

EXPRESSION OF INTEREST (EOI)

STUDYING / ANALYZATION / IMPLEMENTATION OF CRM / MMS / AND OTHER SYSTEMS OF FEDERATION OF EGYPTIAN INDUSTRIES “FEI”

The Federation of Egyptian Industries “FEI” located at 1195 Cornich El-Nil st, Cairo Governorate, Egypt, is issuing this Expression of Interest (EOI) for companies working in the field of information technology and programming to implement CRM/Membership management system /ERP System/ Online Voting/ Online meeting system and Documents management systems for the FEI and 19 industrial chambers.

Project Overview

- The project aims to support digital transformation process of FEI and 19 industrial chambers, which involves the analysis, implementation of various systems and processes to streamline and enhance the operations of the FEI / Chambers. The key objectives of the project are to improve membership management, CRM, automate all services, archiving and document management and BDS(Business Development) Services management, Digitizing the voting process in ordinary assemblies and extraordinary assemblies , Digitalize FEI/Chambers meeting , among others.
- Solution/Systems must Overcoming geographical barriers and providing services online, including electronic payment.
- Solution /Systems must provide all features of Membership management system for all FEI/Chambers members.
- Complete CRM solution to provide high quality services , and support online surveys and data collection that helps in developing policy papers & Economic researches
- Solution must provide all features of Documents management system/ Managing work cycle in automated manner, plus archiving of existing Documents.

- Enhance Employee-related Processes: Develop efficient HR workflows for recruitment and selection, performance appraisal, leave management, employee promotions, and handling employee grievances. The project aims to create a seamless and standardized process for managing employees' records and HR-related tasks.
- Strengthen Financial Transactions: Introduce digital forms and online payment gateways to streamline financial transactions, including membership fee collections, payment settlement for overtime and bonuses, and financial reporting.
- ERP system must include at least the following modules, Financial Management, Electronic Invoice, Supply Chain Management, Human Resource Management, Asset Management
- Optimize Training Management: Implement a comprehensive training management system to handle training needs assessment, employee nominations, training evaluations, and payment settlement. The system will ensure efficient coordination and reporting for all training activities.
- Automate all Business Development services.
- Voting platform that allows groups to securely conduct votes and elections. Voting system must balance ballot security, accessibility, and the overall **requirements of an FEI voting process**.
- The bidder must study the FEI actual needs for the various election processes, timings, and methods for calculating the electoral vote.
- Solution for Online Meeting for official ordinary and Extraordinary General assembly meetings
- The solutions provided must be integrated with each other and integrated with existing ERP systems.

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The purpose of the EOI

Pre-qualify specialized vendors who have experience providing the following solutions

- a. Archiving and Documents management solutions
- b. CRM "All services provide by chambers/ FEI"
- c. Membership subscription Management System
- d. BDS Management.

- e. ERP System
- f. Online Voting system / Online meeting system

General requirement for all systems implementation

- **Availability:**
 - The system should be available for use by users during working hours in Egypt local time.
 - The system should have a minimum uptime of 99% during working hours.
- **Performance:**
 - The system should have a response time of less than 3 seconds for all user interactions.
 - The system should be capable of handling concurrent user interactions without significant performance degradation.
 - The system should support a maximum user load of 100 simultaneous users during peak hours.
- **Security:**
 - The system should ensure the confidentiality of sensitive user information, such as personal and financial data.
 - The system should provide secure access controls to restrict unauthorized access to user data and functionalities.
 - The system should implement secure data transmission protocols (e.g., HTTPS) to protect data during transit.
- **Localization:**
 - The system should be localized to support the use of the Egyptian Arabic language.
 - The system should display dates, times, and currency values according to the Egyptian format (e.g., DD/MM/YYYY, 1,000 EGP).
- **Compliance:**
 - The system should comply with relevant data protection and privacy laws and regulations in Egypt.
 - The system should comply with applicable financial regulations and standards in Egypt.
- **Integration:**
 - The system should integrate with new acquired systems or databases, such as HR systems and financial systems, to exchange relevant data.
 - The system should support integration with external services for sending notification messages and emails in addition to the integration with Online Payment Providers and Tax Authorities and others.

- **Scalability:**
 - The system architecture should be designed to accommodate future growth and increased user demand.
 - The system should be scalable to handle a growing number of users, data, and transactions.
- **Usability:**
 - The system should have a user-friendly interface with clear and intuitive navigation.
 - The system should provide appropriate validation and error messages to guide users in completing the forms accurately.
- **Reliability**
 - The system should have a backup and recovery mechanism to ensure data integrity and minimize downtime in case of system failures.
 - The system should have error handling mechanisms to handle unexpected errors and provide meaningful error messages to users.
- **Auditability:**
 - The system should maintain an audit trail of user actions, including form submissions, approvals, and rejections.
 - The system should provide logs and reports for auditing and monitoring purposes.
- **Data Migration Strategy and Process:**
 - The potential suppliers are required to provide a comprehensive data migration strategy and plan that outlines how existing data from the current system will be migrated to the new System.

Obligations

FEI will not reimburse respondents for the costs incurred with preparing a response, nor does issuance of this EOI obligate FEI to award a subcontract or purchase order. If a Vendor is found to have made false or misleading claims or statements, obtains confidential information, or receives improper assistance, FEI reserves the right to reject an EOI submitted by or on behalf of a vendor.

Clarification of Submissions

FEI may require a respondent to submit additional information in order to better judge a response.

Factors for Consideration

Responders are expected to write an explanation about how they can address each of these areas of interest by FEI, which will be used as a way to determine if Vendors shall be pre-qualified.

- General Technical Approach and confirmation of the ability to provide the systems/Solution and related services.

- Proof of necessary financial resources to perform the project.
- Illustrative CVs of individuals on staff who can perform the scope of work.
- Three past performance descriptions illustrating relevant experience in delivering the systems described previously and related services.

Response Format

Vendors must complete their responses, in English, following the specifications outlined below. The response format consists of three sections.

Section 1: **Vendor Information**

Section Number	Description
1.0	Cover Letter addressed to FEI
1.1	Vendor Information: Company Name, Address and Phone Number, Form of Incorporation (corporation, partnership, NGO, etc.), Number in Years in Business, Number of Employees (full and part-time), Name of Managing Director, History of organization.

Section 2: **Factors for Consideration**

2.0	<p>Responses to each of the factors for consideration stated.</p> <ul style="list-style-type: none"> - General Technical Approach and confirmation of the ability to provide the ERP/ CRM /other systems and related services. - Proof of necessary financial resources to perform the project. - Illustrative CVs of individuals on staff who can perform the scope of work. - Three past performance descriptions illustrating relevant experience in delivering ERP / CRM systems and other systems/ services.
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Section 3 **Experience /Client Reference:**

3.0	<p>list of projects your company has completed in the past ten years, report on your previous work demonstrating your experience and capabilities in the field of Digitalization /CRM / Membership management system , and other systems included in this EOI, Include three Client References, each reference <u>must</u> include the following:</p> <ul style="list-style-type: none"> - Client Name, address, Point of Contact Name, Telephone number, email - Similar project performed and period of performance
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Notification process

Upon receipt and review of proposals, FEI will notify successful vendors, if any, who have been selected for pre-qualification.



Response Submission Deadline and Communication protocol

The deadline for responding to this EOI is within two weeks maximum by 20 DEC 2023 at 4:00 PM Two weeks Responses received after the deadline will not be reviewed and will be discarded by FEI, subject to the discretion of the project's management. Responses must be delivered in a sealed envelope to FEI Premises located in Ramela Bulaq, Bulaq, Cairo Governorate Please address the sealed envelope "Expression of Interest - Studying / Analyzation / implementation of CRM / MMS / and other Systems OF FEDERATION OF FEI" addressed to (1195 Cornich El-Nil st, Cairo , Egypt).

All information provided by vendors in response to this EOI will be treated confidentially. FEI will not use the information in any other context or setting and we will not reveal details to other parties.

Note: FEI anticipates awarding a Firm Fixed Price contract. This contract type is subject to change during negotiations. Consortiums are accepted; however, the contract will be managed by a main contractor.

Legal Documents Required

- 1- commercial register
- 2- Tax card.
- 3- Value added registration certificate
- 4- Proof of registration in the electronic billing system
- 5- Company Profile

Note: Original documents are for viewing only, copies are kept

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