

## **REQUEST FOR PROPOSALS**

### **SUPPLY, INSTALLATION AND CONFIGURATION OF A LEGAL MANAGEMENT SYSTEM**

#### **1.0 Background**

SHELTER-AFRIQUE is multilateral development finance Institution established dedicated to promoting and financing investment in housing and urban infrastructure development in African Countries. Shareholders include 44 African countries, the African Development Bank, and The Africa Re-Insurance Corporation. The organization has its headquarters in Nairobi, Kenya and two regional offices: Abuja, Nigeria and Abidjan, Ivory Coast.

As part of its legal risk management, operational efficiency, and digital transformation agenda, Shelter Afrique invites proposals from qualified vendors for the provision, implementation, licensing and support of a comprehensive Legal Management System (LMS) to support the Legal Services Department discharge its functions.

The proposed system is expected to provide an integrated, secure, and scalable platform for end-to-end legal matter management, contract management, legal intake, spend management, workflow automation, analytics, and reporting.

#### **2.0 Scope of Work**

The scope will be:

The provision of a cloud-based, Legal Management System covering, at a minimum, the following functional and service requirements:

##### **2.1 Core Functions**

- (a) Legal Matter Management - a centralized repository for all legal matters such as litigation, advisory, risk etc. across the institution. With the ability to create, categorize, track, and manage matters from initiation to closure. Ability to create tasks and include timelines with alerts and reminders to users and supervisors. The system should be able to be linked to

documents and emails to enable linking to specific matters. Retention of a full and auditable matter history.

- (b) Legal requests and Triage - centralized, customizable digital legal request/intake forms, with automated matter creation and allocation from approved intake requests. Workflow-based triage, prioritization, and assignment of work with status visibility and automated notifications to internal clients.
- (c) Contract Management - The system shall provide end-to-end contract lifecycle management, including a centralized contract repository, template-driven contract creation, approval workflows, version control, and linkage of contracts to related matters and documents. The system must capture and manage key contract information such as parties, dates, values, clauses, obligations, milestones, and deliverables, and provide automated alerts for approvals, key milestones, contract expiries, renewals, and risk clauses. The solution should support post-execution contract management and be capable of integrating with electronic signature solutions such as DocuSign and others.
- (d) Legal Spend and External Counsel Management- Matter-level budget creation and tracking. Recording and monitoring of legal spend, invoice submission, review, and approval workflows with delegated authority thresholds. Integration or automated forwarding of approved invoices to Finance. Real-time visibility of spend across matters, firms, and jurisdictions against a total budget.
- (e) Automation and Intelligence - Automated document generation and reduction of manual, repetitive processes through configurable automation. Automated task creation and workflow triggers. Dashboards providing immediate visibility of team capacity and workload.
- (f) Legal Analytics and Reporting - The system shall provide configurable dashboards and reports covering legal matters, contracts, disputes, workload, and legal spending, with the ability to generate, filter, drill down, and export management- and board-ready reports. The solution must support advanced analytics to enable data-driven decision-making, including measurement of matter cycle time by type, status, and jurisdiction; contract turnaround time across drafting, approval, and execution stages; external legal spend by firm, matter, and jurisdiction; budget versus actual spend at both matter and portfolio levels; dispute and litigation exposure trends with risk categorization and severity

tracking; and legal workload distribution, capacity utilization, and bottleneck identification across the legal function.

(g) Integrations – Ability to support future integrations with existing or planned enterprise systems. Ability to integrate with the following systems at a Minimum. Enterprise Resource Planning System – Oracle business Suite, SharePoint, Microsoft365 email services, Electronic Signature applications - DocuSign, Electronic Document Management System (EDRMS) – Newgen Omnidocs.

(h) Workflow automation – The system should support the automation of non-standard legal processes, such as collateral management, discharge processes, and other bespoke legal workflows. This capability is essential for improving operational efficiency, standardising process execution, minimising manual errors, enhancing monitoring and accountability, and ensuring stronger compliance with legal and institutional requirements.

## 2.2 Information Security and Compliance

The proposed system must demonstrate robust information security functionality, including data protection and privacy controls, and role-based access management with appropriate governance mechanisms. These shall include maker-checker controls, separation of duties, and configurable delegated authority matrices, particularly for document/attachment access, contract approvals and legal spend approvals.

The bidder must provide evidence of internal and external security audits and demonstrate compliance with applicable data protection and information security standards.

## 2.3 Implementation, Training, and Support

Bidders must describe a structured, low-risk implementation methodology aligned to Shelter Afrique's operating environment. At a minimum, the proposal should outline:

- **Key implementation phases** with indicative timelines
- **Data migration approach**, including roles and responsibilities
- **Change management and user adoption strategy**

- **Go-live support and post-implementation stabilization period**

The solution should be configured and implemented to meet Shelter Afrique's specific requirements, supported by structured onboarding and changing management. Bidders must provide initial and ongoing training for legal staff and relevant internal users, including access to training materials, user guides, and on-demand learning resources. The proposal should also include dedicated account management, technical support with defined service levels, regular check-ins, and system performance reviews.

- **Support and Service Level Commitments**

Bidders must provide detailed support and SLA commitments, including:

- Response and resolution times for technical and functional issues
  - Support coverage hours, including time-zone considerations
  - Escalation procedures and contacts for critical incidents
- Approach for monitoring, measuring, and reporting SLA performance

- **Implementation of Governance and Change Management**

The bidder shall provide a clearly defined implementation governance and change management model to ensure sustainable adoption and minimize long-term operational and cost risks. The proposal must be explicitly addressed:

- Structured change management approach covering stakeholder engagement, communication, training, and user adoption
- High-level change and adoption plan aligned to Shelter Afrique's operating environment

#### 2.4 Licensing requirements and Term

Provision of user licenses for the Legal Services Department, with scalability for future growth. The proposed contract term shall be indicated by the bidder, including options for renewal.

Bidders must clearly specify their licensing model, including:

- Named versus concurrent users
- Cost implications for scaling users
- Module-based versus full-suite licensing

The proposed solution must support data export in open and machine-readable formats upon contract termination or expiration, without undue cost or restrictions. This is to ensure continuity of operations and prevent vendor lock-in.

The number of required licenses are:

<b>Users Category</b>	<b>No of Licenses</b>
Legal Officers (Inputter & Reviewers)	Inputters 4 Reviewers 3
Approver (Director)	1
System Administrator	2
* Service Requestors	70

\*Where software licensing terms require **Service Requestors** to hold valid licenses, a shareable per-seat licensing model allowing up to 20 concurrent users is preferred.

### 2.5 Cloud hosting requirements

The vendor is required to submit technical specifications for the two cloud hosting models, Software as a Service (SaaS) and Infrastructure as a Service (IaaS), highlighting technical requirements for each and whether the proposed system is supported in both models. The financial proposal should submit separate proposals for the two models for the systems that run in each model.

For the Infrastructure as a Service (IaaS) model, the vendor should provide hardware and any third-party software specifications and any additional costs and requirements, including security-related requirements.

### **3.0 Evaluation process and selection criteria**

Responses to this RFP will be evaluated and scored based on the following:

- Demonstrated experience in providing legal management systems to in-house legal teams of at least 2 years.
- Functional compliance with the scope of work outlined in this RFP.
- Quality, scalability, and usability of the proposed solution.
- Implementation methodology and project management approach.
- Information security and compliance posture.
- Training and technical support.
- Financial proposal.

Selection will be based on 70% technical and 30% financial evaluation.

Each bid will be assigned a technical score. Proposals that fail to meet key requirements or achieve a minimum technical score of 50% will be disqualified at this stage. Shelter Afrique however reserves the right to negotiate with the selected firm in line with the budget.

### **4.0 Presentation of Proposals**

In order to facilitate the analysis of responses to this RFP, firms are required to prepare their proposals in accordance with the instructions outlined in the technical evaluation criteria.

Proposals should be clear, comprehensive, and concise in description of the firm's capabilities to meet the requirements provided in the RFP.

Short-listed bidders may be required to conduct a live system demonstration using Shelter Afrique use cases. Demonstrations should showcase key functionality, including legal matter management, contract lifecycle management, analytics dashboards, and reporting

#### **4.1 Technical proposal**

The proposal should strictly adhere to the format provided below.

## Company registration and statutory requirements

Provide copies of the following information. Originals will be required for presentation after a successful bidding.

### Mandatory information

	Requirement	Response
i)	How long has company been in business?	
ii)	How long has the company been in business carrying out similar projects?	
iii)	State the number of employees in the company (where applicable)	
iv)	Submit copies of (where applicable):	
	a) Certificate of incorporation	
	b) Tax compliance certificate	
	c) Financial Statement for the last two years	
	d) Certificate of Confirmation of Directors and Shareholding (CR 12) where applicable	
	e) Manufacturer's Authorization Form (MAF) for the software quoted	

### Technical Evaluation Criteria

Sr	Technical Evaluation Criteria	Points
<b>1</b>	<b>General and Specific experience</b>	<b>20</b>
	(i) Experience in delivering/implementing legal management systems to in-house legal teams of at least 2 years <b>(10 points)</b> (ii) Provide at least three references from in-house legal departments, preferably within DFIs, banks, or multinational organizations. References should include details of implementation scope, duration, and outcomes. <b>(10 points)</b>	
<b>2</b>	<b>Understanding of the TOR and the Overall Quality of the Proposal.</b>	<b>15</b>

Sr	Technical Evaluation Criteria	Points
	General technical approach and proposed methodology for execution of the project, indicating main activities of the assignment: (i) Methodology for execution of the project indicating main activities of the assignment which include <b>(10 points)</b> (ii) Project organization and implementation plan including installation, task, time, and resource schedule <b>(5 points)</b>	
<b>3</b>	<b>Conformity to the proposed solution in response to technical requirements</b>	<b>40</b>
	The bidder <b>must fill the functional matrix in the appendix provided.</b> i) Matter management, intake, categorization, contracts, spending, and analytics functionality which include: <ul style="list-style-type: none"> <li>• Depth, configurability, and usability of analytics and KPI Reporting.</li> <li>• Ability to support operational, management, and board-level insights <b>(25 points)</b></li> </ul> ii) Automation, integration, and scalability with office 365 platform, document management system mainly Newgen Omnidocs/RMS and ERP system – Oracle ebusiness suite <b>(15 points)</b>	
<b>4</b>	<b>Company certification, qualifications, and competence of the key personnel for the assignment.</b>	<b>20</b>
	(i) Organization and staffing. Knowledge, skills, and experience with relevant certifications. <b>(10 points)</b> Composition, competencies, and skills of implementation and support team and highlighting escalation criteria <b>(10 points)</b>	
<b>5</b>	<b>Project Risk and Change Management</b>	<b>05</b>
	Identification of key risks, impact, and mitigation measures and change management approach <b>(05 points)</b>	
<b>TOTAL</b>		<b>100</b>

#### 4.2 Financial proposal format

The financial proposal should be well itemized and list of services to be supplied. Costs should clearly be distinguished: Licensing fees, implementation and onboarding fees; Training costs; Annual support and maintenance fees and any optional or additional services

The financial proposals should be expressed in **US dollars** and inclusive of taxes.

It should be presented **separately** from the technical proposal.

### **5.0 Clarification of request for Proposal**

A bidder may seek clarification on this RFP only up to 1 day to end of submission date. This should be requested in writing to email given in [section 9.0](#).

Shelter Afrique will respond by email or letter.

### **6.0 Conditions**

The bidder shall be deemed to have familiarized itself with Shelter Afrique's operational environment and requirements prior to submission of its proposal.

Shelter Afrique reserves the right to require data export in open formats upon termination to safeguard operational continuity.

The Legal Management System must support audit-ready reporting and historical trend analysis to facilitate governance, risk oversight, and regulatory reporting

Shelter Afrique reserves the right to reject solutions that rely excessively on bespoke customization or that materially increase long-term cost, complexity, or vendor dependency.

### **7.0 Final Ranking**

The bidder with the highest combined technical and financial score will be ranked first and eligible for the award of the contract.

### **8.0 Award Of Contract**

Shelter Afrique will sign the contract with the bidder who attained the highest combined technical and financial score, has satisfactory KYC and AML clearance and with whom a satisfactory price, terms and conditions have been agreed.

## **9.0 Submission of bids**

Proposals should be sent by mail to: [procurement@shelterafrique.org](mailto:procurement@shelterafrique.org) with subject as: **PROVISION OF LEGAL MANAGEMENT SYSTEM**

Or in sealed envelopes to the address below:

**Subject: Provision of Legal Management System**

**Procurement and Disposal Committee  
Shelter Afrique  
Longonot Road, Upper Hill  
P.O. Box 41479 - 00100, GPO Nairobi, Kenya.  
Tel: 254-20-2722305-9  
Fax: 254-20-2722024, 2721211**

**The deadline for submission of bids is close of business 25<sup>th</sup> May 2026 at 5 p.m. EAT.**

**For any clarification contact us via [procurement@shelterafrique.org](mailto:procurement@shelterafrique.org)**

**APPENDIX: FUNCTIONAL SPECIFICATIONS MATRIX**

**The Functional Compliance Matrix (Mandatory / Desirable Requirements)**

The functional requirements below have been embedded within the Scope of Work in Section 2.0. Bidders must complete the compliance matrix as part of their technical proposal, clearly indicating compliance (Yes/Partial/No) and providing explanatory notes where applicable.

<b>Functional Area</b>	<b>Requirements Mandatory (M) / Desirable (D)</b>	<b>Compliance (Yes/Partial/No)</b>	<b>Exploratory Notes/ Additional Comments</b>
<b>Legal Matter Management</b>			
Legal Matter Management Centralized matter repository with full matter lifecycle tracking	M		
Task and deadline management with alerts	M		
Matter-linked document and email management	M		
Configurable views	D		
Complete and auditable matter history	M		
Matter categorization by type, status, risk and Jurisdiction	M		
Dispute and risk tracking	M		
<b>Legal Intake and Triage</b>			

Functional Area	Requirements Mandatory (M) / Desirable (D)	Compliance (Yes/Partial/No)	Exploratory Notes/ Additional Comments
Legal Intake & Triage Configurable digital intake forms	M		
Automated matter creation from intake	M		
Workflow-based triage, prioritization and assignment	M		
Client-facing status visibility and automated notifications to requestors and assignees.	D		
<b>Contract Lifecycle Management</b>			
Contract Management Centralized contract repository	M		
End-to-end contract lifecycle management	M		
Automated document generation from templates	D		
Capture of key metadata (dates, parties, clauses, values)	M		
Version control and linkage to related matters	M		

Functional Area	Requirements Mandatory (M) / Desirable (D)	Compliance (Yes/Partial/No)	Exploratory Notes/ Additional Comments
Approval workflows and e-signature readiness	M		
<b>Legal Spend and External Counsel Management</b>			
Legal Spend Management Matter-level budgeting	M		
Invoice submission, review, and approval workflows	M		
Billing guideline enforcement	D		
Real-time spend analytics	M		
Integration or automated forwarding of approved invoices to Finance	M		
Recording and Monitoring of legal spend	M		
<b>Automation and Intelligence</b>			
Automation & Intelligence  Automated task creation and workflow triggers	D		
Automated document	D		

Functional Area	Requirements Mandatory (M) / Desirable (D)	Compliance (Yes/Partial/No)	Exploratory Notes/ Additional Comments
assembly			
Capacity and workload dashboards	M		
Workflow automation: The system should support the automation of non-standard legal processes	D		
<b>Legal Analytics and Reporting</b>			
Analytics & Reporting Configurable dashboards and reports	M		
Exportable management and board-ready reports	M		
Contract turnaround time analytics	M		
External legal Spend Analytics by firm and matter	M		
Dispute and Litigation exposure trend analysis	M		
Matter analytics(Cycle time, status, Jurisdiction)			
<b>Integrations</b>			
Integrations	M		

Functional Area	Requirements Mandatory (M) / Desirable (D)	Compliance (Yes/Partial/No)	Exploratory Notes/ Additional Comments
Open API framework			
Integration with Enterprise Resource Planning System – Oracle business Suite, SharePoint, Microsoft365 email services, Electronic Signature applications - DocuSign, Electronic Document Management System (EDRMS) – Newgen Omnidocs.	M		
Out-of-the-box enterprise integrations	D		
<b>Information Security and Compliance</b>			
Security & Access Control Role-based access management (inhouse)	M		
Security & Access Control Role-based access management (external)	M		
Data encryption at rest and in transit	M		
Data Protection and Privacy controls	M		
Audit logs and activity	M		

Functional Area	Requirements Mandatory (M) / Desirable (D)	Compliance (Yes/Partial/No)	Exploratory Notes/ Additional Comments
tracking			
Maker Checker Controls			
Separation of duties			
<b>Training and Change Management</b>			
Training & Support Structured onboarding and change management	M		
Dedicated customer success support	M		
Ongoing training resources	D		
<b>Licensing, Data Ownership and Exit</b>			
Cloud Based deployment	M		
Scalable User License	M		
Support for named and concurrent users	M		
Data export in open machine-readable formats	M		

Bidders failing to meet all Mandatory requirements may be disqualified at the technical evaluation stage.