

ECOLink Management at ECOWAS COMMISSION

Recruitment of Consulting Firm for Implementation of SAP ECM by OpenText on HANA

Abuja, Nigeria

TERMS OF REFERENCE

1. Background Information

The Economic Community of West African States (ECOWAS) is a regional group of twelve countries, founded in 1975. Its mission is to promote economic integration in all fields of economic activity, particularly industry, transport, telecommunications, energy, agriculture, natural resources, commerce, monetary and financial questions, social and cultural matters.

The treaty signed by ECOWAS Heads of State and Government created the key organs to provide general policy guidelines and direction as well as the following Institutions, Agencies and Offices to work in synergy with Member States, sister institutions, the African Union, civil society organizations, the private sector, and development partners to ensure a cost effective, accelerated and optimal attainment of the set objectives.

Following institutions and agencies form ECOWAS:

- ECOWAS Commission
- Community Parliament
- Community Court of Justice
- Inter-Governmental Action Group against Money Laundering and Terrorism Financing in West Africa (GIABA)
- West African Health Organization (WAHO)
- Office of the Auditor General (OAG)

Agencies and Offices set-up under the Institutions include:

- ECOWAS Gender Development Centre (EGDC)
- ECOWAS Youth & Sports Development Centre (EYSDC)
- Water Resources Coordination Centre (EWRC)
- Project Preparation and Development Unit (PPDU)
- Regional Agency for Agriculture and Food (RAAF)
- Ecowas Centre for Renewable Energy and Energy Efficiency (ECREEE)
- ECOWAS Regional Electricity Regulatory Authority (ERERA)
- Regional Animal Health Center (RAHC)

- ECOWAS Regional Competition Authority (ERCA)
- Regional Centre for Surveillance and Disease Control (RCSDC)

ECOWAS has a resident rep office in each of the following countries: Togo, Capo-Verde, Ghana, Cote d'Ivoire, The Gambia, Liberia, Guinea Bissau, Guinea, United-States, Belgium, Senegal, Ethiopia, Benin, Sierra-Leone.

ECOWAS has implemented the following SAP modules of SAP ERP 6.0, to provide integrated enterprise resource planning and management:

- Finance and Control (FI/CO)
- Funds Management (FM)
- Grants Management (GM)
- Materials Management (MM)
- Human Capital Management (HCM) incl. Employee Self Service [ESS] and Manager Self Service [MSS]
- Travel Management

ECOWAS is still implementing other SAP modules and solutions.

The Department of Internal Services of ECOWAS Commission is seeking proposal from qualified firms to provide Professional Implementation Services for its SAP ECM by OpenText on HANA. The goal is to enable a centralized document storage, automated archiving, compliance, and seamless access to content directly within SAP applications. The required services and performance conditions are described in the Scope of Work.

2. OBJECTIVE

The objective of this implementation services includes the Reimplementation of an Electronic Content Management with an Assessment of the current state of the ECOWAS SAP ECM OpenText. The design, implementation, and support of the SAP ECM OpenText solutions. The completion of implementation of SAP ECM at ECOWAS and the Provision of Post Go-live On-site support including knowledge transfer.

- Implement an Electronic Content Management (ECM) to streamline document creation, storage, retrieval, and disposition processes.
- Centralize document repositories to improve accessibility, searchability, and security of electronic records.
- Ensure compliance with our internal policies, guideline requirements and industry standards for records management and information governance.
- Enhance collaboration and knowledge sharing among employees through effective document sharing and version control mechanisms.
- Improve operational efficiency and productivity by reducing manual document handling and

administrative overhead.

- Set-up web-based portal through which all incoming correspondence documents and emails as internally generated memoranda and documents electronically flow into the document management platform.

3. SCOPE OF THE SERVICES

ECOWAS is seeking proposals from qualified firms to provide Implementation Services for its SAP ECM OpenText on HANA. Our goal in conducting this RFP is to select a qualified vendor through this competitive process to provide SAP ECM OpenText on HANA Implementation Services in Abuja. The following scope items form the requirements to be implemented among other things.

The successful bidder will be responsible for the implementation and post go-live support services to configure, deploy, and implement a commercial, industry-leading SAP Electronic Content Management (ECM) by OpenText on HANA.

The scope of this Contract is expected to deliver the following requirements:

- i. **Document Digitization & Indexing:** The selected bidder will ensure the solution delivers the full digitization and indexing of paper documents, soft copy of documents, scans, images, emails, sound recordings, and videos within the organization. This includes collecting, organizing, and scanning documents; extracting data via OCR; and creating a searchable database with robust security measures. Quality control measures will ensure accuracy, while secure storage will protect both physical and digital copies. The bidder will also ensure the system is configured to provide a user-friendly retrieval system capability. This arrangement minimizes internal demands and ensures a smooth, secure, and efficient digitization process.
- ii. Implement a robust SAP Electronic Content Management System by OpenText and workflow processing platform that minimize, if possible, remove paper processing of documents.
- iii. Place a digitalized platform that is capable of large volume of paper documents into paperless ECM system.
- iv. The migration of digital documents into the SAP ECM by OpenText on HANA.
- v. Improve content management process and simplify business operations. Set-up web-based portal through which all incoming correspondences documents and e-mails as well as internally generated memoranda and documents electronically flow into the document management storage.
- vi. Routing of documents in a stepwise manner based on defined workflow rules and standards managed by the document management platform.
- vii. Remote access to document management platform by all authorized staff.
- viii. Manage and establish a structured content storage, retrieval and archival system.
- ix. Implement document retention and archiving policy.
- x. Enable SAP documents to be stored within ECM system.

- xi. System Upgrades, Migrations, Enhancements, System Builds.

Other expectations of the solution to be delivered by the Bidder shall include;

1. File Management and Document Organisation

- a. ECM to enable inputs from the following sources:
 - Scanned Images
 - Emails
 - Files from mobile devices
 - Data captured via web forms.
 - Manually created digital files, etc.
 - Existing storage solutions (e.g. SharePoint, One Drive, etc.)
- b. Implement unified file-naming convention as agreed with the Commission during the System Design stage.
- c. An efficient document search and retrieval functionality that enables all staff to access and retrieve specific documents with low latency. All new files to be indexed, categorized, tagged with specific search terms, and stored in an organized manner.
- d. A centralized repository to store and manage official electronic files of Departments.
- e. Manage scanning requirements with automated metadata tagging and enhanced image scanning
- f. Provide collaborative workspaces organized by parent/child hierarchical page/sub-page structures.
- g. Facilitate the knowledge transfer functions and sharing of documentation templates, guidelines, and standard operating procedures between ECOWAS staff.
- h. Facilitate the dissemination and sharing of training materials and related resources among the authorized ECOWAS staff that should have access to such resources.
- i. Allow for electronic files of projects and meetings to be concurrently accessed by multiples users within the portal.

2. Document Processing

- a. Handwritten memos and typed documents must be converted to searchable digital formats. Information locked in scanned documents are to be converted into electronic text that is readable by the SAP ECM by OpenText.
- b. These formats should be standardized formats (non-proprietary) that can be integrated into other platforms.
- c. Help ensure information accuracy and currency through document version control, access control, and audit trail capabilities
- d. The electronic text/data to be processed, indexed, and made available in the software's search functionality.
- e. Advanced OCR (Optical Character Recognition) or ICR (intelligent Character Recognition) to process information in the Electronic Document and Records Management System (EDRMS).

3. Redaction

- a. Enable user capability to effectively black out or remove sensitive data from documents making it unreadable and unrecoverable by the document consumer
- b. Determine which data within documents constitutes sensitive or confidential information, such as Personally Identifiable Information (PII), financial data, etc.
- c. Maintain both original and redacted versions of documents for transparency and accountability.
- d. After redaction, verify that no sensitive information can be retrieved from the redacted document, including checking metadata and ensuring no hidden text remains.
- e. Maintain a record of all redactions (redaction logs), including the information removed and the reasons for redaction.

4. Data Security and Rights Management

- a. Multiple layers of protection against data theft or loss due to accidental file deletion.
- b. Implement Role-Based Access Control (RBAC).
- c. Implement Single Sign-On (SSO) feature.
- d. Strict access control features using secured logins and passwords encryption as agreed with the Commission.
- e. Right management access to restrict only those users who need it and increases data security.
- f. Audit trails trace which users accessed or modified files in the system and help prompt pinpoint accountability for information handling.

5. Automated Reporting and Dashboards

- a. Data Analytics: Generate key metrics and reports of the content stored within the portal to help transform the Commission into a data-driven organization.
- b. Automated reporting dashboards that will pull real-time business data into the system to reflect operational processes as they happen.
- c. Tracking of in-bound and out-bound correspondences

6. Workflow Automation

- a. Workflow Automation to process incoming documents, route them to the correct destination, and automatically update records based on documents in the system.

7. Customisation

- a. The entire ECM to support integrations with other existing IT systems and tools within the commission.
- b. Allows for customized form fields, document attributes and reporting dashboards to fit our various Directorates, Departments' needs and the Commission in general.

8. Backup Strategy

- a. Develop and implement a comprehensive data backup and recovery strategy to ensure the business continuity and integrity of all electronic documents and records stored within the ECM.

9. Streamlined Collaboration

- a. Ability to post comments and provide a platform for open discussions.
- b. Collaborative features that allow teams to view and edit shared documents in real-time.
- c. Ability to view and track version control changes to the electronic files of ECOWAS documentations.

In addition, the ECM must provide the following functionalities:

- Generate reports on the content within the portal for data validation and reconciliation purposes.
- Enable export capability of specific files and contents for purposes of providing to auditors or other individuals who need to see the information but not access the ECM.
- The ECOWAS Commission will use the Active Directory as its Security Assertion Markup Language (SAML).

4. DELIVERABLES

The following is the list of expected deliverables during and at the end of the assignment:

- Current State Assessment report of the existing solution landscape and recommendation on best approach to deliver the SAP ECM by OpenText on HANA.
- Gap analysis between As Is and To Be regarding the system installation, network sizing and security
- The Bidder will develop and execute a Project Management Plan (PMP) that includes a technical approach, organizational resources, and management controls.
- The Bidder will configure and test the ECM in the Commission's test environment prior to deployment into production environments. The Bidder will conduct testing to collect and resolve issues and defects and obtain written acceptance of required functionalities.
- Complete the design, configuration and rollout of the SAP ECM by OpenText on HANA
- Business Blueprint for SAP ECM by OpenText on HANA
- Technical and Functional specifications document
- Configuration documents
- Training of the users sign off
- User Acceptance Testing sign off
- Cutover and Go-Live Plan
- Knowledge transfer and training of the users

5. PROFILE OF THE BIDDER

The firm should have at least the following profiles as part of its team:

- **Qualification and experience of the consulting firm (with evidence by copies of contracts, certificates of satisfactory performance, etc.)**
 - The firm must have at least five years of experience in the field of SAP ECM by OpenText Implementation especially on HANA Platform.
 - The firm must have financial capability to execute the contract. The firm should not be listed in any lawsuit or litigation within the last five years.
 - It must provide proof of the completion or award of at least two (2) similar projects in the last seven (7) years in the field of SAP ECM by OpenText Implementation.
 - Good knowledge of the public sector in the context of West Africa would be an asset.

The firm should have at least the following profiles as part of its team:

- **Two confirmed SAP ECM by OpenText functional consultants:**
 - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field
 - Have at least five (5) years of implementation and support experience in SAP ECM by OpenText on HANA
 - Have carried out at least two (2) full lifecycle end to end project implementation experience in SAP ECM by OpenText on HANA
 - Proven experience in designing, implementing, and supporting OpenText Extended ECM (xECM) solutions.
 - Experience with activation and configuration of SAP ECM by OpenText on HANA
 - Experience with Public Sector business processes to resolve challenges involving SAP ECM by OpenText configuration and customizing i.e. experience of working for similar large and complex organization
 - Demonstrated ability to develop and integrate across SAP ECM with other SAP modules.
 - Good technical knowledge of SAP ECM by OpenText on HANA
 - Functional Consultants experience in the configuration of SAP ECM by OpenText on HANA with at least 5 years' experience
 - Strong experience with OpenText xECM integration, especially with various SAP applications and other platforms like SharePoint/O365.
 - Knowledge of various OpenText xECM modules, including Content Server, Business Workspaces, and Document Management.
 - Providing technical expertise and support for OpenText xECM and SAP integration.
 - Analyse existing SAP ECM document management process and provide recommendations to improve its execution performance.
 - Certification in SAP ECM by OpenText on HANA will be an added advantage
- **One confirmed SAP BASIS consultant**
 - Have at least 5 years of implementation experience as SAP Basis consultant
 - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field

- 5–7+ years of SAP BASIS administration experience
- Must have been involved in at least two (2) SAP ECM by OpenText implementations or Migration projects.
- Experience with system administration of SAP HANA and SAP ECM by OpenText.
- Collaborate with SAP OpenText functional team to install and configure components such as Content Server, OTDS (OpenText Directory Services), and Archive Center.
- Experience with the activation of SAP ECM by OpenText on HANA
- Experience with Public Sector business processes to resolve challenges involving SAP ECM by OpenText Configuration and customizing i.e. experience of working for similar large and complex organization
- Assist in integration of OCR/scanning tools like OpenText Capture Center, where applicable.
- Certification in SAP BASIS System Administration will be an added advantage
- **One confirmed SAP ABAP Consultant**
 - Have at least five (5) years of experience as SAP ABAP consultant
 - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field
 - Must have been involved in at least two (2) SAP ECM by OpenText implementations
 - Experience in designing/architecting complex solutions especially with SAP ECM by OpenText
 - Experience with Public Sector business processes to resolve challenges involving SAP ECM by OpenText Configuration and customizing i.e. experience of working for similar large and complex organization
 - Certification in SAP ABAP will be an added advantage
- **One confirmed SAP Project Manager**
 - Have at least 5 years of experience as SAP Project Manager
 - Have at least a minimum of Bachelor (Bac + 3) in Information Technology, Computer Science, or Sciences or a related field
 - Must have been involved in at least two (2) SAP implementations or upgrade projects
 - Experience with Public Sector business processes to resolve challenges involving SAP ECM Configuration and customizing i.e. experience of working for similar large and complex organization
 - Certification in Project Management i.e. (PMP, SCRUM, PRINCE 2 etc.) will be an added advantage
- Each team member must demonstrate proficiency in at least one of the official languages of ECOWAS (English, French and Portuguese). Proficiency in two other languages will be an advantage.
- The existence of ECOWAS nationals within the team will also be an added advantage.
- The duly signed CVs of the experts (with references), educational certificates, SAP ECM by OpenText certificates of training and work completion certificates of all experts should be included in the consultant's proposal.
- Each team member must demonstrate strong communication skills for effective collaboration with technical and non-technical stakeholders.

- Each team member must have great problem solving, troubleshooting and analytical skills
- Experience in designing/architecting complex solutions
- Excellent in documenting specification and technical solutions

6. DURATION

The assignment period is expected for six (6) months.

7. LOCATION

The consultants will be based at ECOWAS Commission headquarters in Abuja, Nigeria but covering the entire ECOWAS Institutions under the supervision of the ECOLink Director. Hybrid work model would be considered.

8. REPORTING

The consultant will report to ECOLink Director and be expected to follow his guideline in terms of work assignments and priorities.

Commissioner for Internal Services