FAMILY HOMES FUNDS
...financing social housing

REQUEST FOR PROPOSAL

Enterprise Resource Planning (ERP) Solution Implementation at Family Homes Limited



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DISCLAIMER

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

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

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

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

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

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

1. Introduction

This document is a formal Request for Proposal ("RFP") for the supply and implementation of an ERP Solution for Family Homes Funds Limited (FHFL). The purpose of the RFP is to invite prospective Vendors to submit a proposal to supply and implement an ERP Solution.

1.1. About Family Homes Funds Limited (FHFL)

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

1.2. Background Information

To increase operational efficiency, collaboration, flow of work and standardize business processes, FHFL requires the services of ERP vendors to both supply and deploy an ERP solution for the company's operations. FHFL operations includes but is not limited to the following: Loan disbursement and management, Project management, Strategy and business planning/analysis, sales and procurement, etc. The ERP vendor is hereby required to respond proposing an ERP solution.

The bids should be submitted in accordance with the specifications, terms, and conditions shown in this RFP. This RFP is being released to identify an experienced ERP Vendor to carry out the services as detailed in this document. Prospective respondents are advised to read this information carefully prior to submitting a proposal.

FHFL currently has the following business units/departments on its organizational structure:

i. Portfolio and Assets Management

ii. Human Resources and Administration

iii. Finance
iv. Strategy and Business Performance
v. Risk Management
vi. Communication
vii. Legal
viii. Project Management
ix. Affordable Housing Fund
x. Special Projects
xi. Help-To-Own

1.3. Objective

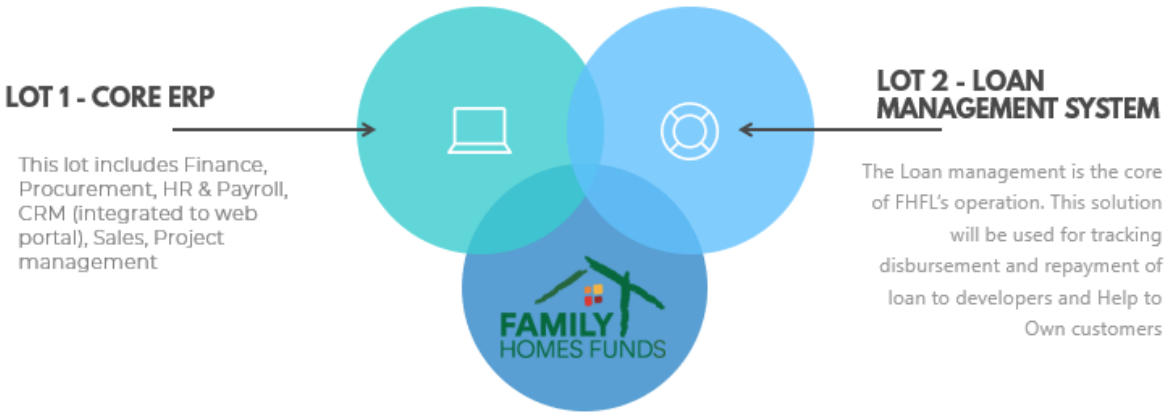
Following the technology road map for FHFL, the company's management requires a fit-for-purpose ERP application to better support its business processes.

We therefore invite reputable organizations with relevant experience to bid for the supply and implementation of an ERP solution that supports both its functional and technical requirements. The preferred solution should be one that can easily be implemented and maintained, leading to improved operational efficiency and client satisfaction.

1.4. FHFL's Current IT environment

FHFL currently has a SharePoint system that currently supports the management of documents within the organization

1.5. Proposed IT environment



1.6. Major tasks to be undertaken by the Vendor

The ERP implementation has been broken down into two (2) different lots.

- Lot 1: Core ERP
- Lot 2: Loan Management System

Vendors/Bidders must indicate which lot they are planning to participate in. Bidders must participate in at least one lot.

FHFL is looking to engage a vendor to conduct the following:

1. Supply of Software Licenses for an ERP Solution based on the lots specified above – This involves supply of licenses to grant FHFL users' access to the ERP Solution.
2. Configuration of the solution to meet FHFL's functional requirements – This involves configuration and customization of the proposed solution to meet FHFL's requirements as specified in this RFP.
3. Training of users on the use of the solution – This involves the delivery of relevant training content to end users on the use of the proposed solution.
4. Provision of post-implementation support – This involves provision of a minimum of 1-year post-implementation support to ensure the seamless and effective integration of the proposed solution to FHFL's operations.

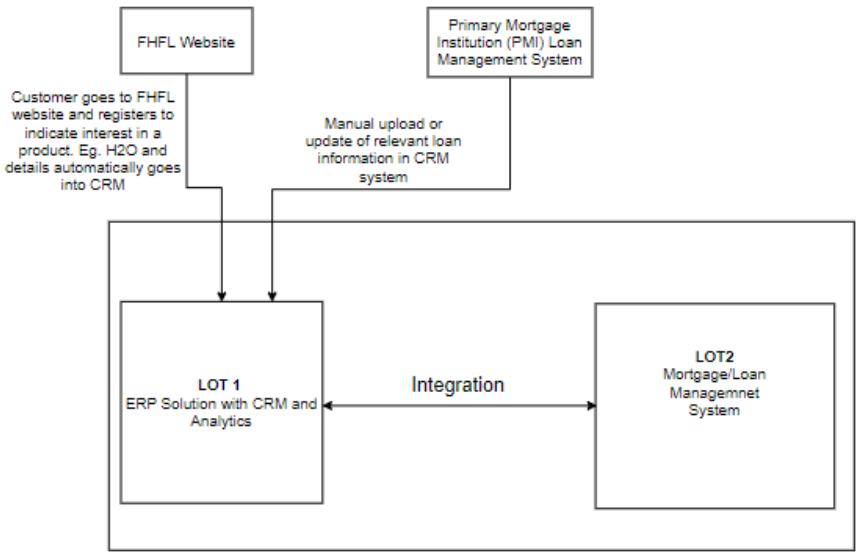
1.7. Proposed User Count

FHFL currently has a SharePoint system which active users license. Vendors are not to quote for user licenses for SharePoint. However, the license count required by each lot are specified in the table below:

S/N	Lot	Description	License counts
1	Lot 1	Core ERP/Reporting	20
		Employee Self Service	100
2	Lot 2	Loan management System	20

1.8. Proposed Architecture

FHFL would like to adopt Cloud deployment model for both its Primary and Disaster Recovery environment due to the company's current IT Strategy guiding principles. Bidders therefore should recommend the Cloud platform they intend to use and include the annual cost of deploying the solution on the recommended cloud platform in their submissions.



2. Instructions to Vendors

General Policies

1. Late Proposals

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

2. Withdrawal or Modifications of Proposals

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

3. Proposal Acceptance and Rejection

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

4. Proposal Evaluation and Award

Evaluation will be made based on the weighted scoring as noted in the Evaluation and Selection Criteria section. A constituted committee led by the Head of HR & Admin shall evaluate proposals submitted by all consultants.

Vendors that were not selected shall be notified in writing.

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

2.1 Eligible Vendors

All interested vendors must demonstrate eligibility by complying with the instructions quoted in this document.

Invited Vendors must submit proposals for:

- The supply of an ERP application (One or Two LOTS)

- The supply of associated system software, including standard utilities and other software tools that may be needed to run the solution(s)
- Implementation of all supplied Solutions
- Provision of maintenance and after-sales support of supplied Solutions
- Provision of user training

Proposals shall be prepared and submitted in strict accordance with the RFP documentation. In the event of emerging as the winner, the Vendor will be required to enter into a formal contract with FHFL one week after formal communication has been made to the successful bidder.

2.2 Proposal Language

The proposal prepared by the Vendor and all correspondence and documents relating to the proposal must be in English Language. Any printed literature submitted by the Vendor may only be in another language if accompanied by an English translation.

2.3 Cost of Participating

The Vendor shall bear all the costs associated with the preparation and submission of the proposal. The Vendor shall also bear all the costs incurred by itself or its representatives in participating in the Vendor evaluation process. FHFL will in no case be liable for such costs regardless of the conduct or outcome of the evaluation process.

If the Proposal leads to the conclusion of a Contract, the rights and obligations of FHFL and the Vendor shall be governed solely by the provisions of such Contract as mutually agreed and signed.

2.4 RFP Intention to Participate

The Vendor shall demonstrate intention to participate by sending a confirmation of interest email no later than fourteen (14) working days after the date the RFP was published to *humanresources@fhfl.com.ng.* Any vendor/bidder who does not send

a confirmation of interest email will not be allowed to participate in the bidding processes.

2.5 Enquiries on the RFP

All enquiries and communications in relation to this RFP shall be via email and directed to e-mail address: *humanresources@fhfl.com.ng*

Where it is necessary, enquiries may also be made to the procurement contact detailed in this document. Any unauthorized communication with any member of staff or its Consultant regarding the RFP may lead to Vendor disqualification.

Questions will be entertained up until Friday *May 22, 2020*. Prior to proposal closing date, all questions and clarifications arising from this RFP and the FHFL's responses will be distributed to all Vendors.

2.6 Tender Clarification Meeting

Tender clarification meeting will hold on *Friday May 29, 2020. Mode of meeting and location will also be communicated.*

2.7 Proposal Submission

Technical and Financial Proposals must be presented in two separate and sealed envelopes and all of them in one outer envelope with the name of the Firm / Consortium clearly identified.

The Proposal submission address is:

The Managing Director.
Family Homes Funds Limited,
3rd Floor Sinoki House, Ademulegun Street, CBD- Abuja.
Attention – Head, Human Resources & Administration
Kindly send electronic copies to: *humanresources@fhfl.com.ng*

Proposals must be submitted no later than the following date and time: Monday, June 15, 2020, 5pm WAT.

MODE OF SUBMISSIONS

(a) Technical Proposal: One (1) Original and two (2) Copies + Soft copy in flash drive in sealed envelope clearly identifying the name of Firm,

(b) Financial Proposal: One (1) Original and two (2) Copies + Soft copy in flash drive in sealed envelope clearly identifying the name of Firm.

Technical and Financial Proposals must be presented in two separate and sealed envelopes and all of them in one outer envelope indicating the name of the Vendor and Project name **"ENTERPRISE RESOURCE PLANNING (ERP) SOLUTION IMPLEMENTATION AT FAMILY HOMES FUNDS LIMITED"**

The Vendor shall also submit the supporting documents outlined in section **2.10.**

The Tenderer shall submit copies of evidence of license agreements with OEM(s) along with the technical proposal.

The submitted Proposal shall be fully binding on the Vendor and shall be valid for a period of 180 days from the date of submission of the Proposal.

The Proposal shall be submitted without review by, comparison of figures with, arrangement with or the knowledge of any other person or company submitting a Proposal for the same work and shall in all respects be without collusion with other Vendors.

Vendors forming a joint venture with another Vendor in order to submit a single consolidated Proposal shall advise FHFL prior to the submission of the Proposal and include in their Proposal full details of the joint venture including a copy of the signed joint venture agreement.

2.8 Amendment of Submitted Proposal

The Vendor may modify or withdraw its Proposal at any time before the Proposal submission due date; provided a formal request for amendment or notification of

withdrawal is received by FHFL before Proposal submission due date and time.

2.9 Contract Negotiation and Award

FHFL may accept or reject any or all Proposals, decide to waive any deviation from the RFP process or any informality in the Proposals received. FHFL is not bound to purchase the lowest-priced solution and may decide to accept or reject one or more of the items in the Proposal in its best interest.

FHFL may invite Vendors, prior to the date for award/allocation of their Contract, to discuss any matter relating to the Proposal and/or to issue supplements or addenda to the Proposal.

FHFL may invite Vendor(s) for clarification or negotiation of their Proposals after submission. Any such clarifications or negotiations or addenda or supplements shall be considered as forming part of the Proposal documents. These discussions, issue of supplements or addenda or invitation to clarify or negotiation, should not be construed as an acceptance, award or allocation of the Contract to that Vendor.

Unsuccessful Vendors will be notified in writing after award of contract to the successful Vendor.

2.10 Proposal Format and Content

The proposal shall be signed by the Vendor or by the person that is duly authorized to bind the Vendor to the Contract.

Vendors should note that the accuracy of the information provided is of utmost importance and the proposal might be included and referred to in future legal agreements relating to the supply of the solution.

The proposal shall contain no alterations, erasures or overwriting except where it is necessary to correct errors. The authorized person(s) signing the proposal must initiate such corrections.

The Vendor shall organize the Technical Proposal into the following sections:

Part 1 – Executive Summary

Bidder must include in the subject line which services they are bidding for. This summarizes the offer, highlighting salient features of the proposal, including a description of the bidder's approach and plans to satisfy requirement of this solicitation.

Part 2 – Technical Approach and Proposed Work Plan

The technical approach should:

i. Detail what the bidder considers necessary to fully explain the proposed approach or method
ii. Reflect a clear understanding of the nature of work being undertaken and the environment in which the work must be performed
iii. Detailed project management approach, workplan and methodology
iv. Quality Assurance approach
v. Describe and proposed change management procedures
vi. Training Approach and type (local and international)
vii. Support structure and SLA (must include company's Organogram) as FHFL places high priority on the level of support that will be provided by vendor at post golive.

Part 3 – Expertise of the personnel in the organization

Bidder must provide an overview of the structure of the proposed team (organogram) that will be responsible for delivering the services, with details of the internal reporting mechanism between team members. A list of all the Key personnel and a detailed description of their roles and responsibilities (i.e. the name, education details, years of relevant professional experience current resume, of all key personnel.

Part 4 – Organizational Capabilities and Past Performance

Proposal will also be assessed based on the extent to which bidder's corporate and institutional capability demonstrates past performance. Provide information of at least 3 relevant references based on past performance.

Assignment name:	Approx. value of the contract (in current NGN):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total Nº of staff-months of the assignment:
Contact Information: *Name:* *Address:* *Email:* *Phone:*	Approx. value of the services provided by your firm under the contract (in current NGN):
Start date (month/year): Completion date (month/year):	Nº of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

The Vendor shall organize the Financial Proposal into, at least, the following sections:

- Financial Bid Proposal (including ‘Pricing Information’ in section 5.3)
- Application License Cost Breakdown
- Implementation Cost Breakdown
- Annual Maintenance Cost Breakdown
- Support Cost Breakdown ***(for 1 year)***
- Training Cost Breakdown
- Disaster Recovery Cost Breakdown
- Cloud Infrastructure Cost Breakdown (If required)
- Other Cost Breakdown (Please provide details)

The vendor is required to provide cost options for the deployment and the currency of the tender must be in the Nigerian Naira. Payment terms may be specified based on any desired milestone.
Strict adherence to the recommended proposal format is encouraged, as non-adherence would put the Vendor submission at a disadvantage.
The following statutory documents must also be included in your proposal

- Certificate of Incorporation, CAC Form 2 and Form 7
- PENCOM clearance certificate
- NSITF
- Audited financial report for the last 3 years
- Current Income Tax Clearance Certificate in line with the Tax Identification Number (TIN) issued to company by the Federal Inland Revenue Service (FIRS).
- Value Added Tax (VAT) Registration Letter with your TIN details, as issued by the FIRS
- Manufacturer's Authorizations Form (MAF) Evidence of license agreements with OEM(s)
- Bank Reference Letter
- At least one certificate/proof of registration with statutory bodies regulating the IT industry:
- I.CPN

- II.ITAN
- III.ISPON
- IV.NITDA

Selected vendor(s) will be required to provide a Performance Bond to the tune of 70% of the non-license component of your financial proposal.

2.11 Adherence to FHFL's Quality Management System

Adherence to FHFL's safety policies and quality controls standards is mandatory for any vendor working for it. The vendor shall remain ultimately responsible for the overall Project Quality System covering all aspects of the Work, including that of his Sub-Contractors. The vendor shall establish and maintain a Quality Assurance System which fully meets the requirements of the latest revision of the ISO 9000 Quality Systems, in particular ISO 9001, Quality Systems - Model for quality assurance in design, development, production, installation and servicing.

The Vendor's Quality System shall fully cover all Vendor's activities undertaken for the execution of the project including Project Management and Organization, Procurement, Installation, Commissioning and Handover. The Vendor's Quality System shall clearly provide documented evidence of all Quality related activities.

3. Scope of Work

The scope of work defines the key work related to the ERP implementation project, the activities, responsibilities and minimal set of deliverables for each stages of the project.

The project scope has been broken down into four different lots, bidders who are able to deploy all lots may select all the lots. The lots are broken down and explained below:

i. Lot 1: Core ERP:

The core ERP includes the following business processes

- Finances and Controlling
- Procurement and Inventory Management
- CRM and Sales Management
- Project Management
- Human Capacity Management (HCM) and Payroll
- Reporting/Analytics

ii. Lot 2: Loan Management

Loan Management system is the Core of FHFL's business. Vendor should propose a flexible system which can be easily adjusted to carry out FHFL's operations. Vendor may propose a Loan management system that is locally built or part of an ERP or standalone Loan application which can be easily integrated with the ERP solution. In this lot, bidders should provide a mini mortgage/loan management system which will be integrated with the CRM solution. This is needed to track and monitor the performance of customers/developer to whom loans have been disbursed.

3.1. Project Planning and Management

The vendor shall collaborate with FHFL and its consultant to ensure effective project management and governance processes are defined, designed, executed and refined as needed.

a. Establish a resourceful ERP implementation project team who can address all aspects of the project scope and produce the required deliverables

b. Actively support knowledge transfer between the ERP implementation team and FHFL
c. Ensure target deadlines are met according to the overall project work plan and status updates are provided regularly and when required
d. Provide feedback and comments to support issue management and tracking of incidents related to the implementation
e. Provide timely resolution to all issues related to the implementation
f. Contribute to the development of a risk management plan and support the mitigation of risks to the implementation of the project
g. Document and facilitate key system design decisions and ensure the right inputs are being provided by all stakeholders

3.2. Functional Design and Configuration

The objective of this work phase is to design and configure the required ERP solution so that FHFL's businesses are fully supported across their business processes. The activities in this phase will assist in:

- Ensuring consistent and full use of the configuration capabilities of the ERP solution

- Ensuring full understanding of identified gaps and challenges so that optimal decisions are made with respect to business process changes, package configuration changes and extensions

- Ensuring that dependencies and impacts are factored into design and configuration decisions

- Delivering a fully integrated solution, inclusive of key integration points with identified non-ERP applications

- Involving operational users early and throughout the project lifecycle to ensure full understanding of the design and its impact on existing business processes

- Translating improved business processes and leveraging the ERP configuration into operational benefits

The scope of work for this work phase include to:

a. Review and understand the existing requirements, gaps and challenges with respect to the business needs
b. Provide experienced ERP and process consultants who can provide best practices and propose solutions to functional gaps and meet the ERP requirements
c. Create design documentation showing configuration choices and recommended options based on understood requirements
d. Assist in developing functional specifications for all new designs, interfaces, workflows and extensions
e. Assist in the design of end-user role-based security
f. Develop end-to-end process architecture across ERP and interfacing systems
g. Define ERP implementation configuration and development standards and best practices that should be leveraged

3.4. Testing

The objective of this work phase is to ensure that the baseline and detailed configuration is aligned with the defined requirements. The scope of work are to:

a. Provide extensive functional and technical support during testing activities as detailed in the testing strategy
b. Attend and participate in all testing sessions and provide fixes to defects based on agreed resolution timelines
c. Provide detailed reports of all Coding and unit testing for all approved modules

3.5. Data Cleansing and Conversion

The objective of this work phase is to ensure accurate and reliable data is

available in the ERP solution for go-live during the implementation. The activities in this phase will assist in:

- Ensuring consistency across the enterprise for data design, data standards and data governance Enabling improvements in data quality so that reporting and decision-making is more effective

- Reducing work-around, re-work and reconciliations associated with poor data quality

The scope of work for this phase include to:

a. Ensure data design documentation and knowledge of required data entity relationship are adequately communicated to FHFL
b. Ensure that data design related to the new ERP functionality from the selected ERP solution is adequately communicated to FHFL
c. Provide data migration templates to enable FHFL map, identify and extract all sources for master and transactional data in the legacy systems
d. Extensively support extraction and transformation of data from the identified legacy systems as required by FHFL
e. Take full responsibility for loading of data to the target ERP system
f. Ensure that cleansed legacy data is appropriately mapped for loading into new ERP system.
g. Define master data maintenance processes and organizational model required for the ERP implementation

3.6. Data Migration

The vendor shall carry out all data upload functionality for the legacy data to be

uploaded to the new ERP system based on agreed plan and requirements. Other tasks and responsibilities include to:

a. Identify and provide data upload formats and repository
b. Conduct data quality validation for all data types
c. Assist in all cycles of mock migrations as provided in the migration strategy
d. Populate and migrate all legacy and new data elements into the new ERP system
e. Review uploaded data to ensure data quality and integrity
f. Conduct Integration testing of the configured system using the populated master and transaction data
g. Assist the FHFL team in master data management

3.7. Technical Design

The objectives of this work stream are to ensure that the technical solution supports the functional design and that the overall technical development and production environments are reliable, stable and meet performance requirements.

a. Design technical environments, architecture and development standards that integrate with existing environment
b. Provide technical design and development schedule and resources
c. Assist in developing technical requirements documents to describe platform, security, architecture, controls and integration requirements
d. Monitor Pre-Production environments
e. Manage environment configuration and build control
f. Ensure system performance and reliability
g. Prepare system for production release
h. Participate in certifying that the installation of the ERP system and environment are in compliance with the standards for the respective software release

i. Ensure that all designs and activities comply with ERP system standards
j. Document ERP architecture and integration touchpoints that clearly explains how the various solutions would be integrated

3.8. Reporting

The objectives of this work phase are:

- To address root causes of any existing data quality and reporting processes deficiencies so that prioritized processes and data governance improvements can be delivered along with the new technology solution

- To meet the reporting needs of the business and improve reporting user experience at executive, operational, management and end user levels

The scope of work for this work phase are:

a. Build and test required reports
b. Design and implement reporting architecture for dashboards, analytics and user queries in conjunction with FHFL's reporting needs
c. Contribute in establishing reporting user groups for optimized usage

3.9. Deployment and Go-Live

The objective of this work stream is to ensure high quality implementation and experienced support effort. The goal is to achieve minimal business disruption and high user adoption rate. The scope of work for this phase is described below:

a. Develop training materials as will be defined in a training strategy
b. Deliver training sessions in line with a developed training plan
c. Participate in establishing backup, Disaster Recovery and other infrastructure related activities for ongoing support and maintenance of ERP applications

d. Conduct knowledge transfer sessions and establish a knowledge base to deal with issues, incidents, support and other issues
e. Participate in design, development and implementation of the technical support infrastructure including incident management procedures and issue-tracking systems
f. Participate in establishing ongoing production support organization for IT and the business
g. Deliver user guide and documentation for the system
h. Perform go-live cutover to the production system
i. Provide on-site support for an appropriate period of time to ensure stabilization

3.10. Post Go-Live Operations and Continuous Improvement

The objective of this work phase is to ensure provision of expanded support for FHFL and ensure that FHFL is self-sufficient in providing ongoing support and realize the full benefit of the new system. The scope of work for this phase are:

a. Implement system fixes to correct identified system level performance problems
b. Provide resources to manage service requests and support resolution of post go live issues. The support activity is required to last for one year.
c. Provide standby resources to provide 1st and 2nd level support to FHFL as required and detailed in the SLA
d. Implement FHFL's Change requests.

4. Proposal Evaluation Process

4.1. Preliminary Evaluation

The evaluation team will conduct a preliminary evaluation of all proposals for completeness when opened. Incomplete proposals will not be evaluated. The evaluation team will then perform both technical and financial evaluation.

4.2. Technical Evaluation

The Technical Evaluation will entail: Evaluating the Vendor's responses to functional and technical requirements Evaluating the provided supporting documents. Evaluating the appropriateness of the solution during Vendor demonstration sessions Obtaining feedback from existing clients/users during Reference Site Visits

4.3. Financial Evaluation

The Financial Evaluation will commence after the completion of the Technical Evaluation. Only Vendors whose technical solutions are considered suitable by the FHFL Tender Board will have its financial proposal evaluated.

4.4. Vendor Selection and Evaluation Criteria and Scoring Mechanism

S/N	Evaluation Criteria	Proposed Weight
1	Closeness of fit of proposed solution to the functional requirements.	15
2	Technical Approach, Methodology and Workplan	15
3	Relevant Expertise and experience of proposed project team.	10
4	Organizational capabilities, experience and Past relevant references	10
5	Support plan/approach (including SLA), Support capabilities (including local presence)	20
6	Financial Stability	5
7	Clarity, Quality and Depth of Submission	5

S/N	Evaluation Criteria	Proposed Weight
8	Technical Demonstration of Solutions	20
	Total Score	**100**

4.5. Schedule of Events

The table below provides the schedule of events involved in the evaluation and selection process. FHFL may make changes to the schedule of events if deemed necessary. The Vendor will be notified of such changes.

S/N	Event	Date
1	Publication of RFP	May 01, 2020
2	Confirmation of Interest	May 15, 2020
3	Tender Clarification Meeting	May 29, 2020
4	End of Enquiries	June 01, 2020
5	Response to Enquiries	June 01, 2020
6	Proposal Submission	June 15, 2020
7	Initial Technical Evaluation	June 29, 2020
8	Send invitation for Technical presentation	June 29, 2020
9	Technical presentation	July 13, 2020
10	Final Technical Evaluation	July 20, 2020
11	Opening of Financial Bid	July 27, 2020
11	Final Selection	August 03, 2020

5. Schedule of Information Questionnaires

5.1. Proposed Vendor and Product Information Questionnaire

S/N	Question	Response
1	**General Information**	
1.1	Name of Vendor(s); name of relevant software package (full corporate name and any relevant business name(s)).	
1.2	Name of primary Vendor contact, including name, current position/title, anticipated role in proposal process, address, telephone and e-mail address.	
1.3	Name of the connected software house, if any, or of ultimate holding company (full corporate name, place of incorporation, registered number and registered office).	
2	**Vendor Support Services**	
2.1	Location of training. Please give details of required training and location for users and support personnel.	
2.2	Please specify the level of documentation that will be provided (comprehensive/limited), and Frequency of updates. Screen and field descriptions, transaction entry instructions. Glossary of terms. Reporting guide (running, formatting, changing, creating reports). Technical documentation (database/file lay out, program level, job stream). User defined and Vendor reserved fields.	

S/N	Question	Response
	Processing tables. Detail what alternative languages are available.	
2.3	Please specify who would own specific developments of the system as a result of FHFL's business requirements.	
2.4	Ownership of the system configuration.	
2.5	Ownership of software/source code.	
2.6	Implementation support Offered by Vendor. Required for key user staff. Staff training on implementation and number of days provided by Vendor.	
2.7	Number of support staff for operational system. Please specify number.	
2.8	Confirm whether software upgrades are provided as part of the support contract.	
2.9	Help line facility: Provide details of help line including operating hours and how to use the facility. Any escalation process in place? How are priority or high severity problems handled? What are their response times? Should the proposed system solution require third party software, please outline the help desk procedures to resolve problems arising from the use of third-party software. Any tracking system used for historical purposes and cross-references. Specify ability to provide user support in multiple languages. List languages.	

S/N	Question	Response
2.10	Availability of on-line help at screen and field levels.	
2.11	Average response time for support services.	
2.12	How are customer requests for enhancements and customizations handled?	
2.13	Access to software source code held by a third party in the event of administrators/liquidation/ receivership of the Vendor.	
2.14	Location of the nearest support center to FCT, Abuja in Nigeria.	
2.15	Is remote access to systems available: For problem resolution. For release of new software. Control of remote access managed by user staff.	
fr3	**Installation of Additional/New Modules**	
3.1	Please specify the implementation time frame for the installation of additional/new modules to the system.	
3.2	When installing additional/new modules please specify the ratio of Vendor consultant to user staff time required.	
3.3	Please specify the responsibilities of both the Vendor and FHFL for testing releases and system changes when delivered.	
3.4	Please specify the additional modules available with the system, which have not been identified as a requirement in this document.	

S/N	Question	Response
3.5	Are new modules/releases delivered in all the languages supported provided by the existing release?	
4	**Delivery Schedule**	
4.1	Please specify the earliest delivery time for software.	
5	**Other Users and Reference Sites**	
5.1	Please provide the names and addresses of some key organisations using the solution. Kindly provide the number of users in total divided into the following categories: Country, Industry Size groupings (small, medium, large). Date of implementation and version implemented (at least two implementations in the last 2 years) *Please distinguish number of users by legal groups, (e.g., do not include companies which are related to, or belong to the same group of companies).*	
5.2	Please indicate whether a reference site exists where the system operates in an environment similar to that set out in Section 1 of this RFP.	
5.3	Please nominate 3- 5 reference sites within and outside Nigeria (including any referred to in paragraph above) which may be visited or contacted by our FHFL, detailing: Name, address and telephone of user organization. Name and title of contact at user organization. Type of business undertaken,	

S/N	Question	Response
	business volumes and number of users. Scope and length of Vendor involvement with the reference site.	

5.2. Technical Questionnaire

Questions		Response
1	**Bandwidth**	
	What is the bandwidth required to support multiple locations? (E.g. Company headquarters and remote location(s); or, Company headquarters, co-located data centre(s), and remote location(s)).	
2	**System Change Management**	
	Ability to implement change management	
	What controls exist to prevent system changes from being made in the production environment?	
	What tools are provided to support the change management process within the system?	
	Describe the recommended change management approach?	
3	**Monitoring**	
	Are there any monitoring tools within the system to monitor system response time, system usage etc.	

5.3. Pricing Information

This questionnaire should be submitted with the Financial Proposal and **NOT** with the Technical Proposal. The Technical Proposal should not have any reference to financial information.

S/N	Description	Cost (NGN)
1	Implementation Cost	
2	Annual Maintenance Cost	
3	Support Cost (for 1 year)	
4	Training Cost (if required)	
5	Disaster Recovery Cost (if required)	
6	Cloud Infrastructure costs (If required)	
7	Other costs (Please provide details)	

Application License Cost (cost should be in line with FHFL's license requirements highlighted in **Section 1.5.1**)

Please note that your pricing information must be tailored to FHFL's identified requirements.

6. Functional Requirements

6.1. Functional Requirements Response Format

The functional requirements are contained in the attached spreadsheet and forms a part of this RFP. Each Vendor is required to indicate the degree of support provided by the proposed solution against each requirement.

FHFL's priority level is represented with M/D. Please insert the right priority.
M - (Mandatory) This represents the requirements that FHFL cannot deal without
D - (Desirable) This represents the requirements that FHFL can do without

Whenever a requirement is not “Fully Supported”, the Vendor is required to provide a clear and concise explanation in the Comments column. The degree of support is classified as:

FS - (Fully Supported) the Solution fully supports the requirement without any workarounds or modifications.

PS - (Partially Supported) the Solution supports the requirement with use of a system or workflow workaround.

RM - (Requires Modification) the Solution, in its current state, does not meet the requirement. However, it can be modified to meet the requirements either to some extent or in its entirety.

NS - (Not Supported) the system is not capable of supporting the requirement and cannot be modified to accommodate the requirement.

The Vendor shall submit a copy of the response to the Functional Requirements (in MS-Excel) as part of the Technical proposal.

The first worksheet in the MS-Excel document contains the instructions for responding to the document

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