REQUEST FOR PROPOSALS

RFP No.	RFP-EAGC-2025-006
Issue date	Tuesday, 9th December 2025
Title	Request for Proposal for the establishment of a centralized Digital Document Management System (DMS).
Email address for submissionof questions	**procurement@eagc.org** The email address in the synopsis is the sole point of contactat EAGC for any questions.
Email address for submissionof proposals	**procurement@eagc.org**
Deadline for Receipt of Proposals	December 16th 2025 at 1700hrs East African Time
Anticipated Award Type	Fixed Price Purchase Order. EAGC anticipates awarding a contract to the successful bidder for the provision of specific services or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors are expected to include all costs,direct and indirect, in their total proposed price.
Basis for Award	An award will be made based on the experience of the consultant to offer similar services. The award will be issued to the responsible and reasonable offeror who provides the best value to EAGC using a combination of technical and cost/price factors.

1. Introduction

Eastern Africa Grain Council (EAGC), a regional, not-for-profit council of firms and organizations in the grain value chain that is "the leading voice of the grain industry in Africa " whose mandate is "to facilitate efficient structured, inclusive, sustainable and profitable grain trade" through various interventions and programs that include; policy research and advocacy, provision of market information, training and capacity building as well as developing structured grain trading systems.

The Eastern Africa Grain Council (EAGC) manages a growing portfolio of projects, partnerships, and operational activities across multiple countries in Eastern Africa. Over the years, the Council has accumulated a significant volume of institutional documents, including contracts, financial records, project reports, human resource files, policy documents, and correspondence.

Currently, EAGC relies primarily on physical filing systems and manual document storage, complemented by shared folders and emails for digital communication. This hybrid system poses challenges in ensuring timely access, efficient retrieval, and secure storage of institutional records, especially across regional offices.

In line with EAGC's drive toward institutional efficiency, transparency, and digital transformation, there is a growing need to establish a centralized Digital Document Management System (DMS). The system will automate document storage, classification, retrieval, and security, thus improving operational efficiency and supporting compliance with internal policies and ISO 17020 on quality management systems.

2. Problem Statement

EAGC's current document management practices face several challenges that hinder efficiency and effective service delivery, including:

- Fragmented storage systems - documents are stored in multiple physical cabinets and personal drives, making it difficult to track or retrieve records promptly.
- Risk of data loss - physical files are prone to damage, misplacement, or loss due to fire, flooding, or human error.
- Limited collaboration - staff working across regional offices often experience difficulty accessing key documents, leading to duplication of effort and communication delays.
- Version control issues - multiple file versions and poor archiving make it hard to identify the most recent or approved versions of key documents.

These issues collectively affect productivity, audit readiness, institutional memory, and overall service quality.

3. Objective of the Assignment

EAGC intends to engage the services of a qualified service provider for the establishment of a Digital Document Management System (DMS) based on the Microsoft 365 platform, leveraging tools such as SharePoint, OneDrive for Business, and Teams integration.

Specifically, the service provider will;
- To digitize and centralize all institutional documents.
- To establish standardized document control procedures aligned with ISO 17020.
- To enhance collaboration and information sharing across EAGC's regional offices.
- To reduce reliance on physical storage and improve environmental sustainability.
- To strengthen data backup and recovery processes.

Key Features of the Proposed System
- Secure cloud-based storage accessible to authorized users.
- Role-based access controls and user authentication.
- Automated version control and audit trail for document edits.
- Advanced search and metadata tagging for easy retrieval.
- Integration with Microsoft Outlook and Teams for document sharing.
- Backup and recovery functionality.
- Mobile access for remote teams.
- Workflow automation (e.g., document review, approval, and archiving).

4. Deliverables and Timelines
The assignment is outlined as per below:

Phase 1: Needs Assessment and Planning (2-3 weeks)
- Map existing document categories (administration, HR, finance, projects, legal, etc.).
- Conduct user consultations to define access levels and document workflows.
- Identify document retention requirements and metadata standards.
- Assess current Microsoft 365 licensing and IT infrastructure.

Deliverable: DMS Requirements Specification Report.

Phase 2: System Design and Configuration (3–4 weeks)
- Design document libraries and folder structure in Microsoft SharePoint.
- Define user roles, permissions, and workflows.
- Configure metadata tagging and version control policies.
- Integrate DMS with Microsoft Teams and Outlook.

Deliverable: Configured and Tested DMS Prototype.

Phase 3: Document Digitization and Migration (6–8 weeks)

- Scan and index existing physical files.
- Categorize documents according to department and retention policy.
- Migrate existing digital files from local drives to SharePoint libraries.
- Perform quality assurance to ensure accuracy and completeness.

Deliverable: Digitized and Migrated Document Repository.

Phase 4: User Training and Capacity Building (2 weeks)
- Conduct hands-on training sessions for all staff on document upload, retrieval, sharing, and workflow use.
- Develop a user manual and DMS operations guideline.
- Establish a support/helpdesk structure for ongoing assistance.

Deliverable: Trained Staff and Operational Guidelines.

Phase 5: Rollout and Continuous Improvement
- Officially launch the DMS system organization-wide.
- Monitor usage and troubleshoot challenges.
- Conduct periodic audits and gather user feedback.
- Update the system as needs evolve.

5. Qualifications, Competencies, and Experience Required
To successfully deliver the assignment, the service provider must demonstrate the following minimum qualifications, technical competencies, and relevant experience:

5.1 Organizational Qualifications
- Legally registered ICT/digital solutions firm with valid compliance documents.
- Minimum 5 years' experience implementing Digital Document Management Systems (DMS).
- Proven experience with Microsoft 365 platforms (SharePoint, OneDrive, Teams).
- Evidence of delivering similar assignments for regional or multi-office organizations.

5.2 Technical Competencies
- Strong expertise in SharePoint configuration, user permissions, workflows, and Microsoft 365 administration.
- Capacity in document digitization, indexing, and metadata structuring.
- Knowledge of information security, data protection, and ISO-aligned document control practices (ISO 17020 preferred).
- Ability to design and automate document workflows using Power Automate.
- Proven experience in staff training, onboarding, and change management.
- Ability to provide technical support and maintenance post-deployment.

5.3 Relevant Experience
- At least three (3) similar assignments completed successfully.

- References demonstrating experience with SharePoint-based DMS and digital transformation projects.

6. Submission of Proposals

Interested individual consultants are required to submit an expression of interest proposal with the following:

  i. A cover letter introducing the service provider
 ii. A technical proposal demonstrating, among others, a solid understanding of EAGC requirements and previous experience and/or expertise relevant to the assignment
iii. A financial proposal for delivering the assignment.

7. Payment:

To be issued an LPO with payments being processed against an Original Tax Invoice.