



Ref: AFCHPR/PROC/2017/42

Date: 22<sup>nd</sup> March 2017

TO: ALL INTERESTED SERVICE PROVIDES

**REQUEST FOR PROPOSALS (RFP)**  
**ADVANCED ADMINISTRATOR TRAINING ON CASE MANAGEMENT**  
**INFORMATION AND DOCUMENTATION SYSTEM (CMIDS) FOR THE TECHNICAL**  
**STAFF OF THE COURT.**

## 1. INTRODUCTION

The African Court on Human and Peoples' Rights (AfCHPR) was established by the Protocol to the African Charter on Human and Peoples' Rights, which was adopted by Member States of then the Organization of African Unity (OAU) in Ouagadougou, Burkina Faso in June 1998. The Protocol entered into force on 25 January 2004. The Court's mission is to complement and reinforce the protective mandate of the African Commission on Human and People's Rights in African Union Member States.

## 2. PROJECT BACKGROUND

Synergy International Systems Inc. implemented a Case Management Information and Documentation System (CMIDS) for the African Court on Human and People Rights (AfCHPR). Synergy conducted a one-week Needs Assessment mission in Arusha, Tanzania from November 6-12, 2013 in order to identify the specific needs of the CMIDS, assess the scope and needs for case management. A pilot version of the application was developed and made available for testing and interactive feedback. Final user training was conducted from May 19-23, 2014.

The CMIDS for the African Court on Human and People Rights is expected to significantly modernize Court operations and make public Court information more accessible and transparent to all Member States, the AUC and other interested parties.

The Court is proposing an advanced IT administrator training for two of its staff with an aim of equipping the technical team with the skills to enable them sustain the CMIDS and ensure continued improvement to the system as well as having capabilities of transferring the acquired knowledge to the key users of the system by conducting trainings, trusting that this will ensure a long-term sustainability of the CMIDS.

In view of the above, the AfCHPR is seeking the services of a competent provider to provide an advanced administrator training to its technical staff on using the Synergy IDM Knowledge Builder to maintain and further develop the IDM system to meet the Court's evolving requirements

### **3. OBJECTIVE OF THE SERVICE**

The main objective of the training is to equip the technical staff with the IT capacity and programming skills on the core IDM technology that underlies the system so that they are able to manage the system and also support system related issues.

The training will also equip the technical team with full knowledge on the case processing, document translation workflows and system maintenance skills which will enable the IT team to support the system without much involvement of the developer.

### **4. Terms and Conditions:**

Interested Service providers should submit their proposals by providing a detailed description of their training and services with quotations for provision of the requested service.

These should be submitted by either sealed envelope or email not later than **17:00hrs on 12<sup>th</sup> April 2017**.

The emails should bear the subject **“PROPOSALS FOR THE ADVANCED ADMINISTRATOR TRAINING ON CASE MANAGEMENT INFORMATION AND DOCUMENTATION SYSTEM (CMIDS) FOR THE TECHNICAL STAFF OF THE COURT”** and should be addressed to the email address below;

[Procurement@african-court.org](mailto:Procurement@african-court.org)

Sealed envelope bids bearing the same subject should be addressed to:

**Chairperson,  
The Internal Procurement Committee (IPC)  
African Court on Human and Peoples' Rights,  
P.O. BOX 6274,  
Arusha, Tanzania.**

You are hereby invited to submit your proposal only if you are capable of providing the requested training.

The African Court on Human and Peoples' Rights will not in any way be obliged to accept the lowest priced quotation.

The African Court on Human and Peoples' Rights reserves the right to reject any offer without offering any reason thereto, to waive any defect or informality therein, and to award any Service Provider whose Proposal will provide best value for money to the Court without incurring any liability whatsoever to the losing Service Provider who may be adversely affected by such award or rejection.

The African Court assumes no obligation for whatever expenses or losses that may be incurred by any Provider in the preparation of the request for quotation, nor does it guarantee that an award shall be made.



## **5. SCOPE OF SERVICES**

The CMIDS Advanced IT Administrator Training will be provided for two staff of the AfCHPR.

The training will be classified in two categories as follows: -

### **1. Advanced Administrator Training**

Given the IT capacity and programming skills of the technical staff, the AfCHPR proposes an advanced training on the core Synergy IDM technology that underlies the CMIDS.

This will include a review on:

- CMIDS Overview,
- Hardware/software configuration,
- CMIDS Installation,
- SQL Administration,
- Software Installation, and IDM Deployment,
- Implementation of modifications on the system,
- Modification of basic,
- System Maintenance,
- CMIDS Database Structure,
- Adding/editing/removing data fields,
- Categories,
- On-line Data Entry,
- Synergy IDM Knowledgebase Builder,
- Network administration,
- Advanced controls and permissions.

### **2. Workshops and Discussion**

The workshops and discussions will revolve around on CMIDS implementation of the best practices and potential system improvements.

## **6. QUALIFICATION OF SERVICE PROVIDER EXPERTS**

The provider should provide experienced trainers with the IT expertise in; Synergy IDM technology, CMIDS and Administrator application, Network administration, SQL Language, Windows OS and Web Administration, Good communication / interpersonal skills and Proficiency in technical English with at least 5 years' experience in the respective technical areas.

## **7. DESIRED OUTCOMES**

By the end of the training, it is expected that the technical staff shall: -

- Have acquired new IDM knowledge and skills required to configure and support the system.
- Utilize the knowledge learnt to give technical and functional support to system users.
- Transfer knowledge learnt to the Judges/Staff, by conducting in house training within the organization.
- Utilize the knowledge learnt to enhance and customize the CMIDS system as per requirements from Court users.

## 8. AfCHPR'S SUPPORT

The Court will provide all the necessary data and information required by the Trainer to ensure that the training is successful and it will also provide all the necessary tools the Trainees may require before the training commence.

## 9. Special Conditions:

Warranty/Guarantee of Goods	A guarantee of services mentioned in the quote will be provided.
Language	The quotations shall be in English
Currency of quotations/offer	Offer must be submitted in Tanzania USD \$
Award criteria for award of contract	The Trainer that offer the competitive, the best value for money and compliant quote as per specifications and features stipulated above and that meets the evaluation criteria will be offered the contract
Payments Terms	Payment will be made by Bank Transfer within 30 days upon receipt of invoices and certification of satisfactory completion of services by African Court.
Request for clarification	Bidders requesting clarification of the service, technical requirements or conditions stipulated in this RFP shall communicate in writing with African Court office to <b>Mr Julius Kanya, IT Specialist of the Court</b> <b>Email: Julius.Kanya@african-court.org</b>
Submission of Quotes	Sealed envelope should be dropped at the reception of the headquarters of African Court on Human and Peoples' Rights Offices situated at the Julius Nyerere Conservation Centre, Phase II, TANAPA building. Address by Email: procurement@african-court.org

## 11. Duration of the Service

The service provider is required to propose a realistic period of time in which the above outlined modules will be covered while taking into consideration the value for money which is one of the key consideration of the Court.

Sincerely,

**Dr Robert W. Eno**  
Registrar of the Court

