expected to be guided by acceptable best practice. The various documents must have the required technical depth and clarity depending on the targeted users.

Objective 8: Support and Maintenance

The submitted bid and the work plan will include a Draft Service Level Agreement (SLA) detailing essential/critical aspects of the proposed SLA. The SLA must take into consideration the minimum support and maintenance period from the day of signoff of the last module after go-live shall be twelve (12) calendar months. Also, in the Draft SLA, it is anticipated that the annual cost of support and maintenance after the end of the 12 months' warranty period will not exceed 10% of the original contract value. The warranty services are expected to include system updates / patch releases for aspects that are required to enhance performance, security, use etc. resulting from emerging issues such as new operating systems, databases changes, security threats, industry compliance standards etc. It is worth pointing out, that for purposes of ensuring that utmost integrity is maintained throughout the life of the assignment and beyond, the contracted firm will not conduct any other business with the users of the TCP system as this will lead to conflict of interest and bring the integrity of the system into question. The draft SLA provided during the bid must be a reflection of the actual SLA that will be signed by the contracted firm and partner, i.e., TCCIA (and is for evaluation purposes only). Note that the contracted firm shall still be required to provide the final SLA at the end of the assignment for signing by TCCIA.

METHODOLOGY

4.1 General principles

The following essential principles will guide the assignment from the onset to completion. It is expected that the overall approach to delivering this assignment will be through consistent consultation and collaboration/partnership. There are different documents that will be generated at various stages of the assignment and must meet best practice in terms of content and quality. It is worth noting that these documentations shall be subjected to review and approval by the PIT.

4.2 Specific Methodologies

Objective 1: Review of Project Requirements Documents

a) Inputs

- i) Inception report and work plan
- ii) Business Requirement Document (for review)
- iii) System Requirements Specifications (SRS) document (for review)
- iv) User Department documentations
- v) ICT governance documentations (to be provided on request)
- vi) Relevant TCCIA institution level documentation (to be provided on request)

b) Approach

- i) Review the documents under the inputs of this objective area.

- ii) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek clarifications where necessary.
- iii) Document all requirements gathered and undertake needs analysis.
- iv) Update the Business Requirements Document (BRD) and System Requirements Specifications (SRS) document to ensure all new information is included and gaps filled.
- v) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- vi) Consolidate and incorporate reviews/feedback on the Business Requirements Document (BRD) and System Requirements Specifications (SRS) document from the identified stakeholders through the established communication channels.

c) Outputs

- i) Reviewed and Approved Business Requirements Document (BRD)
- ii) Reviewed and Approved Software Requirements Specifications (SRS) document

Objective 2: Preparation of System Design Document (SDD)

a) Inputs

- i) All inputs and outputs in objective 1 above.
- ii) Guidelines for system design from e-Government Authority (eGA)
- iii) Insights from project team.

b) Approach

- i) Review the documents under the inputs of this objective area.
- ii) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek clarifications where necessary.
- iii) Conduct presentations for various users/stakeholders on the system design features to represent the details of the documented requirements.
- iv) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- v) Ensure that system's design activities adhere to the best practices.
- vi) Consolidate and incorporate reviews/feedback on the System Design Document (SDD) from the identified stakeholders through the established communication channels.

c) Outputs

- i) Prepared and Approved System Design Document (SDD)
- ii) Stakeholders feedback report

Objective 3: System Development

a) Inputs

- i) All inputs and outputs in objective 2 above.
- ii) Findings from research on current technologies and related issues.

- iii) Guidelines for system development from e-Government Authority (eGA)

b) Approach

- i) Review the documents under the inputs of this objective area.
- ii) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek all clarifications where necessary.
- iii) Develop specific modules of the solution based on the assignment work plan and inception report. The solution should be done as per the requirements documents, design documents, and feedback from the prototyping process.
- iv) The source code and its documentation must be submitted in accordance with the client's ICT policies, the project plan and the assignment SLA.
- v) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- vi) Ensure that the system development activities adhere to the Quality Management Framework guidelines.
- vii) Consolidate and incorporate reviews/feedback on the system module(s) under development from the testing Test Log Matrix from the identified internal and external stakeholders through the established communication channels.

c) Outputs

- i) Fully tested and signed off developed web portal
- ii) Fully tested and signed off developed mobile application
- iii) Fully tested and signed off developed system modules.
- iv) Source code (with comments) and database script with its documentation.
- v) Final API documentation

Objective 4: System Prototyping and Testing

a) Inputs

- i) All inputs and outputs in objective 3 above.
- ii) Insights from project team.

b) Approach

- i) Review the documents under the inputs of this objective area
- ii) Conduct working sessions with the designated teams/persons as may be required
- iii) Conduct various types of tests as detailed in the work plan
- iv) It is expected that the contracted firm will conduct in-depth in-house tests before subjecting the system to the various user tests
- v) The contracted firm will develop a Test plan and test cases to be carried out.
- vi) Review test cases incorporated in the Test Plan.

- vii) Update the Test Log Matrix or an equivalent tools used. At the end of all tests, a Test Report must be generated and shared with the team.
- viii) Participate in validation/verifications activities at points deemed necessary during this stage.
- ix) Ensure User Acceptance Testing (UAT) sign-offs are done for each module. As for interdependent modules, where sign-offs of one module is required before proceeding, that condition must also be observed.
- x) Ensure there is consistent consultation and collaboration between TCCIA, QA, and TMA and its stakeholders during the entire lifecycle of the assignment.
- xi) Consolidate and incorporate feedback from stakeholders on system modules through the established communication channels.

c) Outputs

- i) System staging environment setup
- ii) System prototype
- iii) User test plan
- iv) User test cases
- v) Updated test log matrix or equivalent
- vi) Signed-Off UATs Reports
- vii) Test Report (containing updates on test cases)
- viii) Consolidated feedback from stakeholders

Objective 5: Change Management (Stakeholder Engagement and Training)

a) Inputs

- i) All inputs and outputs in objective 4 above.
- ii) Insights from project team.

b) Approach

- i) Review the documents under the inputs of this objective area.
- ii) Conduct onsite working sessions with the designated teams/persons as may be required. The contracted firm is required to seek all clarifications where necessary.
- iii) Undertake all the required activities in the assignment plan under change management min-plan.
- iv) With the required approvals, update the change management min-plan in the assignment plan.
- v) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- vi) Ensure the training modules are conducted according to user designated categories; these include but not limited to end user training, system administrator training, database administration as well as security training.

- vii) At the end of each training cycle, submit a training report that provides the details on how the training transpired.
- viii) Ensure that change management activities adhere to best practices.
- ix) Consolidate and incorporate reviews/feedback on the change management mini plan from the identified stakeholders through the established communication channels.

c) Outputs

- i) Updated Change Management Plan
- ii) Training Report(s)

Objective 6: Piloting, Data Migration and Deployment

a) Inputs

- i) All inputs and outputs in objective 5 above.
- ii) Insights from project team.

b) Approach

- i) Review the documents under the inputs of this objective area.
- ii) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek all clarifications where necessary.
- iii) Undertake all the required activities in the assignment plan under change management min-plan.
- iv) With the required approvals, update the change management min-plan in the assignment plan.
- v) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- vi) Ensure that piloting, data migration and deployment activities adhere to best practices.
- vii) Consolidate and incorporate reviews/feedback on the piloting, data migration and deployment mini plan from the identified stakeholders through the established communication channels.

c) Outputs

- i) System production environment setup
- ii) Deployed system that is fully functional
- iii) Updated Change Management Plan
- iv) Training Report(signed)

Objective 7: Documentation

It is expected that documentation will happen consistently throughout the life of this assignment. It is important that all development and review of documentation is done considering the following:

- i) Review various input documentation for each document to be developed.
- ii) Conduct working sessions with the designated teams/persons as may be required.
The contracted firm is required to seek all clarifications where necessary.
- iii) Ensure there is consistent consultation and collaboration.
- iv) Ensure that the documentation process adheres to best practices.

Consolidate and incorporate reviews/feedback from the identified stakeholders through the established communication channels.

Objective 8: Support and Maintenance

a) Inputs

- i) Service Level Agreement (SLA) (for review)
- ii) All inputs and outputs in objectives 1 to 7 above.
- iii) Insights from project team.

b) Approach

- i) Review the documents under the inputs of this objective area.
- ii) Conduct working sessions with the designated teams/persons as may be required.
The contracted firm is required to seek all clarifications where necessary.
- iii) Implement the signed off SLA.
- iv) Provide status update every 3 months on support and maintenance activities.
- v) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- vi) Ensure that support and maintenance activities of the deployed system adhere to best practices.
- vii) Consolidate and incorporate reviews/feedback on support and maintenance from the identified stakeholders through the established communication channels.

c) Outputs

- i) Periodical Support and Maintenance Report

DELIVERABLES

Based on the scope and methodology detailed above, the below is a summary of key deliverables of this assignment:

- 1. Inception Report and Work Plan** – This is basically a schedule of all activities that will guide the execution of the project from inception to ultimately delivering the solution.
- 2. Reviewed Business Requirements Document (BRD)** – will detail at high level the business process to be automated (it includes As-Is Processes, List of user expectations, gap assessment, highlighting best practices to be adopted for the technical parts of this assignment).
- 3. Reviewed System Requirements Specifications (SRS) Document** – will elaborate functions and features of the solution including details TO-BE Processes, general and user specific functional

requirements, constraint requirements, infrastructure requirements, design principles, integration readiness assessment. Include new information and fill gaps.

4. **System Design Document (SDD):** will provide a comprehensive blueprint that outlines the system architectures, components, system's interface designs mock-ups, API documentation, database schema documentation, and data flows of the system in order to provide a clear guidance for development, integrations, and maintenance to meet specified requirements.
5. **System Prototypes** – end to end system module prototypes that gives the look and feel of the core functions of the solution.
6. **Fully Tested and Signed Off System Modules** – these are functional modules that have been reviewed and approved by the users as having met their desired requirements.
7. **Source Code with its Technical Documentation** – this is the raw unencrypted source code, database script and documentation for the solution as indicated that the solution must be open source and non-proprietary.
8. **Test Log Matrix or Equivalent** – this will be a living document that will be continuously updated and monitored based on the various module and system tests conducted.
9. **Signed-Off UAT Reports** – this will be done at the end of each module. It will be signed off once all aspects raised in the Test Log Matrix have been addressed for the respective modules.
10. **Test Report** – at the end of the tests, a summary report of the test exercises will be compiled and submitted for future reference.
11. **Functional System in Production Environment** – this is the actual signed-off system that meets the requirements of TCCIA.
12. **Training Report** – at the end of training exercise a summary of the conducted training exercise will be compiled for future reference and will contain the details of who, where, when and how they were conducted and the outcome of the same. This document will be drafted in line with the Change Management Plan and will be progressively updated as trainings are conducted.
13. **Signed Off Support and Maintenance SLA** (documentation and actual activities) – This agreement will detail the Terms and Conditions on what and how support and maintenance will be conducted during the period of 12 months from commissioning date. The document will detail all obligations of both the contractor and TCCIA. It will also have, among others, incident resolution mechanism, escalation matrix, and so on. The SLA will also clearly stipulate exclusions and how they should be dealt with in case of occurrence. All possible risks that may hinder 99.7% availability of the facilities will have to be documented with clear mitigation measures. Also, it will include completed support and maintenance

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activities as per the SLA. These include day-to-day support as well as scheduled/on demand maintenance activities.

QUALIFICATIONS

This process is opened to the firms registered in Tanzania

The below resource title MUST be used as indicated any changes will be deemed that the role has not been included.

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as provided ToR (Evidence Must be Attached)
Project Manager	This person will have the overall responsibility of delivery the assignment. The person will be the contact person the project team will deal with during the life of the assignment	1	Bachelor's degree in computer science / information technology / Information Systems/Computer engineering (certificate must be attached)	7	5 years' experience managing Information Systems and project management for the deployment of computer systems.	PMP or PRINCE 2	At least 3 assignments completed in the last 6 year
Business Analyst(s)	The Business analyst will be responsible for the delivery of <i>Objective 1: Requirements review and documentation</i> and ensuring that the outputs of this objective are integrated and used in the other objective areas.	1	Bachelor's degree in computer science / information technology / information systems/compute	5	3 years' experience in Information Systems (requirements gathering, analysis and	IIBA CBAP or PMI-PBA	At least 3 assignments completed in the last 6 years

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as per provided ToR (Evidence Must be Attached)
			r engineering (Certificate must be attached)		documentation) especially in deploying Government based solutions.		
UX/UI Expert	The UX/UI role will be responsible for designing the user interface for the solution.	1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)		5 years' experience in User interface and experience design.		At least 3 assignments completed in the last 6 years
Tester(s)	Testers will develop, update and execute test plans, test case etc. They will conduct in-house and user testing.	At least 2	Bachelor's degree in computer science / information technology / information systems/compute	5	5 years' experience in carrying out system tests for various web applications	ISTQB	At least 3 assignments completed in the last 6 years

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as per provided ToR (Evidence Must be Attached)
			r engineering (Certificate must be attached)				
Database Expert(s)	This role will design and update the system databases. They will also develop and execute data migration strategies.	At least 1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	5	4 design and years' experience in administration. database	Database design/administration Certification	At least 3 assignments completed in the last 6 years
Software Developer(s)	Program the solution.	At least 2	Bachelor's degree in computer science / information technology / information systems/computer engineering	5	5 years' experience Developing tailor made web based and mobile applications		At least 3 assignments completed in the last 7 years

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as per provided ToR (Evidence Must be Attached)
			(Certificate must be attached)				
Security Expert	Integrate security aspects and test the system for vulnerabilities	At least 1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	5	5 years' experience working with enhancing security for systems (windows, Linux and web)	CISM or CISSP	At least 3 assignments completed in the last 6 years

Notes:

- a) A Project Manager (who is the Team Leader) shall oversee the implementation of the above project throughout its lifecycle.
- b) Copies of original certificate for degrees and certification MUST be provided. If this is not shared, it shall be concluded that the proposed expert does not possess the certification or degree. Only valid (for instance not expired) professional certificates will be considered. Checks will be done with the respective institutions.
- c) The proposed experts for this assignment or project will be the ones to execute it. Any intention to change any of the experts during the execution of the project must be brought to the attention of TMA and the partners. TMA and the partners MUST agree to the change of the expert in advance before it is affected. The qualification for the expert MUST be equal or better than the expert being replaced.
- d) Each firm's and expert experience & qualification MUST be presented in a standard format provided in the annex.
- e) Any mission that are to be carried outside TCCIA premises will be limited to two team members only. Costs for any additional member will be borne by the consultant.

TIMEFRAME

The system shall be designed, developed and deployed within a period of 22 months.

Objective Area	Details	Months										Payment upon approval and signoff of milestone
		1	2	3	4	5	6	7	8	9	10-34	% of the Total
Assignment Plan: Inception report that including the work plan	Inception report and assignment plan is submitted, approved and its use starts											5%
Objective 1: Review of Project Requirement Documents	The prepared BRD and SRS documents reviewed, approved and signed-off											15%
Objective 2: Preparation of System Design Document (SDD)	System Design Document completed, feedback collected and signed-off.											10%
Objective 3: System Development	Development of modules/components as planned are											20%

Objective Area	Details	Months											Payment upon approval and signoff of milestone
		1	2	3	4	5	6	7	8	9	10-34	% of the Total	
	completed and are ready for testing.												
Objective 4: System Prototype and User Testing	All tests are completed and signed-off											10%	
Objective 5: Change Management (stakeholder engagement & training	All through the life of the assignment, all relevant stakeholders are engaged appropriately. Trainings are completed and signed-off based on the Training Plan.											10%	
Objective 6: System Piloting, data migration and deployment	Pilots are completed and signed-off to help refine the solution and design deployment strategy. Data migration of all critical old data is completed and signed-off. Then the system is deployed to the production environment and signed-off.											10%	
Objective 7: Documentation	All required documents are submitted and approval/sign-off											N/A	

Objective Area	Details	Months										Payment upon approval and signoff of milestone
		1	2	3	4	5	6	7	8	9	10-34	% of the Total
	given where applicable.											
Objective 8: Support and Maintenance	Signed-off Quarterly Support and Maintenance Report. The last quarter will source code and source code documentation handover.											20%

REPORTING AND COORDINATION

The contractor will work with the Project Implementation Team (PIT) on the day-to-day operations of the project. For institutional level co-ordination the following will apply:

1. TCCIA - designated Project Lead
2. TMA - Project Leader, ICT for Trade and Transport Facilitation
3. Contractor – designated Project Manager

It is expected that if the contracted party is a consortium, the designated principal party will act as the focal point for all engagements in line with tender guidelines. It will also be required that all the parties in the consortium will have their responsibilities and liabilities clearly defined. Also, a clear dispute resolution mechanism between the parties in the consortium is provided (with the intention of avoiding delays or disruptions of delivering the assignment).

RECIPIENTS

The recipients of this assignment will be:

1. Tanzania Chamber of Commerce Industry and Agriculture (TCCIA)
2. TradeMark Africa

LOT 2: KEY MODULE IN THE ZANZIBAR CHAMBER PORTAL

The following are the key modules of the proposed Zanzibar Chamber Portal (ZCP):

- a) **User Management Module:** This module is dedicated for managing user accounts. The system shall have many users. The user accounts shall be generated by the system and managed by the admin of the system. Each user shall have different role, and sometimes a particular user can have more than one role. For example, a particular user can be a member and also a CoO customer. Such person shall have only one account and attached to two roles, i.e., member and customer. Further, this module shall focus on passwords management as well as activating and deactivating user accounts.

Thus, system administrator shall be able to assign users to group roles based on function to manage authorization and capability of users by adding or removing permissions associated with the functionality required. Additionally, the system administrator shall be able to retrieve activity logs/audit trail data from the database to ensure transparency in the usage of the system. Further, the system administrator shall be able to set the values for various parameters such as fee rates, durations according to client service charter, approval levels and so on.

On the other hand, the system shall allow ZNCC to register, deregister, change or reset passwords, view status, apply for various services, receive notifications, role-based access to dashboard details for all users accessing system such as members, non-members, traders, exporters, manufacturers, Clearing and Forwarding Agencies (CFAs), and Other Government Departments(OGDs) users.

- b) **Membership Module:** This module deals with all business operations related to membership. These operations include, advertising of ZNCC product and services to members and non-members through awareness programs, recruitment of various types of members at HQ and ROs, sharing of business opportunities to members and non-members. The former includes sending invitation for members to attend special events. Additionally, this module shall manage all issues related to the renewal of membership certificates and reinstatement of lost members. Further, this module shall have a Geo-based business directory that can help member find businesses, services, or professionals within a specific area. Thus, boosting business amongst members.
- c) **Certificate of Origin (CoO) Module:** This module focuses on the management of all operations related to rules of origin. These operations include factory verification that is only conducted by inspectors from Tanzania Chamber of Commerce Industry and Agriculture (TCCIA) HQ from Dar es Salaam. However, the reports from ZNCC show that factory verification has not yet been conducted in Zanzibar. Also, this module also facilitates application of CoO, online payment of CoO application and related operations to the issuance of softcopy of the CoO with all necessary features such as signature and expiry date as well as security features like QR code. Lastly, ZCP shall automatically submit the issued CoO to TRA through API. Therefore, CoO shall not need to physically submit CoO to customs office at TRA.

- d) **Non-Tariff Barriers (NTBs) Reporting and Monitoring Module:** The system shall have a dedicated module that focus on the reporting and monitoring of NTBs. In the workshops with stakeholders, it was reported that some NTBs resulted from business and trade operations within the country of origin. For example, a delay and bureaucracies caused of Tanzanian Government Departments when shipping a cargo from Zanzibar to Dar es Salaam. Thus, apart from facilitating the reporting and monitoring of NTBs across the Zanzibar and Tanzania in general, this module shall enable REO to records the contacts details of all GDs in every region that are key in handling NTB's matters. Therefore, the system shall enable REO to forward the reported NTBs to relevant GDs to attend the reported NTB. The same privilege shall be given to the NTB Help Desk Officer at HQ.
- e) **Payment Management Module:** The payment module shall focus on facilitating all operations related to payment by the customer for various services offered by ZNCC. These operations are mainly the communications between ZCP and the payment gateway that shall be hosted by third party. The payment gateway shall be connect ZCP with various instant payment solutions offered by banking industry such as mobile payments and internet banking.

Furthermore, this module shall have the functionalities for generating bills with control number for various services, allowing the customer to make the payments through mobile money, mobile wallet, banks or an online facility., payment via pre-paid services, generating reports of payment defaulters, i.e., including customers with expired membership statuses, and regularly generating payment reminders to TCCIA customers.

- f) **Customer Complaint Handling Module:** This module shall handle all operations related to provision of customer services. The main operator of this module shall be ZNCC Help Desk Officers. They shall act as mediators between the customer reporting the complaint or enquiry and the technical ZNCC officer who needs to address the reported complaint or enquiry. The system shall allow the customer to report the complaints openly by providing the contact details or anonymously. In case of the former, the help desk officer shall send the feedback of the reported complaint.
- g) **Handing Over Duties Module:** This module shall only focus on facilitating handing over duties whenever the need arises. This may be out-of-office for other duties or on holidays. During these moments, the ZNCC Officer shall request for handing over the duties to the supervisor by specifying the duration and the officer to hand over the duties. Upon approval by the supervisor, the system shall notify the officer requested handing over and the officer to work on handed over duties.
- h) **Reports Generation Module:** This module shall focus on generating various reports from the system. ZCP shall facilitate various ZNCC operations including membership, rules of origin and NTBs reporting and monitoring. These operations will be performed by internal and external stakeholders and will generate significant amount of information and reports. However, these

stakeholders have varying interest on the types of reports to view. Even in the same operational unit, such as membership unit, the reports of interest for the Membership Manager are different from those of Membership Officer. Also, the reports for Regional Executive Officers are different from those of HQ. For example, at REO needs to view only members under the corresponding region while Membership Manager at HQ needs to view members from all the ROs. Therefore, all these reports and corresponding accessibility shall be managed by this module.

- i) **External Integrations:** The ZCP shall have various integrations through Application Programming Interface (API) with other existing private and Government systems to facilitate business operations. Such integrations can shall either allow ZCP to send information to other systems, receive information from other systems, or both, i.e., sending and receiving information. These systems include Payment Gateway, Tanzania Revenue Authority (TRA), BPRA, NIDA, Social Media Platforms and so on.
- I. Information sharing: This module shall provide information to users on upcoming events and provide for registration. Notification from key stakeholders will also be availed on this module e.g. Key changes on operating procedures by a government agency.
- II. Sales terminal: This will provide features for chamber staff to initiate and track transactions that generate revenue for the chamber e.g. events, magazine and website advertising space e.t.c.

Objective 1: Review of Project Requirements Documents

The contracted firm will be required to develop an inception report, work plan as well as review all requirement documents provided such as Business Requirements Document (BRD), Systems Requirements Specifications (SRS) document as well as any other that may be relevant in the delivery of this project. The review of the available material will help the contracted firm understand ZNCC's business processes and the desired expectation after automation. This objective area will help identify and fill any gaps that may exist in the requirements documentation. The final requirement documentation that will be produced must be signed-off by ZNCC, QA and TMA before proceeding with the development of System Design Document (SDD).

Objective 2: Preparation of System Design Document (SDD)

The contracted firm will be required to prepare System Design Document (SDD) for the development of ZCP. The SDD should encompass a detailed overview of the system architecture, including the presentation, application, and data layers, supported by architectural diagrams. It should specify the technologies, frameworks, and security measures such as encryption and authentication protocols that shall be employed in the development. Additionally, the SDD shall include comprehensive use case descriptions and sequence diagrams to elaborate on the process flow diagrams from the signed-off System Requirements Specifications (SRS) document in Objective 1 to ensure a clear understanding of user interactions and system responses among project stakeholders. Furthermore, this document should address user experience (UX) design principles, including User Interface (UI) design elements, navigation structure, and accessibility features, with visual aids like wireframes or mock-ups. Performance considerations like load balancing and response time optimization, along with usability testing plans and metrics, should also be included to ensure the developed ZCP provides a secure, efficient, and user-friendly

experience. The development of ZCP shall commence once feedback is collated, incorporated and the SDD document is signed-off by ZNCC, QA and TMA.

Objective 3: System Development

The signed-off Business Requirements Document (BRD), Systems Requirements Specification (SRS) document, and System Design Document (SDD) are crucial for successful development of the Zanzibar Chamber Portal for developing the solution. The team of developers must adequately acquaint themselves with the documentation before the development of the solution commences. The solution will be developed using open-source technology and in a modular fashion. The contracted firm is expected to develop the solution using the most recent technologies and follow the agile approach as they set to develop the system. At the end of the assignment, the contractor is expected to hand over the unencrypted raw source code including the database scripts in its entirety to ZNCC. It is expected that adequate technical resources will be deployed to ensure that the turnaround time is within the stipulated timelines indicated in the signed-off project development work plan and adheres to the required standard based on best global practices. As far as integration is concerned, it is envisioned that the solution shall integrate with any internal and external systems as identified in the signed-off system requirements and design documents, or any other documents that may be deemed to be critical to the success of ZNCC's service delivery mandate. ZNCC shall provide an elaborated plan to the contracted firm on how and when the integration shall take place.

Objective 4: System Prototyping and Testing

The contracted firm will be required to employ system prototyping methodology during and system testing and user acceptance testing during the system development phase. The system prototyping includes the development of a functional prototype that captures essential features and interactions, focusing on secure authentication, API data exchanges, and user access controls. This prototype must undergo thorough system testing, including unit tests for individual components, integration tests to verify seamless interaction with external systems, and security tests to identify vulnerabilities and ensure robust encryption and authentication. Additionally, the development team will be required to conduct various quality assessment tests such as performance tests, usability tests, and User Acceptance Test (UAT). Performance tests shall assess the system's capacity to handle high traffic, load balancing, and optimal response times. Usability tests shall evaluate the user interface and experience, ensuring the design is intuitive and accessible. Finally, UAT shall involve real users from various ZNCC departments and external users in testing the system in a production-like environment to ensure it meets their needs and expectations. The identified issues during the UAT must be addressed before the final deployment to ensure a secure, efficient, and user-friendly ZCP. Signed reports of tests highlighted above MUST be submitted to TMA indicating in detail the types of tests carried out and results of each.

Objective 5: Change Management (Stakeholder Engagement and Training)

It is expected that training materials to developed by the contracted firm and approved by ZNCC, QA and TMA in advance before being used. The training materials shall be in the form of hard copy documents (professionally designed and published), and in soft copy versions. Further, the built-in Help Tool shall guide users using "how to do" videos and step-by-step infographics for critical and common processes. Delivery methodology of these training should be a mix of various modern and innovative techniques that

will ensure that optimal results are achieved. A mini-training plan will be detailed in the Assignment Plan. For the stakeholder engagement, all the mini plans in the project plan must clearly highlight the various points in the assignment where various stakeholders will be engaged. It is also expected that, the contracted firm will bear the cost of logistics for the training for its staff regardless of the number of trainings and location for the training if it exceeds the stipulated number as indicated by TMA.

Objective 6: Piloting, Data Migration and Deployment

In the project plan, it is expected that the Pilot and Deployment mini plan will detail how the system will be piloted and deployed. Additionally, it is anticipated that the project plan will take into consideration all feedback gathered from the pilot of the system and incorporate the same into the solution; and that the deployment strategies will not disrupt business continuity of ZNCC. Further, data migration will ensure that there is adequate historical data to conduct various transaction in the system and make important decisions based on it. Currently, the data to be migrated exists in manual form and mode for carrying out the data migration will be discussed further with ZNCC. Also, note that data migration needs (especially associated costs) are covered within the set budget limits.

Objective 7: Documentation

At various stages of the project various documents shall be generated and updated from time-to time. The quality of the documentation is expected to be guided by acceptable best practice. The various documents must have the required technical depth and clarity depending on the targeted users.

Objective 8: Support and Maintenance

The submitted bid and the work plan will include a Draft Service Level Agreement (SLA) detailing essential/critical aspects of the proposed SLA. The SLA must take into consideration the minimum support and maintenance period from the day of signoff of the last module after go-live shall be twelve (12) calendar months. Also, in the Draft SLA, it is anticipated that the annual cost of support and maintenance after the end of the 12 months' warranty period will not exceed 10% of the original contract value. The warranty services are expected to include system updates / patch releases for aspects that are required to enhance performance, security, use etc. resulting from emerging issues such as new operating systems, databases changes, security threats, industry compliance standards etc. It is worth pointing out, that for purposes of ensuring that utmost integrity is maintained throughout the life of the assignment and beyond, the contracted firm will not conduct any other business with the users of the ZCP system as this will lead to conflict of interest and bring the integrity of the system into question. The draft SLA provided during the bid must be a reflection of the actual SLA that will be signed by the contracted firm and partner, i.e., ZNCC (and is for evaluation purposes only). Note that the contracted firm shall still be required to provide the final SLA at the end of the assignment for signing by ZNCC.

METHODOLOGY

4.1 General principles

The following essential principles will guide the assignment from the onset to completion. It is expected that the overall approach to delivering this assignment will be through consistent consultation and collaboration/partnership. There are different documents that will be generated at various stages of the assignment and must meet best practice in terms of content and quality. It is worth noting that these documentations shall be subjected to review and approval by the PIT.

4.2 Specific Methodologies

Objective 1: Review of Project Requirements Documents

d) Inputs

- vii) Inception report and work plan
- viii) Business Requirement Document (for review)
- ix) System Requirements Specifications (SRS) document (for review)
- x) User Department documentations
- xi) ICT governance documentations (to be provided on request)
- xii) Relevant ZNCC institution level documentation (to be provided on request)

e) Approach

- xiii) Review the documents under the inputs of this objective area.
- xiv) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek clarifications where necessary.
- xv) Document all requirements gathered and undertake needs analysis.
- xvi) Update the Business Requirements Document (BRD) and System Requirements Specifications (SRS) document to ensure all new information is included and gaps filled.
- xvii) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- xviii) Consolidate and incorporate reviews/feedback on the Business Requirements Document (BRD) and System Requirements Specifications (SRS) document from the identified stakeholders through the established communication channels.

f) Outputs

- xix) Reviewed and Approved Business Requirements Document (BRD)
- xx) Reviewed and Approved Software Requirements Specifications (SRS) document

Objective 2: Preparation of System Design Document (SDD)

d) Inputs

- xxi) All inputs and outputs in objective 1 above.
- xxii) Guidelines for system design from Zanzibar e-Government Agency (eGAZ).
- xxiii) Insights from project team.

e) Approach

- xxiv) Review the documents under the inputs of this objective area.
- xxv) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek clarifications where necessary.
- xxvi) Conduct presentations for various users/stakeholders on the system design features to represent the details of the documented requirements.
- xxvii) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- xxviii) Ensure that system's design activities adhere to the best practices.

- xxix) Consolidate and incorporate reviews/feedback on the System Design Document (SDD) from the identified stakeholders through the established communication channels.

f) Outputs

- iii) Prepared and Approved System Design Document (SDD)
- iv) Stakeholders feedback report

Objective 3: System Development

d) Inputs

- iv) All inputs and outputs in objective 2 above.
- v) Findings from research on current technologies and related issues.
- vi) Guidelines for system development from Zanzibar e-Government Agency (eGAZ).

e) Approach

- viii) Review the documents under the inputs of this objective area.
- ix) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek all clarifications where necessary.
- x) Develop specific modules of the solution based on the assignment work plan and inception report. The solution should be done as per the requirements documents, design documents, and feedback from the prototyping process.
- xi) The source code and its documentation must be submitted in accordance with the client's ICT policies, the project plan and the assignment SLA.
- xii) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- xiii) Ensure that the system development activities adhere to the Quality Management Framework guidelines.
- xiv) Consolidate and incorporate reviews/feedback on the system module(s) under development from the testing Test Log Matrix from the identified internal and external stakeholders through the established communication channels.

f) Outputs

- vi) Fully tested and signed off developed web portal
- vii) Fully tested and signed off developed mobile application
- viii) Fully tested and signed off developed system modules.
- ix) Source code (with comments) and database script with its documentation.
- x) Final API documentation

Objective 4: System Prototyping and Testing

d) Inputs

- iii) All inputs and outputs in objective 3 above.
- iv) Insights from project team.

e) Approach

- xii) Review the documents under the inputs of this objective area
- xiii) Conduct working sessions with the designated teams/persons as may be required
- xiv) Conduct various types of tests as detailed in the work plan
- xv) It is expected that the contracted firm will conduct in-depth in-house tests before subjecting the system to the various user tests
- xvi) The contracted firm will develop a Test plan and test cases to be carried out.
- xvii) Review test cases incorporated in the Test Plan.
- xviii) Update the Test Log Matrix or an equivalent tools used. At the end of all tests, a Test Report must be generated and shared with the team.
- xix) Participate in validation/verifications activities at points deemed necessary during this stage.
- xx) Ensure User Acceptance Testing (UAT) sign-offs are done for each module. As for interdependent modules, where sign-offs of one module is required before proceeding, that condition must also be observed.
- xxi) Ensure there is consistent consultation and collaboration between ZNCC, QA, and TMA and its stakeholders during the entire lifecycle of the assignment.
- xxii) Consolidate and incorporate feedback from stakeholders on system modules through the established communication channels.

f) Outputs

- ix) System staging environment setup
- x) System prototype
- xi) User test plan
- xii) User test cases
- xiii) Updated test log matrix or equivalent
- xiv) Signed-Off UATs Reports
- xv) Test Report (containing updates on test cases)
- xvi) Consolidated feedback from stakeholders

Objective 5: Change Management (Stakeholder Engagement and Training)

d) Inputs

- iii) All inputs and outputs in objective 4 above.
- iv) Insights from project team.

e) Approach

- x) Review the documents under the inputs of this objective area.
- xi) Conduct onsite working sessions with the designated teams/persons as may be required. The contracted firm is required to seek all clarifications where necessary.

- xii) Undertake all the required activities in the assignment plan under change management min-plan.
- xiii) With the required approvals, update the change management min-plan in the assignment plan.
- xiv) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- xv) Ensure the training modules are conducted according to user designated categories; these include but not limited to end user training, system administrator training, database administration as well as security training.
- xvi) At the end of each training cycle, submit a training report that provides the details on how the training transpired.
- xvii) Ensure that change management activities adhere to best practices.
- xviii) Consolidate and incorporate reviews/feedback on the change management mini plan from the identified stakeholders through the established communication channels.

f) Outputs

- iii) Updated Change Management Plan
- iv) Training Report(s)

Objective 6: Piloting, Data Migration and Deployment

d) Inputs

- iii) All inputs and outputs in objective 5 above.
- iv) Insights from project team.

e) Approach

- viii) Review the documents under the inputs of this objective area.
- ix) Conduct working sessions with the designated teams/persons as may be required. The contracted firm is required to seek all clarifications where necessary.
- x) Undertake all the required activities in the assignment plan under change management min-plan.
- xi) With the required approvals, update the change management min-plan in the assignment plan.
- xii) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- xiii) Ensure that piloting, data migration and deployment activities adhere to best practices.
- xiv) Consolidate and incorporate reviews/feedback on the piloting, data migration and deployment mini plan from the identified stakeholders through the established communication channels.

f) Outputs

- v) System production environment setup
- vi) Deployed system that is fully functional
- vii) Updated Change Management Plan
- viii) Training Report(signed)

Objective 7: Documentation

It is expected that documentation will happen consistently throughout the life of this assignment. It is important that all development and review of documentation is done considering the following:

- v) Review various input documentation for each document to be developed.
- vi) Conduct working sessions with the designated teams/persons as may be required.
The contracted firm is required to seek all clarifications where necessary.
- vii) Ensure there is consistent consultation and collaboration.
- viii) Ensure that the documentation process adheres to best practices.

Consolidate and incorporate reviews/feedback from the identified stakeholders through the established communication channels.

Objective 8: Support and Maintenance

j) Inputs

- iv) Service Level Agreement (SLA) (for review)
- v) All inputs and outputs in objectives 1 to 7 above.
- vi) Insights from project team.

k) Approach

- viii) Review the documents under the inputs of this objective area.
- ix) Conduct working sessions with the designated teams/persons as may be required.
The contracted firm is required to seek all clarifications where necessary.
- x) Implement the signed off SLA.
- xi) Provide status update every 3 months on support and maintenance activities.
- xii) Ensure there is consistent consultation and collaboration during the entire life of the assignment.
- xiii) Ensure that support and maintenance activities of the deployed system adhere to best practices.
- xiv) Consolidate and incorporate reviews/feedback on support and maintenance from the identified stakeholders through the established communication channels.

l) Outputs

- ii) Periodical Support and Maintenance Report

DELIVERABLES

Based on the scope and methodology detailed above, the below is a summary of key deliverables of this assignment:

- 14. Inception Report and Work Plan** – This is basically a schedule of all activities that will guide the execution of the project from inception to ultimately delivering the solution.
- 15. Reviewed Business Requirements Document (BRD)** – will detail at high level the business process to be automated (it includes As-Is Processes, List of user expectations, gap assessment, highlighting best practices to be adopted for the technical parts of this assignment).
- 16. Reviewed System Requirements Specifications (SRS) Document** – will elaborate functions and features of the solution including details TO-BE Processes, general and user specific functional requirements, constraint requirements, infrastructure requirements, design principles, integration readiness assessment. Include new information and fill gaps.
- 17. System Design Document (SDD):** will provide a comprehensive blueprint that outlines the system architectures, components, system's interface designs mock-ups, API documentation, database schema documentation, and data flows of the system in order to provide a clear guidance for development, integrations, and maintenance to meet specified requirements.
- 18. System Prototypes** – end to end system module prototypes that gives the look and feel of the core functions of the solution.
- 19. Fully Tested and Signed Off System Modules** – these are functional modules that have been reviewed and approved by the users as having met their desired requirements.
- 20. Source Code with its Technical Documentation** – this is the raw unencrypted source code, database script and documentation for the solution as indicated that the solution must be open source and non-proprietary.
- 21. Test Log Matrix or Equivalent** – this will be a living document that will be continuously updated and monitored based on the various module and system tests conducted.
- 22. Signed-Off UAT Reports** – this will be done at the end of each module. It will be signed off once all aspects raised in the Test Log Matrix have been addressed for the respective modules.
- 23. Test Report** – at the end of the tests, a summary report of the test exercises will be compiled and submitted for future reference.
- 24. Functional System in Production Environment** – this is the actual signed-off system that meets the requirements of ZNCC.
- 25. Training Report** – at the end of training exercise a summary of the conducted training exercise will be compiled for future reference and will contain the details of who, where, when and how they were

conducted and the outcome of the same. This document will be drafted in line with the Change Management Plan and will be progressively updated as trainings are conducted.

- 26. Signed Off Support and Maintenance SLA** (documentation and actual activities) – This agreement will detail the Terms and Conditions on what and how support and maintenance will be conducted during the period of 12 months from commissioning date. The document will detail all obligations of both the contractor and ZNCC. It will also have, among others, incident resolution mechanism, escalation matrix, and so on. The SLA will also clearly stipulate exclusions and how they should be dealt with in case of occurrence. All possible risks that may hinder 99.7% availability of the facilities will have to be documented with clear mitigation measures. Also, it will include completed support and maintenance activities as per the SLA. These include day-to-day support as well as scheduled/on demand maintenance activities.

QUALIFICATIONS

This process is opened to the firms registered in Tanzania

The below resource title MUST be used as indicated any changes will be deemed that the role has not been included.

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as provided ToR (Evidence Must be Attached)
Project Manager	This person will have the overall responsibility of delivery the assignment. The person will be the contact person the project team will deal with during the life of the assignment	1	Bachelor's degree in computer science / information technology / Information Systems/Computer engineering (certificate must be attached)	7	5 years' experience managing Information Systems and project management for the deployment of computer systems.	PMP or PRINCE 2	At least 3 assignments completed in the last 6 year
Business Analyst(s)	The Business analyst will be responsible for the delivery of <i>Objective 1: Requirements review and documentation</i> and ensuring that the outputs of this objective are integrated and used in the other objective areas.	1	Bachelor's degree in computer science / information technology / information systems/compute	5	3 years' experience in Information Systems (requirements gathering, analysis and	IIBA CBAP or PMI-PBA	At least 3 assignments completed in the last 6 years

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as per provided ToR (Evidence Must be Attached)
			r engineering (Certificate must be attached)		documentation) especially in deploying Government based solutions.		
UX/UI Expert	The UX/UI role will be responsible for designing the user interface for the solution.	1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)		5 years' experience in User interface and experience design.		At least 3 assignments completed in the last 6 years
Tester(s)	Testers will develop, update and execute test plans, test case etc. They will conduct in-house and user testing.	At least 2	Bachelor's degree in computer science / information technology / information systems/compute	5	5 years' experience in carrying out system tests for various web applications	ISTQB	At least 3 assignments completed in the last 6 years

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as per provided ToR (Evidence Must be Attached)
			r engineering (Certificate must be attached)				
Database Expert(s)	This role will design and update the system databases. They will also develop and execute data migration strategies.	At least 1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	5	4 design and years' experience in administration. database	Database design/admin ration Certification	At least 3 assignments completed in the last 6 years
Software Developer(s)	Program the solution.	At least 2	Bachelor's degree in computer science / information technology / information systems/computer engineering	5	5 years' experience Developing tailor made web based and mobile applications		At least 3 assignments completed in the last 7 years

Resource titles	Role	No. required	Bachelor's Degree	Years of general experience	Years of experience in specialized skills	Having the following Certification is added advantage	Participation in similar assignments as per provided ToR (Evidence Must be Attached)
			(Certificate must be attached)				
Security Expert	Integrate security aspects and test the system for vulnerabilities	At least 1	Bachelor's degree in computer science / information technology / information systems/computer engineering (Certificate must be attached)	5	5 years' experience working with enhancing security for systems(windows, Linux and web)	CISM or CISSP	At least 3 assignments completed in the last 6 years

Notes:

- f) A Project Manager (who is the Team Leader) shall oversee the implementation of the above project throughout its lifecycle.
- g) Copies of original certificate for degrees and certification **MUST** be provided. If this is not shared, it shall be concluded that the proposed expert does not possess the certification or degree. Only valid (for instance not expired) professional certificates will be considered. Checks will be done with the respective institutions.
- h) The proposed experts for this assignment or project will be the ones to execute it. Any intention to change any of the experts during the execution of the project must brought to the attention of TMA and the partners. TMA and the partners **MUST** agree to the change of the expert in advance before it is affected. The qualification for the expert **MUST** be equal or better than the expert being replaced.
- i) Each firm's and expert experience & qualification **MUST** be presented in a standard format provided in the annex.
- j) Any mission that are to be carried outside ZNCC premises will be limited to two team members only. Costs for any additional member will be borne by the consultant.

TIMEFRAME

The system shall be designed, developed and deployed within a period of 22 months.

Objective Area	Details	Months										Payment upon approval and signoff of milestone
		1	2	3	4	5	6	7	8	9	10-34	% of the Total
Assignment Plan: Inception report that including the work plan	Inception report and assignment plan is submitted, approved and its use starts											5%
Objective 1: Review of Project Requirement Documents	The prepared BRD and SRS documents reviewed, approved and signed-off											15%
Objective 2: Preparation of System Design Document (SDD)	System Design Document completed, feedback collected and signed-off.											10%
Objective 3: System Development	Development of modules/components as planned are completed and are ready for testing.											20%

Objective Area	Details	Months										Payment upon approval and signoff of milestone
		1	2	3	4	5	6	7	8	9	10-34	% of the Total
Objective 4: System Prototype and User Testing	All tests are completed and signed-off											10%
Objective 5: Change Management (stakeholder engagement & training	All through the life of the assignment, all relevant stakeholders are engaged appropriately. Trainings are completed and signed-off based on the Training Plan.											10%
Objective 6: System Piloting, data migration and deployment	Pilots are completed and signed-off to help refine the solution and design deployment strategy. Data migration of all critical old data is completed and signed-off. Then the system is deployed to the production environment and signed-off.											10%
Objective 7: Documentation	All required documents are submitted and approval/sign-off given where applicable.											N/A
Objective 8: Support and Maintenance	Signed-off Quarterly Support and Maintenance Report. The last quarter will source code and source											20%

Objective Area	Details	Months										Payment upon approval and signoff of milestone
		1	2	3	4	5	6	7	8	9	10-34	% of the Total
	code documentation handover.											

REPORTING AND COORDINATION

The contractor will work with the Project Implementation Team (PIT) on the day-to-day operations of the project. For institutional level co-ordination the following will apply:

4. ZNCC - designated Project Lead
5. TMA - Project Leader, ICT for Trade and Transport Facilitation
6. Contractor – designated Project Manager

It is expected that if the contracted party is a consortium, the designated principal party will act as the focal point for all engagements in line with tender guidelines. It will also be required that all the parties in the consortium will have their responsibilities and liabilities clearly defined. Also, a clear dispute resolution mechanism between the parties in the consortium is provided (with the intention of avoiding delays or disruptions of delivering the assignment).

RECIPIENTS

The recipients of this assignment will be:

3. Zanzibar National Chamber of Commerce (ZNCC)
4. TradeMark Africa (TMA)

ANNEX 1: TMA’S SUPPLIER CODE OF CONDUCT

This document is shared as a separate document to the tender document.

ANNEX 2: TECHNICAL BID SUBMISSION FORM TECHNICAL BID SUBMISSION FORM

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: _____ (insert date (as day, month and year) of Bid Submission)

To: **TRADEMARK AFRICA**
Fidelity Insurance Centre,
P O Box 313 00606,
Nairobi, Kenya

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents.
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services [insert a brief description of the Goods and Related Services].
- (c) Our bid shall be valid for a period of **120 days**, from the date fixed for the bid submission deadline in accordance with the ITT, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
- (d) If our bid is accepted, we commit on request to obtain a performance security (if applicable) for the due performance of the Contract.
- (e) We have no conflict of interest.
- (f) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall not constitute a binding contract between us, until a formal contract is prepared and executed.
- (g) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed by: _____ (signature of person authorized by the Bidder to sign the bid submission form, and whose name and title are shown below)

Name: _____ (insert full name)

Title: _____ (insert official title)

Duly authorized to sign the bid for and on behalf of: _____
(insert full name of Bidder)

Dated on _____ day of _____, _____ [insert date of signing]

ANNEX 3: CURRICULUM VITAE TEMPLATE

PLEASE SUBMIT ONLY ONE (1) CV FOR EACH OF THE POSITIONS MENTIONED FOR THE PROPOSED KEY PERSONNEL AND SHORT-TERM TECHNICAL SUPPORT PERSONNEL. IF MORE THAN ONE CV IS SUBMITTED FOR THE SAME POSITION, ONLY THE FIRST CV WILL BE EVALUATED. PLEASE ALSO CLEARLY INDICATE THE POSITIONS THAT EACH OF THE SUBMITTED CVS WILL HAVE IN THIS ASSIGNMENT

Position/Role Title:	{e.g., TEAM LEADER}
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Country of Citizenship/Residence	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained **attach valid copies of the certificates and testimonials**}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact info for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2005-present]	[e.g., Ministry of, advisor/consultant to... For references: Tel...../e-mail.....; Mr. Hebb, deputy minister]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work ranking from 1 to 5 for speaking, writing and reading where 1 is poor and 5 is excellent):

Language	Reading	Writing	Speaking

Adequacy for the Assignment:

Detailed Tasks Assigned on Consultant's Team of Experts (<i>insert the time period</i>)	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks
{List all deliverables/tasks in which the Expert will be involved}	

Experts contact information : (e-mail..... Phone.....)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client, and/or sanctions by the Client.

{Day/month/year}

Name of Expert

Signature

Date

{Day/month/year}

Name of authorized representative
of the consultant (*the same one who signs the Proposal*)

Signature

Date

Note:

1. Failure by the consultant to sign the CV (physically or electronically), may lead to the CV not being considered altogether.
2. Failure to submit copies of certificates and/or accreditation may lead to the CV being invalidated.

ANNEX 4 – FIRM EXPERIENCE

[Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Assignment name:	Approx. value of the contract (in current US\$ or Euro):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total N° of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in US\$ currency equivalent):
Start date (month/year): Completion date (month/year):	N° of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

ANNEX 5 – TEAM COMPOSITION

Proposed Personnel

Bidders should provide the names of suitably qualified personnel to meet the specified requirements for each of the positions listed in your technical proposal.

Team Composition and Task Assignments

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided.

C - On the Terms of Reference

[Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal, as applicable.]

Description of Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) Technical Approach and Methodology.

In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan.

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form

c) Organization and Staffing.

In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

STAFFING SCHEDULE¹

N°	Name of Staff	Staff input (in the form of a bar chart) ²														Total staff-month input		
		1	2	3	4	5	6	7	8	9	10	11	12	n	Home	Field ³	Total	
Foreign																		
1		[Home]																
		[Field]																
2																		
3																		
N																		
Subtotal																		
Local																		
1		[Home]																
		[Field]																
2																		
N																		
Subtotal																		
Total																		

1 For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).

2 Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.

3 Field work means work carried out at a place other than the Consultant's home office.



Full time input



Part time input

WORK SCHEDULE

[illegible]

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart

ANNEX 4: FINANCIAL BID SUBMISSION FORM

Dear Sir/Madam:

We, the undersigned, offer to provide the consulting services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our attached Financial Proposal is for the amount of

_____ ***(indicate the corresponding amount(s) in words and figures and the currency (ies))***, including all applicable taxes in line provided clauses in this tender document.

This financial bid submission/ proposal is in line with Pro-forma 1, 2, 3 and 4 of Annex 1 of this RFP tender document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from any contract negotiations, up to expiration of the validity period of the Proposal, up to a period of **120 days** after bid submission deadline date.

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

We remain,

Yours Sincerely,

Authorized Signature ***(In full and initials)***: _____

Name and Title of Signatory: _____

In the capacity of: _____

Address: _____

E-mail: _____

(For a joint venture, either all members shall sign or only the lead member/ consultant, in which case the power of attorney to sign on behalf of all members shall be attached)

ANNEX 5: FINANCIAL PROPOSAL PRO - FORMA TEMPLATES

Pro- forma 1

TENDER FOR: _____ (*Insert tender title*)

TENDER NUMBER: _____ (*Insert tender reference number*)

MILESTONE PAYMENTS PROPOSAL

The amount to be paid for the completion of the services is fixed at USD

Payment will be made either:

- a) as a lump sum on completion of the services or
- b) at relevant points throughout the contract period as detailed below

CRITERIA FOR PAYMENT	AMOUNT OF PAYMENT (\$)
TOTAL	\$

Pro forma 2

TENDER FOR: _____ *(Insert tender title)*

TENDER NUMBER: _____ *(Insert tender reference number)*

PROPOSAL BREAKDOWN - PERSONNEL INPUTS AND FEE RATES

NAME	COUNTRY (PLEASE SPECIFY)	NO DAYS	DAILY FEE RATE (\$)	COST (\$)
Long Term*				
Short Term				
TOTAL FEES				\$

*** Long Term is in excess of 4 months**

Guidance on Fees and Expenses can be found in Section 2 of the contract - the General Conditions.

Pro- forma 3

TENDER FOR: _____ *(Insert tender title)*

TENDER NUMBER: _____ *(Insert tender reference number)*

PROPOSAL BREAKDOWN - PROJECT EXPENSES

Costs should be shown separately in the format set out below using separate sheets to provide full details under each heading. Fees proposed by tenderers should be inclusive of all taxes.

TRAVEL (PLEASE STATE COUNTRY OF TRAVEL)	NO.	RATE	COST (\$)
FARES	International		
	Domestic		
	Other Travel Costs		
	Sub Total		\$
DAILY LIVING COSTS (state country) *Long Term			
	*Short Term		
	Sub Total		\$
EQUIPMENT* Items Purchased/Rented (Including vehicles)			
	Sub Total		\$
Any other expenses (please list)			
	Sub Total		\$
TOTAL PROJECT EXPENSES: (B)			\$

*TMA will not reimburse costs for normal tools of trade (e.g. portable personal computers)

* Long Term consultants are expected to utilise rented accommodation. No per diem is payable.

*Short Term expectation is either rented accommodation or a hotel.

Pro- forma 4

TENDER FOR: _____ *(Insert tender title)*

TENDER NUMBER: _____ *(Insert tender reference number)*

PROPOSAL BREAKDOWN - SUMMARY OF PAYMENT

PROPOSED PAYMENT BREAKDOWN	AMOUNT (USD \$)
Sub-total (exclusive of taxes)	\$
Taxation amount <i>(include all applicable taxes (e.g., Value Added Tax, Withholding Tax etc) in separate rows</i>	\$
TOTAL (inclusive of taxes)	\$

ANNEX 6: DRAFT CONTRACT TEMPLATE

CONTRACT FOR CONSULTANCY SERVICES

Section 1 – Form of Contract

CONTRACT FOR: [Insert Title here]

CONTRACT REFERENCE: [Insert Number here]

THIS CONTRACT dated [Insert date here] is made.

BETWEEN:

TradeMark Africa (“TMA”) having its principal place of business at (insert office details).

AND

[Insert Consultant Name] (“The Consultant”) having its principal office located in [Insert Contact Details].

WHEREAS:

TMA has requested the Consultant to provide certain consulting services as defined in the detailed terms of reference and scope of services attached to this Contract (hereinafter called the “Services”); the Consultant, having represented to TMA that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract.

IT IS HEREBY AGREED as follows:

1. Documents

This Contract from page [Insert page no] to page [Insert page no.] shall comprise the following documents:

Section 1 Form of Contract

Section 2 General Conditions

Section 3 The Services

Section 4 Special Conditions and Key Personnel

Section 5 Fees

This Contract constitutes the entire agreement between the Parties in respect of the Consultant’s obligations and supersedes all previous communications between the Parties, other than as expressly provided for in Section 3 and/or Section 4.

2. Contract Signature

If the original Contract is not returned to - TMA duly completed, signed and dated on behalf of the Consultant within 15 days of the date of signature on behalf of TMA, TMA will be entitled, at its sole discretion, to declare this Contract void. No payment will be made to the Consultant under this Contract until a copy of the Contract, signed on behalf of the Consultant is returned to TMA.

3. Commencement and Duration of the Services

- a. The contract shall be effective on the date both parties sign, and the services shall be completed by **[Insert end date]** (End Date") or any other period as may be subsequently agreed by the parties in writing unless this Contract is terminated earlier in accordance with its terms and conditions.
- b. If the services have not commenced in accordance with clause 3a above, TMA will within not less than 30 days notify the consultant in writing, declaring the contract to be null and void, and in the event of such declaration, the consultant shall have no claim against TMA with respect thereto.

4. Financial Limit

Payments under this Contract shall not, in any circumstances, exceed **[XXX]** for fees and **[XXX]** for expenses within a total limit of **[XXX]** inclusive of all taxes applicable ("the Financial Limit").

5. Time of the Essence

Time shall be of the essence as regards the performance by the Consultant of its obligations under this Contract.

For and on behalf of TMA

Name: **JOE NAMWAYA**
Position: **HEAD OF PROCUREMENT**
Signature:
Date:

For and on behalf of the consultant

Name:
Signature:
Date:

CONTRACT FOR CONSULTANCY SERVICES

Section 2 – General Conditions

1. Definitions

"The Contract" means the agreement entered between TMA and the consultant, as recorded in this Contract Document signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

"TMA Project Manager" means the person nominated by TMA who is responsible for the management of the Project.

"The Equipment" means any equipment, computer hardware or software, materials, goods and vehicles and associated services necessarily required for the implementation of the Services which are financed or provided by TMA for use by the Consultant.

"The Financial Limit" means the amount specified in Section 1 and which represents the maximum amount payable by TMA under this Contract.

"Fees" means the fees payable for the Services as set out in Section 5.

"The Services" means the services to be provided by the Consultant as set out in Section 3.

"The Consultant" means the natural person(s), partnership(s), or company (ies) whose bid to perform this contract has been accepted by TMA and is named as such in this contract and includes the legal successors or permitted assigns of the Consultant.

"The Consultant's Personnel" means any person instructed by the Consultant pursuant to this Contract to undertake any of the Consultant's obligations under this Contract, including the Consultant's employees, agents, and sub-contractors.

"Subcontractor" means any natural person(s), partnership(s), or company (ies), including its legal successors or permitted assigns, to whom any part of the services to be provided is subcontracted by the Consultant.

2. Interpretation

In the event of any inconsistency between the Form of Contract (Section 1), these General Conditions (Section 2) and the Special Conditions (Section 4), the Special Conditions shall prevail.

3. Project management

TMA designates the TMA Project Manager as being responsible for the coordination of activities under this Contract, for the acceptance and approval on behalf of TMA of the reports and of other deliverables produced by the Consultant, and for receiving and approving invoices for payment.

4. Obligations

- a. TMA and the Consultant each warrant that it has all the requisite corporate power and authority to enter this Contract and is fully capable of performing its obligations under this Contract on the terms provided for in this Contract.
- b. The Consultant shall perform the Services and all other obligations under this Contract with all necessary skill, diligence, efficiency, and economy to satisfy generally accepted professional standards expected from experts.
- c. The Services shall be provided at the location set out in Section 3. Notwithstanding this, the Consultant may be required to travel to other locations from time to time in carrying out the Services.

5. Indemnification

At its own expense, the Consultant shall indemnify, protect, and defend, TMA, its agents and employees, from and against all actions, claims, losses or damage arising from any act or omission by the Consultant in the performance of the services, including any violation of any legal provisions, or rights of third parties, in respect of patents, trademarks and other forms of intellectual property such as copyrights. Should the act or omission originate from TMA, then TMA will indemnify the consultant.

The Consultant hereby indemnifies TMA, its agents, and employees against any legal cost, including attorney/own client costs incurred by TMA in defending any complaints, disputes or claims lodged by any party as a result of the actions or omissions of the Consultant.

6. Consultant's Personnel

- a. The Consultant acknowledges that it and the Consultant's Personnel have no authority to create or incur any liability or obligation on behalf of TMA, including but not limited to any liability or obligation to expend or incur capital expenditure and not to recruit, employ or dismiss any member of staff employed by TMA.
- b. The Consultant shall not at any time, either personally or by an agent, directly or indirectly represent itself as being in any way connected with or interested in TMA save as being engaged to perform the Services.
- c. Save for the Services agreed and set out at Section 3, TMA is under no obligation to offer work to the Consultant and the Consultant is under no obligation to accept any work, which may be offered by TMA.
- d. No changes or substitutions may be made to members of the Consultant's Personnel identified in Section 4, if any, of this Contract without TMA's prior written consent.
- e. If TMA considers any member of the Consultant's Personnel unsuitable, the Consultant shall substitute such member as quickly as reasonably possible without direct or indirect charge to TMA with a replacement acceptable to TMA.
- f. The Consultant is responsible for all acts and omissions of the Consultant's Personnel and for the health, safety and security of such persons and their property.
- g. TMA is dedicated to gender equality and ensuring equitable and sustainable human development.

7. Fees

- a. Subject as follows, payments shall be due to the Consultant in accordance with the Fee payment schedule set out in Section 5. In the case of Fees that are payable upon the completion of milestones as may be set out in Section 4, such fees shall not become due and payable until the completion, to TMA's satisfaction, of the relevant milestone event or the delivery of the deliverables to TMA's satisfaction required for the achievement of the relevant milestone satisfactorily.
- b. Payment of the Fees shall be subject to TMA being satisfied that the Consultant is or has been carrying out its duties, obligations, and responsibilities under this Contract.
- c. If for any reason TMA is dissatisfied with performance of this Contract, an appropriate sum may be withheld from payments that would otherwise be due under this Contract. In such event TMA shall identify the particular Services with which it is dissatisfied together with the reasons for such dissatisfaction, and payment of the amount outstanding will be made upon remedy of any unsatisfactory work or resolution of outstanding queries.
- d. Fees charged and expenses incurred shall not, in aggregate, exceed the Financial Limit without the prior written consent of TMA.
- e. No payments shall be made in respect of days not worked due to sickness or holiday or otherwise.

- f. Only the fee rates listed in Section 5 of this Contract will apply to any Services performed by the Consultant under this Contract.

8. Expenses

The Consultant shall be entitled to be reimbursed only for those expenses which have been approved and are set out in Section 5.

9. Invoicing Instructions

- a. Invoices should particularise the contract to which they relate and should be sent to the address referenced in Section 5.
- b. All invoices should contain details of the Services provided, milestones achieved, and deliverables provided to which the invoice relates. Where expenses are payable, invoices should be accompanied by proof of the expense. Any invoice not presented in accordance with the above may be rejected and in any event shall be liable to query and delay in payment.
- c. TMA may request proof of payment in respect of any item and shall be entitled to refuse to meet a claim if this cannot be provided.
- d. TMA reserves the right to audit, or to nominate a reputable accounting firm to audit the Consultant's records relating to amounts claimed under this Contract during its term and any extension, and for a period of three months thereafter.
- e. TMA reserves the right not to pay any amount due in respect of an invoice received by TMA more than 60 days after the day of the Consultant becoming entitled to invoice for the payment to which it relates.
- f. TMA will deduct all applicable taxes from the consultant's invoiced amounts as per Government of **Tanzania** regulations. Consultants from countries with double tax agreements will be provided with withholding tax certificates. It is the consultant's responsibility to establish their tax status in the country where the Services will be delivered.

10. Payments

Subject to TMA being satisfied that the Consultant is or has been carrying out their duties, obligations, and responsibilities under this Contract, sums duly approved shall be paid within 30 days of receipt of a valid invoice.

11. Nature of relationship

TMA and the Consultant agree and intend that this relationship is one of undertaking independent services and specifically is not a relationship of employer or employee agency, joint venture, or partnership.

Nothing contained herein shall be construed as establishing a relation of master and servant or of principal and agent between TMA and the Consultant and the Consultant will be solely responsible for the tax status, tax, and any statutory contributions payable of and for the

Consultant's Personnel and for all or any of its or the Consultant's Personnel's taxes payable in respect of Fees and reimbursements received in connection with this Contract.

12. Performance Standards

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity.

13. Termination and Suspension

TMA or the Consultant may terminate the Contract by giving not less than 30 days written notice. In such cases, TMA shall be liable to make payments only for work completed and delivered, of acceptable standard. Specifically, TMA reserves the right to terminate this Contract if the Consultant fails to perform any of its obligations or to comply with the conditions and requirements set out in this Contract.

Without prejudice to the above paragraph, TMA reserves the right to withdraw or suspend payments to the Consultant immediately under the following circumstances:

- i. The Consultant has engaged in illegal, corrupt, fraudulent, coercive, collusive or conflict of interest practices in connection with the Contract, without the Consultant having taken timely and satisfactory action to the satisfaction of TMA to address such practices when they occur.
- ii. The Consultant fails to comply with its obligations in the fields of environmental, social, or labour regulations, including sexual harassment and any form of abuse, including but not limited to failure by a supplier to take preventative measures, investigate allegations or to take corrective action against sexual exploitation or abuse incidences.
- iii. The Consultant fails to comply with its obligations under Anti-Terrorism and Organised Crime requirements of TMA.
- iv. A representation or statement made by the Consultant in or pursuant to the Contract intended to be relied upon by TMA in making the Contract, which was incorrect in any material aspect.

A full accounting of all payments made under this contract will be required prior to the conclusion of the notice period, in addition to full reimbursement of any unspent advance payments to the Consultant.

For any of the above, any unspent or inconsistently spent payments must be returned to TMA within 30 days of the termination notice.

14. Confidentiality

- a. The Consultant shall not, during the term of this Contract and within two years after its expiration or termination, disclose any proprietary or confidential information relating to the Services, this Contract or TMA's business or operations without the prior written consent of TMA.
- b. Notwithstanding the above, the consultant may furnish to its subcontractor such documents, data, and other information it receives from TMA to the extent required for the subcontractor to perform its work under the contract, in which event the consultant shall obtain an undertaking of confidentiality similar to that imposed on the consultant under this contract.

15. Ownership of Material

- a. Any studies, reports, or other material, graphic, software or otherwise, prepared by the Consultant for TMA under the Contract shall belong to and remain the property of TMA.
- b. Where intellectual property rights in all material produced by the Consultant or the Consultant's Personnel pursuant to the performance of the Services ("the Material") are the property of the Consultant, the Consultant hereby grants to TMA a worldwide, nonexclusive, irrevocable, royalty free licence to use all the Material.
- c. "use" shall mean, without limitation, the reproduction, publication, and sub-licence of all the Material and the intellectual property rights therein, including the reproduction and sale of the Material and products incorporating the same for use by any person or for sale or other dealing anywhere in the world.

16. Bribery, Conflict of Interest, Corruption and Fraud

The Consultant shall not, and shall ensure that any person affiliated with the Consultant shall not:

- i. Participate in the selection, award or administration of a contract, grant or other benefit or transaction funded by the Contract, in which the person, members of the person's immediate family or his or her business partners, or organisations controlled by or substantially involving such person, has or have any financial interest.
- ii. Participate in transactions involving organisations or entities with which or whom that person is negotiating or has any arrangement concerning prospective employment.
- iii. Offer, give, solicit, or receive, directly or indirectly, gratuities, favours, gifts or anything else of value to influence the action of any person involved in the procurement process or contract execution.
- iv. Misrepresent or omit facts to influence the procurement process or execution of the contract.
- v. Engage in a scheme or arrangement between two or more bidders, with or without the knowledge of the Consultant designed to establish bid prices at artificial, non-competitive levels; or
- vi. Participate in any other practice that is or could be construed as an illegal, corrupt or a conflict of interest in the country of operation.

Disclosure: If the Consultant has knowledge or becomes aware of any:

- i. Actual, apparent or potential conflict between financial interests of any person affiliated with the Contract and/or TMA; or
- ii. Any of the practices listed under (i) to (vi) above,

the Consultant shall immediately disclose the same directly to Procurement Director, TMA.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements listed under (i) to (vi) above.

Further details can be found in the Code of Ethics under Clause 4 (Fraud and Corruption) and to report such activities, the Consultant will follow the steps provided in Clause 8 of the same document.

17. Anti-terrorism and Organised Crime

The Contract funds shall not be used to finance terrorism and other criminal activities. The Consultant shall take all appropriate measures to ensure that the Contract payments are not used for unintended purposes including but not limited to money laundering and exploitation by terrorist organisations and/or their support networks.

The Consultant shall verify to the maximum extent reasonably possible that any parties associated with the Contract shall substantially protect TMA's resources from diversion to unintended purposes including but not limited to exploitation by terrorist organisations and/or their support networks.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements listed under this clause.

18. Safeguarding

The Consultant shall ensure that the Contract is implemented with strict adherence to TMA's Supplier Environmental and Social Standards document that includes adherence to policies against bullying, sexual exploitation, harassment, and abuse. The Consultant shall ensure that all steps are taken to mitigate against any identified environmental, social, and safeguarding risks that may arise because of the Contract.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements contained in the Supplier Environmental and Social Standards document.

19. Code of Ethics

The Consultant shall comply with TMA's Code of Ethics which forms part of this Agreement as amended from time to time, which must be signed off and adopted prior to TMA making payments on the Contract.

The Consultant shall always act loyally and impartially and as a faithful advisor to TMA in accordance with the rules and/or codes of conducts governing its profession.

The Consultant shall refrain from making any public statements concerning the services without prior written approval of TMA, and from engaging in any activity which conflicts with its obligations towards TMA under this contract.

The Consultant shall not commit TMA in any way whatsoever without TMA's prior written consent, and shall, where appropriate, extend this obligation to third parties.

TMA reserves the right to terminate this Contract if the Consultant or any person affiliated with the Consultant fails to perform any of its obligations or to comply with the conditions and requirements contained in the Code of Ethics.

20. Subcontracting

The consultant shall request approval in writing from TMA for all subcontracts awarded under this contract that are not included in the contract. Subcontracting shall in no event relieve the consultant of any of its obligations, duties, responsibilities, or liability under this contract.

21. Law Governing Contract and Language

The Contract shall be governed by the laws of **Tanzania** but in the event of a conflict between Tanzania laws and any other Law, then the laws of **Tanzania** prevail. The language of the Contract shall be English.

22. Dispute Resolution

TMA and the Consultant agree to seek to resolve any dispute, controversy or claim arising out of or relating to this Contract or the breach, termination, or invalidity thereof, by amicable settlement. Where it is not possible to reach an amicable settlement, any dispute, controversy, or claim arising out of or relating to this Contract or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the Arbitration Act of 1995 or any statutory modifications or re-enactment thereof for the time being in force.

Notwithstanding any adjudication or arbitration proceedings no party shall commit an anticipatory breach of contract.

23. Liability

Except where there has been misconduct, gross negligence, dishonesty, or fraud on behalf of the Consultant or the Consultant's Personnel, the Consultant's aggregate liability arising out of or in connection with this Contract shall be limited to the amount of the Financial Limit.

The Consultant shall not be liable for any failure to perform or delay in performance of any of its obligations arising out of or in connection with this Contract where such failure or delay is caused by TMA or any of TMA's agents, employees, or contractors.

24. Force Majeure

- a. The failure of the Consultant to fulfil any of its obligations under the Contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an act, event, omission or accident beyond its reasonable control ("Force Majeure Event"), provided that the Consultant (i) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (ii) has informed TMA as soon as possible about the occurrence of such an event and in any event not later than 14 days after the occurrence of such event.
- b. Any period within which the Consultant shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which the Consultant was unable to perform such action because of the Force Majeure Event.
- c. During the period of their inability to perform the Services because of a Force Majeure Event, the Consultant shall be reimbursed for additional costs reasonably and necessarily incurred by it during such period for the purposes of the Services and in reactivating the Services after the end of such period.

Force Majeure shall not include:

Any event which is caused by the negligence or intentional action of the consultant, or such consultant's subcontractors or agents or employees; nor Any event which a diligent party could reasonably have been expected to both: Take into account from the effective date of the contract; and avoid or overcome in the carrying out of its obligations.

25. Joint venture, consortium, or association

Unless otherwise specified in this contract, if the Consultant is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to TMA for the fulfilment of the provisions of this contract.

The composition or constitution of the joint venture, consortium or association shall not be altered without the prior written consent of TMA. Any alteration of the composition of the joint venture, consortium, or association without prior written consent of TMA shall be considered to be a breach of contract.

26. Travel

All authorized air travel must be economy class through the most direct and economical route.

CONTRACT FOR CONSULTANCY SERVICES

Section 3 – The Services

TERMS OF REFERENCE

[Insert]

CONTRACT FOR CONSULTANCY SERVICES

Section 4 – Special Conditions and Consultant’s Key Personnel

1. Special conditions

The proposal-both technical and financial-submitted for these tender forms an integral part of this contract.

2. Key Personnel

The following of the Consultant's Personnel cannot be substituted by the Consultant without TMA's prior written consent:

[Insert]

CONTRACT FOR CONSULTANCY SERVICES

Section 5 – Fees

1. Payment Schedule

Deliverable	% of Deliverable to be Paid (USD)	Total Contract Amount (USD)
TOTAL		

2. Invoicing instructions

After approval by the recipient, invoices should be sent to invoices@trademarkafrica.com. Invoices should clearly list the Contract Number (POxxxx) and the details of the Consultant's bank account to which TMA shall transfer payments.

ANNEX 7: EMAIL SUBMISSION GUIDELINES

Guidelines for Bidders for Bid Submissions via Email

1.1 Bidder Guidance for Emailed Submissions

- a) TradeMark Africa (TMA) will automatically send an email acknowledgment for all applications, bids, proposals and/or submissions received via the email addresses stipulated/specified in the bidding document. If a bidder does not receive an email acknowledgement **IMMEDIATELY** after submitting their applications, bids, proposals and/or submissions, via the email address stipulated in the bidding document, **IMMEDIATELY** contact TMA's Procurement unit using the mobile phone number, **+254 731 884 428**, to confirm whether the applications, bids, proposals and/or submissions were received.
- b) Bidders must not ignore any bounce back email received regarding rejection of an emailed application, bid, proposal and/or submission. If such an email is received, contact TMA's Procurement unit **IMMEDIATELY**.

1.2 Possible Reasons for Emailed Submission Rejection

- a) The email submission exceeded the maximum size of 5 MB.
- b) The subject line matched a known phishing subject line.
- c) The email contained a known phishing Uniform Resource Locator (URL), or the email originated from a server associated with phishing.
- d) The outbound mail server was present on a subscribed blacklist; or
- e) The email contained a virus or malware.

1.3 Remedial Action for Rejected Email Submission Prior to Tender Closing Date & Time

Prior to the tender closing date and time, if a bidder's submission is rejected, the following remedial action should be explored prior to re-submission.

- a) If the collective size of the emailed attachments **exceeds 5 MB**, the bidders should resubmit through multiple emails or may use other modes such ***WeTransfer, Dropbox, or Google drive***. The bidder shall be required to clearly identify how many emails constitute the full submission. e.g., email **1 of XX**.
- b) If the emailed submission included zipped or executable files, unzip or remove the executable files then resubmit through one or more emails (refer to point 1.3a) above if the files collectively exceed 5 MB).
- c) If the email submission is rejected because of a blacklisted domain, the bidder is required to resend the submission from a different email account from a different domain that is not blacklisted, e.g., Gmail. Please note, this should be done before the stipulated tender submission deadline; and
- d) If the email submission is rejected because of a virus/malware in the email or any of the email attachments, ensure that the virus/malware is removed/cleaned prior to resubmission.

TMA's Procurement unit shall only consider and review cases of undelivered applications, bids, proposals and/or submissions, when it is brought to our attention by the affected bidder/s prior to the tender submission deadline.

Automatic Email Acknowledgement sent from the Procurement and Framework Mailboxes

Dear Sir/Madam,

This is to acknowledge receipt of your email to TradeMark Africa's Procurement mailbox.

Your email will be reviewed, and a response will be provided at the earliest opportunity. We encourage you to visit our website www.trademarka.com/procurement-faqs/ for our procurement guidelines and answers to FAQs.

If you have submitted a bid for an open procurement process, it may take several weeks before you receive any further communication from us.

*The maximum size of each email with attachments should not exceed **5 MB**.*

*Please get in touch with us via the mobile number, **+254 731 884 428**, in case you do not receive an automatic acknowledgement email immediately after submission of your bid.*

For and on behalf of:

Joe Namwaya

Head of Procurement

TradeMark Africa

Fidelity Insurance Centre, 2nd Floor, Off Waiyaki Way, Westlands

P.O. Box 313, 00606 Nairobi, Kenya

Email: procurement@trademarkafrica.com

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