

## **REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES– FIRMS SELECTION)**

**SUPPORT FOR CAPACITY DEVELOPMENT OF THE AFRICAN UNION COMMISSION  
AND OTHER AFRICAN UNION ORGANS PROJECT**

**Grant No. IDA H9390**

**ASSIGNMENT TITLE: Consulting Services for Revamping of the AUC Internet Portal**

**Reference No: ET-AUC-81954-CS-QCBS**

The African Union Commission has received financing from the World Bank toward the cost of the " Support for Capacity Development of the African Union Commission and Other African Union Organs Project (P126848)", and intends to apply part of the proceeds for consulting services.

### **Objective of the Assignment**

The objective of this consultancy service is to procure professional consultancy service firm for revamping of the AUC internet portal activities.

### **Scope of the Assignment**

After nine years of existence, the use of the Intranet platform for internal information sharing needs to be enhanced. Improvements to the organization's SharePoint platform (i.e. SharePoint 2016) will focus on the following areas. The services to be rendered by the successful consulting firm include but not limited to;

1. Conduct a needs assessment with key stakeholders in AU to capture AU's requirements and
2. Review existing SharePoint 2016 Intranet Portal and perform gap analysis against AU's requirements
3. Present a recommended design/approach to realize the needs of the organization including a detailed project plan with associated timelines and milestones for realizing the needs of AU
4. Architect, redesign, develop and implement a organizational Intranet using a multi-farm SharePoint 2016 environment based on AU's branding guidelines supporting:
  - Business Intelligence
  - Business Forms and workflows for key business processes
  - Enterprise Content Management (ECM)
  - Enterprise Search
  - Collaboration, social networks, extranets, team sites and other online collaboration activities.

The Organizational Intranet shall consider:

- The organization structure to equitably highlight all AU organs, offices, departments, directorates ... and ensure that information needs can be captured and highlighted;
- The user interface to be more user-friendly and aligned with the new graphic guidelines of the African Union;
- The backend dashboard to facilitate the update of the intranet by the various business units;

- It needs to be more flexible and responsive to changes and needs within the organization
5. Migration of AU's current Intranet contents to the new SharePoint site including the addition of new SharePoint-enabled features and workflows
  6. Ensure the delivery of WAN optimized SharePoint solutions and offline alternatives (if applicable) considering AU's challenging telecommunications architecture especially at its remote sites.
  7. Provision of SharePoint governance and architectural design, implementation and operational documentation including systems integration, security, performance monitoring and management.
  8. Skills and knowledge transfer to AU's technical staff working in the areas of core infrastructure, user support and application development.
  9. Organize Microsoft SharePoint official training courses to developers and administrators.
  10. Develop a solution to best enable AU records managers and administrators to:
    - Optimize performance of repositories
    - Archive Documents according to AU's Archives and Records Management policy including file plans and retention schedules
    - Backup and Restore Documents/Repositories
  11. Provision of full technical documentation for all activities, plans, designs, configurations, user manuals, process/policy documents, governance and security plans, physical and logical architectures design plan/s, and SharePoint topology, etc. related to the implementation to be completed as part of this engagement
  12. Create a backup and disaster recovery plan for the new SharePoint environment
- Establish Governance roles and security plans/policies for the new SharePoint environment including operational models for on-going support, user management, system administration and maintenance of the new SharePoint environment.

The African Union Commission now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

1. Core business and years in business
2. Qualifications and Specific experience in the field of the assignment
3. Technical and managerial organization of the firm
4. General qualifications and number of key staff

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers* dated January 2011. The Guideline is available on [www.worldbank.org/procure](http://www.worldbank.org/procure). "Consultant Guidelines", setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications.

A Consultant will be selected in accordance with the Quality and Cost Based selection (QCBS) method set out in the Consultant Guidelines.

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Further information can be obtained at the address below during office hours [8:00-13:00hrs and 14:00-17:00 hours, -3hours GMT].

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by 7<sup>th</sup> November 2018.

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