



REQUEST FOR PROPOSALS AND EXPRESSION OF INTEREST (RFP/HRADM/0025)

FOR

ELECTRONIC DOCUMENTS MANAGEMENT SYSTEM

Submission Due 22nd June 2021, 12:00pm

Family Homes Funds Limited,
3rd Floor Sinoki House, Opposite Ministry of Transportation,
Ademulegun Street CBD, Abuja.



DISCLAIMER

The information contained in this Request for Proposals document ("RFP") or subsequently provided to Applicants, whether verbally or in documentary or any other form by or on behalf of Family Homes Funds Limited (In Formation ("the Company")), or any of its employees or advisers, is provided to Applicants on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The (Company FHFL), its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

The (Company FHFL) also accept no liability of any nature whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any Applicant upon the statements contained in this RFP.

The (Company FHFL) may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that the (Company FHFL) is bound to select an Applicant or to appoint the Selected Applicant, as the case may be for the services and the (Company FHFL) reserves the right to reject all or any of the proposals without assigning any reason whatsoever. The Applicants shall bear all costs associated with or relating to the preparation and submission of Proposals including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the (Company FHFL) or any other costs incurred in connection with or relating to its Proposal.

All such costs and expenses will remain with the Applicant and the (Company FHFL) shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

INTRODUCTION

The Family Homes Funds Limited (FHFL) is a social housing initiative promoted by the Federal Government of Nigeria as part of its Social Intervention Programme. The Company is a Limited Liability Company with initial shareholding by the Federal Ministry of Finance and the Nigeria Sovereign Investment Authority. Over the next 4 years, the company aims to invest up to N1.3trn in promoting the development of 500,000 homes for people on low income. In the process, the Company also aims to create up to 1,500,000 jobs.

Family Homes Funds Limited is desirous of procuring the services of a firm to develop and/or deploy an electronic records/data management system to enhance the internal operations of the Company.

The bids should be submitted in accordance with the specifications, terms, and conditions shown in this Request for Proposals (RfP). This RfP is being released to identify an experienced Document Management firms to carry out the services as detailed in here. Prospective respondents are advised to read this information carefully prior to submitting a proposal.

SCOPE OF WORK

The system should generally provide for the following key functionalities:

- a. Review the existing document management system arrangement and identify the possible gaps.
- b. Identify the needs for document and information management system in the FHFL
- c. Come up with a suitable document and information management system that will be befitting FHFL.
- d. Digitization of current and future records/data (Physical and soft) while meeting the specific needs enlisted below.
- e. Support for multi-user, multi-site computing environment
- f. Accessibility via various devices
- g. Ability to link and fully integrate to others existing internal systems
- h. Easy user-friendly interface, ease in uploading and accessing contents
- i. Optimized for search engines and cloud storage for data
- j. Facility for data import and export from and to other systems

Specific functionalities of the electronic system should include:

Document Scanning and Indexing:

- a. Support quick scanning and indexing of bulk documents.
- b. Support automatic categorization of scanned images as different documents like forms, supporting documents and reports
- c. Allow indexing, quality checks and verification during scanning
- d. Support bulk import of images and electronic documents and automatic indexing of documents based on offline data
- e. Support scanning of multiple pages into batches for auto/manual processing
- f. Provide a facility for uploading scanned batches into the system with auto folder/subfolder creation document filing and indexing on user defined fields
- g. Generate extensive reports and audit trail

Mail management

- a. Support receiving of the incoming mails
- b. Marking the letters to the relevant person for action
- c. Allow electronic circulation of record for actioning
- d. Allow tagging of actions and inclusion of sticky notes
- e. Trail a record and alert action officers
- f. Time bound period of action before escalation

Workflow Process

- a. System should allow document editing.
- b. Allow digital signature by all staff.
- c. The system should support authorized users to forward records/documents for approval.
- d. Users in the workflow should be able to access the work items in their inbox and process them accordingly.
- e. Support collaborative working on documents in a secure environment.
- f. Provide a facility to view the complete track sheet and note sheet.
- g. Provide a facility for assigning tasks and deadlines for users in a workflow.

Classification & File Planning

- a. Support the creation, maintenance and adaptation of an electronic file.
- b. Allow classification and organization of complete and reliable group of records that relate to the same business activity.
- c. Allow hierarchical arrangement of all folders in a particular unit.
- d. Restrict only to authorized individuals the ability to create, edit, and delete file plan components and their identifiers.

Search and Retrieval of E-Records

- a. The system should provide flexible and extensive facilities for searching electronic records.
- b. System should have basic and advanced searching capabilities.
- c. Support saving of search queries and results.
- d. Support a facility to export search results to other applications e.g. Excel
- e. Should not return searches of a result a user is not allowed to view.

Document Viewing

- a. The system should provide a facility for putting text, graphic and image annotations on document pages
- b. Support automatic stamping of annotations with user ID, date and time
- c. Provide facilities for users to enter remarks/comments and secure notes on the documents while stamping their user ID, date and time.
- d. The secured notes shall only be visible to authorized users.
- e. Store the image annotations as a separate file and the original should remain unaltered.
- f. Ensure that electronic files have the same feel and look as the physical file.
- g. Provide facilities for locking documents/records for editing

Access & Security of E-Records

- a. Support a secure login ID for each users and store passwords in encrypted format
- b. Support access restrictions from folders/aggregation of electronic records to the lowest object level
- c. Support privileges like create/modify/delete users, define indexes/metadata
- d. Control editing of record/ file content to protect integrity and authenticity
- e. Control of access at file level and folio level
- f. Control change of the content of the electronic record & the metadata of the electronic records (except where specified)
- g. Allow the creation of an extract from an electronic record, whereby sensitive information is removed or hidden from view in the extract, while the originating record remains intact
- h. Permit restricted printing and exporting of records.
- i. Restrict users to certain functions within the system.
- j. Provide logs for user activity
- k. Allow secure transfer of data

Retention and disposal of E-Records

- a. Support compliance with established legal and regulatory retention & disposal requirements
- b. Associate a retention schedule to any document, file or class of the file plan
- c. Allow control of disposal schedule
- d. Allow definition of retention period within the folder at the time of creation
- e. Allow assignment of action to be taken when the retention period expire
- f. Allow review or change of the assigned retention period to take care of changing business environments
- g. Track retention periods that have been allocated in the system and initiate the disposal process once their specified conditions are met.
- h. Issue email alerts when the retention period is over and seek confirmation before implementing any disposal actions
- i. Generate disposal list
- j. Allow removal of folders from the system after initiation of disposal schedule instruction Support
- k. Completely destroy groups of folders and individual folders according to their scheduling, and generate a disposal list and its audit trail within the system
- l. Support complete destruction of authorized disposal ensuring that it cannot be reconstructed by any technical means including specialist data recovery techniques
- m. Prevent the delete function from being used within the disposition process so that the destruction of identified records can only be achieved through the allocation of a disposition class
- n. Retain metadata for electronic records that have been destroyed
- o. Record the date and details of all disposition actions within the metadata profile of the electronic record

Audit trail

- a. Provide an audit trail on any single action done on the file by stamping user ID, date and date.
- b. Ensure that the audit trails remain unalterable

Reporting

- a. Should support reporting tools for the provision of statistics to the records manager on aspects of activity within the electronic file plan
- b. Support reporting on the actions carried out on electronic records or aggregations of electronic records during a specified period
- c. The system should be able to produce a report listing the details and outcome of any migration process to ensure the integrity of the records
- d. The system must be able to produce reports on electronic records disposition
- e. Produce a report detailing any export failure from the system identifying those electronic records which have generated processing errors or were not successfully exported
- f. Produce a report detailing the outcome of a destruction process including records successfully destroyed and those which were not successfully destroyed

Archiving of E-Records

- a. Support archiving function and allow moving the data from the database and store it zipped in a magnetic storage
- b. Create Archive templates for documents due for retention
- c. Support querying to locate objects ready to be archived
- d. Allow users with rights to restore files from the archive and edit, view and escalate and return the document as a new version

Back up and disaster recovery

- a. Provide facilities that support secure storage of data and disaster recovery.
- b. Provide automated backup and recovery procedures that allow for regular backup of all or selected classes, files and documents.
- c. Maintain full integrity of the data after the restore
- d. Integrate with third party backup solutions.
- e. Specify recommended backup and other disaster recovery procedures for the system

CONSULTANCY OUTPUTS

The expected outputs/deliverables of the consultant are:

- a. A fully functional and robust Electronic Document and Records Management System as per the specifications, tested and deployed for use
- b. Linkages done as per FHFL needs as specified in the TOR
- c. FHFL staff trained on both the system usage and administration
- d. Video tutorial on usage developed and deployed
- e. System User Manual/Guide provided

QUALIFICATIONS OF THE COMPANY/ELIGIBILITY REQUIREMENT

Bidders are strongly advised to pay close attention to the requirements listed below:

- Evidence of Certificate of Incorporation with Corporate Affairs Commission. (CAC) including form CAC2 and CAC7 or CAC 1.1.
- Evidence of Company's Income Tax Clearance Certificate for the last three (3) years valid till December 31, 2020.
- Evidence of Current Pension Compliance Certificate form valid till December 31st, 2020.
- Evidence of Industrial Training Fund (ITF) Compliance Certificate valid till December 31, 2020.
- Evidence of Compliance Certificate with the Nigeria Social Insurance Trust Fund (NSITF) valid till December 31, 2020.
- Evidence of registration in the National Database of Federal Contractors, Consultants, and Service providers by submission of Interim Registration Report (IRR) expiring on 31/12/2020 or valid certificate issued by the Bureau of Public Procurement (BPP).
- Company's Audited Accounts for the last three (3) years - 2017, 2018 & 2019.
- Company Profile including the following information: name of firm, office address, corporate email of the Firm, and Corporate profile indicating list and profile of key personnel/directors and the organizational structure of the firm.
- Curriculum Vitae of the key staff to be deployed for the project including copies of their Academic /Professional Qualifications
- Verifiable documentary evidence of at least three (3) similar jobs executed in the last five (5) years including Letters of Awards, Valuation Certificates, Job Completion Certificates and Photographs of the projects.
- Conflict of Interest Statement: submit a statement regarding any activities or relationships of the responder that might create a conflict of interest for the responder or FHFL, and, if such activities or relationships exist, a description of the facts, legal implications, and possible effects sufficient to permit FHFL to appreciate the significance of the conflict and react as appropriate.
- Current sworn affidavit disclosing:
 - That the company is not in receivership, insolvent or bankrupt,
 - That the company does not have any Director who has ever been convicted in any court in Nigeria or any other country for criminal offence in relation to fraud or financial impropriety,
 - Whether or not any FHFL employee or member of the FHFL selection committee is a former or present Director, Shareholder or has a pecuniary interest in the applicant, and - That all documents submitted are true and correct in all particulars.



- Exceptions: If any, kindly note any exceptions to the eligibility requirements in their entirety.

PROPOSAL GUIDELINES AND FORMAT

Prospective Consultants are required to submit their proposals in the following format:

A. CORPORATE CERTIFICATIONS AND COMPLIANCE DOCUMENTS: Kindly provide the following.

- Evidence of Certificate of Incorporation with Corporate Affairs Commission. (CAC) including form CAC2 and CAC7 or CAC 1.1.
- Evidence of Current Pension Compliance Certificate form valid till December 31st, 2020.
- Evidence of Industrial Training Fund (ITF) Compliance Certificate valid till December 31, 2020.
- Evidence of Compliance Certificate with the Nigeria Social Insurance Trust Fund (NSITF) valid till December 31, 2020.
- Evidence of registration in the National Database of Federal Contractors, Consultants, and Service providers by submission of Interim Registration Report (IRR) expiring on 31/12/2020 or valid certificate issued by the Bureau of Public Procurement (BPP).
- Any other relevant and statutory documents.

B. TECHNICAL CAPACITY

- Company Profile including the following information: name of firm, office address, corporate email of the Firm, and Corporate profile indicating list and profile of key personnel/directors and the organizational structure of the firm.
- Curriculum Vitae of the key staff to be deployed for the project including copies of their Academic /Professional Qualifications.
- Verifiable documentary evidence of at least three (3) similar jobs executed in the last five (5) years including Letters of Awards, Valuation Certificates, Job Completion Certificates and Photographs of the projects.

In addition to the above, this section should indicate:

- How the bidder's solution meets the indicated FHFL needs, capabilities of the system and the platform it operates on and any value-added services among

others

- A proposed workplan for delivery and deployment of the system indicating key milestones.
- A list of clients currently utilizing the bidder's proposed solution for FHFL's review.

C. STATUTORY CLAUSE(S)

This should include:

- Conflict of Interest Statement: submit a statement regarding any activities or relationships of the responder that might create a conflict of interest for the responder or FHFL, and, if such activities or relationships exist, a description of the facts, legal implications, and possible effects sufficient to permit FHFL to appreciate the significance of the conflict and react as appropriate.
- "Current sworn affidavit disclosing:
 - That the company is not in receivership, insolvent or bankrupt,
 - That the company does not have any Director who has ever been convicted in any court in Nigeria or any other country for criminal offence in relation to fraud or financial impropriety,
 - Whether or not any FHFL employee or member of the FHFL selection committee is a former or present Director, Shareholder or has a pecuniary interest in the applicant, and
 - That all documents submitted are true and correct in all particulars.

D. Financials/Consultancy Fees

This is to be submitted in a sealed enveloped tagged 'FINANCIAL PROPOSAL' and submitted alongside the Technical Proposal.

This section should include a financial proposal for initial implementation of the project and subsequently maintaining it thereafter. The bidder should also indicate the proposed payment plan.

The following guidelines are provided for standardizing the preparation and submission of proposals. The intent is to assist respondents in the preparation of their submission and to assist FHFL by simplifying the review process providing standards for comparison of submissions. Statements submitted in response to this RfP shall include a complete response to the requirements in this section in the order presented.



Proposals shall contain the following information in the order listed:

1. Introductory Letter

The introductory letter should be addressed to:

The Managing Director,
Family Homes Funds Limited,
3rd Floor Sinoki House,
Ademulegun Street,
CBD- Abuja.

Attention – FHFL Procurement Team

The letter should include contact name, mailing address and telephone number of the Consultant. The cover letter shall include a statement acknowledging the conditions stated in the RfP, referencing any exceptions contained in the response, and be signed by the Consultant.

2. The Proposal

The proposal, as detailed in A to D above.

EVALUATION AND SELECTION CRITERIA

1. Project Selection Process

In order to be considered, a proposal consistent with the terms of this RfP must be submitted. The responses to this RfP shall be reviewed by a nominated committee for completeness and evaluated against the stated criteria. The committee will then select and recommend the most competent bidder to oversee the various construction projects around the states.

The selected bidders will be invited to a kick-off meeting with the main objective of reviewing the work plan and expectations.

2. Evaluation of Proposals

Applications will be evaluated, and the bidder selected based on the following criteria:

Each bidder shall submit a technical proposal addressing the services required how they will meet FHFL's requirements. The technical proposal will account for 70% of the total combined score.

GENERAL POLICIES

1. Late Proposals

Proposals arriving after the specified date and time will not be considered, nor will late proposals be opened. Each respondent assumes responsibility for timely submission of its proposal.



2. Withdrawal or Modifications of Proposals

Any proposal may be withdrawn or modified by a written request signed by the respondents and received by FHFL prior to the final time and date for the receipt of proposals. Once the deadline is past, respondents are obligated to fulfill the terms of their proposal.

3. Proposal Acceptance and Rejection

FHFL reserves the right to accept any proposal, to reject any and all proposals, and to call for new proposals, or dispense with the proposal process.

4. Proposal Evaluation and Award

Evaluation will be made on the basis of the weighted scoring as noted in Evaluation and Selection Criteria section.

Only successful bidders will be contacted.

5. Request for Information

- Respond completely, accurately and succinctly to each of the items below:
- Provide the legal name of the entity submitting the proposal.
- Identify the number of years that the entity has been in existence and the number of years that the entity has been providing facility services.
- Provide the addresses of the headquarters location of the entity and of the location, if different, that would be responsible for the day-to-day performance of the services.
- Identify the form of your business of the entity (corporation, partnership, limited liability company etc..) If a corporation, identify the state of incorporation and whether the corporation is public or private
- Provide a summary of clients and properties for which you or your team are currently providing services. Indicate the number of years for which your firm has provided such services to these clients/properties.
- Of those identified in the response to the above item, provide a list of (2) references for a similar assignment. Include the name of the client, the contact person for that client site, the contact's titles, phone number and address. Of those two identify one (1) that the site could visit to obtain insight from the client's point of view as to the capabilities of your firm.
- Describe your firm's approach to the assignment.
- Detail any of your firm's special or unique capabilities, technology or operating procedures that would be of direct benefit to the site.
- List any affiliates or joint venture partners your firm intends to utilize in the performance of this assignment. Describe the nature of that utilization and how your firm will coordinate and interact with that affiliate or joint venture partner
- Provide a listing of individual and/or company accreditations, certifications and memberships pertinent to this assignment.
- Describe the quality assurance program that your firm would utilize on this assignment. Include copies of any certifications associated with the Quality program. Please identify the administrator of the program and how long it has been in effect. Discuss your process for monitoring level of service, complaint resolution and customer (occupant) satisfaction

and measures to address any shortcomings. Explain and show examples of how you qualify suppliers and staff.

- Discuss your processes and policies regarding utilization of personnel on an overtime basis. Explain how your firm provides cover for personnel on vacation, leave of absence, or illness.

SUBMISSIONS

- Each bidder must submit the technical proposal as a separate document from the financial proposal.
- **Please note that submissions must be in soft copies only.** The technical proposal is to be in one USB stick, and the financial proposal in another USB Stick sealed. Both USB sticks should be sealed in separate envelopes and marked with **TECHNICAL PROPOSAL** and **FINANCIAL PROPOSAL** respectively. Proposals may also be sent via email to procurement@fhfl.com.ng
- Physical Submissions not sealed will be rejected at the Front Desk.
- The bidder's name and the RFP No. must be visible on the outer package of the submissions.
- Only proposals that fully address the mandatory services listed in the bidding requirement will be evaluated.
- Due date of submission: **22/06/2021 by 12:00pm**. Proposals submitted after the stated date and time will be disqualified.
- Only shortlisted bidders will be contacted.
- Shortlisted bidders may be invited to make presentations to the evaluation team.
- Bidders that require visits to the site prior to submission should send an email to request for directions and contact information.
- The Schedule of services is attached below. One schedule is to be used per estate.
- Site layouts are available on request.
- For further clarifications and enquiries, please send email to procurement@fhfl.com.ng between 8th June 2021 and 15th June 2021. The subject of the email should read **"ENQUIRY: RFP/HRADM/0024"**.
- Bidders are strongly advised to refer to the RFP No in all correspondences.

* Nothing herein shall obligate FHFL to award a contract to any responding application

