SONARWA Life
Assurance Company Limited

TERMS OF REFERENCE FOR SUPPLY, INSTALLATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

Re-Advertisement

05 August 2025

TERMS OF REFERENCE FOR SUPPLY AND INSTALLATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

1. Company Profile

SONARWA Life Assurance Company Limited (SONARWA LIFE) is a public limited liability company, duly registered under the laws of Rwanda and licensed by the National Bank of Rwanda to transact in Life insurance and pension management. As part of our digital transformation journey aimed at harmonizing service delivery, we are seeking a qualified vendor to provide an integrated insurance policy management system.

SONARWA Life's principal place of business is located at RSSB Pension Plaza Tower 2, No 23 KN3 Ave, P.O. Box 1774, Kigali, Rwanda. Contact us at info@sonarwalife.co.rw or +250 788 500 144.

2. State of Technology

SONARWA Life has progressively adopted various technology solutions to meet evolving business needs. Our internal team has developed multiple custom software applications and use of Enterprise Resource Planning solutions to meet various business needs.

Historically several processes were paper based. Over time our archive grew to approximately 2 million pages, comprising of insurance documents and claim forms. The physical archive needs to be digitized, indexed and integrated with the insurance policy management system.

3. Objective

To procure a qualified vendor to digitize, organize and integrate these legacy documents into a modern, searchable, secure and future-proof document management system.

4. Scope of Work

- **Document Volume:** Approximately 2 million pages.

- **Task List:**

SN	Task	Checked
1	Archive assessment and classification	
2	Documents preparation	
3	Scanning at minimum 300 DPI	
4	OCR (or other technique) processing and metadata tagging.	
5	Secure document handling and confidentiality	
6	Upload and availing scanned archive in DMS	
7	Demonstrated ability to integrate with existing digital platforms via API	
8	Implementation of Access Control	
9	Staff training and documentation	
10	Workflow for future uploads of new documents	
11	Offsite long-term storage of archived document	

- **Retention & Backup:** Compliant with company and regulatory requirements.

- **Quality Assurance & Error Handling:** Vendor must propose a QA framework.

5. System Requirements

The proposed system must encompass the following modules:

- **DMS Compatibility**: Open source or licensed system, must support:
    - OCR full text search.
    - Metadata filtering.
    - REST API access.
    - Role-Based Access Control (RBAC).
    - Integration into existing web-based systems.

- **Security:**
  - Data encryption at rest and in transit.
  - Audit trails.
  - Support for SSO or LDAP integration.
- **Scalability:** Must accommodate future uploads.

6. Deliverables

- Complete digitized archive with searchable, tagged documents.
- Configured and integrated DMS.
- Training for end users and IT staff.
- Documentation for system use and maintenance.
- Weekly progress reports digitization.
- Final project report and handover.
- Offsite long-term storage of archived documents.

7. Implementation and Support

7.1. Vendor Expertise and Team Composition

The vendor must provide details of the implementation team, demonstrating expertise in deploying similar systems. A local implementation team with a proven track record is preferred. The vendor should outline the implementation plan, release management, and bug fix strategy.

7.2. Training

The vendor must present a comprehensive training plan for SONARWA Life staff, ensuring effective knowledge transfer from the implementation team to internal personnel.

7.3. Confidentiality and Intellectual Property

The vendor must guarantee the confidentiality of handled documents, ensuring protection against unauthorized access, leakage and or distribution.

8. Selection Criteria

This tender is open to national and international bidders. The evaluation will follow a two-phase process: functionality assessment and price evaluation. Proposals must be priced reasonably, including setup, licensing, support, and maintenance costs. Prices should be quoted in Rwandan Francs.

8.1. Administrative Requirements

Vendors must submit the following documents:

- Cover letter.
- Company registration.
- Tax clearance certificate.
- RSSB clearance certificate.
- Data controller or processor certificate or equivalent.

8.2. Technical Proposal Requirements (70)

A suitable bidder shall include a minimum of the following requirements:

SN	Requirement	Marks
1	Project Plan and Timelines (Short timelines favored)	15
2	Proposed team composition, structure and their credentials (CV, certifications and work experience).	15
3	Equipment and software to be used	5
4	QA and data validation approach	15
5	Data security approach	5
6	Customer references (minimum 3 references)	15

8.3. Financial Proposal Requirements (30)

- Breakdown of costs (scanning, software, labor, etc.)
- Any licensing fees including the term of payments.

9. Timeline

Date	Activities
August 07th 2025	Publication of RFP document
August 07th – August 14th 2025	Clarifications where needed
August 15th 2025	**Submission deadline – at 9AM Kigali Time**

Vendors must submit the following documents electronically to procurementlife@sonarwa.co.rw .

Done at Kigali August 05th, 2025

Isaïe MUHOZA

Acting Chief Executive Officer

Sonarwa Life Assurance Co. Ltd