

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION  
REQUEST FOR PROPOSAL**

Reference RFP N\_96\_2024\_SOM

Date: 19/04/2024

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for the Development and Delivery of Integrated Electronic Case Management System for Somalia's Justice Chain Institutions. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders and mandatory requirements	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
g.	IECMS Reporting Template	Annex G

h.	IDLO Special Conditions of Contract	Annex H
i.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex I

For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on [tenders@idlo.int](mailto:tenders@idlo.int) and mention Clarification RFP N\_ 211\_2023\_SOM in the subject section of your email.

Deadline for Submission of Proposals: On or before

Date: **3/06/2024**

Time: **15:00** hours Rome, Italy local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,

International Development Law Organization | IDLO

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## ANNEX A

### A1 - INSTRUCTIONS TO BIDDERS

<p>1. General Considerations</p>	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
<p>2. Cost of the Proposal</p>	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
<p>3. Currency of Proposals</p>	<p>Proposals shall be nominated exclusively in USD          Note: Local Bidders/Suppliers must comply with any applicable laws regarding doing business in other currencies</p>
<p>4. Language of the Proposal</p>	<p>The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.</p>
<p>5. Deadline for Submissions of Proposals</p>	<p>The Proposal shall be addressed to IDLO on or before          Date: <b>03/06/2024</b>.          Time: <b>15:00 hours Rome, Italy local time</b>.</p> <p>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free, and transmitted in no more than two emails. They must be free from any form of virus or corrupted contents; otherwise, the quotations shall be rejected. To ensure successful review, all attachments must be included with clear naming to indicate their purpose and verify the accessibility of attachments before submission.</p>
<p>6. Delivery Term and Place</p>	<p>Services are to be provided at the beneficiary institutions in Mogadishu- Attorney General Office, Police (CID), Supreme Court, Benadir Regional Court, Benadir Appeal Court, and Mogadishu Central Prison. The duration of this services shall be 15 months as per below schedule:</p> <ul style="list-style-type: none"> <li>● 1 MONTH -Design phase. Gathering requirements, creating system architecture, and designing the user interface.</li> <li>● 4 MONTHS - Development Phase. During this period, the development of the system should be completed, and handover done.</li> <li>● 2 MONTHS -Testing and Quality Assurance to identify and fix any issues or bugs.</li> <li>● 2 MONTHS - Initial support phase/Roll-out/Launch and Training Phase.              During this period, the contractor will undertake to roll out the system and train recipient institutions on all aspects of the system at no extra cost.</li> <li>● 6 MONTHS - Technical support phase following the expiration of the initial 2 months of post- release compulsory support. The service provider is required to submit a cost plan for this.</li> </ul>

7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> <li>1. Proposal Submission Form (see Annex D);</li> <li>2. Bidder Information Form (see Annex E)</li> <li>3. Bidder's Proposal divided into: <ol style="list-style-type: none"> <li>3.1. Technical Proposal (see Annex F1)</li> <li>3.2. Financial Proposal /Price Schedule (see Annex F2)</li> </ol> </li> </ol>
8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP. Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on <a href="mailto:tenders@idlo.int">tenders@idlo.int</a> no later than 72 hours prior to the deadline for submission of Proposals. Please mention Clarification RFP N_ 96_2024_SOM in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>

<p>11. Technical Proposal</p>	<p>The Bidder shall structure the technical part of the Proposal as follows:</p> <p>(a) Proposed methodology This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
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<p>12. Format, signing sealing, marking and submission of Proposals</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named “Technical Proposal” and “Financial Proposal”.</p> <p>The “Financial Proposal” file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p> <p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: <a href="mailto:tenders@idlo.int">tenders@idlo.int</a></p> <p>with the Subject: “Technical Proposal for RFP N_96_2024_SOM ” and with the Subject: “Price Proposal for RFP N_96_2024_SOM ” before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association</p>



	<p>Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and  b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
<p>14. Only One Proposal</p>	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or  b) any one of them receive or have received any direct or indirect subsidy from the other/s; or  c) they have the same legal representative for purposes of this RFP; or  d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;  e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder;  f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</p>
<p>15. Late Proposals</p>	<p>Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause Deadline for the submission of Proposals, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.</p>





16. Validity Period of Proposals	All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<input checked="" type="checkbox"/> No - A Bidder's conference will not be conducted.
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation, and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in IDLO Sanctions lists (EU, US, UN);</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with IDLO General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail, and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>

27. Responsiveness of Proposals	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
28. Evaluation of Proposal	<p>A two-stage procedure is utilized in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 50 points of the maximum obtainable 70 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> <li>- Technical Proposal -70%, - 70 points maximum,</li> <li>- Financial Proposal - 30%, - 30 points maximum.</li> </ul> <p>Technical Evaluation The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p>Financial Evaluation In the second stage the Financial Proposals of all Bidders who attained a minimum 50 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 30 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 30.</p>
29. Right to Vary Requirements at the time of the Award	<p><input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.</p>
30. Contract Award	<p>The Contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.</p>
31. Contract Signature	<p>Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.</p>



32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all services and upon submission of the invoice by the Supplier.
34. General Terms and Conditions and Supplier Code of Conduct	The contract for services that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex I.  The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.
35. Liquidated Damages	<input checked="" type="checkbox"/> <b>Yes – For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions. If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</b>
36. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)



## A2 – MANDATORY REQUIREMENTS CHECKLIST

### Preliminary Evaluation Criteria

All criteria will be evaluated on a Pass/Fail basis and checked during Preliminary evaluation.

Eligibility Requirement	Criteria
Relevant Experience - minimum two (2) contracts of past projects implemented over the last five (5) years. Proof/copy of two contracts demonstrating past IT system development experience.	Pass/Fail
Experience working either with public and/or private entities as well as International Organizations on similar assignments.	Pass/Fail
Updated company profile - including services being procured, country of incorporation, and types of activities undertaken.	Pass/Fail
Certificate of Incorporation/ Business Registration issued by the relevant authority (i.e. Ministry of Commerce).	Pass/Fail
Official Letter of Appointment as representative, if Bidder is submitting a Bid on behalf of an entity located outside the country (if applicable).	Pass/Fail
Audited financial statements (balance sheets, including all related notes, and income statements) for the last 2 years.	Pass/Fail
Updated Tax Compliance Certificate or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder	Pass/Fail

<b>Proposed Team Requirements</b>		
<b>Role</b>	<b>Qualifications and Experience</b>	<b>Criteria</b>
<b>Technical Leads</b>	- Bachelor's degree in computer science or related field.	Pass/Fail
	- Minimum 5 years of professional experience in IT systems development.	Pass/Fail
	- Proficiency as a full stack developer. Attach proof (2 certificates / recommendations of past projects participated/led.)	Pass/Fail
	-Experience in developing and implementing similar software solutions.	Pass/Fail
	- Familiarity with integration of third-party APIs and services.	Pass/Fail
	- Experience with cloud computing platforms and deployment.	Pass/Fail
<b>Senior Cyber and Information Security Assurance Expert</b>	- In-depth understanding of cybersecurity best practices and standards. Attach proof such as cybersecurity certifications/ training. (At least 2 cyber security certifications (i.e.: CompTIA, CISM, CISSP and other relevant)) references and recommendations among other relevant documents.	Pass/Fail
	-Knowledge of secure coding practices and vulnerability remediation. -Familiarity with security compliance frameworks and regulations relevant to public sector systems.  Provide documentation of at least 2 past projects have been involved in.	
<b>Senior IT Coordinator / System Architect</b>	-Proven track record in designing and implementing scalable and robust IT architectures. Attach at least 2 proof such, professional certifications / training / recommendation letters. -Experience in system integration and interoperability within complex environments. -Familiarity with database design and optimization for efficient data management. -Knowledge of software development methodologies and project management practices.	Pass/Fail

ANNEX B  
TECHNICAL EVALUATION CRITERIA  
Scoring Weight and Point

Summary of Technical Proposal		Score Weight	Points Obtainable
1	Experience, Past Performance Establishment and Capability.	15%	15
	1.1 General experience of minimum 5 years. 5 years will have 5 points, 6 years 6 points, 7 years and above 7 points.		7
	1.2. Specific Experience and Past projects. Specific experience of 5 years or two (2) contracts of similar work done will have 6 points, 6 years and above or more than three (3) contracts will have 8 points.		8
2	Approach, Methodology and Work Plan	35%	35
	2.1 Clarity and understanding of the project requirements - evidence of contextual understanding. Evidence of contextual understanding including beneficiary institutions and their requirements as they relate to the IECMS and as stated in the RFP.		10
	2.2 Coherence and effectiveness of the proposed methodology - Proposal should demonstrate a coherent approach to the implementation of the IECMS and a clear plan of the steps the bidder will take from the initial phase to the final stage.		10
	2.3 Feasibility and practicality of the approach - Proposal should demonstrate a realistic plan by the bidder to carry out the work in terms of timeline (4-6 months), human resources and consistency with the nature of the work.		10
	2.4 Detail measures implementing personal data protection standards in the proposed project.		5
3	Training approach	6%	6
	3.1 Training Sessions - Clear description of the trainings that align with the specific needs of the IECMS. The trainings will be delivered face to face in Mogadishu.		2

	3.2 Language of Training -Somali being the primary language used for training delivery and or Inclusion of provisions for translation services. Training materials should be English & Training will be delivered in Somali language.		2
	3.3 Interactive Learning (simulations) with training Materials - Availability of training materials, such as of user manuals, presentation slides, handouts, and reference guides.		2
4	Overall engagement The overall engagement, management and participatory approach, and quality assurance on deliverables	4%	4
5	Proposal Structure, Language Clarity, and Layout This criterion evaluates the overall quality and professionalism of the submitted proposal	4%	4
	Warranty Period, Maintenance and Change Management	6%	6
6.	6.1 Warranty period of 6 months or above. Below 6 months no points shall be awarded. No warranty will disqualify the vendor.		2
	6.2 Performance Guarantees -commitment to resolving critical issues within 24 hours and non-critical issues within 48 hours.		2
	6.3 Training and Knowledge Transfer -provide training and knowledge transfer plans for the maintenance and change management teams.		2
	Total	70%	70
	Minimum Score to determine Pass/Fail		50



## ANNEX C TERMS OF REFERENCE

### Development and Delivery of Integrated Electronic Case Management System for Somalia's Justice Chain Institutions

#### A. About IDLO

The International Development Law Organization (IDLO) enables governments, empowers people, and strengthens institutions to realize justice and promote peace and sustainable development. IDLO is the only global intergovernmental organization exclusively devoted to promoting the rule of law and access to justice.

With its headquarters in Rome, Italy, a Branch Office in The Hague, and Permanent Observer Missions to the United Nations in New York and Geneva, IDLO carries out policy advocacy, research, and learning, as well as rule of law and justice programmes in countries through some 17 Country Offices operating in every region of the world.

IDLO has extensive experience and a good track record of implementing successful rule of law programmes in Somalia. Since 2012, IDLO has been working with government authorities at both the federal and state levels as well as key justice institutions and the informal justice system to enable them to fulfill their core functions, improve governance and strengthen access to justice for citizens, particularly for the most vulnerable. IDLO's activities in the country aim to promote the rule of law in Somalia across several areas, including governance, institution building, policy and legal reform, access to justice, and human rights. In its programmatic work, IDLO has developed a strong partnership with a broad range of Government stakeholders at the Federal level, including the Office of the Presidency, the Office of the Prime Minister, the Office of the Chief Justice, the Attorney General's Office, the Ministry of Justice (among other ministries), the Somali Bar Association, the Financial Reporting Center, as well as the Federal Member States (Puntland, Jubaland, Southwest, Galmudug, and Hirshabelle).

#### B. Background: The Programme and the Initiative

IDLO Somalia, with funds from the U.S. Department of State, Bureau of International Narcotics and Law Enforcement Affairs (INL), and in collaboration with the Office of the Attorney General, is implementing an initiative to establish an Integrated Electronic Case Management System (IECMS) for the Justice Chain Institutions in Somalia. In this regard, IDLO is seeking to select a service provider for the supply of IECMS, which should include the development, customization, technical support, and training of human resources.

The development of the IECMS is part of a broader 2-year programme called the "Somalia Justice Support Programme." The programme responds to the national priorities, as outlined in the 2020-2024 National Development Plan, and aims to contribute to enabling justice chain institutions to deliver efficient, equitable, and accessible justice services to Somalicitizens (Goal).

The adoption of modern information communication technologies (ICT), especially, in the implementation of the IECMS is key to the efficiency and effectiveness of the Justice System. The main objectives to be achieved with the IECMS are to optimize the flow of judicial information, reduce the number of physical documents, increase the quality of interaction of actors involved in judicial proceedings, and create effective conditions for the collection, processing, and analysis of Justice information.

The use of technology in judicial operations is a key priority for the justice sector in Somalia. Currently, the Courts at the federal level use a basic case management system to manage appointments. The system is a web-based system that allows access to a case by court staff online. However, case processing in this system is semi-automatic since most of the case documents are captured outside the system and then scanned and attached to the system. It issues sequential numbers as a unique identifier instead of automatically generating a court case registration number. It also allows users to upload all case documents and access the uploaded documents online while maintaining most of the case processing manually. In terms of usability, this system is only used in the Benadir Regional Court, Benadir Appeal Court, and the Supreme Court. The Attorney General Office made several attempts since 2016 to implement an electronic case management system. However, currently, it mostly relies on a paper-based system. The Police and the Custodial Corps use paper-based systems and have never made serious attempts to develop an electronic case management system.

Therefore, this initiative is the first of its kind for Somalia's federal justice institutions and would be a huge undertaking. If achieved, the IECMS would greatly enhance access to justice for citizens by maximizing efficiency, transparency, and accountability.

#### C. Objective

The overall objective is to develop a cloud-based IECMS that creates a unified electronic case management system for the police, prosecution, judiciary, and correctional services in Mogadishu. This vision will be achieved in phases, and the system will be developed and deployed gradually. By the end of this project, the aim is to connect the Attorney General Office, Police (CID), Courts (Supreme Court, Benadir Regional Court, Benadir Appeal Court), and Mogadishu Central Prison through a single unified electronic case management system.

#### D. Scope of Works

IDLO is looking for a service provider with relevant expertise in IECMS development. The vendor will develop and deliver a cloud-based Integrated Electronic Case Management System that caters for the case processing from filing through adjudication to execution by integrating four (4) institutions of the justice sector and will contain the following modules:

1. Criminal Investigation Module
2. Public Prosecution Module

3. Judiciary Module
4. Correctional Services Module

## E. Expected Output

The Contractor will be responsible for the following deliverables and activities:

### 1. The IECMS System Technical Architecture

The IECMS system must:

- Be scalable to accommodate future Justice System Business Processes
- Support portability
- Be highly scalable to allow multiple service deployments and service decoupling
- Provide security control, and enforce various levels of security to different services if security requirements differ from service to service
- Provide the capability to change or upgrade one service without affecting other services
- Be friendly and efficient for development making it easy to modify in support of changing business rules and assuring less risk of modifying the code that implements any given business rule
- Must have the highest potential for service reuse and sharing
- Reduce the turnaround time for data results
- Decrease the amount of network traffic necessary to transfer data to the client
- Support multiple, diverse hardware/software configurations.
- Enable object and component reuse as services can be shared within and among applications
- Ensure separation of business rules from presentation and data.

### 2. Product Requirements

The IECMS will be integrated through a single system, including police, prosecution, judiciary, and correctional services. This vision will be achieved in phases and the system will be developed and deployed in phases beginning with the justice chain institutions in the capital Mogadishu. The IECMS will contain the following modules:

1. Criminal Investigation Module: The system shall enable the investigation to process the case electronically. The Criminal investigation module is broken down into functionalities providing several capabilities. These functionalities include but are not limited to the following:
  - a. Complaint management
  - b. Evidence and exhibit management
  - c. Detention and release management
  - d. Seized items management
  - e. Biometric registration management
2. Public Prosecution Module: In the prosecution, the system shall facilitate electronic processing of the cases reported at prosecution offices countrywide. The Prosecution

module is broken down into functionalities providing several capabilities. These functionalities include but are not limited to the following.

- a. Prosecution Case management
  - b. Statements and Summon management
  - c. Warrant and Expert Report
  - d. Evidence and Exhibit management
  - e. Indictment
  - f. Seized items management
3. Judiciary Module: The system facilitates the Judiciary to electronically process the cases filed in court until a judgment is rendered countrywide. The Judiciary module is broken down into functionalities providing several capabilities. These functionalities include but are not limited to the following.
- a. Court Case management
  - b. Court Sessions Management
  - c. Orders and Summons
  - d. Court fees
  - e. Judgment
  - f. Lawyers access to case filing and management
4. Correctional Services Module: The system shall facilitate electronic processing of the cases transmitted to Correction services. The correctional services module is broken down into functionalities providing several capabilities. These functionalities include but are not limited to the following.
- a. Detention case management
  - b. Detention management
  - c. Exhibits and visits management
  - d. Court Related Activities
  - e. Inmate Medical information management
  - f. Evasion

The system is expected to ensure seamless case processing and reporting for reliable monitoring and decision-making. The proposed IECMS is expected to:

- Serve as a sector-wide single point-of-access platform for officials to process cases according to their respective institutions, access all case information, and execute day-to-day operations.
- Help standardize case record information registration and storage and most importantly, streamline the current processes.
- Facilitate effective follow-up on the processes at various levels.
- Provide improved communication and notification mechanisms for the justice chain institutions to deliver services on time and in a due manner.

The general features of the system shall include:

- The system shall be web-based with a responsive design with a single login page for different users and participating agencies without any need for local installation on a user's PC. It shall have a responsive design allowing it to be used on all the latest browsers and devices such as smartphones, tablets, and

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- computers with internet connection.
- The landing page of the IECMS should be a login page, where users can access the system via their credentials (login/password).
  - The landing page should also provide a possibility for a public user self-registration (e.g., citizens wishing to file a complaint or advocates who want to track the cases where they are selected as legal representatives of a case party). The registration process and forms should be equipped with proper validation rules, which will be defined together with the Subject experts and the Technical Working Group.
  - Once the system is accessed, IECMS will display the system modules and functionalities to which the user role has access and permissions, i.e., citizens, advocates, and other similar users in Law Society can be grouped within one role as their permissions and access rights are alike. However, this specification should be clarified with the Technical Working Group during the project initiation and implementation. Another example can be for Prosecution – key roles specific to Prosecution are Chief Prosecutor, Prosecutor, Prosecution Assistant, etc. Once these users access the system, they will only have access to the Prosecution module and the information to which their user role has permission.
  - Individual Modules (Portfolios) for all institutions should be developed for accessing the institution-specific functionality and case forms.
  - The institutions should relate to each other within the IECMS based on the existing business processes and case data flow and as well, and the IECMS will be integrated with external systems, such as governmental accounting system and on-the-ground systems/DBs available to streamline the overall performance of the Justice sector.
  - The system shall facilitate all sector institutions to perform their duties electronically as depicted above achieving the following high-level objectives.
    1. Paperless Case Processing
    2. Integration of Justice Sector institution related data
    3. Online access to case information 24/7
    4. Integration with other agencies for seamless information sharing
    5. Production of needed real-time statistics for monitoring and decision-making
    6. Ability to perform digital signature
  - The proposed system should be equipped with advanced configuration and administration capabilities, which should allow system administrators to manage the application and all its instances, define appropriate user roles and permissions and make the necessary configurations without coding and with minimal effort at the application level.

### 3. Architecture of the Envisioned IECMS

The IECMS will serve as a sector-wide single-point-of-access platform for officials to process cases according to their respective institutions, access all case information, and execute day-to-day operations. The IECMS will also help to standardize case record information registration and storage and most importantly, to streamline the current processes.

- The system shall be web-based with a responsive design with a single login page for different users and participating agencies without any need for local installation on a user's PC. It shall have a responsive design allowing it to be used on all latest browsers and devices such as smart phones, tablets, and computers with internet connection.
- The landing page of the IECMS should be a login page, where users can access the system via their credentials (login/password).
- After logging in on the landing page, there should be an appropriate authentication mechanism for verifying user identity and access privileges in order to ensure data security and confidentiality.
- A separate dashboard for each institution and each individual user based on their data statistics.
- Individual Modules (Portfolio) for all institutions should be developed for accessing the institution specific functionality and case forms. Separate dashboard for each institution and each individual user based on their data statistics.
- The institutions should be connected with each other within the IECMS based on the existing business processes and case data flow and as well, the IECMS will be integrated with external systems, such as governmental accounting system and on the ground systems/DBs available to streamline the overall performance of the Justice sector.

### 4. Functional Requirements

In general, the system shall have the following features.

- **E-filing and Appeal:** The proposed system shall have the e-filing capability to file cases at any instance (first level or appeal level) online by capturing structured preliminary information.
  - File cases electronically (e-filing).
  - Replaced paper-based filing system.
  - Enable access of solution from any web browser.
  - Provide online, fully customizable data forms.
  - Allow for electronic signature possibility to sign the electronic documents in the case file.
  - Allow system administrators to build, design, and manage diverse types of forms.
  - Lodge documents at various stages of a case.
  - Upload, review, delete, modify information based on access rights and pre-defined permissions.

- Instantly produce case documents based on predefined templates with auto populated information.
- Provide information about various fees at various stages of a case and populate such.
- Provide online payment module for filing the case.
- Link cases to each other across all the affected stakeholders in the justice sector.
- Gather all cases given to a person and merge the case files.
- Store different format types of evidence and other necessary instances.
- Ensure unique identification of each record in the system by capturing, creating, and assigning a case number.
- Capability to manage all individuals involved in the case.
- Search and Filtering functionality.
- Classify cases as either criminal or civil.
- Profile cases and assign functionalities at various levels.
- **Automatic Case Number generation:** Ability to easily assign an automatic case number to a case based on the existing/preferred logic and electronically storing this information while eliminating the need for physical registers.
- **E-payment:** The public users shall have the possibility of e-payment of filling fees and other fees and tracking the status of the payment.
  - Provide online payment module through an integration with a local payment gateway.
  - Provide key information about various fees required for submitting applications to the police, court, and for lodging documents at various stages of the case procedure.
  - Automatically populate of the payment amount and due date based on the case type.
  - Capture and track payment/invoice related information.
- **Bench Collaboration:** The system shall allow the bench members to collaborate on the same case towards reaching a consensus for judgment.
  - Assign bench to the case and provide corresponding access for each member.
  - Discharge members of coram and re-allocate in case of conflict of interest or any other incident.
  - Provide possibility for each member of the bench to upload necessary documents to the case.
  - Provide possibility for each member of the judge to write a comment and share it with other members.
- **Online follow-up of cases:** After successful e-filing of case, the litigant shall have the ability to track case progress and easily access and process any cases or entities pending his actions.
  - Follow-up the case progress within the system.
  - Follow-up the case progress through email and SMS by receiving notification upon its development.
- **Case Processing:** The sector users shall be able to process cases depending on their permissions and access rights with the ability to easily access cases and other entities



pending their actions from case investigation, prosecution, registration, adjudication, mediation, judgment, sentencing and execution.

- Defining the case business process flow dynamically for each institution case/case type with corresponding specifications and customizations.
- Defining workflow and field-level based permissions for each institution case to provide correct visibility scope for each user of the system.
- **Automatic production of the documents:** Ability for the system to send Produced documents electronically to the users (litigants, staff members, etc.) and track delivery or easily analyze feedback for undelivered documents.
  - Instantly produce case documents based on predefined templates with auto populated information.
  - Easily and quickly create and configure customized templates based on which Word, and PDF files will be generated.
  - Possibility for the authorized user to modify the static and dynamic data of the existing templates.
- **E-Document management:** Ability to bulk upload and download documents as well as automatic merge of all needed documents from the case file with indexing for easier reading by the judges.
  - Ensure that all relevant parties are aware and can access the evidence that are presented in form of documents, and that evidence is not held back and are revealed according to the business process not to delay the trial.
  - Be able to download data to word, pdf, csv file formats.
  - Allow electronic signing of the attached documents within the system.
  - Provide possibility for uploading documents (the necessary documents can be scanned and uploaded).
  - Avail document tracking & archiving.
  - Store attached electronic documents safely and confidentially according to the business rules setup for the visibility for corresponding users and roles, whereby new documents can be created, scanned, indexed, and electronically stored and retrieved in a manner that is easily and readily accessible.
  - Merging case documents into a single file
  - Advanced document and content search for ease of data access
  - Organizing document folders within the case
  - Easier and effective processing of case documents
- **Automated calculation of release date:** The system shall have the ability to register arrest information from the investigation, register sentence duration from the judge and automatically calculate the release date.
  - Track the sentence details each case/incident and each party considering diverse types of decision.
  - Track the arrest information for each party in the related Police or Prosecution case.
  - Track the possible existing prison case of the party and calculate the right final statement duration.



- **Automatic Notification sending and tracking:** Upon the registration of the case, the litigant shall be automatically notified of all actions and proceedings of the incident / case through SMS, e-mail, and the system notifications. The staff shall easily track the notifications sent out to easily establish if notifications were sent, delivered, or not delivered.
  - To have a reminder and ability to escalate cases if no action taken.
  - Capability to generate notifications (like summons, trial appearance forms, settlement forms, etc.), electronic notice display and issue notifications/alerts using messaging functionality such as email, SMS, web to all relevant parties whenever appropriate.
  - Have an email service that runs internally and externally.
  - Send scheduled notifications as reminders or based on the modification of the data in the case.
  - Be provided via multiple channels such as e-mail, internal system messages or SMS messages.
  - Allow notifications to be sent to any registered user or case party and are customized per stage of the workflow.
  - Allow system administrators to configure the SMTP mail server settings, allowing the system to send automatic notifications to users about events that occur in the system.
  - Allow system administrators to create pre-defined templates for each notification type.
- **Online helpdesk:** This shall help the public users (litigants, etc.) and the courts to easily interact asynchronously. For example, the litigants can request information and receive response from the court easily without travelling there and vice versa.
  - Provide possibility to create a subject/question related to a specific institution station/office.
  - Provide possibility for the authorized user/supervisor to assign the subjects/questions to the sector staff.
  - Provide possibility for the assigned sector staff to respond to the subject/question
- **E-calendar:** In addition, the users shall access inbuilt calendar to keep up with the schedules such as hearing dates, pronouncement dates, among others. It also provides the possibility to create and execute tasks online.
  - Assist process cases in a timely fashion without sacrificing fairness and quality.
  - Manage scheduling of pre-trial conferences and trial dates.
  - Assist in scheduling of hearings and other sessions.
  - Assist to integrate the institution and case calendar with the staff members private calendar (i.e., integrate court and case calendar with Judge's private calendar).
  - Allow users to manage daily schedules, dockets as well as tasks, meetings, and appointments.
  - Keep track of case deadlines, sessions, and other events through personal online calendar

- Automate scheduling of case events and send notifications to all case parties
- **Electronic Signature:** Ability for sector staff to electronically sign documents without necessitating to print sign and upload documents.
  - Manage/save personal e-signature to set on the electronic documents according to the business rules.
  - Avail Group signing possibility to allow multiple users to set their e-signatures on the same electronic document within the system.
  - Uploading / applying e -stamp on the electronic documents within the system
  - Mini preview of the electronic document with zooming functionality and setting the position of the e-stamp and e-signature within the system.
  - Possibility of template quick signing to enable one-click action which combines exporting the template, applying the e-sign, uploading electronic document back to the system and saving for the ease of use.
- **Dynamic Reporting:** Ability to provide dynamic reports for different parameters across the sector.
  - Provide a suite of powerful and user-friendly tools for on-demand data analytical, monitoring and reporting.
  - Use Business Intelligence and Analytics applications to view real time statistics in the form of a dashboard on case execution.
  - Allow System users to be able to generate standard or pre-defined reports and make them accessible to particular user groups or other users.
  - Enable users to analyze performance against targets, track the average time to disposition by officer.
  - Monitor clearance tendencies, staff workloads, the average age of the pending cases, etc.
  - Generate various kinds of analytics, such as pre-defined and ad-hoc reports, charts, tables, lists, geospatial analysis, and dashboards.
  - Allow users to perform queries through interactive and customizable tables, charts, and report builders across all fields/sources/cases that they have access to.
  - Creation of Executive Dashboard Module – used for quick access and gathering of different analytical components into one screen.
- **Form Builder and Exporting of Forms:** The system shall have ability to capture structured data in the exiting forms and ensure easy form building through the system administration center and shall provide the possibility to export the forms into word or pdf.
  - Provide possibility to setup/customize/modify the view and edit forms for each institution entity/case per the case type and any other criteria required through a user-friendly interface.
  - Provide possibility to setup/customize/modify the export forms and templates for each institution entity/case per the case type and any other criteria required through a user-friendly interface.
- **Automated Workflow:** The system shall automate the case workflow processes to make it scalable such that any change in the workflow is easily accommodated from

the system administration user interface portal without requiring custom development.

- Provide possibility to setup/customize/modify the workflow for each institution case/case type and any other criteria required through a user-friendly interface.
- Provide possibility to setup permissions on each transition of the workflow for specific group of users according to the business logic.
- **Integration with other systems:** The system shall have the capability to integrate with other systems such as the Ministry of Finance for e-payments, other Departments, and Agencies for identification of parties.
  - Provide capacity to be integrated with other systems through APIs.
- **Adaptive to accommodate change:** In addition, the system shall be flexible and adaptive to accommodate new rules, regulations, practices, and modifications. The system shall be highly customizable, and configurable via administration module.
  - Provide a user-friendly administration module to define the configurations of the system including message dictionary, Categories/Lists management, Forms and Templates management, Pages and dashboards management, Workflow management, Business Rules and Workflow management, Entity management.
- **Virtual Session:** The system shall provide the possibility for virtual sessions in a simulated court setup and with clear identification of parties. In addition, it shall provide for session recording and storage in the court case file.
- **Historical Data and Archiving:** The system should streamline the archiving and retrieving process for historical case data to access and analyze past cases for trend identification and inform decision-making.

## 5. Non-Functional Requirements

- **Security:** The system shall address security concerns at application and database level. Access shall be limited depending on workflow and role-based access rights, password requirements shall be configurable at Administration portal and well as inactivity timeouts, durations, and actions, among others.
- **Audit trail:** The system shall provide the possibility to keep track of all changes, access, and action on the case with time stamps, users, and the possibility to compare the changes made if necessary.
- **Performance:** The system shall be responsive within acceptable time limits. Application loading, time it takes to open different pages or refresh pages, Query and reporting time for initial load and subsequent loads shall be standard. In addition, the system processing time for functions, calculations, imports, and exports shall be reasonable.
- **Availability:** The system shall be available 24/7 unless there is planned and communicated maintenance downtime. The system shall be accessible online anytime including weekends and holidays.
- **Reliability:** Case management system is a mission critical and sensitive system and therefore requires maximum availability and minimal to no downtime.

- **Interoperability:** For easy extension, the system shall have the capability to interact with other systems, integrate with other gateways and seamlessly exchange information with other systems.
- **Usability:** The system shall be easy to use, especially by the litigants and users with basic IT skills.

#### 6. Development Methodology

The service provider will organize a consultation meeting with the relevant stakeholders and IECMS consultants for the design, development and implementation of the IECMS as detailed in the product requirements. The service provider will work closely with the product owner to develop a development cycle methodology including reporting that is acceptable to the product owner.

#### 7. Warranty, Support, Maintenance & Change Management

The service provider will provide support (at no added cost) for a predefined and agreed warranty period after the hand-over of the system.

During the above-mentioned warranty period, the service provider will be responsible for:

- ✓ Providing technical support, troubleshooting and maintenance whenever a glitch is identified, an issue is raised and
- ✓ Guaranteeing the seamless operationalization of the system.

For any major changes above and beyond routine support, a separate contract will be agreed and signed between the clients (CID, AGO, Supreme Court and Custodial Corps) and the service provider.

#### 8. Exclusivity & Ownership of Source Code and other Intellectual Property

The Attorney General Office of the Federal Government of Somalia, on behalf of all recipient institutions, shall have complete and unrestricted ownership rights over the source code and intellectual property, including the right to modify and reproduce as deemed necessary. The service provider will be required to deliver the property to the Attorney General Office upon completion.

#### 9. Disaster Prevention and Recovery

##### A. System Security

The service provider shall ensure the implementation of comprehensive security measures to prevent unauthorized system access, black hat system access, and exposure of user data and critical information of the system. The security plan provided by the service provider should address the following requirements:

##### ✓ Unauthorized System Access:

- a. The service provider shall implement strong access controls, including user authentication mechanisms such as username and password, to prevent unauthorized individuals from gaining access to the system.

b. Two-factor authentication or other multi-factor authentication methods shall be implemented to enhance the security of user accounts and prevent unauthorized access.

✓ **Black Hat System Access:**

a. The service provider shall employ proactive measures to detect and prevent malicious activities, including the implementation of intrusion detection and prevention systems (IDPS).

b. Regular vulnerability assessments and penetration testing shall be conducted to identify and address potential system vulnerabilities.

✓ **Protection of User Data and Critical Information:**

a. All user requests, especially those containing sensitive information, shall be encrypted using industry-standard protocols such as SSL/TLS (Secure Sockets Layer/Transport Layer Security) to protect the confidentiality and integrity of data transmission.

b. Private and sensitive user data stored within the system shall be encrypted using strong encryption algorithms to ensure data protection, both at rest and in transit.

c. The service provider shall comply with relevant data protection and privacy regulations. At minimum, the service provider shall apply standards consistent with those of the [IDLO Personal Data Protection Policy](#) and/or applicable national standards.

**B. Penetration and Vulnerability Testing**

The service provider will be required to ensure that the system is full-proof from security risks through comprehensive pen-testing. The service provider will be required to share a detailed pen-testing plan, procedure, and reporting. Third-party validation should be encouraged, and continuous monitoring should be stressed, with defined timelines for vulnerability remediation.

The service provider should deliver detailed reports and document the testing process, including scenario-based assessments.

**C. Privacy and Security of User Data**

The service provider will provide and implement a detailed plan to ensure the privacy of user data and security from breach of the data in line with the data protection policies.

**D. High Availability and Backups**

The service provider shall implement an infrastructure on the cloud subscription/services activated by the 4 beneficiary institutions (Attorney General Office, Police (CID), Courts (Supreme Court, Benadir Regional Court, Benadir Appeal Court,) and Mogadishu Central Prison). that ensures high availability of the system to ensure a minimum, if any, downtimes. This could include plans for load balancing or failover strategies.

The service provider will be required to implement a database and platform backup and snapshot plans to facilitate disaster recovery in case of a system breach. The system cloud backups will be set up on Microsoft Azure Cloud.

## **E. Disaster Recovery**

The service provider should share the response and recovery plans that will be followed in the unfortunate event that there is a breach in the system security including but not limited to system restoration, and data restoration.

### 10. Description of security and compliance measures

The security measures to be implemented to ensure the security and availability of the portal clearly highlight the different facets of security e.g., infrastructure, application, etc. The approach to comply with;

- **Government Standards:** Adhere to government data protection regulations and any institution-specific standards and guidelines for data protection, where relevant.
- **Data Access Controls:** Implement stringent access controls for personal data, limiting access only to individuals with legitimate reasons to access it and train users in data privacy and security best practices.

### 11. Transition and sustainability

The service provider's approach to ensuring the sustainability of the solution, proper hand-over, and knowledge transfer to the Attorney General Office and other relevant institutions.

### 12. Work plan

Proposed work plan which includes the main activities of the assignment, their content and duration, milestones, and report delivery dates.

### 13. Collaboration

The service provider's approach to collaboration:

- I. Within the team
- II. With the Attorney General Office focal point (s)
- III. With the other relevant stakeholders
- IV. With the technical task force team

Details of the tools that will be used for collaboration.

Institutional Arrangement

The service provider will report to the IDLO focal point and will be requested to work in close coordination with the Senior Criminal Justice Advisor to the Attorney General Office, the national IECMS consultant and the focal points of other recipient institutions.

14. Duration of the Work

The duration of this consultancy shall be 15 months broken down into: Attorney General Office, Police (CID), Courts (Supreme Court, Benadir Regional Court, Benadir Appeal Court,) and Mogadishu Central Prison. The duration of this services shall be 15 months as per below schedule:

	One Month	Four Months	Two Months	Two Months	Six Months
Design Phase	Gathering requirements, creating system architecture, and designing the user interface.				
Development Phase		Development of the system design until completion and handover is done.			
Testing & Quality Assurance			Testing and quality assurance to identify and fix any issues or bugs.		
Roll-out/ Launch and Training/ Initial support Phase				The contractor provides the necessary technical support required for the system at no extra cost.	
Post Release Support					Maintenance provided after the initial support phase to ensure optimal performance, address issues, and deliver updates or enhancements as needed.



## 15. Work Location

The service provider must be based or have presence in Mogadishu and be able to undertake regular consultations/visits to the Attorney General Office, and other recipient institutions to get better understanding of the Justice Chain Institutions in Somalia. International service providers must either partner with local companies or establish a presence that will enable them to deliver the consultancy.

The IECMS implementation will be undertaken gradually, and the financial proposal shall reflect the:

- IECMS development: Covering police, prosecution, courts, and corrections modules.
- Hardware: the cost of the necessary hardware and infrastructure improvements. This should be provided as annex c section 18.1 with detailed itemization and costing.
- Hosting and software: The financial proposal shall include hosting and any additional software required.
- Training: ToT and advanced administrator trainings for 20 trainees. The training will be undertaken in-country and will involve focal points/clerks from the recipient institutions (police, AGO, Courts and the Corrections) and should be conducted in the local language (Somali).
- Technical support: the technical support and maintenance will be provided in parallel with rolling out the system. Support period is envisioned to be for the period of 6 months.

## 16. Scope of Tender Price and Schedule of Payments

The service provider is required to present the pricing of the deliverables to cover, and the payments will be disbursed on instalments upon successful achievement of the expected Outputs as listed below:

NR	Deliverables	Deadline
A	System Development The pricing for the system development to cover all costs related to initial development as per the system specifications.	No later than 6 months after signature of contract
B	Hosting and Software Pricing for the suitable cloud-based hosting and software to be provided.	
C	Hardware Hardware itemized list of equipment necessary for the roll out of the system including computers, printers/ scanners,	After delivery of the hardware items



	biometric registration equipment, cameras, and other relevant facilities (see 17 below Hardware Specifications).	
D	Training support for the 20 trainees who will be ToTs and a specific knowledge transfer to the system administrators. The training will be undertaken in-country and will involve focal points/clerks from the recipient institutions (police, AGO, Courts and the Corrections) for and should be conducted in the local language (Somali).	After the training completion
E	Technical Support Pricing for technical support phase following the expiration of the initial 2 months of compulsory support.	6-months following the post-release date.
F	Reporting Arrangements The service provider will be required to provide weekly progress reports to the IDLO focal point and IECMS stakeholders as well as a final report at the end of the project implementation.	Weekly report in the format provided in annex G and a final report.

## 17. Hardware Specifications

The below specifications have been developed by IDLO to support implementation of the IECMS at six institutions at the federal level in Somalia. Should the Bidder propose hardware with specifications above those in the below table, this should be clearly indicated in the Technical Proposal.

S/No.	Hardware Device	Minimum Specifications	Quantity
1.	Finger-print Readers	-High-resolution optical sensor, compatibility with major fingerprint standards, durable construction, fast scanning speed, reliable performance, and support for various operating systems.	4
2.	Cameras	-High-resolution image sensor (e.g., 12+ megapixels), tripod Stand, adjustable focus and zoom capabilities, low-light performance, image stabilization, advanced shooting modes, video recording capabilities, durable and weather-resistant build, and compatibility with standard memory cards.	4

3.	Labelling Machines	-High-resolution printing capabilities (e.g., 300 dpi), support for various label sizes and materials, fast printing speed, easy-to-use interface, connectivity options (e.g., USB, Ethernet), and compatibility with label design software.	4
4.	Portable Document Scanners	-Compact and lightweight design, high-resolution scanning (e.g., 600 dpi), fast scanning speed, support for different document sizes and types, automatic document feeding, duplex scanning, OCR (Optical Character Recognition) capabilities, and compatibility with standard document formats.	6
5.	SIM Card Readers	-SIM card slot compatibility (e.g., micro-SIM, nano SIM), support for different SIM card types (e.g., 2G, 3G, 4G), SIM card cloning capabilities, SIM card data extraction, read and write capabilities, and compatibility with various operating systems.	2
6.	Memory Card Readers	-Compatibility with different memory card formats (e.g., SD, microSD, CompactFlash), write-block functionality to prevent write operations on the card, high-speed data transfer, durable construction, and support for multiple operating systems.	2
7.	Desktop	-Desktop all in one -Intel processor: 12 Gen, -Ram 16GB -SSD 1TB -24 inches (Equipped with various monitor ports: HDMI, DisplayPort (DP), USB-C, Thunderbolt)	12

8.	Heavy Duty Network printer and photocopiers	<ul style="list-style-type: none"> <li>-Printing and Copying Speed: 120 pages per minute (ppm)</li> <li>- Duty Cycle: 500,000 pages per month or higher</li> <li>- Paper Handling: Multiple paper trays with a total capacity of at least 3,000 sheets, supports various paper sizes, automatic duplexing</li> <li>- Print Quality: Resolution of 1200 x 1200 dpi or higher</li> <li>- Connectivity and Network Support: Ethernet connectivity, wireless connectivity options, support for popular network protocols, compatibility with mobile printing technologies</li> <li>- Security Features: User authentication, access controls, data encryption, secure printing options</li> <li>- Management and Maintenance: Remote monitoring and management tools, firmware updates, easy-to-use user interface</li> <li>- Energy Efficiency: Energy-saving features</li> <li>- Warranty and Support: Manufacturer's warranty, availability of technical support and services locally</li> </ul>	12
9.	Heavy Duty Scanners	<ul style="list-style-type: none"> <li>- Scanning Speed: 120 pages per minute (ppm)</li> <li>- Document Feeder Capacity: 300 sheets</li> <li>- Document Size and Types: Supports various sizes, including letter, legal, A4, A3, and more</li> <li>- Optical Resolution: 600 dots per inch (dpi) or higher</li> <li>- Duplex Scanning: Automatic duplex scanning for simultaneous scanning of both sides of documents</li> <li>- Scan Output Formats: Supports formats such as PDF, searchable PDF, JPEG, TIFF, etc.</li> <li>- Connectivity: Offers USB, Ethernet, and Wi-Fi connectivity options</li> <li>- Software and Features: Includes bundled software, OCR capabilities, and integration with document management systems</li> <li>- Duty Cycle: 500,000 pages per month or higher</li> <li>- Compatibility and Integration: Compatible with popular operating systems and software applications</li> <li>- Maintenance and Support: Manufacturer's warranty and access to technical support locally</li> </ul>	12

10.	Normal colored printers	<ul style="list-style-type: none"> <li>- Print Technology: Laser</li> <li>- Print Speed: 30 ppm</li> <li>- Print Resolution: 1200 x 1200 dpi</li> <li>- Connectivity Options: USB, Ethernet, and Wi-Fi</li> <li>- Paper Handling: Supports common paper sizes like letter or legal, with adequate input and output tray capacities. Automatic duplex printing (printing on both sides of the paper) is desirable.</li> <li>- Additional Features: Optional multifunction capabilities for scanning and copying. Mobile printing compatibility and robust software support with security features like user authentication.</li> </ul>	12
11.	APC UPS's	APC UPS 700VA, 230V	12

## F. IECMS Modules

Building on the above functional and nonfunctional requirements, the proposed system shall possess the following identified functionalities or each institutional module and more. In general, the following functionalities are generic of all modules with specific configurations in each module.

### 1.1 Generic Functionalist

- Document management
- Form Generation and management
- Alert and notifications management
- Report Management
- Task management
- Business process management
- Transfer
- Audit trail

#### 1.1.1. Documents management

- Management of the documents in the case. It allows for capability to attach documents on different desired types such as an image, video, audio.
- Ability to merge documents and download them according to the desired order into one pdf file, properly indexed to easily jump to the desired document in the compiled download.
- Ability to select multiple documents for upload at once.
- Ability to electronically sign uploaded documents.
- Possibility to add, delete, and track uploaded documents.
- Capability to search specific documents in all documents uploaded in different cases.
- Ability to preview the documents without downloading them depending on individual access rights.

#### 1.1.2. Form Generation and management

- Dynamic generation of forms and statements such as Expert report, statements, party submissions, release certificates, depending on the provided templates
- Capability to create new forms and update existing form templates dynamically and easily.

#### 1.1.3. Alert and notifications management

- Dynamical creation, update, and management of alerts and notification from administration panel
- Automatic dispatch of SMS, e-mail, and system notifications of the selected case processes
- Capability to audit alerts and notifications and monitor their delivery status and report.

#### 1.1.4. Report management

- Ability to create, view, test, update and delete created reports.
- Creation of dynamic reports of different types, such as lists, tabular reports and charts.
- Ability to export the created reports in excel, pdf, word, and possibility to be printed easily

- Possibility to create individual reports and to share created reports with other system users
- 1.1.5. Task management**
  - Possibility to create, update and manage tasks and appointments.
  - Creation of tasks by a user in any institution and task assignment to users in another justice sector institution
  - Ability to track task execution status
  - Ability to send and receive notifications related to a particular task in an investigation case
- 1.1.6. Business process management**
  - Ability to create, update and manage automated workflow processes of each justice sector institution
  - Ability to specify role-based actions and permissions depending on the case status and user role
  - Ability to dynamically and easily manage users that perform different actions on the case depending on the selected institution
- 1.1.7. Transfer**
  - Ability to transfer case from one group within the institution to another, for example, transferring a case from one court to another
  - Automatic creation of the copy of the case in the group to which the case is transferred
  - Creation of a link between the previous case and the newly created case while maintaining independent information in each case
- 1.1.8. Audit Trail**
  - Ability to access and view system audit trail for each view, click, download, and save done on each particular case
  - Ability to compare different versions of the case to clearly understand what was modified and by whom
  - Tracking timestamps of actions and edits on the case and user information for the responsible individual

## 1.2 Criminal Investigation Module

The system shall enable the investigation to process the case electronically. The Criminal investigation module is broken down into functionalities providing several capabilities. These functionalities include but are not limited to the following:

- Complaint management
- Evidence and exhibit management
- Detention and release management
- Seized items management
- 1.2.1. Complaint management**
  - Ability of investigation to create a new complaint when received at the police station or at the call center.
  - Ability of the public shall be able to file a complaint online to a nearby police station
  - Capability to modify and delete a complaint depending on its workflow status and user privileges

- Ability to assign an automatic case number for the draft complaint and for the accepted case
- 1.2.2. Evidence and exhibit management
  - Ability of the investigator or complainant filing a complaint to add evidence
  - The investigators shall be able to add evidence and exhibits anytime throughout the life of the investigation case
  - Ability to record the biometric data of the suspect including images of fingerprints, eyes, and face in the Party's record.
  - Ability of the investigator to share exhibits / evidence with the concerned parties and their advocates
  - Ability of the investigator to select evidence / exhibits constituting the case to send to prosecution
  - Ability to uniquely identify, track and maintain the chain of evidence for controlled management
- 1.2.3. Detention and release management
  - Ability to capture the suspect arrest information including the date of arrest, investigator, arrest statement
  - Ability to automatically calculate the detention period especially so that the suspect is presented before the court within 48 hours of arrest as stipulated in the Criminal code
  - Management of arrest information and automatic update of sentence duration based on arrest date in case of recidivism.
  - Automatic calculation of release date and automatic generation of release certificate in accordance with the criminal code.
  - Automatic update of release information given different decisions in different cases.
- 1.2.4. Seized items management
  - Capability to add, modify, manage seized items for specific individuals in an investigation case
  - Ability to return seized items at any time in the investigation case and update the list and items status accordingly
  - Investigation shall have the ability to specify the physical location of these seized items and their condition

### 1.3 Public Prosecution Module

In the prosecution, the system shall facilitate electronic processing of the cases reported at prosecution offices countrywide. The Prosecution module is broken down into functionalities providing a number of capabilities. These functionalities include but are not limited to the following.

- Prosecution Case management
- Statements and Summon management
- Warrant and Expert Report
- Evidence and Exhibit management
- Indictment
- Seized items management

- 1.3.1 Prosecution Case Management
  - Ability to automatically create a new prosecution case when received from the police station
  - Ability to create a new prosecution case when a satisfactory complaint is received from the public
  - Ability to request an investigator to proceed with the police investigation in a Police case related to the prosecution case
  - Ability to allow the prosecution to process the prosecution case at various stages
  - Ability to assign an automatic prosecution case number for the draft case from investigation and for the accepted case
  - Automatic management of release at prosecution level given different decisions in different cases for the same suspect.
- 1.3.2 Statements and Summon management
  - Ability to allow prosecutors to create, update and save statements for different parties in the case including suspects, witnesses, victims, among others
  - Ability to create summons for the parties such as suspects to appear before the prosecutor
  - Functionality to send out notification to the summoned party with pre-defined details and shall track delivery status
  - Functionality to export the created statements and summons for use offline
- 1.3.3 Warrant and Expert Report
  - Ability to allow the prosecutor to create a new warrant for the party in the prosecution case
  - Ability to allow the prosecutor to request for the expert examination
  - Ability to add, update and save expert report
  - Ability to allow the prosecutor to export report for further analysis
- 1.3.4 Evidence and Exhibit management
  - Ability to allow the prosecutor to add evidence
  - Ability to allow the prosecutor to add evidence and exhibits anytime throughout the life of the investigation case
  - Ability to allow the prosecutor to share exhibits / evidence with the concerned parties and their advocates
  - Ability to allow the prosecutor to send to court evidence / exhibits constituting the case
  - Ability to uniquely identify, track and maintain the chain of evidence for controlled management
- 1.3.5 Indictment
  - Ability to allow the prosecutor to create a suspect's indictment, specifying the supporting evidence and case summary, among others.
  - Ability to allow the prosecutor to update, save, and file the indictment to court
- 1.3.6 Seized items management
  - Capability to add, modify, manage seized items for specific individuals in a prosecution case



- Ability to return seized items at any time in the prosecution case and update the list and items status accordingly
- Ability to allow the prosecutor to specify the physical location of the seized items and their condition

#### 1.4 Judiciary Module

The system facilitates the Judiciary to electronically process the cases filed in court until a judgment is rendered countrywide. The Judiciary module is broken down into functionalities providing a number of capabilities. These functionalities include but are not limited to the following.

- Court Case management
  - Court Sessions Management
  - Orders and Summons
  - Court fees
  - Judgment
  - Lawyers access to case files
- 1.4.1 Court Case Management**
- Ability to automatically create a new court case based on the filled information on electronic case filing.
  - Ability to view and edit all information in the case according to user role and set permissions
  - Ability to assign a draft court case number and a final case number once the case is accepted in court
  - Ability to process the court case at various stages by different actors
  - Ability to edit different sections of the case at the same time
- 1.4.2 Court Sessions Management**
- Ability to create, update, save and share a court session such as hearing, pronouncement with the case parties
  - Ability to notify the parties of the scheduled hearings automatically
  - Ability to manage case adjournments
  - Ability to create hearing minutes and other minutes in the system
  - Ability to electronically sign hearing minutes and other documents
- 1.4.3 Orders and Summons**
- Ability to create, update, and share orders and hearing summons in the case
  - Ability to send automatic notifications to the summoned parties
  - Ability to upload and download orders and summons from the system
- 1.4.4 Court fees**
- Ability to verify the payment of court fees automatically and manually (if desired)
  - Ability to download and view waiver certificate if applicable
  - Ability to generate needed reports on court fees
- 1.4.5 Judgment**
- Ability to send case to mediation and receive mediation decision online
  - Ability to render the judge decision through the system
  - Ability to upload necessary judgment documents

- Automatic update of sentence and release dates and other information given different decisions in different cases.
- Ability to access and download copies of judgment
- Ability to store the stamped judgment copy
- Ability to share the stamped judgment copy with parties in the case

## 1.5 Correctional Services Module

The system shall facilitate electronic processing of the cases transmitted to Correction services. The correctional services module is broken down into functionalities providing a number of capabilities. These functionalities include but are not limited to the following.

- Detention case management
- Detention management
- Exhibits and visits management
- Court Related Activities
- Inmate Medical information management
- Evasion

### 1.5.1. Detention Case Management

- Automatic creation of a detention case with required information based on the Judge decision.
- Ability to access and update all information in the detention case depending on the user role and set permissions
- Ability to assign a draft detention case number and a final case number once the case is accepted in the correctional service
- Ability to capture inmate's pictures and biometrical information
- Ability to process the detention case at various stages by different actors
- Ability to edit different sections of the case at the same time

### 1.5.2. Detention management

- Ability to automatically calculate sentence duration and release dates
- Ability to access arrest information and statements
- Ability to investigate a crime committed in prison
- Automatic calculation and update of sentence and release dates, and other information given different decisions in different cases.

### 1.5.3. Exhibits and visits management

- Ability to maintain a catalog of seized items
- Possibility to return inmate's seized items
- Management of monies accumulated by the inmate, expenditure, and balance
- Process if returning inmate's belongings including money remaining in the treasury
- Management of the visitor's registry for each inmate

### 1.5.4. Court Related Activities

- Access to court decision for an inmate by the privileged users
- Ability to file an appeal to competent court on behalf of the inmate

Ability to access detainee appointment to court including hearing, pronouncement appointments and release certificate

**1.5.5. Inmate Medical information management**

- Capability to keep track on inmate's health conditions
- Ability to create, update and keep track of inmate's hospital visits and medical checkup
- Ability to keep track of communicable diseases and reporting on disease outbreak
- Ability to monitor inmate's health insurance information

**1.5.6. Evasion**

- Ability to keep track of inmate records of evasion: The system should have the functionality to record and maintain information regarding any instances of evasion or escape attempts by inmates within the correctional facility.
- Ability to report on inmate behavior related to evasion: The system should be able to generate reports that highlight inmate behavior, particularly concerning evasion or escape activities. This feature enables the correctional staff to monitor and assess the patterns or tendencies of inmates related to evasion.

ANNEX D  
PROPOSAL SUBMISSION FORM

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for [INSERT AMOUNT OF MONEY AND CURRENCY] as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

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

Company/Organization: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: **Select date**

Signature: \_\_\_\_\_

*Duly authorized to sign this Proposal*

ANNEX E  
BIDDER INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	Certificate of Incorporation/ Business Registration Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country

	<p>Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years</p> <p>Patent Registration Certificates, if any of technologies submitted in the tender is patented by the Bidder, certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney if relevant</p> <p>2 contracts demonstrating experience in similar work within region/similar context in the past 5 years</p> <p>Updated company profile</p> <p>CV and relevant certificates for Key professional Staff.</p> <p>Supporting documentation proving experience as requested for Technical Leads, Senior Cyber and Information Security Assurance Expert and Senior IT Coordinator/System Architect.</p>
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ANNEX F1  
TECHNICAL PROPOSAL

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]	
Position for this assignment	[Insert]	
Nationality	[Insert]	
Language proficiency	[Insert]	
Education/Qualifications	[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]	
	[Insert]	
Professional certifications	[Provide details of professional certifications relevant to the scope of goods and/or services]	
	<ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>	
Employment Record/ Experience	[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]	
	[Insert]	
References	[Provide names, addresses, phone and email contact information for two (2) references]	
	Reference 1: [Insert]	Reference 2: [Insert]



## **A. Methodology**

This section should demonstrate the Bidder's responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points

1. **Clarity and Coherence of the Methodology.** Should be clear, well-structured, and logically coherent, demonstrating a deep understanding of the project's objectives, tasks, and deliverables.
2. **Alignment with TOR.** Should align closely with the requirements outlined in the TOR. The proposed methodology should address all the key aspects and objectives of the project, leaving no gaps or ambiguities.
3. **Resource-Feasibility.** This aspect evaluates the feasibility and practicality of the proposed methodology by assessing how well it considers available resources, timelines, and potential constraints. It should also examine the efficiency of resource utilization, including manpower, technology, and other necessary resources.
4. **Provide Detailed Project Implementation Plan,** showing Mobilization Timeline from the signing of the contract, how deliverables can be met on time from the time that the contract is signed.
5. **Innovativeness and Creativity.** It should display innovative and creative approaches to tackling the project's challenges. Bidders should demonstrate their ability to think outside the box and propose novel solutions that add value to the overall project.
6. **Risk Assessment and Mitigation.** Bidders should identify potential risks associated with their methodology and propose effective mitigation strategies.
7. **Measurable Outcomes and Evaluation Metrics.** Bidders should define clear, measurable outcomes and provide specific evaluation metrics to gauge the success of their methodology.
8. **Stakeholder Engagement.** The proposed methodology should highlight how the bidder plans to engage with relevant stakeholders throughout the project.
9. **Timeframe and Milestones.** Bidders should present a well-structured project timeline with key milestones, indicating when specific deliverables will be achieved. The evaluator will assess the methodology's ability to meet project deadlines effectively.



**ANNEX F2  
FINANCIAL PROPOSAL**

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

**Summary of Overall Price (VAT exempt)**

Description of Activity/Item	Amount USD
System Development All costs related to initial development as per the system specifications.	
Hosting and software Cost related to hosting and software as per the system specification.	
Support Phase Maintenance (6-month post-release) Pricing for technical support phase following the expiration of the initial 2 months of compulsory support.	
Hardware All cost related to Hardware items specified in the hardware specifications table in page 33.	
Training Support All cost related to training support as per the training specification.	
<b>Total Amount of Financial Proposal</b>	

**Breakdown of System Development Costs**  
 (Add columns in the table below as much as you want)

Description of Activity/Item	Amount USD
Sub Total System Development	

**Breakdown of Hosting and Software Costs**  
 (Add columns in the table below as much as you want)

Description of Activity/Item	Amount USD
Sub Total Hosting and Software	

**Breakdown of Supporting Phase Costs**  
 (Add columns in the table below as much as you want)

Description of Activity/Item	Amount USD
Sub Total Supporting Phase	



Breakdown of Hardware Costs as per items indicated on page 33  
 (Add columns in the table below as much as you want)

Description	Unit of Measure	Quantity	Unit Price USD	Total Price USD
Sub Total Hardware Items				

Breakdown of Training Support Costs  
 (Add columns in the table below as much as you want)

Description of Activity/Item	Amount USD
Sub Total Training Support	

ANNEX G  
WEEKLY REPORT TEMPLATE

IECMS WEEKLY REPORT  
EXECUTIVE SUMMARY

Reporting Period

Start date	END DATE

PROJECT OVERVIEW

[Briefly recap the project's objectives, scope, and milestones]

Progress Updates

Completed tasks: [Include relevant metrics or performance indicators.]

TASK 1	TASK 2	TASK 3



### Next Week Key Activities

---

Completed tasks: [Outline priorities and focus areas for the next reporting period.]

TASK 1	TASK 2	TASK 3

### Issues and Challenges

---

#### Issue/Challenge 1

NATURE [Describe The Problem Briefly.]	IMPACT [Explain The Potential Impact on The Project.]	MITIGATION [Outline Any Actions Taken to Address the Issue.]
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**RESOURCE UTILIZATION**

PERSONELL [Provide an Overview of Personnel Allocation.]	EQUIPMENT [Summarize Equipment Usage and Availability.]	BUDGET [Include Any Updates or Changes To The Project's Budget.]

**MILESTONE REVIEW**

Milestone/Deliverable 1: [Repeat for Each Milestone Or Deliverable.]

planned completion [Original Planned Date]	ACTUAL COMPLETION [Actual Completion Date]	DEVIATION [Any deviation from the original timeline.]

next steps

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---



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TASK 1	TASK 2	TASK 3

## CONCLUSION

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[Provide a summary of the overall status and any additional remarks or comments.]

SUMMARY

## APPENDICES

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[Attach relevant supplementary information, charts, diagrams, or documentation.]

APPENDICES

For any questions or further clarification, please feel free to reach out.

Best regards,

Name: ..... Position: .....

Mobile No: ..... Email: .....





ANNEX H

IDLO SPECIAL CONDITIONS OF CONTRACT

Type of Contract	Contract for Services
Duration of Contract	It is anticipated that the Contract for Services will be for fifteen (15) months.



ANNEX I  
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF SERVICES  
AND  
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

[https://www.idlo.int/sites/default/files/documents/general\\_terms\\_and\\_conditions\\_for\\_services\\_feb\\_2022.pdf](https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf)

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>

