



African Reinsurance
Corporation

20th September 2017

INVITATION TO TENDER — SELECTION OF CONSULTING FIRM FOR TECHNICAL SUPPORT OF ORACLE E-BUSINESS SUITE

1.0 BACKGROUND

Established in 1976 by 36 member States of the African Union and the African Development Bank Group (AfDB), The African Reinsurance Corporation (AFRICA RE), the leading reinsurance company in Africa and the Middle East, is a pan-African financial institution whose shareholding is split between African (75%) and Non-African (25%) investors. African shareholding comprises 41 African states, the AfDB and more than 100 African insurance/reinsurance companies from the 41 member countries. Headquartered in Lagos (Nigeria), Africa Re has a continental network of regional and local offices in Lagos (Nigeria), Casablanca (Morocco), Nairobi (Kenya), Abidjan (Côte d'Ivoire), Ebène (Mauritius), Cairo (Egypt) and Addis Ababa (Ethiopia) as well as two subsidiaries: Africa Re (South Africa) Ltd in Johannesburg and Africa Retakaful Ltd in Cairo (Egypt).

The Corporation has completed an implementation of Oracle E-Business Suite for its Finance, Supply Chain and Human Capital Management functions. The solution has been deployed using a centralized architecture with locations connecting through a secure and robust network across Africa.

2.0 OBJECTIVES

Africa Re would like to seek technical support services from a reputable consulting firm for its day-to-day operations using the selected modules. The Service Provider will use the required technical skills, experience, business knowledge, and packaged solutions expertise to effectively support the solution and ensure an efficient and ultimate use of the package.

The following EBS R12.1.3 modules are to be maintained and supported for a period of one year with an option of renewal at the end of the stated period:

- Oracle Core Human Resources
- Oracle Self-Service Human Resources
- Oracle Payroll
- Oracle i-Recruitment
- Oracle Learning Management
- Oracle Treasury
- Oracle Financials
- Oracle Inventory Management
- Oracle i-Expense
- Oracle Purchasing

3.0 DUTIES OF THE CONSULTING FIRM

The Service Provider will play a leading role in the Technical Support and maintenance of the solution. The firm will ensure integrity of the application and database while ensuring consistent input/output with interfacing solutions. Based on an agreed schedule and support approach, the consultant will play a bonuses expert and technical assistance role for the Corporation. Ensuring efficient business user support for optimum utilization off the solution is required and regular reports and updates shall be provided and lessons learned documented.

The following duties are the key aspects of the assignment:

- ◆ Day-to-day end user support.
- ◆ Technical support in maintaining the application, database and interface in collaboration with Africa Re's technical team.
- ◆ Escalation and reporting of unresolved bugs or issues to Oracle support team.
- ◆ Implement provided solution and document the resolution process.
- ◆ Assist Africa Re's team in applying required patches and updates while conforming best practices in term of release management.
- ◆ Apply best practices in correcting bugs or resolving issues or updating any components of the application.
- ◆ Implement enhancements and upgrades in order to improve the reliability and performance of the solution
- ◆ Perform necessary upgrade of the solution in line with Oracle recommendations.
- ◆ Advise the Africa Re technical team and Management on critical issues, enhancements and new opportunities
- ◆ Maintain optimum usage of the solution by providing "on the job assistance", training, etc....
- ◆ Provide progress reports of the support services and utilization of the solution by all stakeholders.
- ◆ Provide periodic reports on the state of the system and recommend suitable solutions if required.
- ◆ Monitor application usage and manage user requests.

4.0 EVALUATION PROCESS AND SELECTION CRITERIA

Responses to this RFP will be evaluated and scored based on the following criteria:

- Experience of the provider,
- Technical approach and methodology,
- Organization and staffing
- Cost,
- Financial information,
- Similar jobs done previously
- Quality and clarity of proposal presentation.

5.0 PRESENTATION OF TENDER

In order to facilitate the analysis of responses to this RFP, firms are required to prepare their proposals in accordance with the instructions outlined in this section. Firms

whose proposals deviate from these instructions would be considered non-responsive and may be disqualified at the discretion of the Corporation.

Proposals should be clear and comprehensive. It should provide a straightforward, concise description of the firm's capabilities to meet the requirements of the RFP. Emphasis should be laid on accuracy, completeness and clarity of content. All parts, pages, figures and tables should be numbered and clearly labeled. The proposal should be organized into the following major sections:

Section	Title
1.0	Executive summary
2.0	Company Experience
3.0	Technical approach and methodology
4.0	Organization and staffing
5.0	Cost quotations
6.0	Financial information
7.0	Resumes of key staff to be deployed

5.1 Executive summary

This part of the response to the RFP should be limited to a brief narrative highlighting the firm's proposal. The summary should contain as little technical details as possible, and should be oriented towards non-technical personnel. The Executive summary should not include cost quotations.

5.2 Experience of the consultant

The firm must provide the following information about their company so that Africa Re can evaluate their stability and ability to support the commitments set forth in response to the RFP. Africa Re may require a firm to provide additional documentation to support and/or clarify requested information.

[Using the format below, provide information on each relevant 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 the Terms of Reference included in this document. The Proposal must demonstrate that the Consultant has a proven track record of successful experience in providing services similar in substance, complexity, value, duration, and volume of services sought in this procurement.]

Maximum 20 pages

Assignment name:	Approx. value of the contract (in current US\$):
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Country: Location within country:	Duration of assignment (months):
Name of client:	Total No of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current US\$):
Start date (month/year): Completion date (month/year):	No of professional staff-months provided by associated consultants:
Name of associated consultants, if any:	Name of proposed senior professional staff of your firm involved and functions performed
Narrative description of support engagement:	
Description of actual services provided by your staff within the assignment:	

Authorised Signatory

Name of Consultant

5.3 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.

5.4 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 functional staff.

5.5 Cost quotations

The firm's cost quotations must be itemized following the phases of the assignment.

5.6 Financial information

The firm's financial information should be included in this section. Financial information must include audited financial information for the past three years if applicable.

5.7 Resumes

The firm must make every effort to select staff for the assignment based on the client's needs. Applicable resumes should be included in this section.

6.0 COMPANY AND OTHER GENERAL REQUIREMENTS

No.	Requirement	Vendor Response
6.1	Company information requirements	
a)	How long has company been in business?	
b)	How long has the company been in business providing the proposed support services?	
c)	State number of employees in the company.	
e)	State total number of employees dedicated to Support.	
6.2	Support requirements	
a)	Provide number of employees dedicated to Help Desk Support.	
b)	What are the hours of operation for the Help Desk?	
c)	Ability to provide toll-free telephone support for this product.	
d)	Does the vendor have an on-line system in place to track new and incoming calls from customers, as well as keep history on all support calls?	
e)	What is the average response time for support calls to the help desk?	
f)	Does the vendor send an annual Customer Satisfaction Survey to customers that solicits feedback concerning your help desk, training, maintenance services as well as an overall evaluation of services and products provided to customers?	

g)	Does the vendor have a procedure in place to accept and respond to help desk requests via e-mail?	
6.3	User Group Requirements	
a)	Is there an online user group for the proposed application system?	

7.0 CLARIFICATION AND AMENDMENT OF REQUEST FOR PROPOSAL

The Consultant or firm may request for clarification only up to 7 days before proposal submission date. Any request for clarification must be sent in writing by letter or email to the Corporation's address indicated below. The Corporation will respond by letter or email to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of the inquiry) to all firms which intend to submit proposals.

Contact for clarification:

Email: icttender@africa-re.com


8.0 PROPOSAL SUBMISSION

The Proposals, which must be duplicate copies sealed in an envelope, must be delivered to the submission address indicated below and received by Africa Re not later than **October 31, 2017**. Any proposal received by Africa Re after the submission deadline shall be rejected.

Submission Address:

The Chairman of the Tenders Committee
African Reinsurance Corporation
Plot 1679 Karimu Kotun Street
Victoria Island PMB 12765 Lagos, Nigeria
Email: tender@africa-re.com

Yours Sincerely



Ken Aghoghovbia

Deputy Managing Director / COO.