



REQUEST FOR PROPOSAL (RFP) MARCH 2024

TOR FOR IMPLEMENTATION OF PORTFOLIO MANAGEMENT SYSTEM FOR AFRICA ENTERPRISE CHALLENGE FUND (AECF)

1. Background

- 1.1 The Africa Enterprise Challenge Fund (AECF) transforms lives by providing investment funding and technical assistance to commercially viable businesses that improve the lives of rural communities. It mobilizes donor funding to support early and growth-stage businesses in agriculture and renewable and clean energy sectors, with a focus on improving incomes and employment for rural and marginalized groups. It is a non-profit organization, with its headquarters in Nairobi and operational centres in Somalia, Ethiopia, Dar-es-Salaam, Mozambique, Nigeria, South Sudan, Côte d'Ivoire, Burkina Faso and Benin.
- 1.2 Since our launch in 2008 at the World Economic Forum, AECF has built the resilience of rural and marginalized communities by catalyzing innovative private sector business models with patient capital and growth support services across Sub-Saharan Africa.

2. Invitation

- 2.1 Through this request for proposals ("RFP"), the AECF is planning to implement an Enterprise System that will manage the Portfolio process for AECF and integrate with the Finance System (ERP) i.e. Microsoft Dynamics 365 Business Central. The system will manage the full project life cycle i.e. the investee origination process as well as the subsequent steps up to the disbursement of the funds to the qualifying investees, the repayment process, provision of reports, investee statements, and management dashboards
- 2.2 Proposals must be submitted to aecfprocurement@aecfafrica.org no later than 12th April 2024, 17:00 HRS East Africa Time
- 2.3 Prospective proposers should send an email to aecfprocurement@aecfafrica.org requesting for process map and any other clarifications/questions before 20th March 2024, 17:00HRS East Africa Time
- 2.3 The AECF may, at its discretion, cancel the requirement in part or whole. It also reserves the right to accept or reject any proposal, annul the selection process, and reject all proposals at any time before selection, without thereby incurring any liability to proposers/firms.
- 2.4 Proposers may withdraw the proposal after submission provided that written notice of withdrawal is received by the AECF before the deadline prescribed for submission of proposals. No proposal may be modified after the deadline for submission of proposals. No proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity.
- 2.5 All proposals shall remain valid and open for acceptance for a period of 180 calendar days after the date specified for receipt of proposals. A proposal valid for a shorter period may



be rejected. In exceptional circumstances, the AECF may solicit the proposer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

- 2.6 Effective with the release of this solicitation, all communications must be directed only to the Procurement department by email at aecfprocurement@aecfafrica.org. Proposers must not communicate with any other person of the AECF regarding this RFP.

3. Request for Clarification of RFP documents

- 3.1 A prospective proposer requiring any clarification of the solicitation documents may notify the AECF in writing via the email address aecfprocurement@aecfafrica.org by 20th March 2024. The AECF will respond in writing to any request for clarification of the solicitation documents that it receives by the due date. Written copies of the AECF response including an explanation of the query but without identifying the source of inquiry will be posted on the AECF website.

4. Amendments to RFP Documents

- 4.1 At any time before the deadline for submission of proposals, the AECF may, for any reason, whether at its initiative or in response to a clarification requested by a prospective proposer, modify the RFP documents by amendment. All amendments will also be posted on the AECF website.

5. Language of Proposals

- 5.1 The proposals prepared by the proposer and all correspondence and documents relating to the proposal exchanged by the proposer and the AECF, shall be written in English.

6. Submission of Proposals

- 6.1 Proposers shall submit their proposal in soft copy via email aecfprocurement@aecfafrica.org **Technical and Financial proposals must be submitted in separate documents** and with a clear subject description of the proposal (technical or financial) by the date and time stipulated.
- 6.2 Proposals must be sent ONLY to the address provided above. Proposals sent to any other addresses will be rejected.
- 6.3 The Financial proposals shall include all applicable taxes quoted separately. If taxes are not mentioned in the financial proposal, The AECF shall consider that they are included in the prices provided.
- 6.4 The financial proposal shall include implementation costs, license costs, and expected recurrent costs for at least the first 3 years.

7. Late proposals

- 7.1 Any proposals received by the AECF after the deadline for submission of proposals will be rejected.

8. Conflict of Interest

- 8.1 In their proposal, proposers must confirm that, based on their current best knowledge, there are no real or potential conflicts of interest involved in rendering Services to the AECF.

9. Confidentiality

- 9.1 Information relating to the evaluation of proposals and recommendations concerning the selection of firms will not be disclosed to Firms that submitted proposals.

Statement of Work

1. The AECF is planning to implement a Portfolio Management Information system that will handle end-to-end project lifecycle and portfolio management for investees (projects)
2. The solution is required to automate the following processes as per the program life cycle:
 - 2.1 Business Development Phase
 - a) Funding Proposal Development with collaboration capability
 - b) Development of budgets
 - c) Document repository for supporting documentation (all file types)
 - d) Action tracker
 - 2.2 Inception Phase (Pre-Implementation)
 - a) Creation of a program with standard program features e.g. implementation cycle/plan, target location, funder, programme code etc
 - b) Development of budgets
 - c) Development and tracking of work plans
 - d) Development of standard templates to be used in the competition phase e.g. term sheets, eligibility criteria, marking criteria
 - e) Results Measurement Framework for the program
 - f) Document repository for supporting documentation (all file types)
 - 2.3 Competitions Management Application
 - a) Development and tracking of work plans
 - b) Application portal – with a standard concept note
 - c) Automated eligibility screening
 - d) In-system marking and scoring against the scoring criteria (team marking + 1 overall marker). Qualitative and quantitative scoring.
 - e) Progress dashboard(s)
 - f) Due Diligence
 - g) AECF-Investee interphase for standard templates upload, download & exchange – Business Plan, Financial Model, Due diligence documents
 - h) Document repository for supporting documentation (all file types)
 - i) Standard investment memo
 - j) Automated compliance screening checks, or integration to a third-party tool for Anti Money Laundering (AML), KYC (Know Your Customer) & PEP (Politically Exposed Persons) with a trigger system based on profiling.
 - k) Dashboards
 - l) Approval workflows and approval mechanisms by approval committees (internal & board level)
 - m) Investment award letters
 - n) Contract development interphase
 - 2.4 Monitoring & Evaluation
 - a) Project planner (periodic)
 - b) Project results measurement plan
 - c) Processing of disbursements and collections
 - d) Loan module
 - e) Project management portal (interphase between AECF & Company)

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- f) CRM (inbuilt or interphased)
 - 2.5 Reporting
 - a) Program progress dashboard – budget, results measurement,
 - b) Project performance dashboard
 - c) Standard project metrics reports
 - 2.6 Project Close out
 - a) Close out notification/letter
 - b) Archive
- 3.1 Other General Considerations; Design required workflows on the system to allow end-to-end processes on the system.
- 3.2 The system should have the ability to link projects to the respective programmes and the ability to track and reconcile project funds vs. program budgets; results measurement plans (RMP) for overall programme vs. RMP for projects.
- 3.3 Ability to translate currencies based on set criteria or through integration with the ERP (Microsoft Dynamics 365 Business Central).
- 3.4 Ability to offer basic translation services – English, French, Arabic, German & Portuguese
- 3.5 Design and customize a document repository that will hold all the documents and reports generated from the portfolio process.
- 3.6 Implement the approval process flow onto the system and configure to fit the AECF governance structure
- 3.7 Configure the approval matrix onto the system to allow all approvals to be done on the system.
- 3.8 Integrate the Portfolio Management Information System to different systems like the core financial system, Microsoft Dynamics 365 Business Central(ERP), Power BI, Tableau
- 3.9 Provide the licensing model for the software
- 3.10 Ensure the system has provision for canned and ad-hoc reports
- 3.11 Provide responsive and timely maintenance & support services for the platform over the duration of its use.

The general scope of work

The scope of work primarily consists of five elements as follows:

- a. Supply, implementation, and installation of a suitable Portfolio management information system, database, and related software. 3 years of maintenance after the implementation project.
- b. Advice on installation and commissioning of appropriate platform & supporting software, and network links, in association with AECF's chosen service providers.
- c. Setting up of the necessary ICT infrastructure and application support function with minimum requirements delivering a performance level and availability requirement suitable for AECF.
- d. Implementation services including application installation, custom development, data conversion and migration, training and change management, documentation, fitting the solution's specific customer support arrangement, and warranty services.



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- e. Optional, on-demand support services, especially for the period beyond implementation project closure.

The proposed project plan should cover the activities listed above.

Specific Duties and Responsibilities of the Implementor

The Implementor will be responsible for the following:

- a. Responding to the RFP and executing the same if selected, describing the process to be followed for supply and implementation of the software.
- b. Supply a suitable Portfolio Management Information System indicating specific modules and justification for satisfying the functional and technical requirement specifications laid down in this document.
- c. Test the solution configured and provide quality assurance within the project.

The product proposed by the Implementor must comply with the mandatory criteria below;

- a. It must be of the latest commercially available and acceptable version, at the time of commencement of project implementation.
- b. It must have all functions described in business process requirements as natively integrated applications on a single interoperable open platform and not the integration of multiple products and overlapping middleware.
- c. It must provide a mandatory Single-Sign-On authentication matching with the AECF's current environment; Microsoft Azure.
- d. Upgrade to new releases should not become mandatory for the next three years from the date of installation.
- e. It must have a product roadmap for the last 3 years and the next 3 years, demonstrating a vendor commitment to continuous investments and enhancements for the specific Portfolio Management Solution.
- f. It must be upwards scalable in size, capacity, and functionality to meet changing business and technical requirements, thereby enabling AECF to be adaptable to change.

The vendors will be required to provide detailed documentation on the following in their technical response:

- a. The Portfolio Management Solution, required customization if any, tools, database, network performance and the related software being supplied to meet the functional and



technical requirements set out in this document.

- b. The process to be followed in the installation and configuration of the Portfolio Management Solution, tools, database, and related software.
- c. The process to be followed for maintenance and upgrade of the Portfolio Management Solution, applying patches, tools, database, and the related software.
- d. Specifications that are most suitable for running the solution provided to AECF comprising of the operating systems, administration tools, bandwidth requirements, firewalls, and any other item required for the proposed solution considering AECF's serverless environment, with all core current and future applications running on virtual machines in an external Cloud environment.

Implementation services

The Implementor will be responsible for the following during the implementation;

- a. Design and implementation of system architecture
- b. Project management, planning, and scheduling various phases of the implementation
- c. Verify and ensure the completeness of business process descriptions and their mapping against the capabilities of the Portfolio Management Solution
- d. Conceptualizing, configuring, developing, customizing, validating, and implementing the solution, including developing and testing interfaces, custom applications, data conversion where required, training and change management, documentation etc.
- e. Providing post-go-live support.

Each of the tasks is described in detail below. Some of these are also explained in detail further in this section.

Design and implementation of system architecture

The implementor shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, and performance as described in this document. The system architecture description provided in this document is for guidance only. The vendor should validate the description as necessary to provide a complete solution.

The System architecture shall be developed with the following guidelines in mind:

General System Architecture Guidelines

- a. The system architecture should be based on open and prevailing industry standards and protocols.



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- b. The system will be Cloud-based or cloud-ready, centrally deployed and accessed.
 - c. Role-based access shall be planned to ensure high granularity without compromising on the security needs of the application.
 - d. The system shall be designed to be scalable and extensible.

Application Design

- a. The application design should be a services-based architecture for all environments.
- b. All application components should have a browser-based user interface with a common look and feel.
- c. All production applications must have high availability.
- d. All systems must consider appropriate security, performance, efficiency, and maintainability issues.
- e. Must have a web-based Investee Self-Service portal that would be available to investees without a full license requirement.

Data Management

- a. Data will be owned, shared, controlled, and protected as a corporate asset.
- b. Shared data will have consistent formats and definitions and be independent of applications.
- c. Data should only be accessed through application/interfaces to create, update and modify
- d. The system must have an inbuilt data repository allowing data to sit and be accessed within the system

Infrastructure

- a. The architecture should be designed for extensibility and scalability
- b. The system must be designed in such a way that it supports all future enhancements, load balancing of the application, presentation, and data layers of the system.

Project management, planning and scheduling

Project Team

- a. The implementor will form a full-time team for the project consisting of the Project



Manager, Functional Leaders and other team members. The key team members should be professionally qualified/trained in their tasks and should have requisite Portfolio Management Solution implementation experience. Swapping of resources during the project will not be permitted without prior approval by AECF.

- b. The implementor should specify the expected involvement of AECF employees within the project team structure. The implementor should further describe the recommended composition and terms of reference of the Project Steering Committee.
- c. The implementor's project plan will adequately account for User Acceptance testing, and documentation related to Controls, Security, and Segregation of Duties; and the activities will adequately account for the implementation of controls identified in our business processes.

Implementation Plan

The date of award of the contract to the Implementor will be considered as the start date of implementation.

Below are the guidelines to be adhered to;

- a. The implementor should propose a suitable project plan in such a manner that overall timelines, as specified in this document, are adhered to. The implementor should provide a detailed schedule for all items as per the total scope of work matching with the implementation plan.
- b. The Implementor will further detail the project plan in the early stages of the project and get it validated by AECF. The project plan should include the following at the minimum:
- c. The project is broken up into logical phases and sub-phases;
 - Activities making up the sub-phases and phases;
 - Key milestones and deliverables along with their dates;
 - Start date and end date for each activity;
 - The dependencies among activities;
 - Resources / Consultants to be assigned to each activity;
 - Resources (core team, business team and process owners) expected from AECF for each activity.
- d. In addition to the implementation plan, the Implementor should formulate and submit other key documents including, but not limited to, the following:
 - i. The Interface Strategy describing high-level interface points between Portfolio Management system & Financial Management System (ERP);
 - ii. Data Conversion Strategy describing the data elements that would need to be converted and the process to be followed for the same;

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- iii. Solution Design Strategy including the system test strategy;
 - iv. Risk Management Strategy, identifying, analyzing and evaluating the project risks and the process to be followed in mitigating those risks;
 - v. Training Strategy, describing and implementing the proposed approach in providing training to various categories of users;
 - vi. Change Management strategy and Post implementation support strategy;
 - vii. In addition to the strategy-level documentation above, implementation-related documentation is expected. All documentation will be in English and subject to review and acceptance by AECF. It is expected that documentation will capture an adequate level of detail and will be presented professionally to AECF.

Project Reporting

- a. The Implementor should describe the proposed project reporting methodology. As a minimum, a progress report to AECF is expected each fortnight. The frequency may be increased during critical phases of the project. Additionally, the Implementor shall report continuously, project risks, mitigation, exceptions, and issues that require the immediate attention of AECF.
- b. The AECF will nominate an internal focal point, to ensure seamless coordination between the parties.
- c. The Implementor will via its Project Manager be responsible for attending meetings of the Project Steering Committee, informing the membership about progress and status, discussing potential options ahead, and seeking clearance for potential change requests.

Developing, configuring, and testing the solution

The implementor will also be responsible for the following;

- a. Developing and customizing the solution based on the business processes, proposed improvements, and satisfying the business and reporting requirements of AECF; Configuring the solution including the development of necessary interfaces with external data sources and basic platform applications;
- b. Ensuring that the necessary controls and security are configured in line with AECF's policies and controls and are acceptably automated to the extent possible.
- c. Conducting Unit Tests, System Integration Tests, User Acceptance Tests, Stress Tests, and other tests and making necessary changes to configuration/setup based on the test results, implementation of pre-go live audit recommendations, etc.;
- d. Training and change management;

- e. Data conversion and migration; and Go-live and cutover activities.

Providing post-go-live support

Below are the guidelines for post-go-live support;

- a. The Implementor will provide post-implementation support for six months from the go-live of all implemented modules from the final go-live date.
- b. The Implementor will provide guidelines in setting up and managing the Portfolio Management Solution customer support regime including the processes to be followed in logging requests for assistance, assigning requests to specific individuals, escalating calls to technical, business, or vendor actors, recording resolution and tracking overall time frame from logging a call to its resolution.
- c. The Implementor will provide a meaningful Portfolio Management Solution Service Level Agreement that helps in managing expectations and roles between users and internal/external Portfolio Management Solution service providers.
- d. In addition to the above-mentioned post-go-live support, the Implementor may be requested by AECF to provide additional support for problem resolution, enhancements etc.
- e. The Implementor will describe its team for post-implementation support along with their roles, job descriptions, and profiles of key individuals. If such additional support is expected to be charged separately, then the Implementor will propose time and material rates for this as mentioned in the price bid separately.
- f. The Implementor shall co-operate with AECF in the conduct of any post-implementation audit (by a party other than the Implementor), if so desired to be conducted by AECF, during the period of post-go-live support. The Implementor shall also be responsible for implementing the audit recommendations without any additional charge. Also, in the event of AECF conducting an independent pre-go-live audit, the Implementor shall render all necessary support for the audit, including implementing the changes/improvements if any are recommended, free of additional charges whatsoever.

Functional scope

The new system should be a centralized, Cloud-ready Portfolio Management Solution maintaining all the data under a single database.

Technical scope

The features that characterize the system shall include, but not be limited to the following:

a. User Interface

Below are the guidelines for the user interface;

- a. The end-user interfaces could be web interface or Graphic User Interface (GUI) based.
- b. The Implementor should account for access from remote locations with weak internet connections.
- c. Most Portfolio Management Solution user interactions should as well be feasible via mobile devices running on Android, Apple iOS, and Windows.
- d. Wherever possible, data should be available for entry from a drop-down list. There should be field-level validation of the data being entered. In case of an error in data type, the error message should be customized to AECF specification.
- e. It should be possible for the system administrator to restrict certain values for entry to specific users. It should also be possible for the users to retrieve data entered incorrectly and change the same subject to a defined security procedure.

b. Single Point Data Entry

Below are the guidelines for data entry;

- a. The system should be capable of reusing the data once captured, to ensure the integrity of data.
- b. The system should be able to automatically capture data from other retained legacy/process control systems through integration.
- c. There should be a single set of data which once created should be available for use by all users, thereby eliminating the need for multiple data entries and ensuring data consistency across the system. This applies not only to the transaction-level data but also to all master data, which may be shared across functions.

c. Centralized / Common Master Data

Below are the guidelines for master data capture and storage;

- a. The solution envisaged by AECF assumes a centralized master data repository to be shared by all the units based on their requirements.
- b. Centralized/Common master data repository means that there would be only one set of master data across the organization capable of maintenance from any or all units with centralized approval workflow.
- c. The master will have data common to all units as well as data specific to a unit.
- d. While managing data, the system must provide adequate control and security for addition, modification, deletion, and validity. The values will be assigned to individual units based on their requirements.

d. Audit Trail

Below are the guidelines for the system audit trail;

- a. The Implementor must ensure that the Portfolio Management Solution proposed by them has an extensive facility concerning maintaining an audit trail. The system shall be able to define audit trails, audit logs, and transaction logging requirements. It shall enable audit trails online, and tailor audit requirements by modules.
- b. Any addition, deletion, or modification to an existing record, whether master or transaction must bear the date and time stamp, the name of the log-in user who made the change, and the terminal from which the change was made. It should also be possible to maintain details of the original record and subsequent changes to the record. Standard audit-related reports should also be available.

e. Online Help Facility

Below are the guidelines for the online help user support functionality;

- a. The system should also provide context-based online help capability for every process in the proposed solution. This online help facility should be customizable to make it AECF processes specific. The Implementor must indicate how it proposes to make the online help tailored to AECF.

g. Modularity

Below are the guidelines for the system's modular implementation;

- a. AECF expects the proposed Portfolio Management Solution to be modular in nature allowing for a modular implementation.
- b. The system will initially be required to cover a range of business processes across various functional areas/modules, but it should also allow the addition of more functional modules as and when required, which should seamlessly integrate into the core system without encountering any technical issues.
- c. Integration between such new modules and the modules already implemented should be seamless and should not require significant development effort.

h. Scalability

The Portfolio Management Solution being proposed by the Implementor must be scalable both in terms of the business rules, volume of transaction, and master data but also in terms of defining new entities and structure.

i. 24/7 Support Operations

The Implementor must ensure that the Portfolio Management Solution is supported by 24/7 operations. This is necessary as AECF will work with implementation partners and stakeholders across all time zones worldwide.

j. Reports

Below are the guidelines for reporting needs;

- a. It is expected that all the out-of-the-box reports will be reformatted as per AECF's requirements and fields could be replaced/removed if required.
- b. It is expected that custom reports may need to be developed if the standard reports available in the Portfolio Management Solution Product do not meet AECF specific requirements. These reports would include those, which would extract and present information already in the database in a specified format or could require some intelligence/calculations built into it.
- c. The Implementor shall explain how AECF's need for agility and flexibility in reporting will be addressed without costly custom development work. A brief description of the methodology should be included in the response to the RFP.
- d. In addition, the Implementor is required to train AECF Core/ Technical Team members on



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- e. the methodology of building custom reports, so that AECF can take up the additional development on need basis.

k. Data Validation and Migration

Below are the guidelines for data validation and Migration;

- a. The Implementor is expected to prepare and submit a Data Conversion Strategy Document during the initial study stage of the project describing the broad data elements to be manually entered or in an automated fashion.
- b. A tentative timeframe for developing the potentially necessary scripts, testing the same and eventual execution on the Production environment should also be indicated.
- c. The Implementor shall:
 - Identify data elements (Master and Transactional) to be migrated;
 - Ensure collection of all data required from identified sources with AECF assistance;
 - Support AECF in aiding the cleansing, enriching, and formatting of pre-existing data categories;
 - Prepare and validate data mapping structure;
 - Prepare data migration scripts and templates
 - Run successful trial data migration;
 - Upload data to the new test and production system upon acceptance by the data owners;
 - Reconcile and validate migrated data and status of transactional data; and
 - Create new/additional data mandatory in the new system.

l. Training Scope

AECF believes that the key to successful Portfolio Management Solution implementation will be the Implementor's ability to train AECF staff in operating the proposed business solutions. In this context, the Implementor is expected to:

- a. Describe the approach and tentative plan for training AECFs core team members and end-users along with the tentative time frame;
- b. Include the training budget in the proposal;
- c. Provide a description of the training hand-outs and/or operating manuals to be provided to the core team members and the end-users;

Training programs will have to be organized for separate categories of users based on functions, roles, responsibilities and geographic locations. The Implementor will be responsible for the preparation of the training material and end-user manuals. End-user manuals should cover "how to use" concepts for all Portfolio Management Solution modules to be implemented.

m. Change Management Workshops

In addition to the above, the Implementor will create a change management approach and workstream to identify issues anticipated in the change management process and propose solutions to overcome these. The Implementor is expected to conduct the change management programs on a one-on-one individual basis or in groups and at different locations.

The goal of change management in the context of AECF would be:

- Collaborative working - shared sense of purpose and ownership;
- Technology adoption as a means of efficient service delivery; operations of submissions and approvals in workflow environment;
- Adoption of Business Intelligence tools for analysis and supporting decision-making;
- To create a knowledge-sharing culture in the organization;
- Self-initiated view of learning and readiness to learn from each other;
- The overall climate of trust and involvement;
- Partnering mindsets and capabilities.

Change Management will be a key milestone in the project and will be subject to acceptance.

Technical Proposal

1. The Technical Proposal must be submitted separately and clearly marked on the document and email subject "Technical Proposal". **No details of a financial nature whatsoever should be included in this Technical Proposal.** Failure to comply with this requirement will result in the disqualification.
2. Proposers are requested to submit a Technical Proposal that demonstrates the capability to deliver requested services
3. To facilitate a faster evaluation and comparative analysis of the proposals, we recommend that the proposals be structured in the following manner:
 - a. **Expertise of Firm/Organization** – This section should provide details regarding the management structure of the organization, organizational capability/resources, and experience of the organization/firm, the list of projects/contracts (both completed and on-going, both domestic and international) which are related or similar in nature to the requirements of the RFP.
 - b. **Proposed Methodology, Approach, and Implementation Plan** – This section should demonstrate the implementor's response to the RFP/scope of services by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications while ensuring the appropriateness of the approach to the local conditions and the rest of the project operating environment.
 - c. **Management Structure and Key Personnel** – This section should include the

comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

In complying with this section, the implementor assures and confirms to AECF that the personnel being nominated are available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, AECF reserves the right to render the proposal non-responsive. Any substitution of personnel arising from unavoidable reasons shall be made only with the approval of AECF.

- d. **Other Information as may be relevant to the Proposal** - The Technical Proposal shall not include any financial information. A Technical Proposal containing any form of financial information that could lead to the determination of the price offer may be declared non-compliant.

Financial Proposal

Pricing Information

1. The Financial Proposal should include pricing information covering the requirements covered in this document
2. The Financial Proposal document must be clearly marked “Financial Proposal” as well as the email subject. **NO details of a financial nature whatsoever must be included in the Technical Proposal.** Failure to comply with this requirement will result in disqualification.
3. The financial component shall include the following:
 - a. Fee structure and pricing details in US dollars including all expenses and applicable taxes;
 - b. A financial methodology that explains the rationale of the financial component and how it offers the best value;
 - c. A financial plan that clearly links all costs to activities and outputs detailed in the work plan with associated payment mechanisms;
 - d. Unit rates
 - e. Total Lump sum Contract amount

Financial proposals that do not have the above details will be disqualified.

4. The implementor shall include and clearly show all expected taxes in the financial component.
5. The AECF reserves the right to give preference to the most appropriate baseline in terms of expected economies of scale for the AECF.



6. The financial proposal shall be fixed price and not based on Time & Material. It should contain real efforts in terms of man-days (i.e. Junior, Intermediate, Senior, etc.) and price per man-day for each category. Based on the Technical proposal (Workplan, methodology, personnel, goods and services to be supplied under the contract, and the unit rates, the bidder must provide a total lump sum fixed price for determining the financial score and contract value. The financial proposal should provide the financial total contract price as well.

Company Profile Form

Please respond to all questions within your proposal.

Company details - vendor's name:

Name:

General Information

Primary Contact	
Address	
Postal Code	
Country	
Telephone	
Email	
Website	
The parent company, if any	
Subsidiaries, Associates and/or Overseas Rep(s), if any	
Year established	
Type of organization	Public Enterprise () Private Company () Organization sponsored by donors () Other (please specify) ()
Type of Business	ICT Software Implementor () Software Vendor () Consulting Company () Other (please specify) ()
Summary of main business activities	
No. of employees (by location)	
In-house working language(s)	



Bank Name Bank Address Account Holder Account Number SWIFT	
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Prior experience with international organizations

List contracts undertaken in the last three years with a similar scope. BRIEFLY list recent clients for whom you produced similar deliverables as well as values: Attach additional sheets if necessary.

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| 1 |
| 2 |
| 3 |
| 4 |

Contract disputes

List any disputes your company has been involved in over the last three years

References

List suitable reference projects and contacts. What options would there be for a site visit to a reference project and/or the vendor's site?

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| 1 |
| 2 |
| 3 |

Partners

If this is a part bid, list relevant recent experience of working with partners. Are there already formal or informal preferred partnership agreements in place?

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| 1 |
| 2 |
| 3 |

Conflict of Interest

Are there any likely circumstances or contracts in place that may introduce a conflict of interest with the parties to this contract? If so, explain how this will be mitigated

- | |
|---|
| 1 |
| 2 |

Timelines

1. The AECF will follow the timeline below for this RFP. Any changes to this timeline will be posted on the AECF website. Please note that the target dates and may be adjusted.

	Event	Responsible Party	Date (and time, EAT*)
1	Posting of RFP	AECF	11 March 2024;
2	Last date for requests for process map and/or clarification of the RFP	Vendor	20 March 2024; 17.00HRS
3	Last date to reply to questions received/ Last date for amendment	AECF	22 March 2024; 17.00HRS
4	Last date for submission of the proposal	Vendor	12 April 2024; 17.00HRS

*EAT: East Africa Time (Nairobi)

Evaluation Criteria

A. Evaluation and Comparison of Proposals

The proposals will be evaluated in a staged procedure, with the evaluation of the technical proposal being completed prior to any financial proposal being opened and evaluated. The financial proposal will be considered only for submissions that fulfill the minimum technical requirements.

B. Acceptance of Submissions

All proposers are expected to adhere to the requirements for submitting a proposal. Any proposals that fail to comply will be disqualified from further consideration as part of this evaluation. In particular:

- a. Full compliance with the formal requirements for submitting a proposal;
- b. Submission of all requested documentation

The Technical Proposal shall include information to demonstrate the current soundness and financial position of the submitting organization:

- a. Organizational: a brief description, including ownership details, date and place of incorporation of the firm, objectives of the firm, partnerships, qualifications and certificates, etc.
- b. Statement of Satisfactory Performance of similar services from the firm's top 3 (three) Clients in terms of Contract Value the past 3 (three) years. Contact details of the mentioned clients must be provided.
- c. Listing of proposed personnel, experience and qualifications
- d. Comments on the RFP and how the firm will address the requirements
- e. Methodology and approach

C. Evaluation of Technical Proposal

A reviewing committee shall be established to evaluate each technical proposal. The committee will comprise of evaluation and technical specialists. The technical proposal is evaluated individually based on its responsiveness to the technical requirements and will be assessed and scored according to the evaluation criteria.

Technical proposals that score at least 75 points out of 100 will be considered as qualified for the review of financial proposal. Any proposal less than that will be disqualified from proceeding to the next step and its financial proposal shall be reviewed.

The Technical Proposal will account for 70% (weight of 0.70) of the evaluation score.

D. Evaluation of Financial Proposal

The financial proposal of all offerors, which have attained the minimum score in the technical evaluation, will be evaluated subsequently.

The lowest evaluated Financial Proposal will be given the maximum financial score.

The Financial Proposal will account for 30% (weight of 0.30) of the evaluation score.

E. Consolidated evaluation

The total score of 100 points will consist of 70 points weighted from technical evaluation and 30 weighted points from the financial evaluation. The firm achieving the highest combined technical and financial score will be invited for contract negotiations.

F. Award

The Award will be made to the responsive implementor who achieves the highest combined technical and financial score, following the negotiation of an acceptable contract. AECF reserves the right to conduct negotiations with the implementor regarding the contents of their offer. The award will be in effect only after acceptance by the selected proposer of the terms and conditions and the technical requirements.



Expected Evaluation Method

Submitted proposals will be evaluated against a detailed evaluation criterion. Below is the indicative evaluation sheet. AECF reserves the right to use an updated evaluation criterion at the time of actual evaluation of proposals/systems.

1. Instructions

1.1 Completion of this document

Please complete each part of this Annex 1 (unless otherwise indicated) or provide a brief explanation where this is not possible using the space available. The vendors are asked to respond by addressing the following:

Does your proposed solution meet the requirements as stated?

If the solution fully meets the requirement, please answer “Yes” under Fully Available column. If the solution meets the requirement partially, please indicate the percentage of the requirement under Partial (%) column and address the difference percentage under Gap (%) column. If the solution does not meet the requirement at all, please answer “Yes” under N/A column.

If the answer is “Partly” in the Partial (%) and Gap (%) column, please address the impact of the gap under Gap Impact column and the mechanisms or functionalities which will be used to address the gap under Gap Addressing Mechanism column. The vendors are also welcome to make suggestions or comments in the comment/Observation column.

Annex 1: Evaluation Criterion

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
1	AECF Template Customization	The system has the functionality to manage competitions using web-accessible customized forms on a need basis for use externally to collect information. Customization of AECF templates - Competition, Concept Notes, Funding Proposals and Review Template)	High							
2	Form Modification	Ease of form modifications -Vendor needs to specify whether the form modification needs to be done by them or it can be modified by AECF	High							
3	Data Transfer between	Data transfer between different stages: competition stage, concept note stage etc.	High							
4	Concept note marking	The system has the functionality to support concept note-marking on the system, with scoring and comments captured for the various	High							
5	Process documents reviews	The system has functionality to support document reviews during the investee selection process with a workflow configured on the system. The system allows AECF to build in the document templates and change them on need basis to fit the need	High							
6	Financial statement analysis	The system has functionality for financial statement analysis	High							
7	Integration requirements	The system must offer a rich set of APIs including but not limited to Java, .NET, Rest, Web services, CMIS APIs	High							

8	Document viewer	The system must provide a web-based document viewer	High							
9	Workflows	The application should provide out-of-the-box workflows to allow custom configuration of approval processes on the system	High							
10	Compatibility with Microsoft	The system should be compatible with common Microsoft based system tools e.g. Power BI, Office 365, Microsoft Dynamics 365	High							
11	Document management	The system should be able to reference documents in the inbuilt document repository as well as those attached via links to external sources e.g. cloud storage locations	High							
12	Filling/folder Structure Support	The system should support a filling structure where an agreed folder structure is auto-generated for any newly created account	High							

The AECF currently receives Concept Notes and other supporting documents in a word, excel or PDF template through email. Investees also send supplementary documents (financial analysis, due diligence reports, bank statements etc.) in word, excel and pdf files.

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
13	Eligibility Questions	Before applicant submits Concept Notes and Funding Proposals, they should be asked eligibility questions	High							
14	Form Intake	Intake of concept notes and/or funding proposals	High							
15	Form Save and return	Applicant to save Concept Notes and Funding Proposals as drafts and return whenever to finish	High							
16	Mandatory	Some fields must be marked as mandatory	High							

17	Submission /Resubmission	Applicant to submit/resubmit Concept Notes and Funding Proposals. Once resubmitted, both applicants and reviewers should be able to see the changes that have been made and different versions of the document	High							
18	Endorsement	Endorsement of the application by the applicant's officer in charge	High							
19	Supplementary Documents	The applicant can upload supplementary documents (word, excel, pdf etc.)	High							
20	Rich Text fields/HTML	Allow the applicant to copy/paste pictures/charts/tables within the fields (HTML or rich text)	High							
21	Text fields	Include drop-downs, checkboxes, and text fields in the application	High							
22	Spelling check	Provides spell-check	High							
23	Form ID	Concept Notes/ Funding Proposals are given their own unique ID for the database	High							
24	Online Help	Online help function and User Guide to assist an applicant in filling out Concept Notes and Funding Proposals. It would be ideal to have a detailed description of the field pop-up once a user puts a mouse over the field	High							
25	Form Builder	A complex form builder (business logic included in the form) should be available. This includes an application form, checklist, approval forms etc.)	High							
26	Providing Countries information	Single proposal with multiple countries/accredited entities	High							
27	Dependency on other projects	Funding proposal could be relevant to one single project or several sub-projects.	High							

28	Use of different financial	Funding proposal could have multiple financial instruments (grant, loan, equity, guarantee and	High							
29	Discard application	The applicant can discard an application not yet submitted so that they can restart an application from scratch	High							
30	User-Defined Field	User-defined fields and additional custom fields are required	High							
31	Word Count	Word count function for each field	Low							

Portal/Dashboards

The minimum information to be displayed on the dashboard

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
32	Dashboard for Investee	Investees should be able to see lists of Concept Notes and Funding Proposals when they log in – this includes submitted and work-in-progress Concept Notes and Funding Proposals	High							
33	Information Document Folder	The information Document Folder should contain board decisions or any other documents the investee should be aware of. The solution should have an acknowledgment checkbox for the investee to click if they have read the documents or not. For any newly updated documents, the alert message should notify the investee to read the documents and the investee should click an acknowledgment checkbox.	High							
34	Dashboard for Reviewers (Internal)	The Reviewers should be able to see the list of submitted Concept Notes and Funding Proposals when they log-in. The Dashboard should be	High							
35	Dashboard for Administrator (Internal Reviewer)	An administrator should be able to see all submitted Concept Notes and Funding Proposals	High							
36	Dashboard for Sector Lead (Internal)	Sector Lead should be able to see all submitted Concept Notes and Funding Proposals Sector Lead should be able to assign the	High							

37	Dashboard for Portfolio Officer (Internal Reviewer)	The Portfolio Officer should be able to see submitted Concept Notes and Funding Proposals that have been assigned to them by the Sector Lead.	High							
38	Dashboard for Technical Reviewers (Internal Reviewer)	Technical Reviewers should be able to see submitted Concept Notes and Funding Proposals that have been assigned to them by the Portfolio Officer and approve	High							
39	Dashboard for investment committee (External Reviewer)	Independent investment committee should be able to see submitted Funding Proposals that have been assigned to them by Sector Lead and approve	High							
40	Dashboard for Board Members/ Advisors (External Reviewer)	Board Members and Advisors should be able to see Funding Proposals that have been assigned to them by Sector Lead or Officer in charge. They will not be required to see all the internal review processes. They should be only able to see the documents assigned to them.	High							
41	Filter/Search Function	For both investee and AECF users, there should be filter & search functions	High							
42	Project Summary Page	When investee or AECF users click the project name or ID, the system should lead them to the project summary page where it outlines a summary of the project	High							

Review of submitted documents

43	Historical Relationship Details	History of a relationship with prospective applicants, for example, what types of instruments they have applied for or been	High							
44	Track change	Ideal for Reviewers to make comments like word online (with track changes/comments etc.)	High							
45	Review applications in a meeting	A group of people can view a batch of applications in a meeting so that they can come to a joint recommendation. The recommendations from all previous recommendation stages must be visible for each application	High							
46	Generate meeting minutes	AECF user can generate meeting minutes so that a summary of all the recommendations/ decisions can be circulated to the attendees and other interested parties	High							
47	Document forms at different	Checklist, review forms, monitoring forms, financial and completed proposal evaluations and technical	High							
48	Text Fields	Include drop-downs, checkboxes and text fields in the application	High							
49	Dynamic Workflow	Dynamic workflow by application is required	High							
50	Custom Workflow	Custom workflow by application is required	High							
51	Confidential comment section for AECF	The confidential comment section for AECF is required. This confidential comment should not be visible to the investee but should be only visible to assigned people	High							
52	Change Log	Change log of the documents needs to be available to AECF & Investee	High							

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
52	Submitted document revision	Investee should not be able to edit documents once submitted. They should be only able to revise/edit once the reviewer sends back.	High							
53	Communication Capture	Capturing all communications/exchanges related to projects	High							
54	Template Letters/Emails	Create and use letters/ emails template	High							
55	Condition tracking	The system should track the status of a document, and stage in the process, inform of the current state	High							
56	Reworks with comments	Every reviewer should be able to revert the process to earlier touchpoints with provision for comments and direct re-route option for non-material changes, and different routing conditions for different amendments	High							

Internal & External Email Notifications

The solution is required to allow AECF to send email notifications – e.g. acknowledgement email, reminder notification, late notification, etc. - to entities at various points in the process and auto business process based on the business rule settings.

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
57	Email Notification content	Email notification content should contain a link to the document, ID, the project name and the task to be conducted	High							
58	Email Integration	The solution should allow seamless integration with AECF email server and automatically store all communications related to investee with the subject containing specific Identification.	High							
59	External Email Notification	Investee should be able to receive email notifications whenever reviewers send back the forms and send messages	High							
60	Internal Email Notification	Portfolio officer should receive an email notification once they are assigned on a project	High							
61	Internal/External Email Notification	Users should receive email notifications whenever Reviewers makes comments on reviewed documents and send messages	High							
62	External Email Notification	Board/advisors should receive an email notification when document is sent for their review	High							
63	Email Audit Trail	All communication associated with one file ID to be accessible for audit purposes	High							
64	Deadline	Each process step to have deadlines and the user is warned/alerted	High							

Reporting Requirements

The solution is required to produce standard reports, ad-hoc reports, and on-demand reports across entities, process, regions, etc. The solution should be able to generate reports in pie chart, bar chart, table, spreadsheet etc.

ID	Requirements			Vendor						
	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
65	Visibility	The reporting function only available to selected users	High							
66	User-defined	Users should be allowed to add a column of the information they want to	High							
67	Dashboard	The reporting function should cover all types of financial instruments	High							
68	Timeline Tracking	Project timeline as well as disbursement timeline to be generated and systematically tracked and monitored	High							
69	Reporting Function	The system should allow the users to save reports and also make small updates to	High							
		Allows users to have favorite reports without navigating a much larger set and save	High							
70	Quantitative report	The reporting should allow AECF to identify the total number of applications received, the number of applications by status etc.)	High							
71	Advanced Reporting	The reporting data should be easily converted to pie charts, bar graphs and be exportable to common analysis tools e.g powerBI, Tableau	High							

User Management / Access Right Management

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
72	Account Management	There should be multiple but limited numbers of accounts per investee	High							
73		At investee's request, some applications should be only visible to certain users within the investee organization i.e named users	High							
74	Shadow a public user	AECF or Solution system administrator can "shadow or impersonate" a user (i.e. see the users' data) so that they can provide online or telephone support (this needs to be done without having to ask for investee's log-in details)	High							
75	User Management	The Administrator should be able to activate/deactivate any user	High							
76	Reassignment	Investee should reassign their users within their organization after AECF's approval.	High							
77		Reviewers can be additionally assigned and removed at any time by Sector Lead or Administrator depending on the situation (ex. sick leave, vacation and etc.)								
78	Log-in Credentials	Users should be able to easily reset lost credentials	High							

79	Terms and Conditions	All users, including AECF staffs, should agree on terms and conditions page when they first log-in	High							
80	Create user	A system administrator to create a group of users	High							
81	Assign roles to groups	A system administrator can assign roles	High							

Performance & Monitoring

Concept Note & Funding Proposals Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanism	Comment/Observation
82	Qualitative data	Intake of qualitative data with no limits in the number of words that can be received	High							
83	Quantitative data	Intake of quantitative data (indicators – to be expressed as figures, percentages or scorecards)	High							
84	Document by applicant	Intake of documents that can be uploaded and tagged by the investee as necessary (for example “evaluation report”)	High							
85	Alert system to investees	Each project/programme has a different timeline. The user should be able to insert the expected date of the evaluation report/Final evaluation report as per the project term sheet. All dates should be tracked and linked to alert system sending email alerts.	High							
86	Feedback	Interface for feedback between the AECF and the investees concerning the submission of the reports	High							
87	Dashboard (indicator)	Visualization of indicator progresses towards the targets set	High							

88	Dashboard (workplan)	Visualization of the associated progress in relation to the workplan submitted. It is useful to have a status check system for each output in the workplan so that the entity can mark each output of the project in three types of status "not started" – "in progress" or "completed"	High							
89	PDF conversion	Export function of the information submitted in PDF	High							
90	Reporting	Exporting the dashboard in PDF and xls. Formats.	High							

Finance Specific Requirements

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanis	Comment/Observation
91	Financial data	Financial data should be accommodated (e.g. bank name and address, account number and account holder’s full name, swift (BIC) code, IBAN, etc.) and Finance should be able to review the information	High							
92	Payment schedule transfer	Payment schedule or structure should be part of investee data & Finance should be able to review the information	High							
93	Formal document required	Should have a formal document signed by both parties (e.g. contract) uploaded to the system	High							
94	Multiple currencie	The system should support multiple currencies	High							
95	Payment authorization process	Should be able to set the payment authorization level and process (e.g. multiple levels of reviews separated from the preparer and see when and who prepared and approved the payment	High							
96	Payment request	Finance initiates disbursement only when an approved payment request is received	High							

97	Payment lock feature	Have a payment lock feature for all disbursements pending approval	High							
98	Historical data and ageing report generation	Should be able to generate the historical data (e.g. all payments made to a certain project for the last 30, 90, 180 days, etc.) as well as the ageing report	High							
99	Batch payment	Should be able to make a batch payment	High							
100	Partial payment	Should be able to spit the payment or make a partial payment and mark the transactions or milestones for which the payment is being made	High							
101	Payment to be linked to performance	There should be a link between M&E and Finance to hold the disbursement in the case when M&E Performance milestone is not achieved	High							
102	Funding source	Should be able to see the funding source for each payment (e.g. grant, loan, etc.)	High							
103	Payment tracking	All payments should be tracked, for example, by the budget allocated, amount approved, the amount paid,	High							
104	Download and print	Should be able to download and print at all stages of the payment process in excel or PDF format	High							
105	Max grant value	Have a function to set the max grant value for each project and validation against over-disbursement. No disbursement should be allowed that would lead to the disbursed amount exceeding the commitment amount.	High							
106	Link to ERP	Allow integration to ERP (Micosroft Dynamics 365 Business Central)	High							

Compliance Specific Requirements

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanis	Comment/Observation
107	Conflict of Interest	All the reviewers should be asked to click Conflict of Interest Agreement for each document they are asked to review	High							
108	Screening functionality	The system should have functionality or allow for integration to the screening system for AML, PEP and KYC	High							

Technical requirements/specifications

Requirements				Vendor						
ID	Short Name	Description	Priority	Fully Available	Partial (%)	N/A	Gap (%)	Gap Impact	Gap Addressing Mechanis	Comment/Observation
109	Dependency	The system needs to allow integration to Microsoft Dynamics 365 Business Central ERP which handles finance functions e.g. disbursements, repayments tracking	High							
110	Document Management	Version control, Track change, collaboration and all standard file formats need to be supported	High							
111		Electronic signature or approval/certification of submitted documents. The system should allow integration to DocuSign electronic signing tool	High							

112		All documents/ letters to be automatically stored in one place to make sure that all documentation and correspondence related to the project to be stored	High							
113	Data Management	The solution should support data migration, imports and exports of data to formats including Word, PDF, Excel, CSV,	High							
114		The system stores documents in the database as objects rather than links OR the system has an inbuilt document management tool that has a repository thus holding all documents inside the system	High							
115		Automatically saves data throughout a web session, or at a minimum prompts the user to save data regularly.	High							

116	Search function	The solution should allow reviewers to have advanced search functions to filter by; Name of investees Location Name of Portfolio Officer in charge Institution type Invested Amount Status/progress Project Amount	High							
117		The solution should also allow the users to search the contents of the document	High							
118	Training	Provides user training in person and remotely	High							
119	Scalability	The solution scales based on varying volumes of workload.	High							

120	Interface/Integration	The solution integrates with Microsoft Dynamics 365 Business Central. The solution would interface with the system to request payments and to track and validate financial data.	High							
121	Watermark	All documents to have watermarks (user name, timestamp, approval)	High							
122	Print	Hardcopy to be printed with watermark (user name, timestamp)	High							
123	User Activity Audit	All user activity should be traceable by the system administrator (audit log of which file has been accessed by whom and when)	High							
124	Data Encryption	Manage data encryption using strong passwords	High							
125	Auto-save	A user's work is saved automatically while completing a form so that they don't lose their work on timeout	High							
126		The Solution must have built-in support for all types of information ranging from structured, transactional data to unstructured content & Images	High							
127		The solution must be able to support a wide range of Windows Operating systems	High							
128		The solution should be able to support multiple database types, but Microsoft SQL must be one of them	High							
129		The solution must be able to support a wide range of virtualization vendors to install the solution, but Microsoft Azure must be one of them	High							
130		The system must allow administrative roles to retrieve, display and re-configure systems	High							

131		The application must be able to monitor available storage space and notify administrative roles as per set limits when action is needed	High							
132		Where the system supports multiple repositories, it should allow an administrative role to specify which repository automatically stores which type of document	High							
133	Developer Mode	The system should allow for developer mode allowing for internal authorized controlled development for customization of reports, field captions etc	High							